

# Marin Community Mental Health Services

## Strategic Planning Community Survey Results and Analysis – Attachment 1

### Draft – For Discussion Only – January 19, 2005

*Between October 2004 and January 2005, a written survey, developed by CMHS staff, was widely distributed through e-mail, web-site links, and in person to clients, client family members, providers, contractors, referrers, CMHS staff, county employees, focus group participants, and the public. An advertisement was placed in the Marin Independent Journal, advertising the survey and the planning process. Hard copies of the surveys were available to be filled out in person and a web-based survey was available on-line. The survey was available in Spanish and Vietnamese as well. Pre-addressed return envelopes were provided for mailing responses to a dedicated P.O. Box address. A total of 529 surveys were submitted, 266 by mail and 263 on-line. One of the mail surveys was from the IJ advertisement. All the mail surveys were entered on-line to assure that all survey responses were tabulated the same way. Not all respondents answered every question and many questions offered the opportunity to provide more than one response. As such, the “Total Number of Respondents” and the “Total Number of Responses” for each question varies from question to question.*

#### **1. Person Completing Survey**

The chart below shows the distribution by number and percentage of types of respondents who completed the survey (15 of the total 529 respondents did not complete this item). 42% of survey respondents (218 individuals) identified themselves as either mental health clients or family members of mental health clients. 34% of the survey respondents (174 individuals) described themselves as either mental health, social service, or drug and alcohol service providers. Other respondents, comprising 24% of the total group, described themselves as administrative staff, law enforcement, and other community providers and members (medical health providers, teachers and others).

	<b>Response Total</b>	<b>%</b>
(Consumer: Mental health client)	(105)	(20%)
(Consumer: Family of mental health client)	(113)	(22%)
Consumer Total	218	42%
Administrative staff	59	11%
Physical health provider	11	2%
Mental health provider	109	21%
Social service provider	60	12%
Law enforcement	26	5%
Drug/alcohol service provider	5	1%
School teacher/administrator/staff	12	2%
Community member	14	3%
Total Respondents for this question	514	100%

**2. Race/Ethnicity of Client(s): (for clients or family members only)**

*This question was asked only of consumers and family member respondents about the race/ethnicity of the client. The charts below show the race and ethnicity by number and percentage of consumers as identified by themselves or their family members, compared to their percentage in the general Marin County population in the 2000 Census. The survey respondents closely match Marin County racial demographics. 85% of respondents identified themselves or their family member mental health client as white and 15% are identified as people of color.*

	Response Total	%	% of Marin Population 2000 Census
African American	7	4%	3%
Asian	6	3%	5%
Pacific Islander	0	0%	<1%
Mixed	11	6%	4%
White	162	85%	84%
Other	5	3%	5%
Total Respondents for this question	191	100%	

*The chart below shows the number of consumers survey respondents identified as Hispanic. The percentage of Hispanic-identified consumer or family member respondents is slightly lower than the percentage in Marin County as a whole, suggesting that Hispanic consumers are slightly under-represented in the survey.*

	Response Total	%	% of Marin Population 2000 Census
Hispanic Identified	17	9%	13%
Total Respondents for this question	191		

**3. Age of client(s): (check all that apply)**

*The chart below shows the ages of consumers identified by all respondents. Because respondents, including many providers, were able to check more than one age box, the percentages were derived from the total responses rather than the number of respondents. The distribution of ages of consumers represented by are generally comparable to the Marin County population in the 2000 Census. For the most part, the client age distribution represented by survey respondents matches the age distribution in the general Marin County population, with a few exceptions: The survey has some over-sampling in the transition-aged (19-24) young adult group and under-sampling especially among seniors and the 25-44 age group.*

	Response Total	%	% of Marin Population 2000 Census
0-5	35	5%	5%
6-18	104	16%	16%
19-24	100	15%	4%
25-44	168	26%	31%
45-64	181	28%	25%
65 or older	61	9%	19%
Total Respondents for this question	369		
Total Responses	649	100%	

#### **4. Adult Services**

The question: "If you a member of your family or client of your agency receives or has received any of the following ADULT SERVICES from Community Mental Health Services, check all that apply."

