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**BEHAVIORAL HEALTH SERVICES**  
**AUTHORITY AND QUALITY IMPROVEMENT SERVICES**

**Consumer Perception Survey: MHSIP**  
**November 2018 Administration**  
**Adults and Seniors**

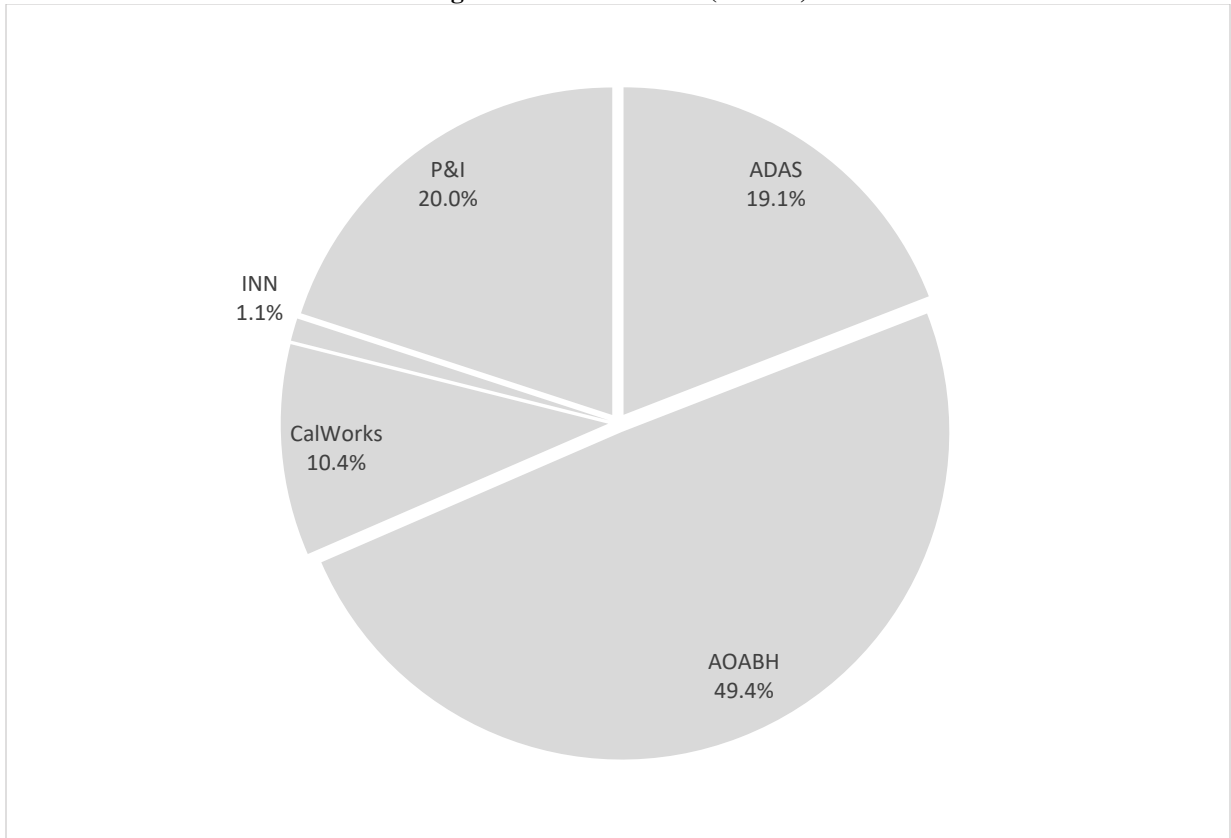
Ewa Borucki, Ph.D. and Jonathan Rich, Ph.D.  
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The Mental Health Statistical Improvement Program (MHSIP) was offered to all clients attending mental health services at a County or contract adult program during the week of November 04-09, 2018. There were 1017 records returned – 962 adult surveys and 55 older adult surveys. Records were discarded if the program number was missing, was not a valid number or if the program was part of Children and Youth Behavioral Health. Only cases with an age from 18-120 were retained. This left 806 cases.

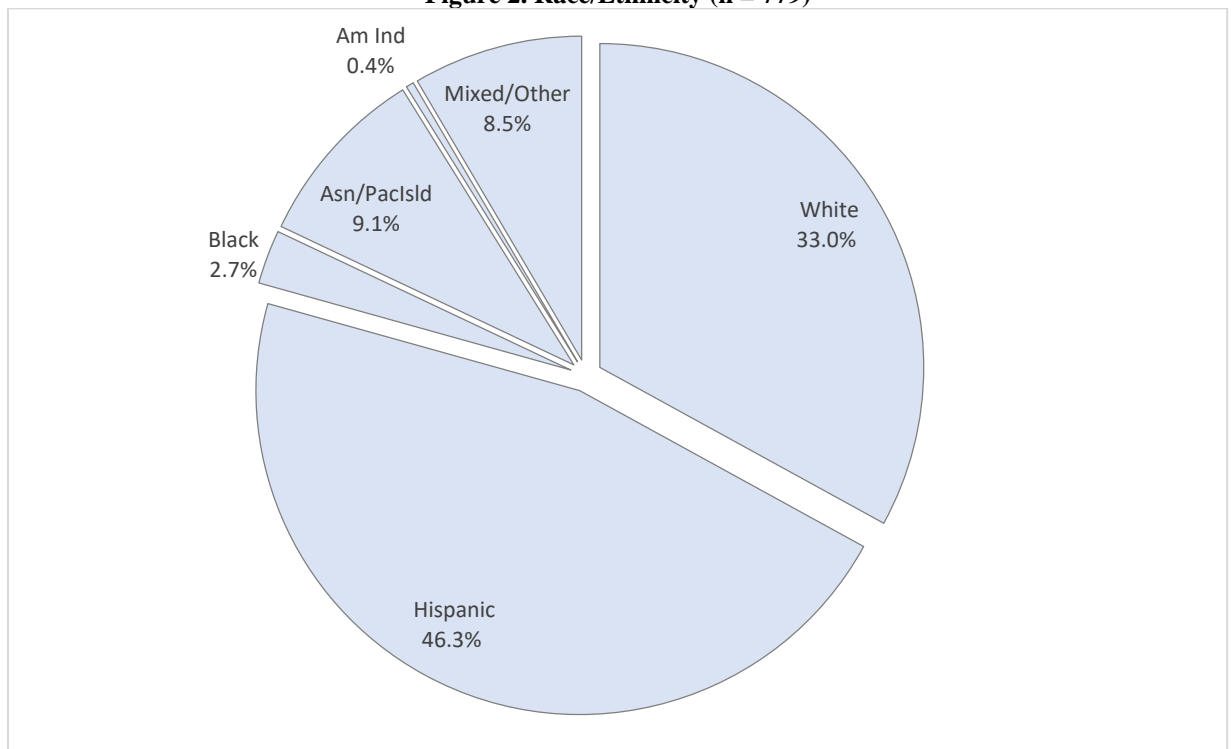
Sample description:

