

Consumer Satisfaction

Survey Summary

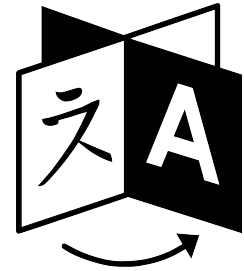
Spring 2023 - Youth

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.

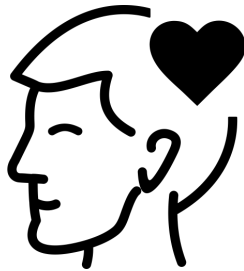
Youth completed 254 surveys or 29% of all responses.



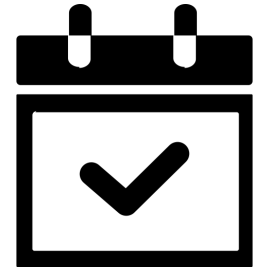
91% of Youth were generally satisfied with services they received.



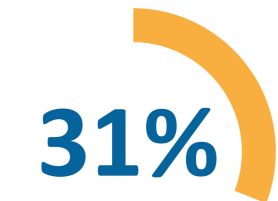
95% of Youth were felt services offered were culturally appropriate.



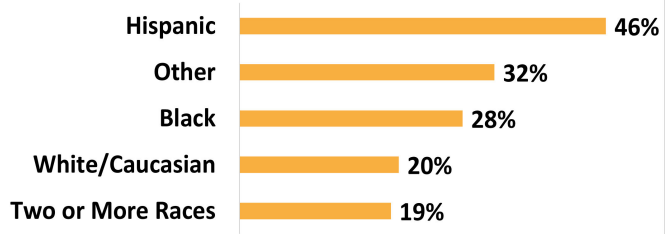
75% of Youth were satisfied with outcomes experienced as a result of



92% of Youth were satisfied with their ability to access services offered.



Less than one third of all Youth respondents are on medication for emotional/behavioral problems.



Most Youth respondents were Hispanic*, Other, Black, White, or Two or More Races.

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.