



Behavioral Health
Research and Evaluation

CONSUMER PERCEPTION SURVEY

Last Survey Period Results
2023

Department of Behavioral Health
Research & Evaluation

- Formerly known as Performance Outcomes and Quality Improvement (POQI)
 - Became known as Consumer Perception Survey in 2015
 - Essentially a client satisfaction survey regarding services received
- Goal of Survey
 - Collect data on National Outcome Measures (NOMS)
 - NOMS reporting is required by Substance Abuse and Mental Health Services Administration (SAMHSA)
 - Community Mental Health Services (CMHS) Block Grant funding contingent
- Counties are required to conduct the survey and submit data to the California Department of Health Care Services (DHCS) directly or via the California Institute for Behavioral Health Solutions (CIBHS) or the University of California Los Angeles (UCLA) per
 - §3530.40 of Title 9 of the California Code of Regulations.
 - Requires semi-annual surveys be conducted. DHCS sets survey dates in the spring and fall of each year.

- Consumers served within the following settings are EXCLUDED:
 - Inpatient settings
 - Psychiatric Health Facilities (PHF)
 - Crisis and residential programs (e.g., CWIC, CCRT, STAY, TEST, Triage Transitional Services [formerly Diversion], ChRIS, CRT, and CSU)
 - Correctional facilities
 - Long-term care institutional placements (e.g., State hospitals, Institute for Mental Disease (IMD))
 - Case consultation only
 - One-time psych testing or assessment

- Adult (ages 18-59)
- Older Adult (ages 60+)
- Youth (ages 13-17 and transition-age youth who still receive services in child systems)
- Family (Parent/caregiver of Youth)



Adult & Older Adult

- General Satisfaction
- Perception of Access
- Perception of Quality & Appropriateness
- Perception of Participation in Treatment Planning
- Perception of Outcome of Services
- Perception of Functioning
- Perception of Social Connectedness

Youth & Youth Families

- General Satisfaction
- Perception of Access
- Perception of Cultural Sensitivity
- Perception of Participation in Treatment Planning
- Perception of Outcome of Services
- Perception of Functioning
- Perception of Social Connectedness



Adult | Older Adult

Youth | Family

General Satisfaction

- 1. I like the services that I received here
- 2. If I had other choices, I would still get services from this agency
- 3. I would recommend this agency to a friend or family member

General Satisfaction

- 1. Overall, I am satisfied with the services my child received
- 4. The people helping my child had someone to talk to when he/she was troubled
- 5. I felt my child had someone to talk to when he/she was troubled
- 7. The services my child and/or family received were right for us
- 10. My family got the help we wanted for my child
- 11. My family got as much help as we needed for my child



Adult | Older Adult

Youth | Family

Perception of Access

- 4. The location of services was convenient
- 5. Staff were willing to see me as often as I felt it was necessary
- 6. Staff returned my calls within 24 hours
- 7. Services were available at times that were good for me
- 8. I was able to get all the services I thought I needed
- 9. I was able to see a psychiatrist when I wanted to

Perception of Access

- 8. The location of services was convenient for us
- 9. Services were available at times that were convenient for us

Adult | Older Adult

Youth | Family

Perception of Quality and Appropriateness

10. Staff here believe that I can grow, change and recover
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told what side effects to watch for
16. Staff respected my wishes about who is, and is not to be given information about my treatment
18. Staff were sensitive to my cultural/ethnic background
19. Staff helped me obtain the information needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Perception of Cultural Sensitivity

12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background

Adult | Older Adult

Perception of Participation in Treatment Planning

11. I felt comfortable asking questions about my treatment and medication
17. I, not staff, decided my treatment goals

Youth | Family

Perception of Participation in Treatment Planning

2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
6. I participated in my child's treatment

Adult | Older Adult

Perception of Outcome of Services

21. I deal more effectively with daily problems
22. I am better able to control my life
23. I am better able to deal with crisis
24. I am getting along better with my family
25. I do better in social situations
26. I do better in school and/or work
27. My housing situation has improved
28. My symptoms are not bothering me as much

Adult | Older Adult

Perception of Functioning

28. My symptoms are not bothering me as much
29. I do things that are more meaningful to me
30. I am better able to take care of my needs
31. I am better able to handle things when they go wrong
32. I am better able to do things that I want to do

Youth | Family

Perception of Functioning

- 16. My child is better at handling daily life
- 17. My child gets along better with family members
- 18. My child gets along better with friends and other people
- 20. My child is better able to cope when things go wrong
- 22. My child is better able to do things he or she wants to do

Youth | Family

Perception of Outcome of Services

- 16. My child is better at handling daily life
- 17. My child gets along better with family members
- 18. My child gets along better with friends and other people
- 19. My child is doing better in school and/or work
- 20. My child is better able to cope when things go wrong
- 21. I am satisfied with our family life right now
- 22. My child is better able to do things he or she wants to do

Adult | Older Adult

Youth | Family

Perception of Social Connectedness

- 33. I am happy with the friendships I have
- 34. I have people with whom I can do enjoyable things
- 35. I feel I belong in my community
- 36. In a crisis, I would have the support I need from family or friends

Perception of Social Connectedness

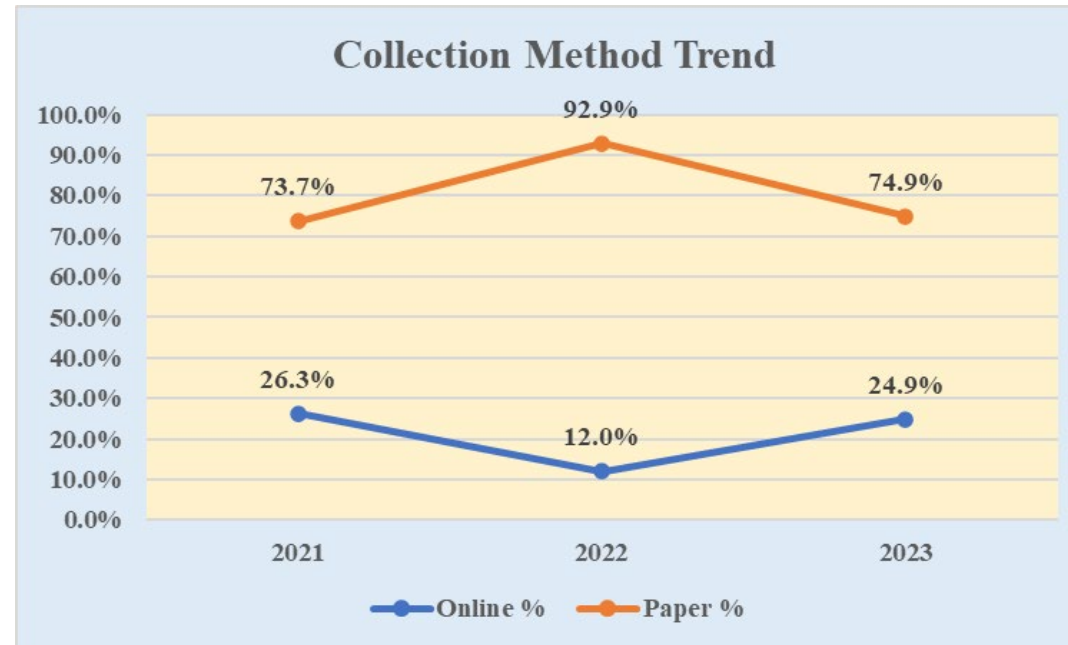
- 23. I know people who will listen and understand me when I need to talk
- 24. I have people that I am comfortable talking with about my child's problems
- 25. In a crisis, I would have the support I need from family or friends
- 26. I have people with whom I can do enjoyable things