*A list of 16 CMHS adult services/service categories was provided. Respondents checked all the services that they, their family members, or their clients have received. To obtain a better snapshot of the types of services the survey respondents had experience with, individual services with less than 150 responses were categorized into four larger groups: Outpatient, Inpatient, Peer-Operated and Supportive Services (services included in each group are listed below). PES (Psychiatric Emergency Services) was retained as its own category because it was the single service with the highest rate of reported use. The first chart below identifies how services were categorized and the number of respondents identifying services in use in three ways: consumers of adult services and their family members only; all other respondents only; and total respondents. The second chart below identifies the range in how many services are used by individual consumers in the survey group.*

#### **Adult Services Used**

*309 respondents provided answers to the question; 48% of these respondents were consumers and family members. On average:*

- Consumer and family member respondents were three times more likely to have accessed outpatient rather than inpatient services.*
- More than half of the consumer and family member respondents reported use of PES, as well as inpatient and supportive services.*
- Psychiatric Emergency Services is the single service reporting the highest level of use: 54% of consumers and family member respondents report that they or their family member have received PES services; 72% of all other respondents report PES use.*

<b>Adult Services Used</b>	<b>Consumers and Family Members</b>	<b>All Others</b>	<b>Total</b>
<b>Number of Respondents</b>	<b>147</b>	<b>162</b>	<b>309</b>
<b>Outpatient</b>			
Adult Medication	55	84	139
Marin Mental Health Plan Outpatient	55	93	148
Adult Outpatient Therapy	25	69	94
Adult Case Management	53	85	138
Older Adult Services	5	40	45
AB 2034 Homeless Outreach	10	65	75
Day Treatment	37	78	115
West Marin Service Center	2	28	30
<b>Combined Outpatient Services</b>	<b>242</b>	<b>542</b>	<b>784</b>
<b>Psychiatric Emergency Services</b>	<b>79</b>	<b>117</b>	<b>196</b>
<b>Peer Services</b>	<b>45</b>	<b>-</b>	<b>45</b>
<b>Support Services</b>			
Representative Payee Services	15	50	65
Housing	44	70	114
Conservatorship	29	53	82
<b>Combined Support Services</b>	<b>88</b>	<b>173</b>	<b>261</b>
<b>Inpatient Services</b>			
STAR or Jail Services	11	71	82
24 Hour Long Term Care (Locked)	18	49	67
Inpatient Hospitalization	48	77	125
<b>Combined Inpatient Services</b>	<b>77</b>	<b>197</b>	<b>274</b>
Other	24	21	45
<b>Total Responses</b>	<b>555</b>	<b>1,050</b>	<b>1,605</b>

**Number of Adult Services Used**

- *While the largest group of consumers has used just one service (37%), respondents report client use of multiple outpatient services: 31% of consumers have used 5 or more services.*

**Number of Adult Services Used:  
Consumers and Family Member Respondents**

<b>Number of Services Used</b>	<b>Consumers and Family Members</b>	<b>%</b>
1	37	25%
2	23	16%
3	20	14%
4	20	14%
5	9	6%
6	10	7%
7	12	8%
8	9	6%
9	2	1%
10	3	2%
11	1	.5%
12	0	
13	1	.5%
Total	147	147

## 5. Youth and Family Services

The question: “If you a member of your family or client of your agency receives or has received any YOUTH OR FAMILY SERVICES from Community Mental Health Services, check all that apply.”

*A list of 12 CMHS youth and family services/service categories was provided. Respondents checked all the services that they, their family members, or their clients have received. To obtain a better snapshot of the types of services the survey respondents had experience with, individual services with less than 75 responses were categorized into four larger groups: Outpatient, Inpatient, Child/Youth Residential Placement Services and Supportive Services (services included in each group are listed below). PES (Psychiatric Emergency Services) was retained as its own category because it was the single service with the highest rate of reported use. Percentages were calculated based on the number of respondents. The first chart below identifies how services were categorized and the number of respondents identifying services in use in three ways: consumers of youth and family services only; all other respondents only; and total respondents. The second chart below identifies the range in how many youth and family services are used by individual consumers in the survey group.*

### Youth and Family Services Used

*151 respondents provided answers to the question; 33% of these respondents were consumers and family members.*

*On average:*

- *The overwhelming majority (86%) of the respondents who use youth and family services use outpatient services.*
- *26% of the respondents who use youth and family services have used PES and 10% of the respondents who use youth and family services have used inpatient services.*

