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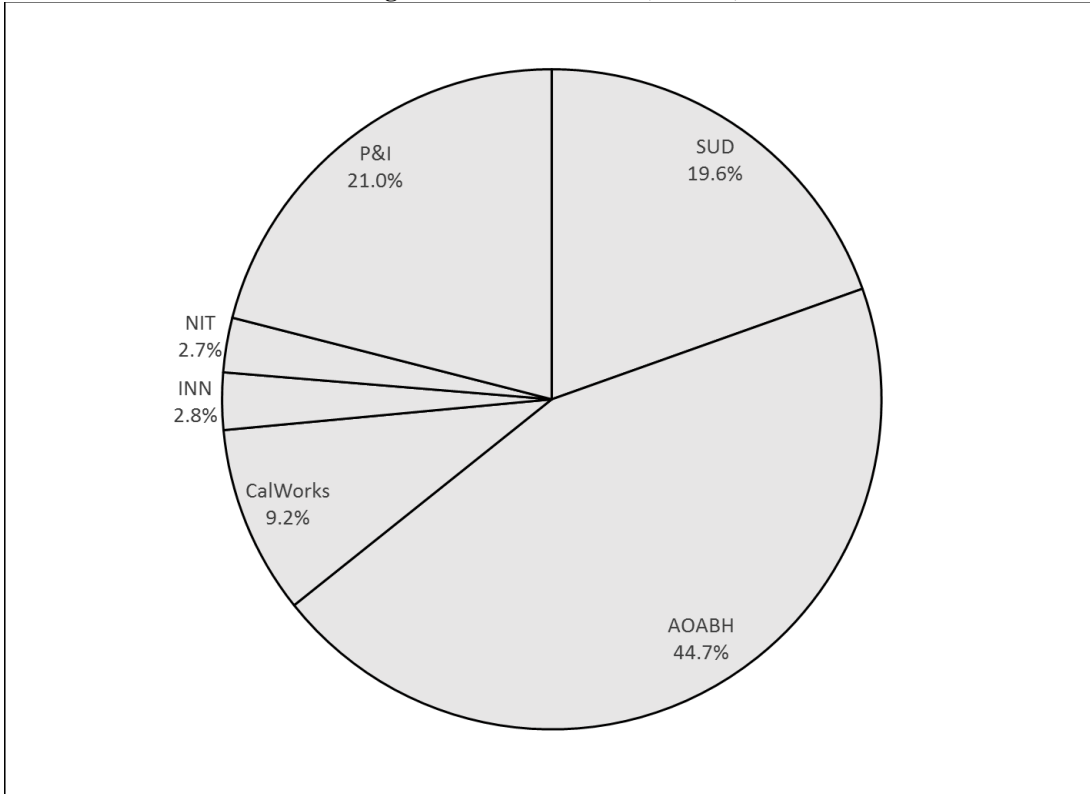
**Consumer Perception Survey: MHSIP**  
**May 2019 Administration**  
**Adults and Seniors**  
Jonathan Rich, Ph.D.  
September 4, 2019

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 May 13-17, 2019. There were 1004 records returned – 966 adult surveys and 38 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 823 cases.