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scoring	5	4	3	2	1	NA

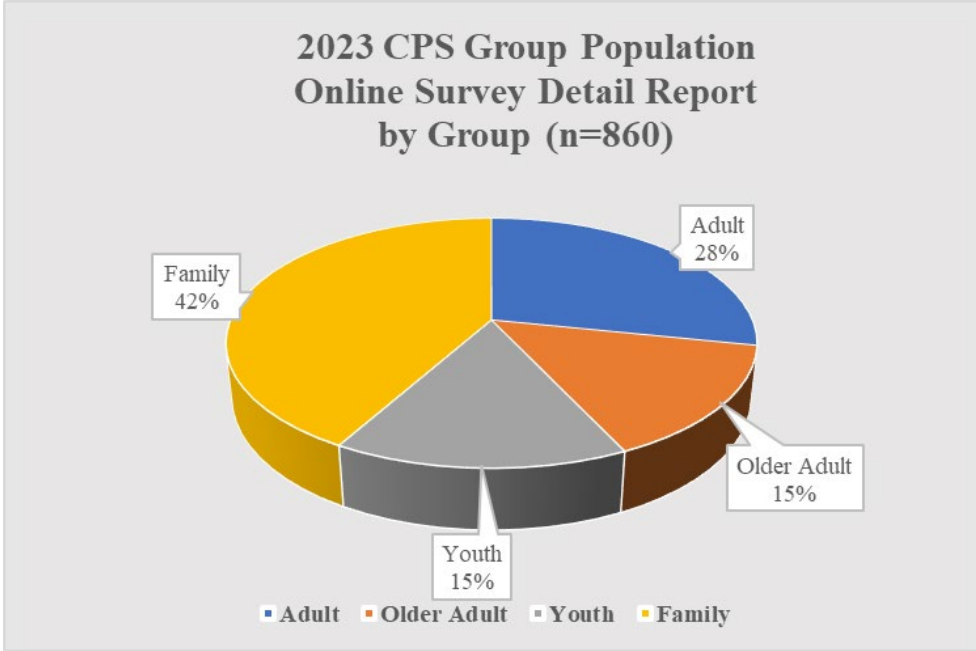
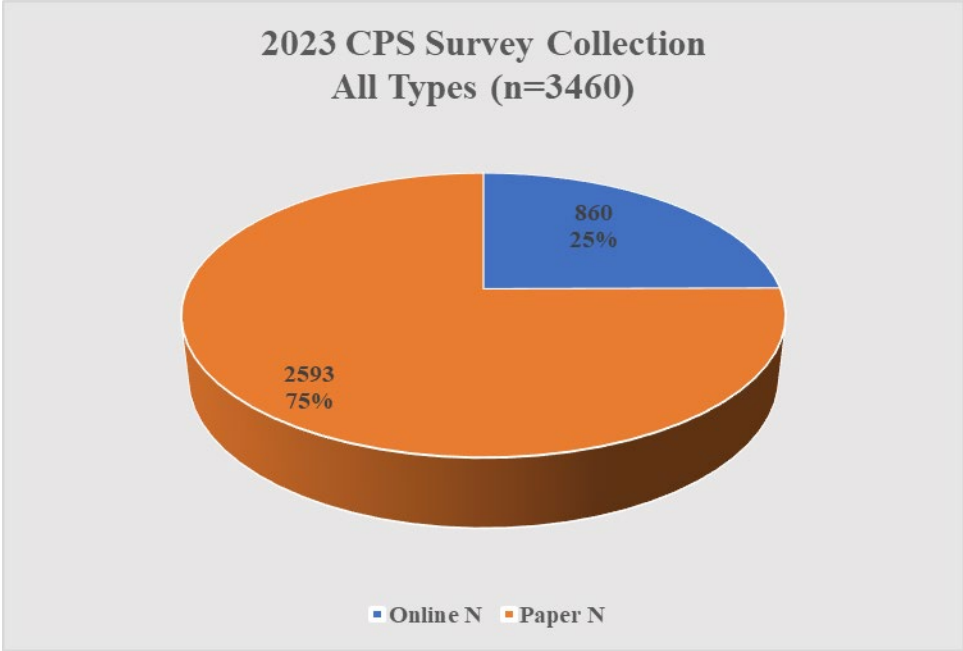