<b>Youth and Family Services Used</b>	<b>Consumers and Family Members</b>	<b>All Others</b>	<b>Total</b>
<b>Number of Respondents</b>	<b>50</b>	<b>101</b>	<b>151</b>
<b>Outpatient Services</b>			
Medication Services	7	15	22
EPSDT Medi-Cal Services	10	57	67
Outpatient Therapy	16	53	69
Blended Classroom	4	33	37
Day Treatment	6	51	57
West Marin Service Center	-	16	16
<b>Combined Outpatient Services</b>	<b>43</b>	<b>225</b>	<b>268</b>
<b>Support Services</b>			
Family Partnership Program	5	31	36
Placement Return Team	-	21	21
Wraparound Team	6	47	53
Residential Placement	3	39	42
<b>Combined Support Services</b>	<b>14</b>	<b>138</b>	<b>152</b>
<b>Psychiatric Emergency Services</b>	<b>13</b>	<b>63</b>	<b>76</b>
<b>Inpatient</b>	<b>5</b>	<b>41</b>	<b>46</b>
Other	14	19	33
<b>Total Responses</b>	<b>95</b>	<b>486</b>	<b>581</b>

**Number of Youth and Family Services Used**

- While the largest group of youth and family service consumers has used just one service (50%), 28% of consumers have used 3 or more services.

**Number of Youth and Family Services Used:  
Consumers and Family Member Respondents**

Number of Youth & Family Services Used	Consumers and Family Members	%
1	25	50%
2	11	22%
3	10	20%
4	3	6%
5	0	
6	1	2%
<b>Total</b>	50	

**6. No Services**

The question: “ONLY COMPLETE IF NO SERVICES ARE CHECKED: If you or a family member have needed mental health services but have not used any of the Marin Community Mental Health Services listed above, is there a particular reason these services have not been used?”

*Respondents had the option of checking a box if they or their family member had not used any of the CMHS Adult or Youth or Family Services and to indicate if there were particular reasons why services had not been used. Forty-nine of all survey respondents provided some explanation for why services had not been used; these reasons are categorized in the second chart below.*

	Response Total	%
No particular reason	13	19%
Haven't used it yet	5	7%
Yes (please specify)	49	73%
<b>Total Respondents</b>	63	

<b>Reasons why services aren't used</b>	<b>Response Total</b>
• Other Insurance/Provider	13
• Out of County/Not eligible	10
• ADHD Issues	8
• No Need	7
• Not aware of what's available	5
• Lack of quality services or lack of services	5
• Client resistance	1

## **7. Individual Services Respondents Most Familiar With**

The question: "Which of the services listed above are you THE MOST FAMILIAR with or HAVE THE MOST EXPERIENCE with? Please specify."

*Respondents were asked to identify the CMHS service they were most familiar with or had the most experience with: this service, then, framed respondents' assessments of 10 different dimensions of quality (Charts 8A-E). 287 respondents answered the first part of this question, identifying one particular service. . Eight unique services were identified by 10 or more respondents. These eight services are shown below, with the number of respondents who identified that service.*

*PES was the service mentioned by the greatest number of respondents as being the one they were the most familiar with, followed by the Adult Medication Clinic, Adult Case Management and Child Outpatient, and Adult Housing services.*

**SERVICES** **Frequency of times listed as the service  
a respondent was most familiar with**

### **General**

- Psychiatric Emergency Services 49

### **Child/Youth**

- Child outpatient 21
- Child/youth day treatment 17
- Blended classroom 15

### **Adult**

- Adult medication clinic 31
- Adult case management 21
- Adult housing 20
- STAR 17

## **8. Quality of Services**

The question: "Thinking about the service you are the most familiar with or have the most experience with please rate the following qualities."

*Respondents were asked to evaluate the quality of 10 dimensions of the CMHS service they had the most familiarity or experience with on a 5-point scale from "very poor" to "very good." Dimensions of quality covered a wide range, including accessibility, affordability, effectiveness, and skill of staff. A mean, or average, score was calculated for each of these 10 dimensions in the following ways: for the top eight most familiar services described above: across the entire group of respondents (Charts 8A and B); and within groups of respondents (Charts 8C, D and E) to see if different sub-populations viewed the service qualities in unique ways.*

*Please note: The mean score represents what is commonly called the "average." The mean is calculated by first assigning an arithmetic value to each level of response. A value from 1 to 5 was assigned to each level of quality, with the value of 1 assigned to the low end (i.e., "very poor") and 5 to the high end ("very good"). Don't Know" responses were not included in the calculation of the mean. The mean is derived by summing each of these values for all responses, and then dividing by the total number of responses. (For example, for the first dimension in Chart 8C, Accessibility, the mean was calculated as follows: 9 responses of value 1 (9 x 1), plus 25 responses at value 2 (25 X 2), plus 47 responses at value 3 (47 x 3), plus 107 responses at value 4 (107 x 4) plus 136 response at value 5 (136 x 5) divided by the total number of responses = 1,308/324 = 4.04)*

