

Consumer Satisfaction Survey Summary

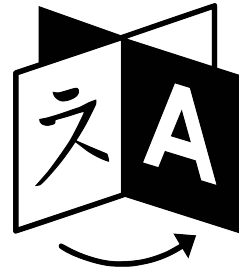


Spring 2022 - Families

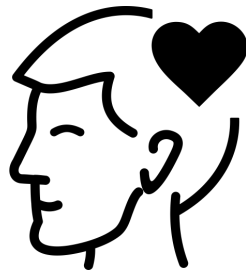
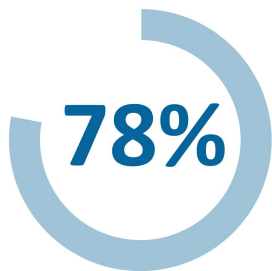
Contra Costa Behavioral Health uses the Mental Health Statistics Improvement Project (MHSIP) consumer satisfaction surveys adopted by the California Department of Health Care Services (DHCS) to assess consumer satisfaction and perceptions about county outpatient mental health services. In Spring 2022, we received **747** completed surveys. **Families** completed **299** surveys or **40%** of all responses.



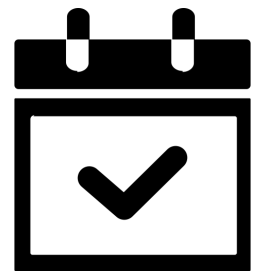
94% of **Families** were generally satisfied with services they received.



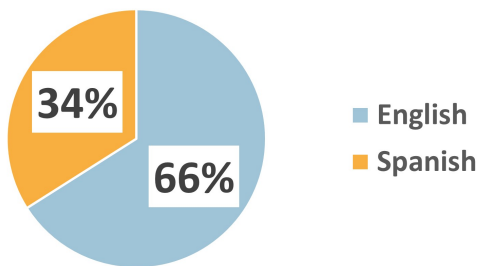
99% of **Families** felt services offered were culturally appropriate.



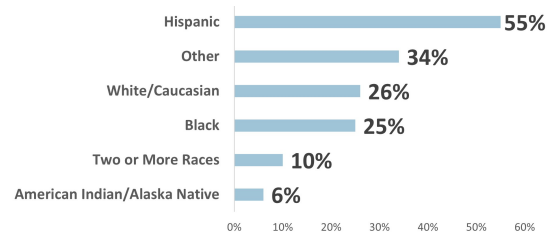
78% of **Families** were satisfied with outcomes experienced as a result of services.



95% of **Families** were satisfied with their ability to access services offered.



Most surveys were completed in **English** with over a third completed in **Spanish**.



Most **Family** participants were White, Hispanic*, Black, Two or More races, or Other.

Note: Percentages were rounded up to the nearest whole number.

**Respondents were asked in separate questions about race and Hispanic/Latino/Meixcan Origin but data was combined on the chart.*