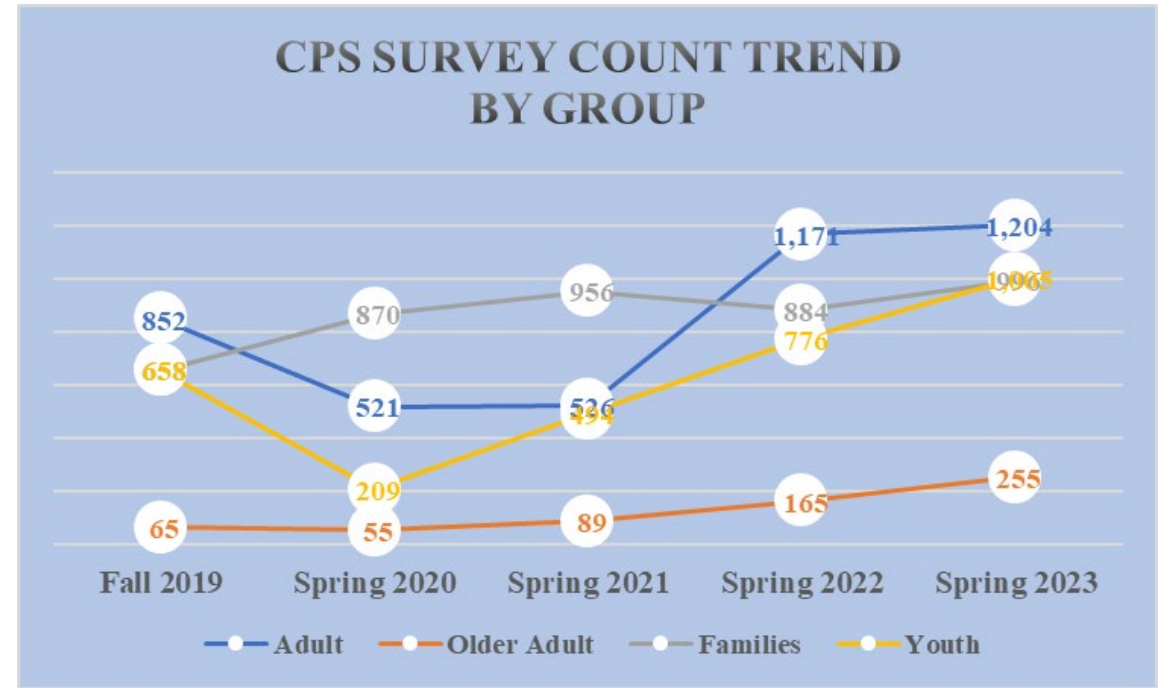
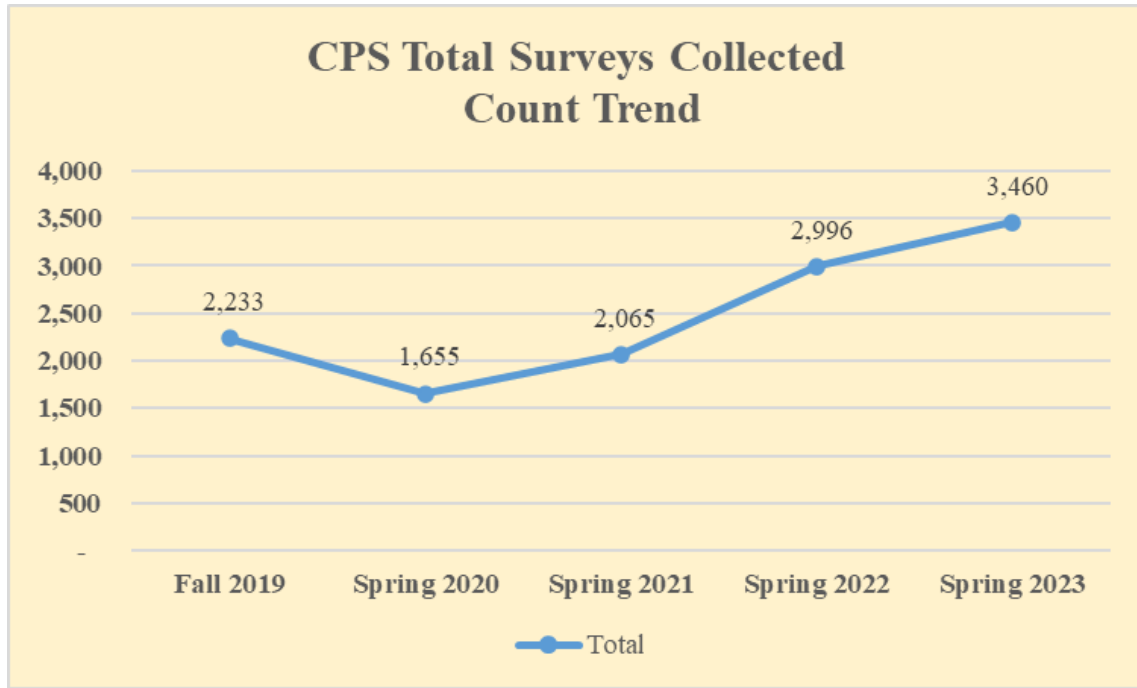


RESULTS



Collection Trend				
		2021	2022	2023
Online	N	535	343	860
Paper	N	1500	2653	2593





Spring 2022 & 2023 CPS Results with State Comparison

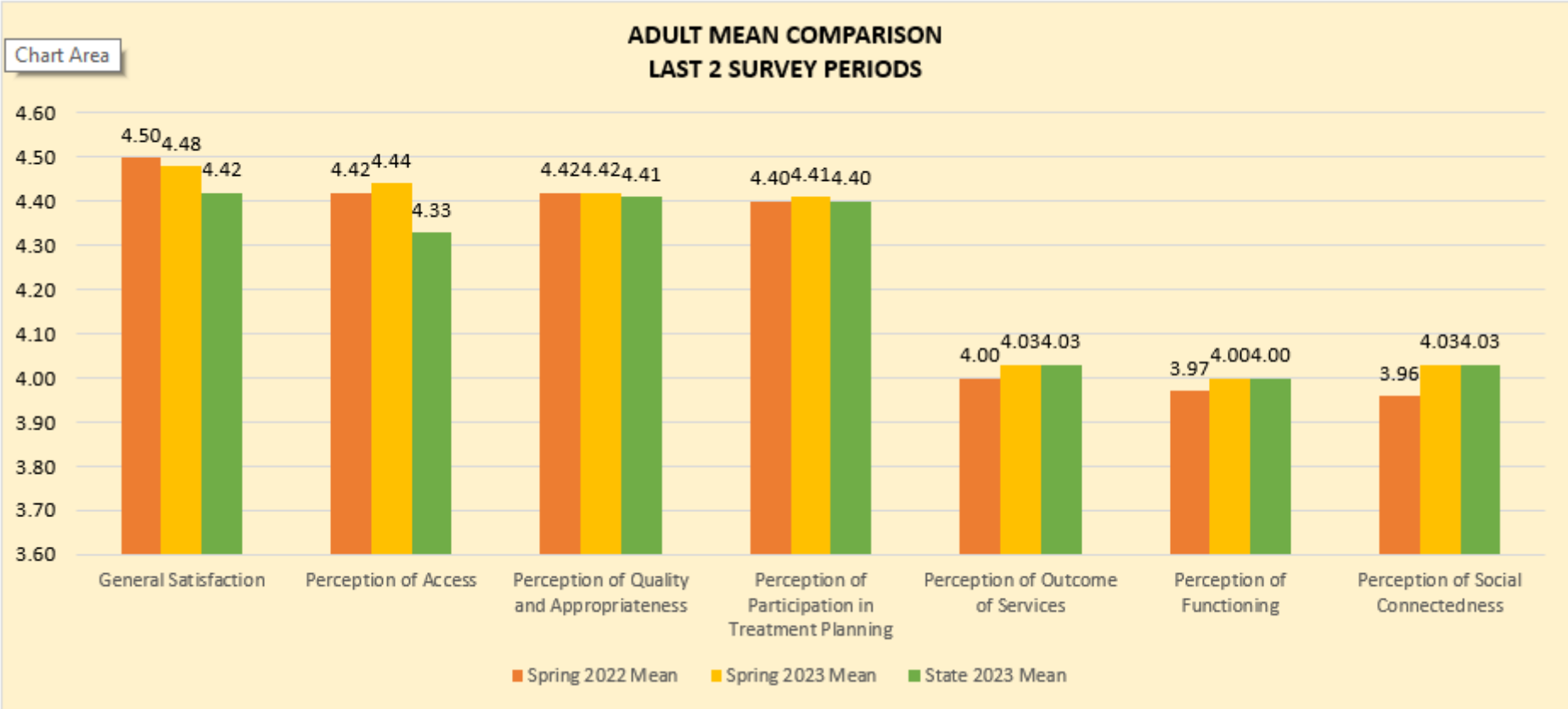
SAN BERNARDINO COUNTY SURVEY PERIODS: SPRING 22 & 23 CPS RESULTS WITH STATE COMPARISON