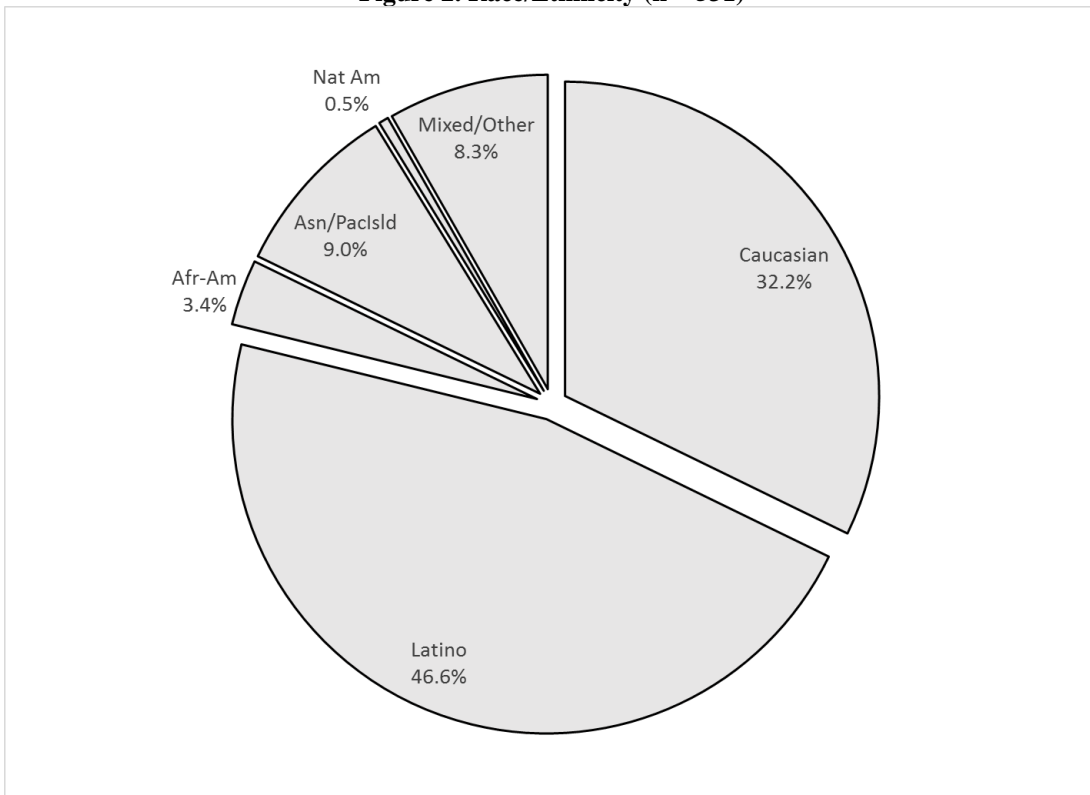
Sample description:

N:	823
Gender (n = 802):	F 55.2%, M 43.9%, O 0.9%
Age (n = 823):	Mean: 38.9 years, s = 12.3, range = 18 to 89.
Form Language (n = 823):	English, 87.1% Spanish, 11.9%, Vietnamese, 1.0%
County/Contract (n = 823):	County 51.3%, Contract 48.7%