N:	806
Gender (n = 783):	F 59.3%, M 40.2%, O 0.5%
Age (n = 806):	Mean: 38.7 years, s = 13.2, range = 18 to 114.
Form Language (n = 806):	English, 87.2% Spanish, 11.9%, Vietnamese, 0.9%
County/Contract (n = 806):	County 53.5%, Contract 46.5%

**Figure 1. Function Area (n = 806)**



**Figure 2. Race/Ethnicity (n = 779)**

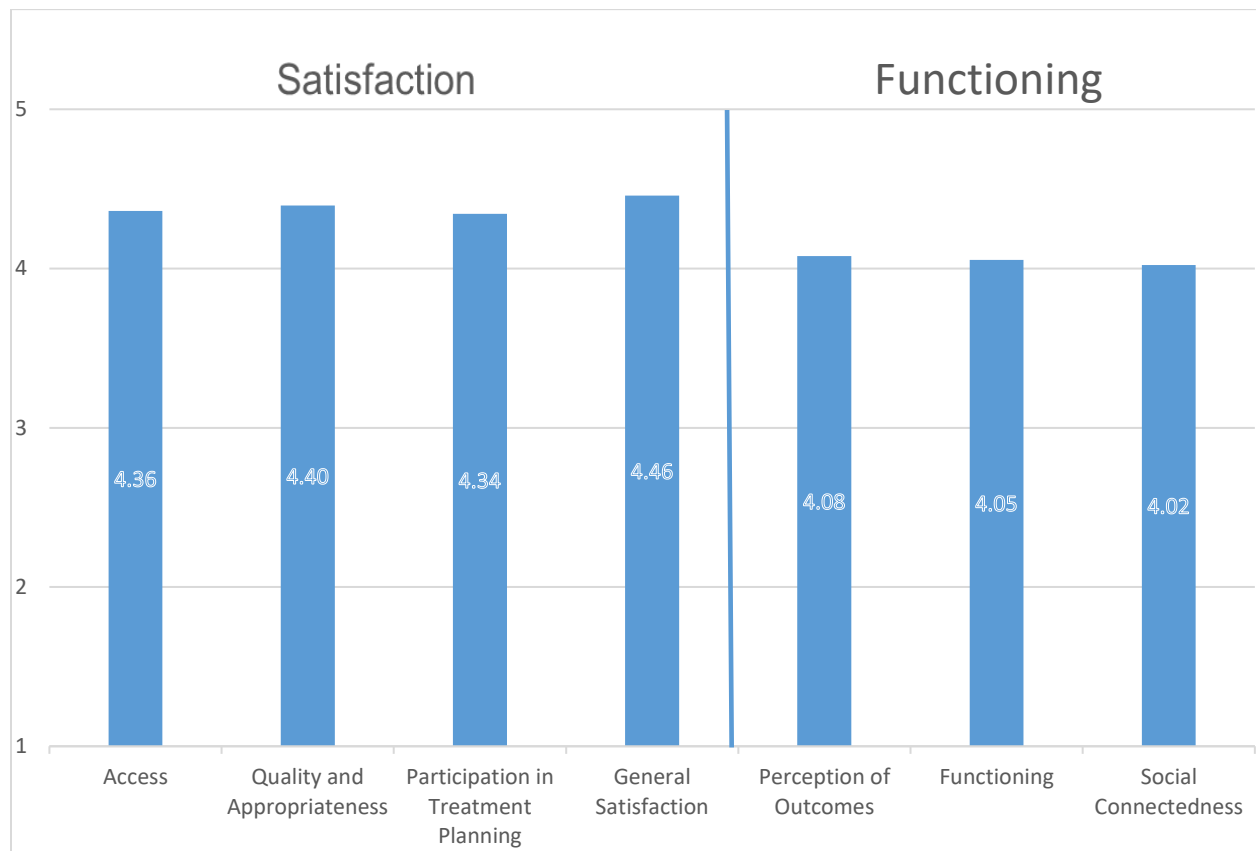


Survey respondents describe their race and ethnicity by selecting as many of the following categories as applicable: Hispanic, American Indian, Asian, Black, Pacific Islander, White, Other Race, and Unknown Race. These selections were reduced to six categories as follows. If either Asian, Pacific Islander, or both are selected, that is considered a single category, “Asian/Pacific Islander.” If only one category is selected, then the participant is assigned to that category. If more than one category is selected, or if “Other Race” or “Unknown Race” is selected, the participant is classified as “Mixed/Other.” If Hispanic is selected, the client is classified as “Hispanic,” regardless of the other selections.