### **8.A. Quality Measures: Overall Mean Score by Service**

*The shaded row at the bottom of the chart below shows the mean overall quality rating for each of the eight "most familiar" services most frequently mentioned. Of these services, Child Outpatient and the STAR program received the highest overall quality ratings (mean ratings for both = 4.18) and Adult Case Management received the lowest overall quality rating (mean rating = 3.45). Mean scores are listed in parentheses; scores could range from 1 ("very poor") to 5 ("very good").*

### **8.B. Quality Measures: Specific Quality Dimensions by Service**

*375 respondents answered this question about the qualities of the one service with which they were most familiar.*

#### **Highest and lowest rated quality dimensions for the eight most frequently mentioned "most familiar" services**

*The four quality dimensions rated the highest were aspects of four different services. These are noted in the chart below with a \* symbol. Those dimensions (with the particular service they refer to and the mean rating for each are listed in parentheses)*

- *Affordability of service (Child Day Treatment; mean rating = 4.75)*
- *Affordability of service (Adult Medication; mean rating = 4.61)*
- *Skill of staff (Child Outpatient; mean rating = 4.60)*
- *Skill of staff (STAR; mean rating = 4.59)*

*The four quality dimensions rated lowest are noted in the chart below with a > symbol. They were all, notably, aspects of Adult Case Management services:*

- *Range of appropriate services (mean rating = 2.95)*
- *Involvement of clients and families in policy development and planning (mean rating = 3.00)*
- *Coordination of care and communication between agencies (mean rating = 3.16)*
- *Involvement of clients and families in treatment decisions and plans (mean rating = 3.18)*

	Psychiatric Emergency	Adult Medication	Adult Case Management	Child Outpatient	Adult Housing	Child Day Treatment	STAR	Blended Classroom
Accessibility of service	3.95	4.08	3.47	4.33	4.18	4.54	4.00	4.43
Cultural sensitivity and non-English language capacity	3.82	4.00	3.92	4.17	3.50	4.00	3.91	3.55
Affordability of service	4.37	* 4.61	4.47	4.40	4.24	* 4.75	4.38	4.21
Range of appropriate services	3.82	4.04	➤ 2.95	4.00	4.05	4.13	4.06	4.20
Involvement of clients and families in treatment decisions and plans	3.80	4.11	➤ 3.18	4.56	3.94	4.20	4.31	4.14
Coordination of care and communication between agencies	3.72	3.67	➤ 3.16	4.10	3.56	3.92	4.00	3.75
Family support and education	3.54	3.75	3.31	3.89	3.60	3.93	4.15	3.50
Effectiveness of service	4.14	4.29	3.32	4.20	4.29	3.67	4.44	4.54
Involvement of clients and families in policy development and planning	3.52	3.47	➤ 3.00	3.56	3.36	3.85	4.00	3.50
Skill of staff	4.40	4.38	3.68	* 4.60	4.16	4.23	* 4.59	4.27
Mean for Service	3.91	4.04	3.45	4.18	3.89	4.12	4.18	4.01
Total Respondents to this question	49	31	21	21	20	17	17	15

### **8.C. Quality Measures: Quality of Service Dimensions for All Respondents**

**375 respondents answered this question about the qualities of the one service with which they were most familiar.**

**Averaging across all the services, and across all respondents, the three qualities with the HIGHEST rating (means in parentheses) were:**

- **Affordability of service (4.35)**
- **Skill of Staff (4.23)**
- **Accessibility (4.04)**

**Averaging across all the services, and across all respondents, the three qualities with the LOWEST rating (means in parentheses) were:**

- **Family support and education (3.71)**
- **Coordination of care and communication between agencies (3.69)**
- **Involvement of clients and families in policy development and planning (3.36)**