**Figure 1. Function Area (n = 823)**



**Figure 2. Race/Ethnicity (n = 531)**

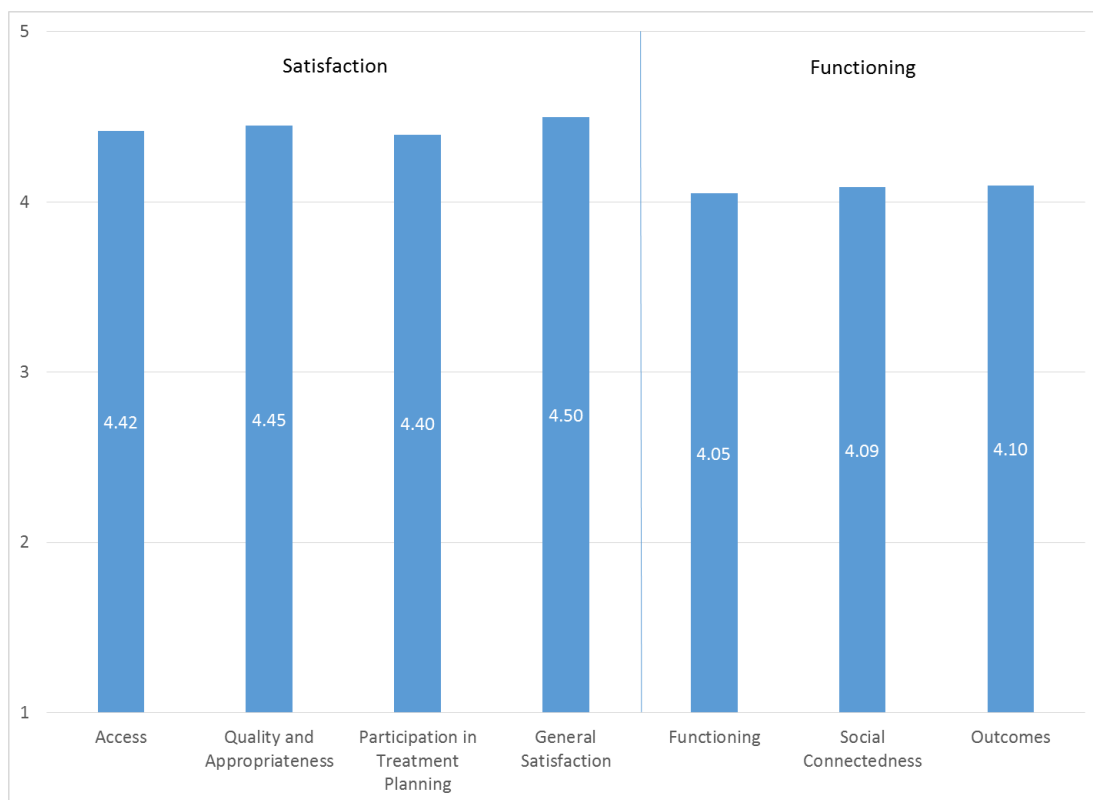


Survey respondents describe their race and ethnicity by selecting as many of the following categories as applicable: Hispanic, American Indian, Asian, Black, Pacific Islander, White, Other Race, and Unknown Race. These selections were reduced to six categories as follows. If either Asian, Pacific Island, 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.