**MHSIP Scale Scores:**

Consistent with past results, responses to service satisfaction items average between “Agree” (4) and “Strongly Agree” (5). Response to items that reflect personal functioning are lower, just at the “Agree” level (4). Endorsement of service satisfaction items at or above 90%; at least three fourths of respondents endorsed personal functioning items (Figures 3 and 4).

**Figure 3. Mean Scores: MHSIP Service Satisfaction  
(Scale is 1-"strongly disagree" to 5-"strongly agree")**



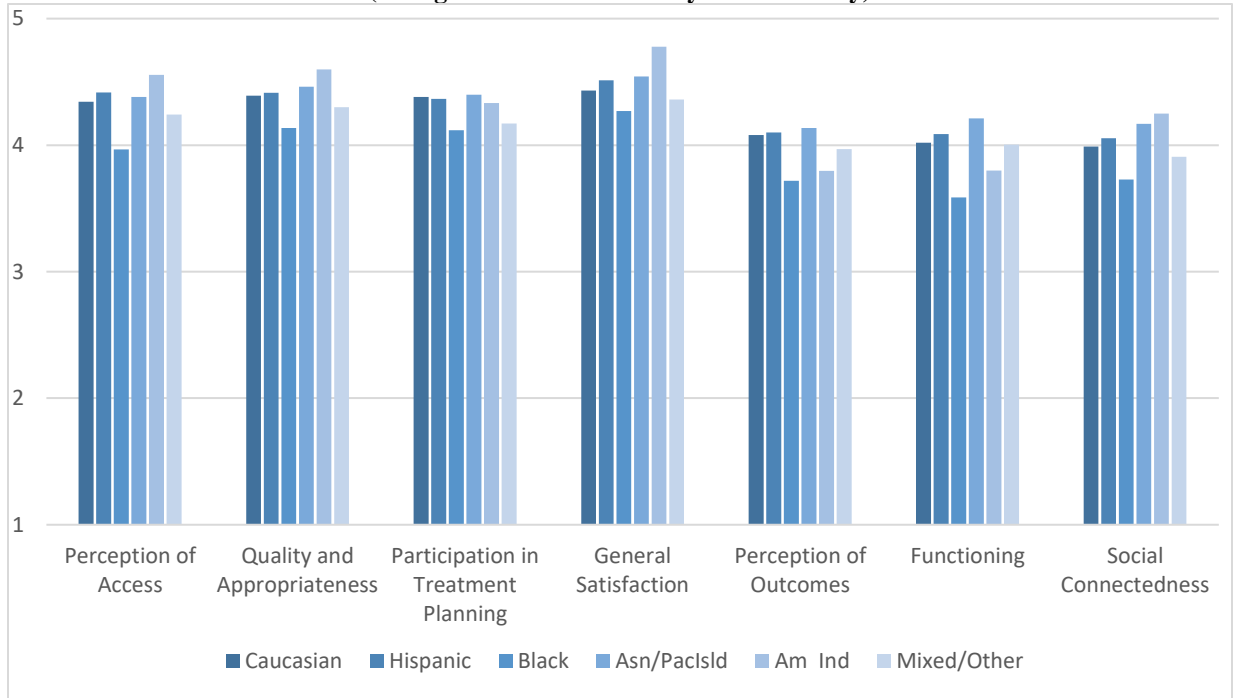
**Figure 4. Percent with scores at or above 3.5, "Agree" and "Strongly Agree"**