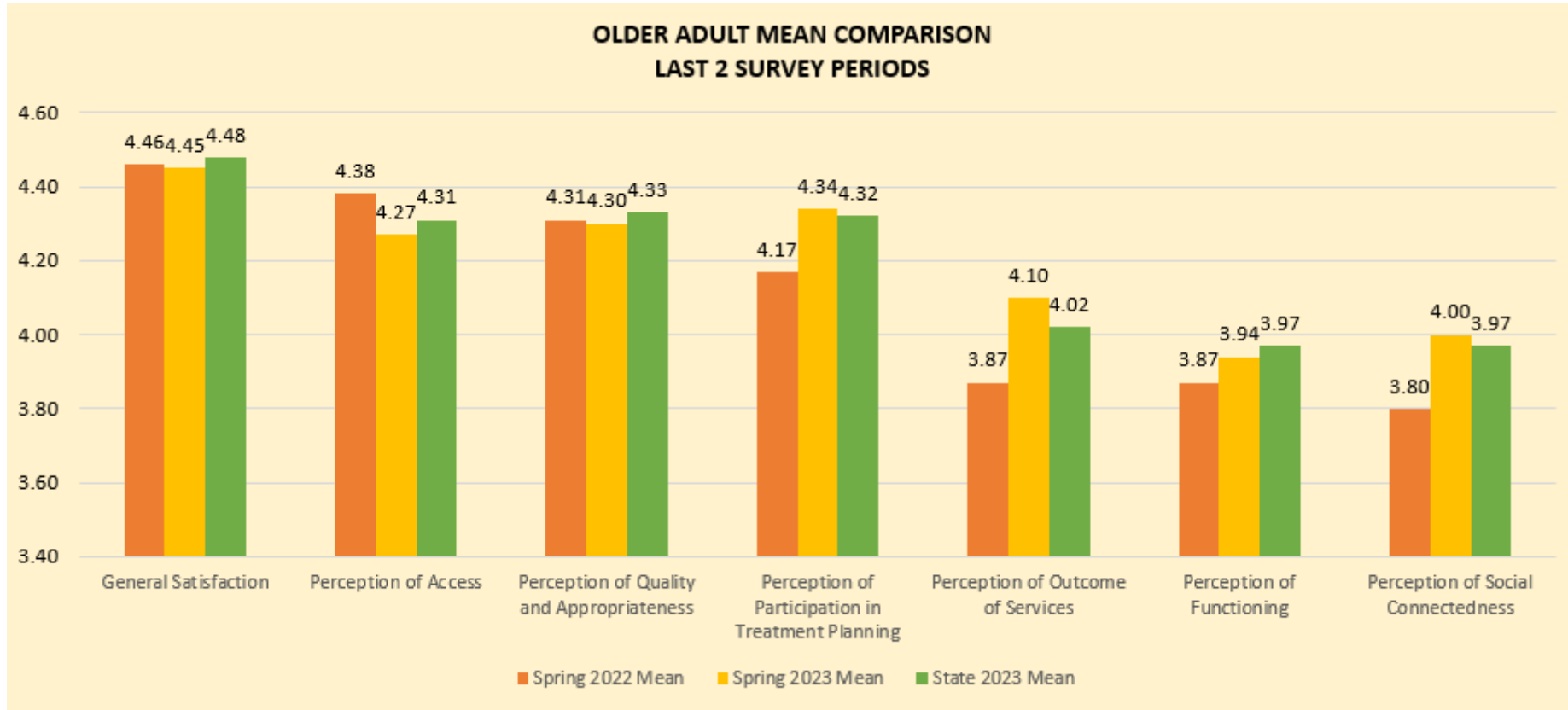
ADULT DOMAIN	Spring 22		Spring 23		State 23
	N	Mean	N	Mean	Mean
General Satisfaction	632	4.50	550	4.48	4.42
Perception of Access	628	4.42	543	4.44	4.33
Perception of Quality and Appropriateness	618	4.42	529	4.42	4.41
Perception of Participation in Treatment Planning	592	4.40	507	4.41	4.40
Perception of Outcome of Services	584	4.00	504	4.03	4.03
Perception of Functioning	594	3.97	507	4.00	4.00
Perception of Social Connectedness	593	3.96	513	4.03	4.03

