

Consumer Satisfaction Survey Summary

Spring 2023 - Older Adults

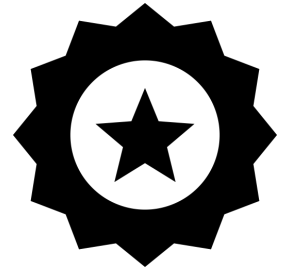
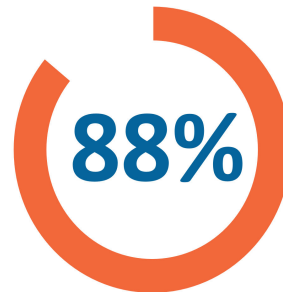


Contra Costa Behavioral Health uses the Mental Health Statistics Improvement Project (MHSIP) consumer satisfaction surveys adopted by the California Department of Health Care Services (DHCS) to assess consumer satisfaction and perceptions about county outpatient mental health services. In Spring 2023, we received 862 completed surveys.

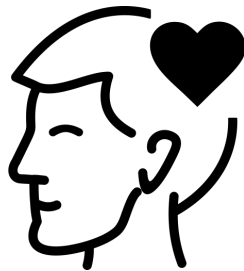
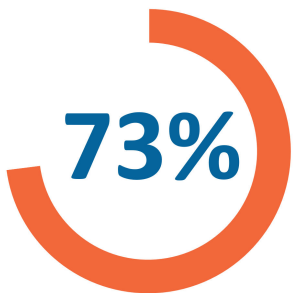
Older Adults completed 59 surveys or 7% of all responses.



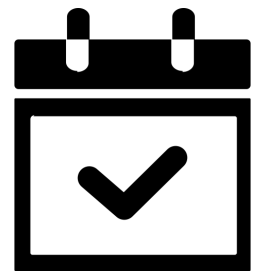
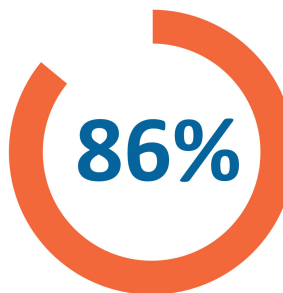
93% of **Older Adults** were generally satisfied with services they received.



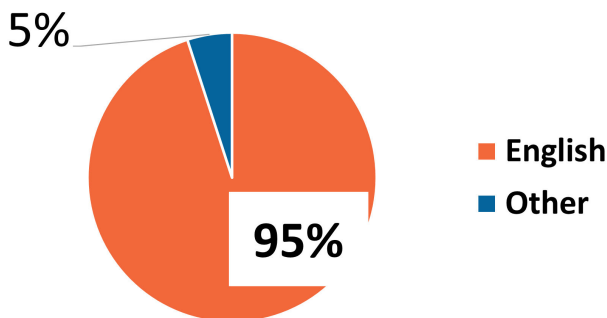
88% of **Older Adults** were satisfied with quality of services offered.



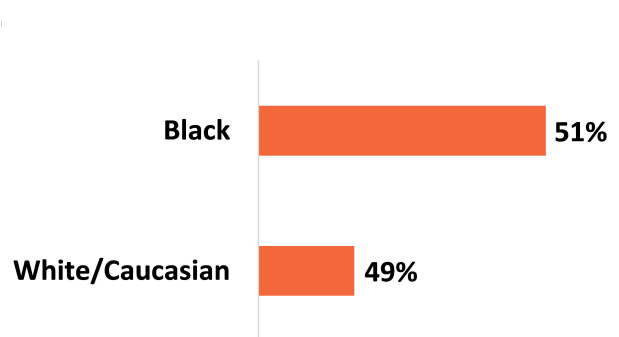
73% of **Older Adults** were satisfied with outcomes experienced as a result of services.



86% of **Older Adults** were satisfied with their ability to access services offered.



Most **Older Adult** surveys were completed in **English**.



The **Older Adult** participants were Black or White

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