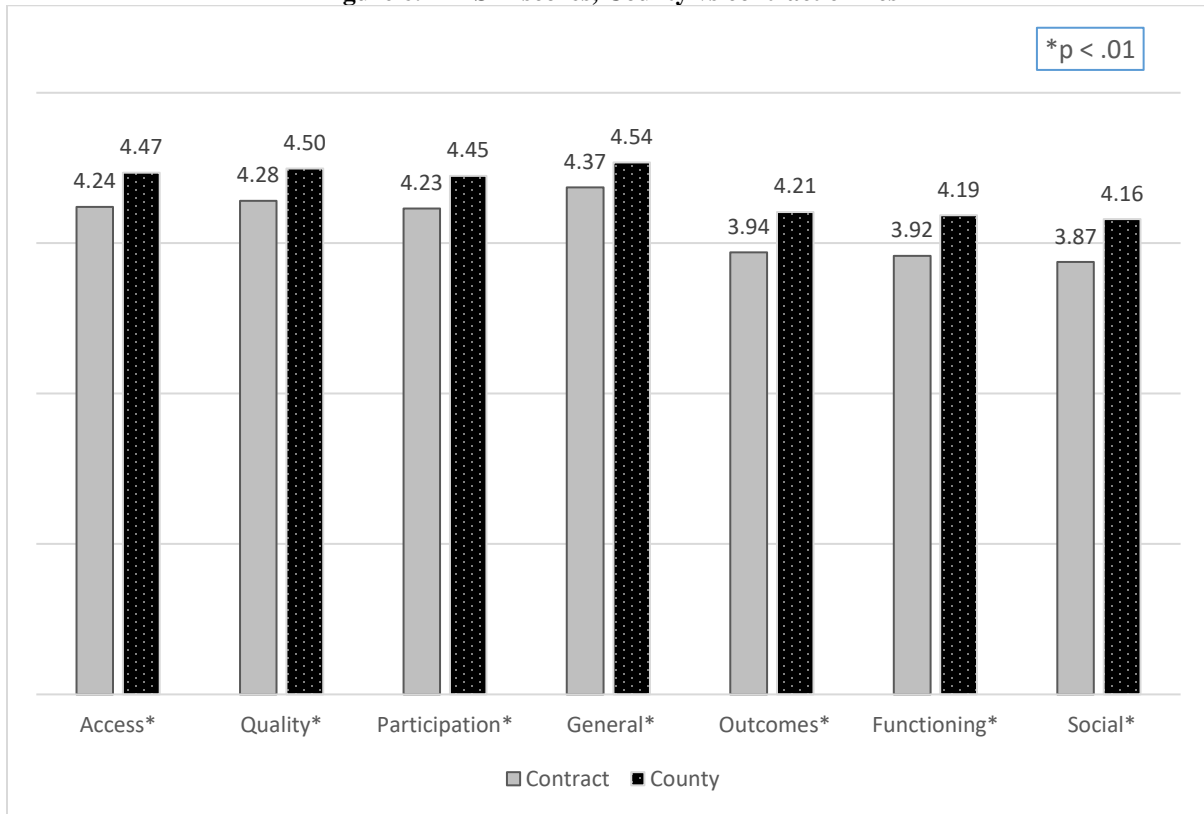
## Factors affecting MHSIP scores

None of the MHSIP scores differed by ethnicity (see Figure 5). Clients in County programs generally gave higher ratings than those in contract programs (see Figure 6). MHSIP scores on the Outcomes ( $r = .121, p < .01$ ) and Functioning ( $r = .084, p < .05$ ) scales showed a mild relationship amount of time in the program (Figure 7).

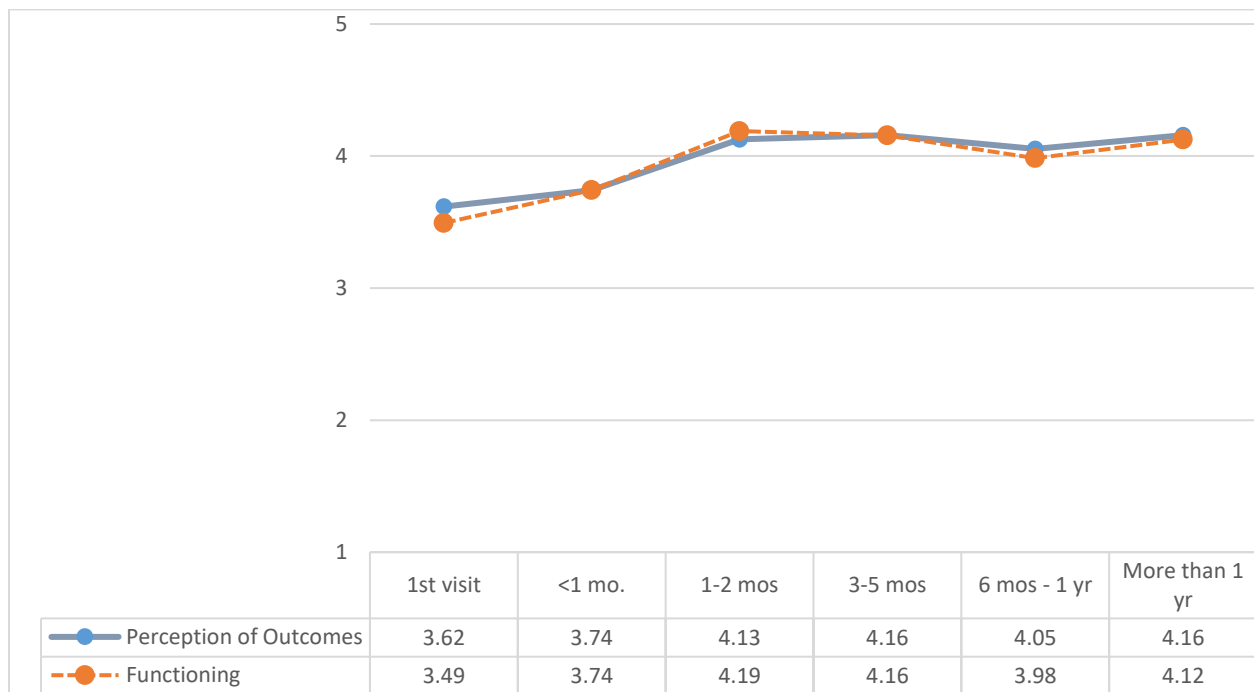
**Figure 5. MHSIP scores by race/ethnicity  
(No significant differences by race/ethnicity)**