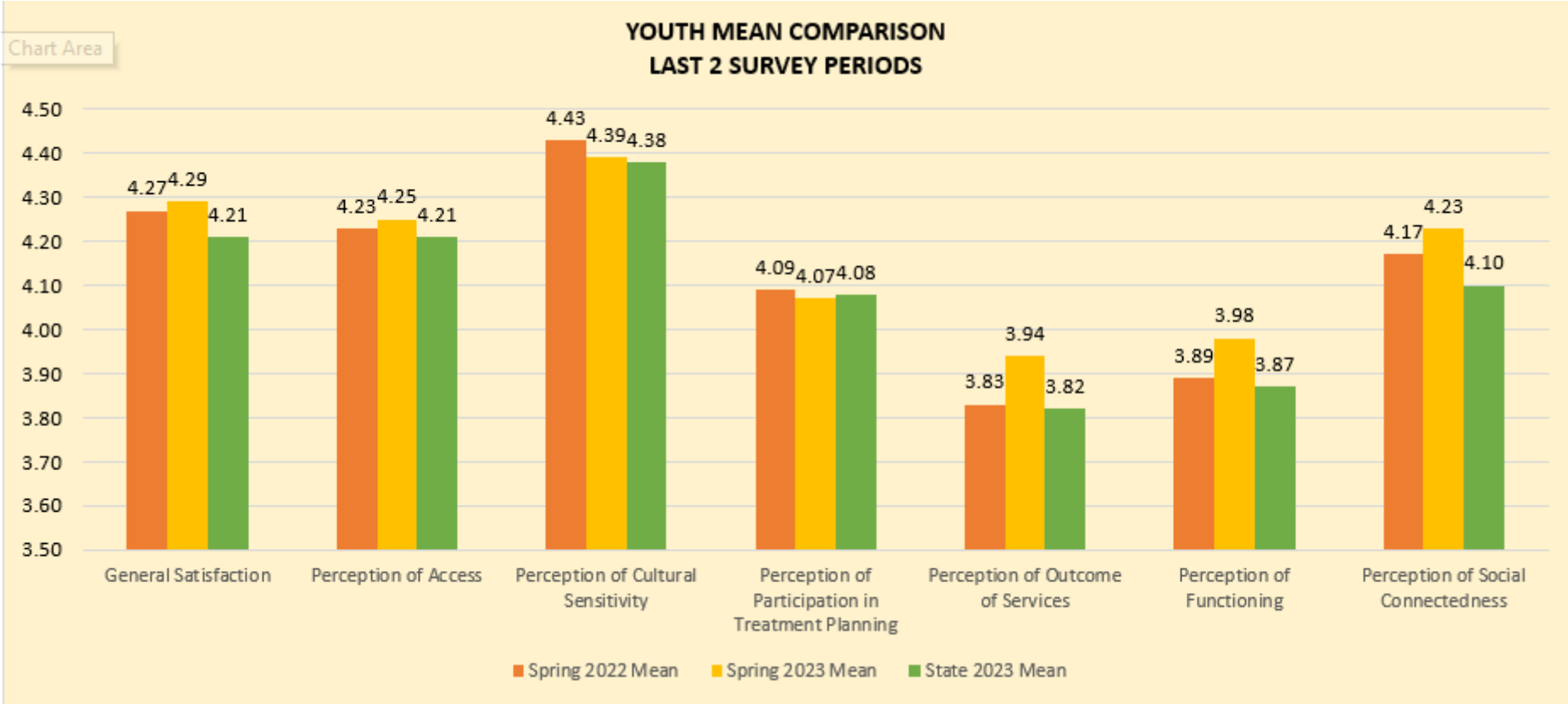
YOUTH DOMAIN	Spring 22		Spring 23		State 23
	N	Mean	N	Mean	Mean
General Satisfaction	440	4.27	575	4.29	4.21
Perception of Access	425	4.23	567	4.25	4.21
Perception of Cultural Sensitivity	410	4.43	545	4.39	4.38
Perception of Participation in Treatment Planning	429	4.09	569	4.07	4.08
Perception of Outcome of Services	431	3.83	567	3.94	3.82
Perception of Functioning	428	3.89	560	3.98	3.87
Perception of Social Connectedness	433	4.17	555	4.23	4.10

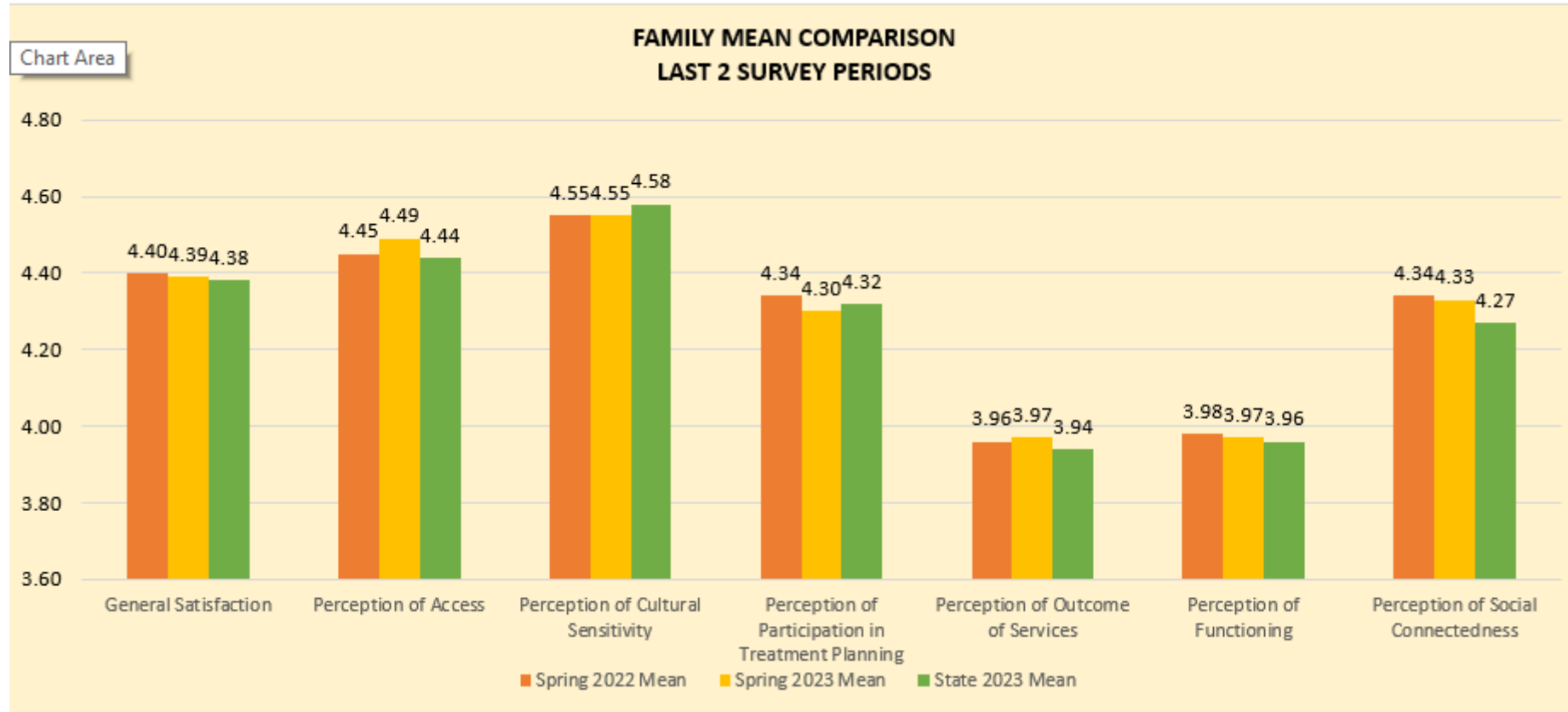
OLDER ADULT DOMAIN	Spring 22		Spring 23		State 23
	N	Mean	N	Mean	Mean
General Satisfaction	88	4.46	91	4.45	4.48
Perception of Access	85	4.38	89	4.27	4.31
Perception of Quality and Appropriateness	83	4.31	90	4.30	4.33
Perception of Participation in Treatment Planning	73	4.17	81	4.34	4.32
Perception of Outcome of Services	75	3.87	78	4.10	4.02
Perception of Functioning	79	3.87	84	3.94	3.97
Perception of Social Connectedness	79	3.80	81	4.00	3.97

