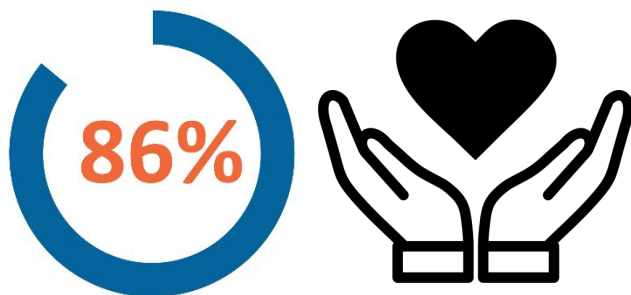


Consumer Satisfaction Survey Summary

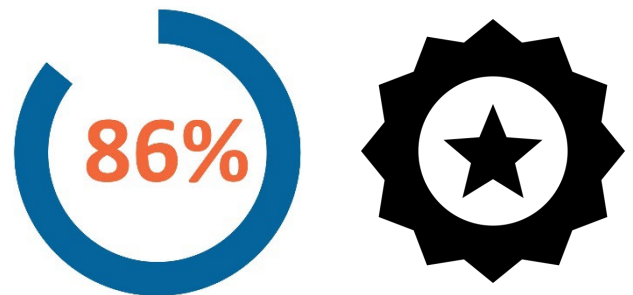
Spring 2023 - Adults



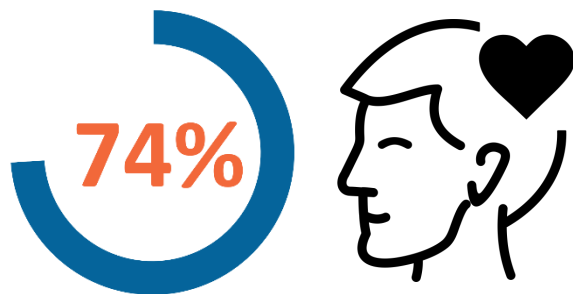
Contra Costa Behavioral Health uses the Mental Health Statistics Improvement Project (MHSIP) consumer satisfaction surveys adopted by the California Department of Health Care Services (DHCS) to assess consumer satisfaction with and perceptions about county outpatient mental health services. In Spring 2023, we received **862** completed surveys. **Adults** completed **226** surveys or **26%** of all responses.



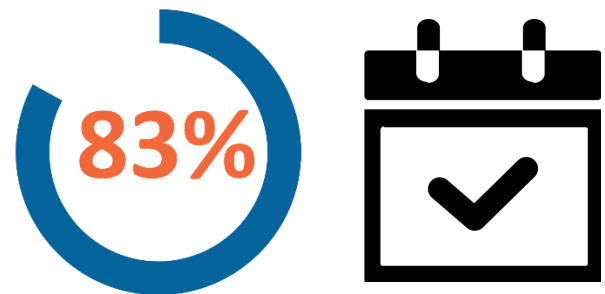
86% of **Adults** were generally satisfied with services they received.



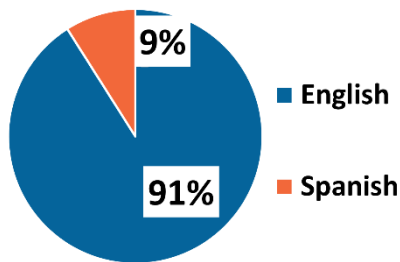
86% of **Adults** were satisfied with quality of services offered.



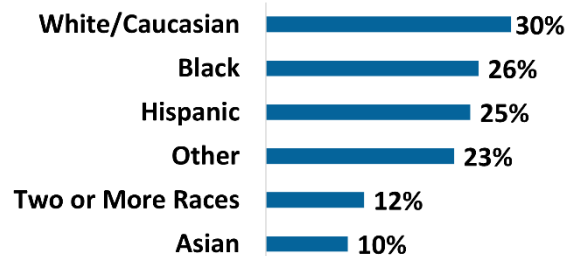
74% of **Adults** were satisfied with outcomes experienced as a result of services.



83% of **Adults** were satisfied with accessibility of services offered.



Most surveys were completed in **English** with a small amount completed in **Spanish**.



Most of the Adult participants were White, Hispanic*, Black, 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.