**Figure 6. MHSIP scores, County vs contract clinics**

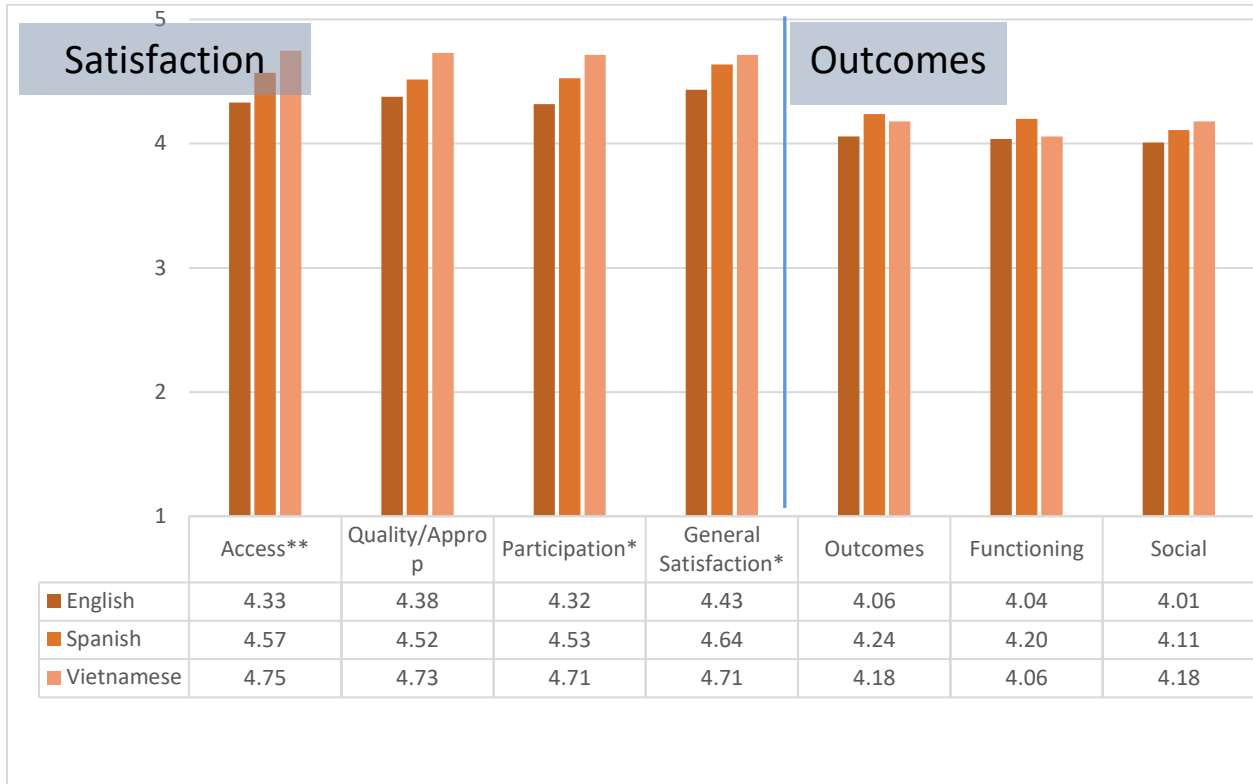


**Figure 7. Outcomes and Functioning by time in service**



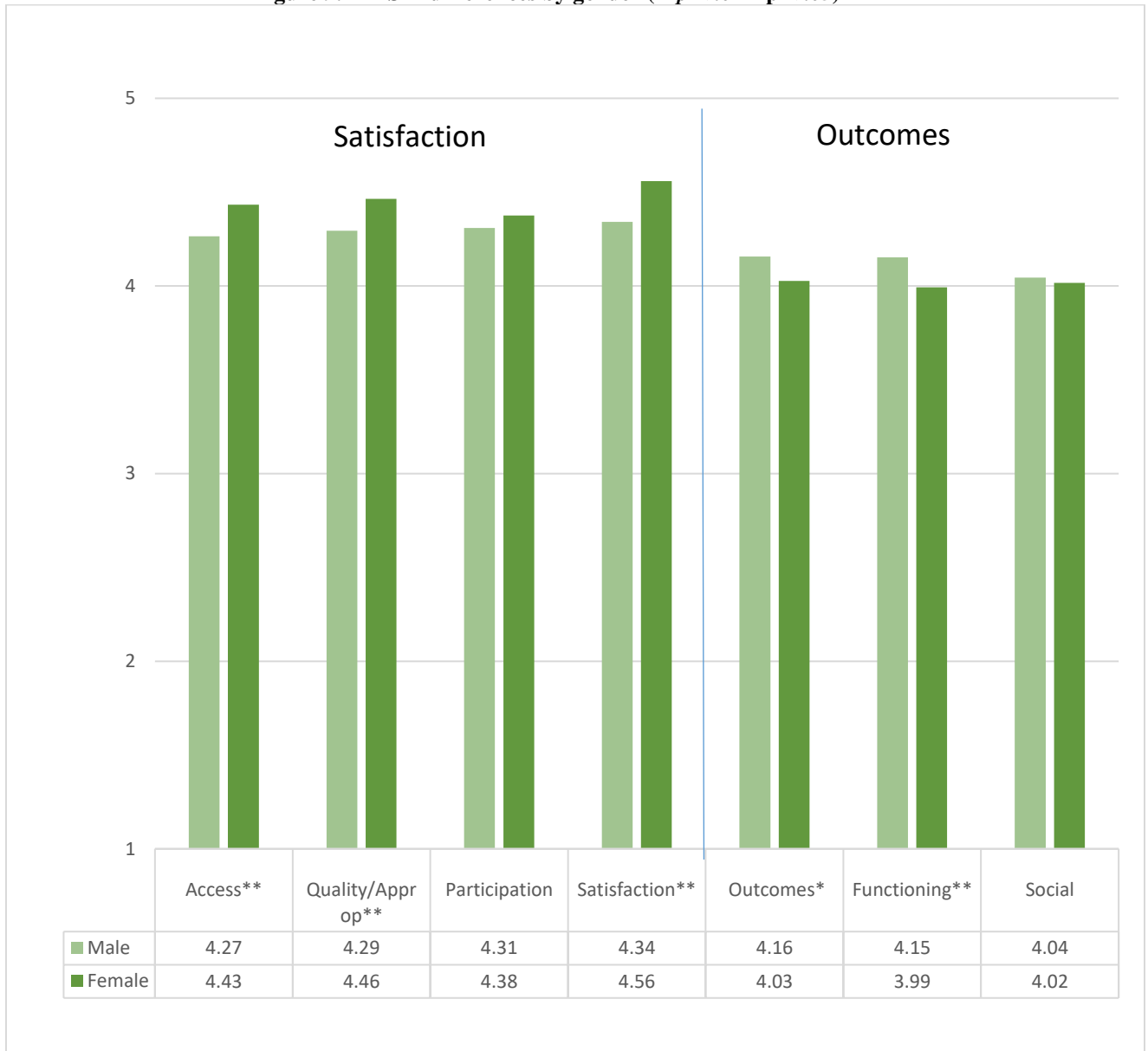
MHSIP scores differed by form language for some of the MHSIP scales. Consumers who responded to the English-language survey reported slightly worse access, participation and general satisfaction than Spanish-speaking clients (Figure 8).