FAMILY DOMAIN	Spring 22		Spring 23		State 23
	N	Mean	N	Mean	Mean
General Satisfaction	455	4.40	571	4.39	4.38
Perception of Access	454	4.45	566	4.49	4.44
Perception of Cultural Sensitivity	431	4.55	537	4.55	4.58
Perception of Participation in Treatment Planning	446	4.34	560	4.30	4.32
Perception of Outcome of Services	445	3.96	559	3.97	3.94
Perception of Functioning	443	3.98	555	3.97	3.96
Perception of Social Connectedness	446	4.34	558	4.33	4.27









- Are respondents in agreement with the survey statements?
- SAMSHA's Center for Mental Health Services (CMHS) recommends calculating the percent of scores greater than 3.5 (percent agree and strongly agree).
 - Numerator: N | Total Number of respondents with an average scale score greater than 3.5
 - Denominator: Total | Total number of respondents

Agreement Scores Domain	Adult Group			State
	2021	2022	2023	2023
General Satisfaction	253 96%	585 93%	510 93%	91%

San Bernardino County Last 3 years

Agreement Scores Domain	Adult Group			State	Older Adult Group			State
	2021	2022	2023	2023	2021	2022	2023	2023
General Satisfaction	253 96%	585 93%	510 93%	91%	23 96%	81 92%	82 90%	93%
Perception of Access	243 92%	577 92%	501 92%	91%	20 95%	77 91%	78 88%	91%
Perception of Quality and Appropriateness	240 95%	575 93%	481 91%	91%	22 92%	79 95%	80 89%	91%
Perception of Participation in Treatment Planning	245 86%	509 86%	436 86%	92%	23 92%	53 73%	72 89%	92%
Perception of Outcome of Services	188 76%	438 75%	373 74%	77%	21 88%	50 67%	60 77%	80%
Perception of Functioning	190 74%	443 75%	383 76%	75%	23 82%	56 71%	56 67%	76%
Perception of Social Connectedness	187 73%	411 69%	367 75%	77%	17 61%	50 63%	59 73%	79%

San Bernardino County Last 3 years

Agreement Scores Domain	Families Group			State	Youth Group			State
	2021	2022	2023	2023	2021	2022	2023	2023
General Satisfaction	387 91%	427 94%	523 92%	93%	141 88%	389 88%	513 89%	90%
Perception of Access	387 93%	428 94%	536 95%	95%	135 88%	346 81%	473 83%	91%
Cultural Sensitivity	397 97%	424 98%	518 96%	98%	138 93%	380 93%	496 91%	95%
Perception of Participation in Treatment Planning	386 91%	419 94%	499 89%	92%	142 89%	356 83%	468 82%	84%
Perception of Outcome of Services	296 72%	323 73%	406 73%	78%	112 74%	290 67%	412 73%	74%
Perception of Functioning	302 75%	336 76%	407 73%	78%	118 80%	318 74%	438 78%	74%
Perception of Social Connectedness	391 93%	418 94%	512 92%	93%	134 89%	359 83%	476 86%	89%

What questions are part of each domain?

Agreement Scores- Question Detail

Q	Domain	Question - Adult Older Group	Adult Group			Older Adult Group		
			Spring 2021	Spring 2022	Spring 2023	Spring 2021	Spring 2022	Spring 2023
1	General Satisfaction	I like the services that I received here	92.8%	94.9%	94.0%	87.5%	96.6%	89.0%
2	General Satisfaction	If I had other choices, I would still get services from this agency	86.4%	88.1%	84.5%	87.5%	86.4%	87.9%
3	General Satisfaction	I would recommend this agency to a friend or family member	92.8%	90.8%	92.2%	95.8%	90.9%	91.2%
4	Perception of Access	The location of services was convenient	86.0%	88.5%	88.2%	71.4%	74.1%	77.5%
5	Perception of Access	Staff were willing to see me as often as I felt it was necessary	92.1%	90.9%	92.6%	90.5%	90.6%	88.8%
6	Perception of Access	Staff returned my calls within 24 hours	88.7%	87.3%	87.1%	95.2%	88.2%	84.3%
7	Perception of Access	Services were available at times that were good for me	92.5%	90.3%	91.9%	90.5%	91.8%	91.0%
8	Perception of Access	I was able to get all the services I thought I needed	92.1%	89.8%	89.7%	81.0%	85.9%	84.3%
9	Perception of Access	I was able to see a psychiatrist when I wanted to	77.4%	76.9%	76.2%	47.6%	56.5%	65.2%
10	Perception of Quality and Appropriateness	Staff here believe that I can grow, change and recover	92.1%	93.2%	93.0%	83.3%	95.2%	91.1%
11	Perception of Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	92.2%	93.4%	92.3%	92.0%	82.2%	91.4%
12	Perception of Quality and Appropriateness	I felt free to complain	86.1%	84.0%	82.8%	79.2%	81.9%	82.2%
13	Perception of Quality and Appropriateness	I was given information about my rights	91.3%	91.9%	89.8%	87.5%	90.4%	86.7%
14	Perception of Quality and Appropriateness	Staff encouraged me to take responsibility for how I live my life	91.3%	90.8%	88.3%	87.5%	92.8%	90.0%
15	Perception of Quality and Appropriateness	Staff told what side effects to watch for	81.3%	75.7%	79.4%	62.5%	57.8%	58.9%
16	Perception of Quality and Appropriateness	Staff respected my wishes about who is, and is not to be given information about my treatment	93.7%	90.9%	91.1%	87.5%	84.3%	91.1%
17	Perception of Participation in Treatment Planning	I, not staff, decided my treatment goals	86.9%	84.1%	84.4%	96.0%	76.7%	90.1%
18	Perception of Quality and Appropriateness	Staff were sensitive to my cultural/ethnic background	84.5%	83.8%	84.7%	91.7%	80.7%	86.7%
19	Perception of Quality and Appropriateness	Staff helped me obtain the information needed so that I could take charge of managing my illness	90.1%	88.7%	87.7%	79.2%	84.3%	85.6%
20	Perception of Quality and Appropriateness	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	81.0%	81.2%	83.4%	66.7%	63.9%	66.7%