All Respondents	Very Poor		Poor		Average		Good		Very Good		Don't Know		Response Total	Row Mean
	#	%	#	%	#	%	#	%	#	%	#	%		
Accessibility of service (Includes hours locations appointment wait time wheelchair access)	9	2%	25	7%	47	14%	107	30%	136	39%	31	9%	355	4.04
Cultural sensitivity and non-English language capacity (Did staff speak your language and understand issues related to your ethnicity culture or race?)	8	2%	16	5%	45	14%	66	19%	106	32%	94	28%	335	4.02
Affordability of service	4	1%	10	3%	32	9%	77	22%	165	48%	55	16%	343	4.35
Range of appropriate services (Were the needed services available?)	24	6%	34	9%	51	14%	109	32%	115	33%	19	6%	352	3.77
Involvement of clients and families in treatment decisions and plans	21	6%	15	4%	55	16%	91	27%	114	33%	48	14%	344	3.89
Coordination of care and communication between agencies	13	4%	46	13%	59	17%	97	28%	95	28%	37	11%	347	3.69
Family support and education	17	5%	22	6%	69	19%	84	25%	83	24%	71	21%	346	3.71
Effectiveness of service (Were the services helpful in reducing symptoms and improving client functioning?)	18	5%	20	6%	51	14%	106	30%	139	39%	20	6%	354	3.98
Involvement of clients and families in policy development and planning	25	7%	37	11%	59	17%	58	17%	57	17%	105	31%	341	3.36
Skill of staff	8	2%	10	3%	42	12%	105	30%	162	46%	27	8%	354	4.23
Total Respondents to this question	375													

### **8.D. Quality Measures: Quality of Service Dimensions by Type of Respondent**

#### **(Consumer and Family Member Respondent vs. All Others)**

*In this analysis of service qualities, the 375 respondents were split into two groups (consumer and family members and all others) to discern differences between them in perception of quality of the services with which respondents were the most familiar.*

*Generally, consumer/family members rank the services with which they are the most familiar slightly higher overall (3.97) than all other respondents (3.87).*

*Averaging across all the services, there is a significant agreement in quality assessments between the consumer/family member respondents and others:*

- *Highest rated qualities: Affordability of service; Skill of staff.*
- *Lowest rated qualities: Involvement of clients/family members in policy development and planning; Coordination of care and communication between agencies.*

*Averaging across all the services, there are some unique distinctions in quality assessments between the consumer/family member respondents and all others when analyzing the highest and lowest rated qualities:*

- *Cultural sensitivity and non-English capacity: Consumers/family members rate higher (4.49) than all other respondents (3.77).*
- *Accessibility: Consumers/family members rate higher (4.19) than the other respondent group (3.87).*
- *Involvement of clients and families in treatment decisions: Consumers and family members rate lower (3.77) than all other respondents (4.02).*
- *Family Support and education: Consumers and family members rate lower (3.76) than all other respondents (4.02).*

	<b>Consumers and Family Members</b>	<b>All Others</b>	<b>Overall Mean</b>
Accessibility of service	4.19	3.87	4.04
Cultural sensitivity and non-English language capacity	4.49	3.77	4.02
Affordability of service	4.47	4.24	4.35
Range of appropriate services	3.83	3.71	3.77
Involvement of clients and families in treatment decisions and plans	3.77	4.02	3.89
Coordination of care and communication between agencies	3.66	3.67	3.69
Family support and education	3.76	3.72	3.71
Effectiveness of service	3.99	3.99	3.98
Involvement of clients and families in policy development and planning	3.32	3.43	3.36
Skill of staff	4.21	4.23	4.23
<b>Mean by Type of Respondent</b>	<b>3.97</b>	<b>3.87</b>	<b>3.90</b>
Total Respondents to this question	174	201	375

## 8.E. Quality Measures: Quality of Service Dimensions by Race/Ethnicity of Client

*In this analysis of service qualities, the consumer/family member respondents (the only respondents asked to identify client race/ethnicity) were split into two groups (white and people of color) to discern differences between them in perception of quality of the services with which respondents were the most familiar.*

*The chart below identifies some of the racial/ethnic similarities and differences in perception of quality.*

- *Overall, people of color rate the quality of services as higher (4.01) than white consumers/family members (3.92)*
- *White consumers/family members rate “cultural sensitivity and non-English language capacity” as higher (4.48) than people of color (4.19).*
- *People of color rate quality of “family support and education” higher (4.00) than white consumers/family members (3.65).*

	Whites	People of Color	Overall Mean
Accessibility of service	4.12	4.22	4.04
Cultural sensitivity and non-English language capacity	4.48	4.19	4.02
Affordability of service	4.43	4.35	4.35
Range of appropriate services	3.78	3.77	3.77
Involvement of clients and families in treatment decisions and plans	3.74	3.85	3.89
Coordination of care and communication between agencies	3.65	3.81	3.69
Family support and education	3.65	4.00	3.71
Effectiveness of service	3.90	4.19	3.98
Involvement of clients and families in policy development and planning	3.28	3.38	3.36
Skill of staff	4.17	4.30	4.23
Mean by Ethnicity	3.92	4.01	3.90
Total Respondents to this question	154	46	375