**Figure 8. MHSIP scores by form language**  
 (\*\* $p < .01$  \* $p < .05$ )



As seen in Figure 9, women’s ratings for most measures were slightly higher than men’s. There were 4 other-gendered individual who were not included in this figure.

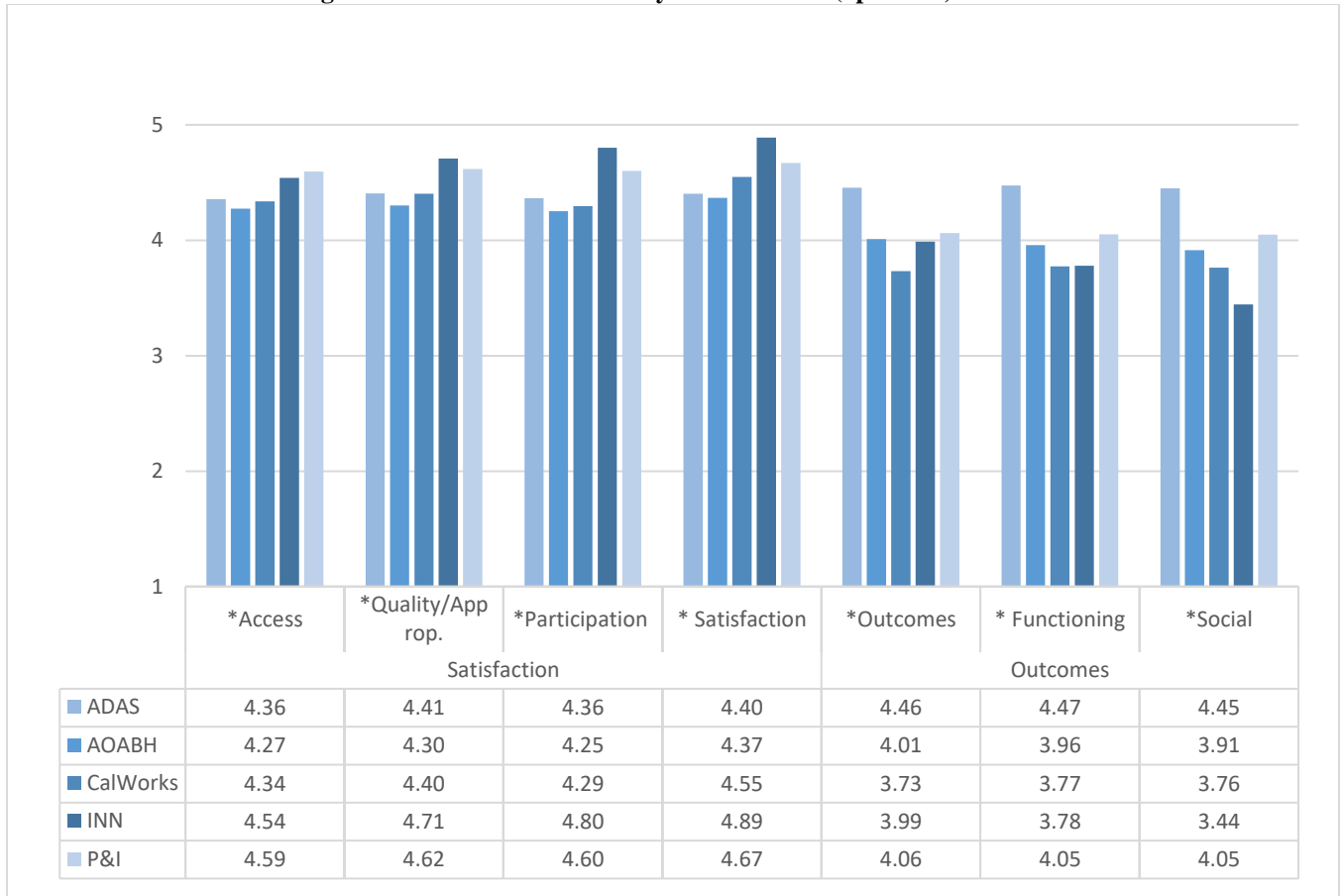
**Figure 9. MHSIP differences by gender (\*\* $p < .01$  \*  $p < .05$ )**