Agreement Scores- Question Detail

Q	Domain	Question - Adult Older Group	Adult Group			Older Adult Group		
			Spring 2021	Spring 2022	Spring 2023	Spring 2021	Spring 2022	Spring 2023
21	Perception of Outcome of Services	I deal more effectively with daily problems	80.2%	79.3%	80.2%	87.5%	78.7%	82.1%
22	Perception of Outcome of Services	I am better able to control my life	80.2%	78.6%	77.8%	83.3%	78.7%	84.6%
23	Perception of Outcome of Services	I am better able to deal with crisis	79.8%	80.1%	78.0%	87.5%	78.7%	82.1%
24	Perception of Outcome of Services	I am getting along better with my family	68.0%	70.5%	71.6%	70.8%	62.7%	75.6%
25	Perception of Outcome of Services	I do better in social situations	72.1%	66.1%	67.3%	75.0%	69.3%	73.1%
26	Perception of Outcome of Services	I do better in school and/or work	50.6%	52.9%	50.4%	20.8%	34.7%	29.5%
27	Perception of Outcome of Services	My housing situation has improved	60.7%	67.0%	67.5%	75.0%	53.3%	73.1%
28	Perception of Functioning	My symptoms are not bothering me as much	65.2%	65.6%	64.3%	79.2%	65.3%	73.1%
28	Perception of Outcome of Services	My symptoms are not bothering me as much	65.2%	65.6%	64.3%	79.2%	65.3%	73.1%
29	Perception of Functioning	I do things that are more meaningful to me	74.8%	77.9%	75.5%	71.4%	69.6%	77.4%
30	Perception of Functioning	I am better able to take care of my needs	76.0%	78.5%	78.1%	78.6%	70.9%	70.2%
31	Perception of Functioning	I am better able to handle things when they go wrong	70.5%	71.5%	73.6%	71.4%	72.2%	67.9%
32	Perception of Functioning	I am better able to do things that I want to do	77.9%	72.9%	72.6%	71.4%	65.8%	71.4%
33	Perception of Social Connectedness	I am happy with the friendships I have	77.6%	74.7%	78.0%	75.0%	74.7%	79.0%
34	Perception of Social Connectedness	I have people with whom I can do enjoyable things	75.7%	76.2%	78.2%	64.3%	68.4%	71.6%
35	Perception of Social Connectedness	I feel I belong in my community	63.5%	60.9%	64.5%	57.1%	57.0%	72.8%
36	Perception of Social Connectedness	In a crisis, I would have the support I need from family or friends	74.1%	76.1%	77.0%	50.0%	60.8%	75.3%

Agreement Scores- Question Detail

Q	Domain	Question - Family Youth Group	Family Group			Youth Group		
			Spring 2021	Spring 2022	Spring 2023	Spring 2021	Spring 2022	Spring 2023
1	General Satisfaction	Overall, I am satisfied with the services my child received	93.6%	95.4%	92.3%	90.0%	91.1%	92.9%
2	Perception of Participation in Treatment Planning	I helped to choose my child's services	82.0%	87.7%	83.2%	73.6%	67.1%	70.5%
3	Perception of Participation in Treatment Planning	I helped to choose my child's treatment goals	90.0%	92.6%	88.4%	86.8%	83.7%	81.5%
4	General Satisfaction	The people helping my child had someone to talk to when he/she was troubled	91.7%	93.2%	89.8%	90.0%	87.0%	85.9%
5	General Satisfaction	I felt my child had someone to talk to when he/she was troubled	89.6%	88.4%	90.0%	90.0%	81.8%	84.0%
6	Perception of Participation in Treatment Planning	I participated in my child's treatment	93.4%	95.7%	92.5%	87.4%	88.6%	86.8%
7	General Satisfaction	The services my child and/or family received were right for us	89.4%	93.4%	92.8%	87.5%	88.2%	87.7%
8	Perception of Access	The location of services was convenient for us	93.5%	95.4%	96.5%	89.6%	87.1%	89.4%
9	Perception of Access	Services were available at times that were convenient for us	95.9%	95.4%	95.8%	92.2%	82.6%	85.9%
10	General Satisfaction	My family got the help we wanted for my child	86.8%	91.4%	88.1%	85.6%	85.2%	87.7%
11	General Satisfaction	My family got as much help as we needed for my child	83.5%	88.1%	85.8%	83.8%	77.7%	83.0%
12	Cultural Sensitivity	Staff treated me with respect	97.3%	97.9%	96.5%	95.3%	93.9%	93.9%
13	Cultural Sensitivity	Staff respected my family's religious/spiritual beliefs	92.9%	93.0%	93.5%	89.9%	86.3%	87.0%
14	Cultural Sensitivity	Staff spoke with me in a way that I understood	97.8%	98.1%	97.0%	92.6%	92.9%	91.9%
15	Cultural Sensitivity	Staff were sensitive to my cultural/ethnic background	93.1%	93.3%	91.8%	81.8%	81.2%	78.2%

Agreement Scores- Question Detail

Q	Domain	Question - Family Group	Family Group			Youth Group		
			Spring 2021	Spring 2022	Spring 2023	Spring 2021	Spring 2022	Spring 2023
16	Perception of Functioning	My child is better at handling daily life	73.1%	75.7%	74.4%	80.1%	71.9%	74.8%
16	Perception of Outcome of Services	My child is better at handling daily life	73.1%	75.7%	74.4%	80.1%	71.9%	74.8%
17	Perception of Functioning	My child gets along better with family members	74.8%	77.5%	73.0%	65.6%	61.0%	67.7%
17	Perception of Outcome of Services	My child gets along better with family members	74.8%	77.5%	73.0%	65.6%	61.0%	67.7%
18	Perception of Functioning	My child gets along better with friends and other people	75.6%	75.1%	75.5%	76.2%	78.0%	78.5%
18	Perception of Outcome of Services	My child gets along better with friends and other people	75.6%	75.1%	75.5%	76.2%	78.0%	78.5%
19	Perception of Outcome of Services	My child is doing better in school and/or work	62.6%	66.3%	67.8%	67.5%	65.4%	72.0%
20	Perception of Functioning	My child is better able to cope when things go wrong	65.8%	70.1%	70.3%	79.5%	72.4%	77.1%
20	Perception of Outcome of Services	My child is better able to cope when things go wrong	65.8%	70.1%	70.3%	79.5%	72.4%	77.1%
21	Perception of Outcome of Services	I am satisfied with our family life right now	78.0%	75.5%	78.2%	55.6%	61.3%	66.3%
22	Perception of Functioning	My child is better able to do things he or she wants to do	79.2%	77.2%	77.5%	75.7%	74.8%	78.2%
23	Perception of Social Connectedness	I know people who will listen and understand me when I need to talk	92.4%	91.7%	92.3%	91.3%	86.6%	87.7%
24	Perception of Social Connectedness	I have people that I am comfortable talking with about my child's problems	93.3%	95.3%	92.1%	82.7%	81.8%	85.0%
25	Perception of Social Connectedness	In a crisis, I would have the support I need from family or friends	91.2%	92.8%	91.0%	79.3%	79.4%	82.7%
26	Perception of Social Connectedness	I have people with whom I can do enjoyable things	93.1%	93.5%	93.9%	84.7%	90.1%	89.7%

Demographics



- Gender Unknown also counts missing responses
- We combined Ethnicity and Racial types together for reporting
- Multi is used to describe respondents that identified with one or more racial categories and/or ethnicity.
 - Example: Hispanic and Black; Asian, White, and Native American
- Unknown describes respondents that uniquely identified with Unknown to either Ethnicity, Race, or Unknown to both.
 - If a respondent did not answer any of the ethnicity or racial questions, they were considered Unknown.
- Hispanic responses were recorded as Hispanic no matter the racial category selected.