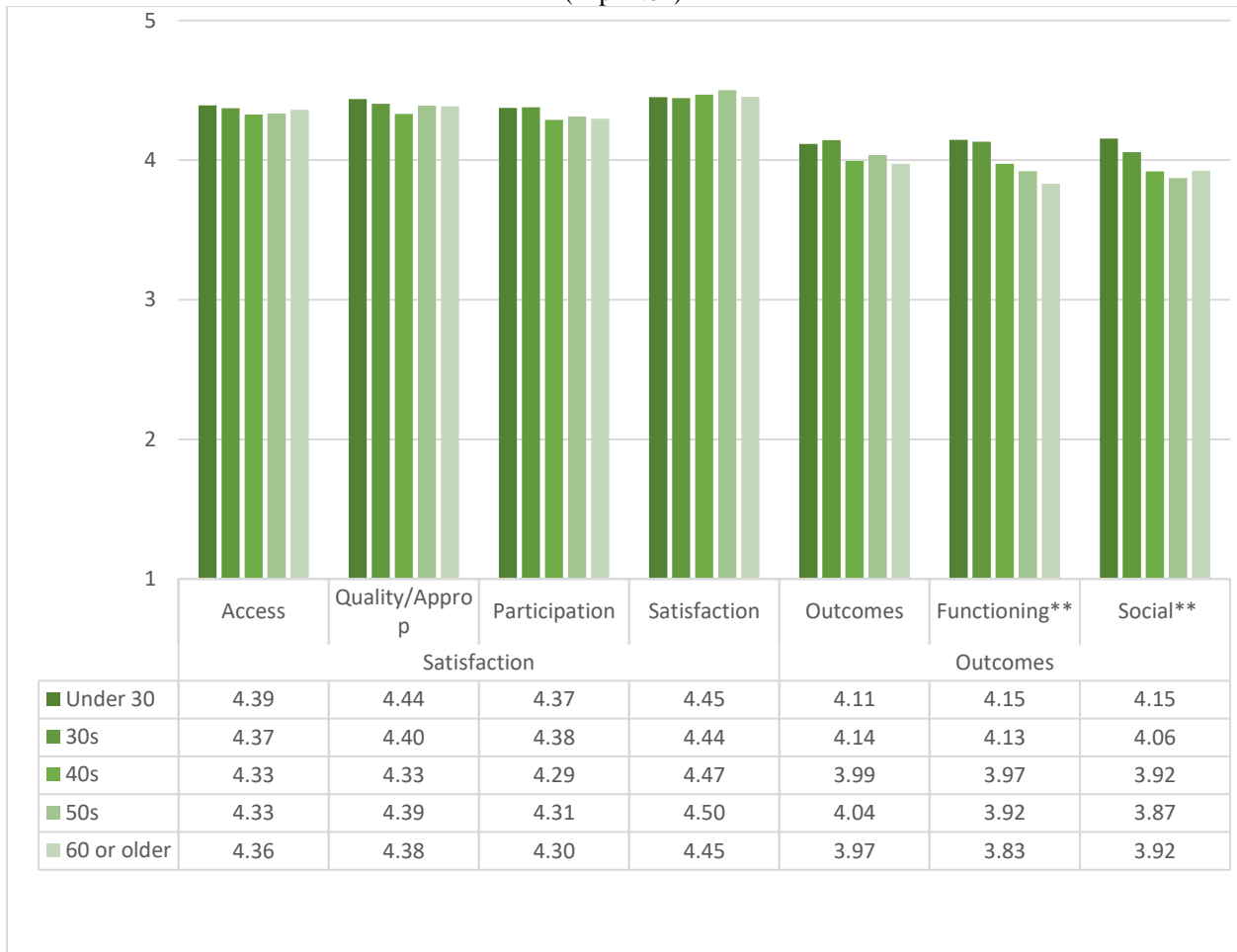
As reflected by Figure 10, all MHSIP scales differed by function area. Clients in the CalWorks, Innovations, and Prevention & Intervention programs tended to give the highest satisfaction ratings. Clients in Substance Use Disorder programs and Prevention & Intervention tended to rate their own functioning highest.

**Figure 10. MHSIP differences by function area (\*p < .001)**



There was a negative correlation of the MHSIP scales with age for functioning ( $r = -0.123, p < 0.01$ ) and social scores ( $r = -0.097, p < 0.01$ ), indicating these scores are lower amongst older participants (see Figure 11).

**Figure 11. MHSIP scores by age group**  
 (\*\* $p < .01$ )



**Table 1. MHSIP scores by program**

Program	Acc	Qual	Partic	Gen	Outc	Func	Social	N
Assisted Outpatient Treatment FSP	4.58	4.50	4.20	4.43	4.68	4.11	3.84	24
ADAS Aliso Viejo Drug Court	4.67	4.56	4.25	4.00	4.00	4.00	4.00	1
ADAS AOD Anaheim Clinic	4.38	4.47	4.69	4.56	4.63	4.78	4.88	8
ADAS AOD Westminster	4.00	4.00	3.86	4.00	4.00	3.80	4.00	1
ADAS AOD, Santa Ana	5.00	5.00	5.00	5.00	5.00	5.00	5.00	2
ADAS Perinatal, Aliso Viejo	4.91	4.94	4.78	4.63	4.92	4.60	4.58	4
ADAS Perinatal, Anaheim	4.31	4.42	4.44	4.37	4.58	4.50	4.48	15
Alcohol & Other Drug Prevention Team	4.83	4.00	3.88	4.50	4.33	3.80	3.50	1
Anaheim N. DUI Cout	4.32	4.29	4.49	4.21	4.27	4.48	4.33	26
AOABH Mental Health Assoc. CM	4.43	4.63	4.19	4.56	4.96	3.91	3.97	9
AOABH Mental Health Assoc. West Region	4.26	4.23	3.42	4.27	4.15	3.35	3.39	11
AOABH AB109	5.00	5.00	5.00	5.00	5.00	5.00	5.00	2
AOABH Aliso Viejo Clinic	4.10	3.90	3.56	3.71	4.19	3.48	3.33	7
AOABH Anaheim I	4.48	4.50	3.80	4.19	4.46	3.53	3.66	8
AOABH Anaheim II	4.50	5.00	4.71		5.00	5.00	5.00	1
AOABH Anaheim PACT	4.43	4.39	3.70	4.50	4.40	3.52	3.35	5
AOABH CalWORKs: Westminster	4.00	4.36	3.79	4.18	4.64	3.75	3.71	15
AOABH Costa Mesa PACT	4.43	4.47	4.63	4.50	4.47	4.60	4.75	5
AOABH FSP Steps Telecare	4.37	4.23	4.16	4.15	4.54	4.21	4.13	42
AOABH FSP WIT Telecare	4.14	4.22	4.21	4.18	4.17	4.25	4.22	76
AOABH Fullerton PACT I	4.51	4.49	4.02	4.39	4.42	3.84	3.86	21

AOABH PACT TSR	4.52	4.32	4.44	4.20	4.50	4.13	4.19	7
AOABH Recovery Maintenance Services	5.00	4.75	4.86	4.50	5.00	4.20	5.00	1
AOABH Santa Ana	4.16	4.43	3.58	4.39	4.71	3.91	4.04	15
AOABH Santa Ana Pac Asian	5.00	5.00	5.00	4.50	5.00	5.00	5.00	1
AOABH SHOPP (Senior Health Outreach Prevention Program, Behavioral Health)	4.80	4.67	3.38	4.50	5.00	3.00	4.00	1
AOABH SUD/Perinata I Outpatient: Santa Ana	4.30	4.51	4.35	4.70	4.20	4.36	4.20	5
AOABH SUD/Perinata I Outpatient: Westminster	4.27	4.48	4.59	4.23	4.47	4.59	4.53	15
AOABH Westminster Clinic	4.18	4.33	3.88	4.50	4.58	3.45	2.13	4
AOABH Westminster PACT	4.73	4.66	4.41	4.63	4.57	4.44	4.38	8
AOABH Westminster, Pac Asian	5.00	5.00	5.00	5.00	5.00	5.00	2.67	1
Behavioral Health Services for Military Families (BHS4MF) Human Options	5.00	4.56	4.88	5.00	5.00	4.60	5.00	1
CaWORKS Mariposa Women & Family Center	4.31	4.39	3.70	4.50	4.44	3.65	3.95	16
CCS CaWORKS Anaheim	4.50	4.44	3.94	4.38	4.64	4.01	4.00	26
CCS CaWORKS Santa Ana	4.31	4.31	3.39	4.11	4.44	3.47	3.43	20
Community Counseling and Supportive Services	4.64	4.63	4.08	4.58	4.77	4.03	4.10	52
Drug/DUI/DV Court	4.39	4.45	4.42	4.48	4.43	4.48	4.57	23

Harbor Drug Court	4.24	4.14	4.27	4.23	4.15	4.24	4.24	24
ICS Southland Health Center	4.33	4.29	3.84	4.10	4.60	3.56	4.35	5
Mariposa CalWORKs San Juan Capistrano	4.55	4.63	3.90	4.29	4.56	4.11	3.54	7
Mental Health Assoc. Lake Forest	4.45	4.31	3.39	4.29	4.62	3.33	<b>3.12</b>	7
Mission Viejo PACT Services	4.77	4.83	4.46	4.75	4.75	4.60	4.40	6
North Drug Court	4.40	4.51	4.45	4.43	4.48	<b>4.52</b>	<b>4.48</b>	29
North Recovery Center	3.67	3.44	3.13	3.25	4.17	2.80	3.63	2
OA Mental Health Recovery Program	4.50	4.54	4.18	4.47	4.59	3.99	3.90	19
OC Accept	4.56	4.59	3.71	4.64	4.67	3.69	3.76	9
Older Adult Services PACT	4.00	4.00	3.50	4.00	4.00	3.00	3.00	1
Older Adult Support and Intervention System (OASIS)	3.99	4.13	3.79	4.33	4.22	3.93	4.00	3
Orange County Center for Resiliency, Education & Wellness(OC CREW)	4.30	4.49	4.19	4.69	4.54	4.37	4.17	14
Orange County Parent Wellness Program (OCPWP)	4.59	4.60	3.94	4.56	4.61	3.96	3.88	63
Step Forward Onsite Engagement in Collaborative Court - Mariposa	4.48	4.73	3.88	4.75	4.88	3.68	<b>3.25</b>	8
Stress Free Families	4.68	4.77	4.53	4.75	4.70	4.35	<b>4.61</b>	19
Telecare and Orange (TAO South)	4.20	4.31	3.87	4.38	4.22	<b>3.72</b>	3.80	55
Telecare and Orange (TAO) Central	<b>3.67</b>	<b>3.69</b>	<b>3.51</b>	<b>3.59</b>	<b>3.83</b>	<b>3.54</b>	<b>3.52</b>	23

Telecare and Orange (TAO) North	4.06	4.18	4.02	4.13	4.25	3.98	3.62	25
Total	4.36	4.40	4.08	4.34	4.46	4.05	4.02	

**Yellow highlight** = higher than overall average (+3 std. errors)

**Grey highlight** = lower than overall average (-3 std. errors)