Gender Results by Survey Period				
Adult		Spring 2021	Spring 2022	Spring 2023
Unknown	Frequency	243	567	697
	Col Pct	46.2	48.42	57.89
Female	Frequency	137	327	247
	Col Pct	26.05	27.92	20.51
Male	Frequency	141	258	244
	Col Pct	26.81	22.03	20.27
Other	Frequency	5	19	16
	Col Pct	0.95	1.62	1.33
Total	Frequency	526	1171	1204

Gender Results by Survey Period				
Older Adult		Spring 2021	Spring 2022	Spring 2023
Unknown	Frequency	49	85	168
	Col Pct	55.06	51.52	65.88
Female	Frequency	15	48	45
	Col Pct	16.85	29.09	17.65
Male	Frequency	25	30	42
	Col Pct	28.09	18.18	16.47
Other	Frequency	0	2	0
	Col Pct	0	1.21	0
Total	Frequency	89	165	255

Gender Results by Survey Period				
Youth		Spring 2021	Spring 2022	Spring 2023
Unknown	Frequency	343	351	453
	Col Pct	69.43	45.23	45.07
Female	Frequency	56	212	264
	Col Pct	11.34	27.32	26.27
Male	Frequency	83	180	266
	Col Pct	16.8	23.2	26.47
Other	Frequency	12	33	22
	Col Pct	2.43	4.25	2.19
Total	Frequency	494	776	1005

Gender Results by Survey Period				
Families		Spring 2021	Spring 2022	Spring 2023
Unknown	Frequency	544	442	447
	Col Pct	56.9	50	44.88
Female	Frequency	170	193	262
	Col Pct	17.78	21.83	26.31
Male	Frequency	236	243	277
	Col Pct	24.69	27.49	27.81
Other	Frequency	6	6	10
	Col Pct	0.63	0.68	1
Total	Frequency	956	884	996

Ethnicity/Race – Adult & Older Adult

Race / Ethnicity Demographics by Survey Period				
Adult		Spring 2021	Spring 2022	Spring 2023
American Indian	Frequency	2	6	8
	Col Pct	0.38	0.51	0.66
Asian	Frequency	4	6	14
	Col Pct	0.76	0.51	1.16
Black	Frequency	30	91	62
	Col Pct	5.7	7.77	5.15
Hispanic	Frequency	37	35	60
	Col Pct	7.03	2.99	4.98
Multi	Frequency	167	210	196
	Col Pct	31.75	17.93	16.28
Other	Frequency	5	13	14
	Col Pct	0.95	1.11	1.16
Pacific Island	Frequency	2	1	2
	Col Pct	0.38	0.09	0.17
Unknown	Frequency	179	573	704
	Col Pct	34.03	48.93	58.47
White	Frequency	100	236	144
	Col Pct	19.01	20.15	11.96
Total	Frequency	526	1171	1204

Race / Ethnicity Demographics by Survey Period				
Older Adult		Spring 2021	Spring 2022	Spring 2023
American Indian	Frequency	0	0	3
	Col Pct	0	0	1.18
Asian	Frequency	0	1	2
	Col Pct	0	0.61	0.78
Black	Frequency	3	14	15
	Col Pct	3.37	8.48	5.88
Hispanic	Frequency	2	5	3
	Col Pct	2.25	3.03	1.18
Multi	Frequency	41	26	15
	Col Pct	46.07	15.76	5.88
Other	Frequency	0	0	3
	Col Pct	0	0	1.18
Pacific Island	Frequency	0	1	1
	Col Pct	0	0.61	0.39
Unknown	Frequency	32	85	168
	Col Pct	35.96	51.52	65.88
White	Frequency	11	33	45
	Col Pct	12.36	20	17.65
Total	Frequency	89	165	255

Ethnicity/Race – Youth & Youth Family

Race / Ethnicity Demographics by Survey Period				
Youth		Spring 2021	Spring 2022	Spring 2023
American Indian	Frequency	1	2	3
	Col Pct	0.2	0.26	0.3
Asian	Frequency	0	5	3
	Col Pct	0	0.64	0.3
Black	Frequency	8	44	66
	Col Pct	1.62	5.67	6.57
Hispanic	Frequency	49	48	77
	Col Pct	9.92	6.19	7.66
Multi	Frequency	126	221	276
	Col Pct	25.51	28.48	27.46
Other	Frequency	0	18	18
	Col Pct	0	2.32	1.79
Pacific Island	Frequency			
	Col Pct			
Unknown	Frequency	290	370	467
	Col Pct	58.7	47.68	46.47
White	Frequency	20	68	95
	Col Pct	4.05	8.76	9.45
Total	Frequency	494	776	1005

Race / Ethnicity Demographics by Survey Period				
Families		Spring 2021	Spring 2022	Spring 2023
American Indian	Frequency	1	0	4
	Col Pct	0.1	0	0.4
Asian	Frequency	0	0	4
	Col Pct	0	0	0.4
Black	Frequency	27	69	84
	Col Pct	2.82	7.81	8.43
Hispanic	Frequency	150	33	52
	Col Pct	15.69	3.73	5.22
Multi	Frequency	294	228	285
	Col Pct	30.75	25.79	28.61
Other	Frequency	1	14	11
	Col Pct	0.1	1.58	1.1
Pacific Island	Frequency	0	1	0
	Col Pct	0	0.11	0
Unknown	Frequency	431	447	471
	Col Pct	45.08	50.57	47.29
White	Frequency	52	92	85
	Col Pct	5.44	10.41	8.53
Total	Frequency	956	884	996

- County aggregated data will be posted on the website
- Specific program data available by request to R&E
 - Anonymous client comments are available that are specific to the reporting unit
- What's next?
 - CPS 2025 expected May 19-23
 - Expect announcements in the months leading up to the survey period



Behavioral Health
Research and Evaluation

CONSUMER PERCEPTION SURVEY

Last 3 Survey Period Results

Thank You

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