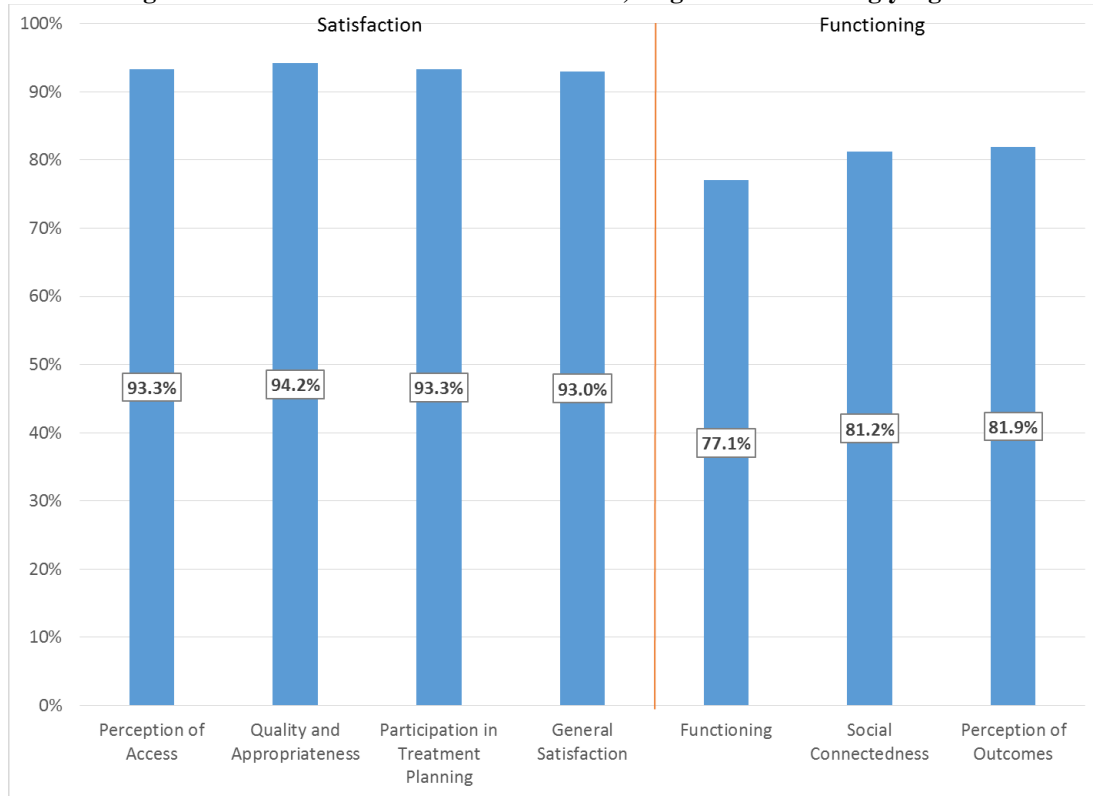
**MHSIP Scale Scores:**

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")**



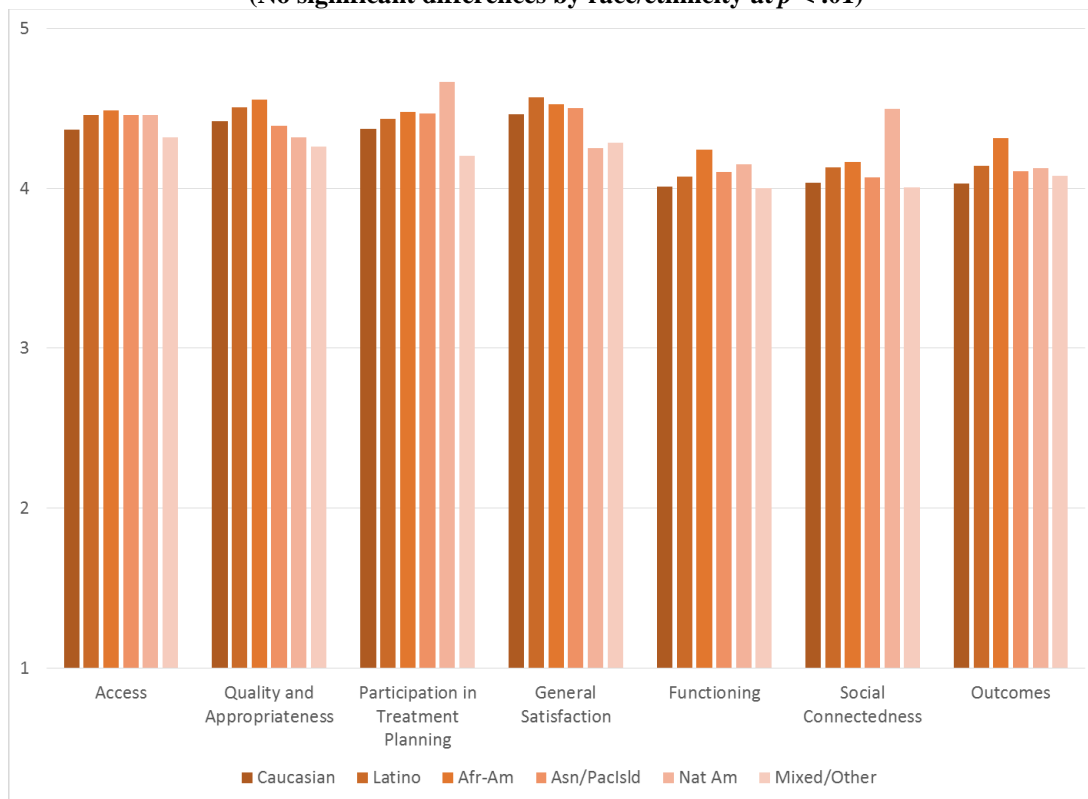
**Figure 4. Percent with scores at or above 3.5, "Agree" and "Strongly Agree"**



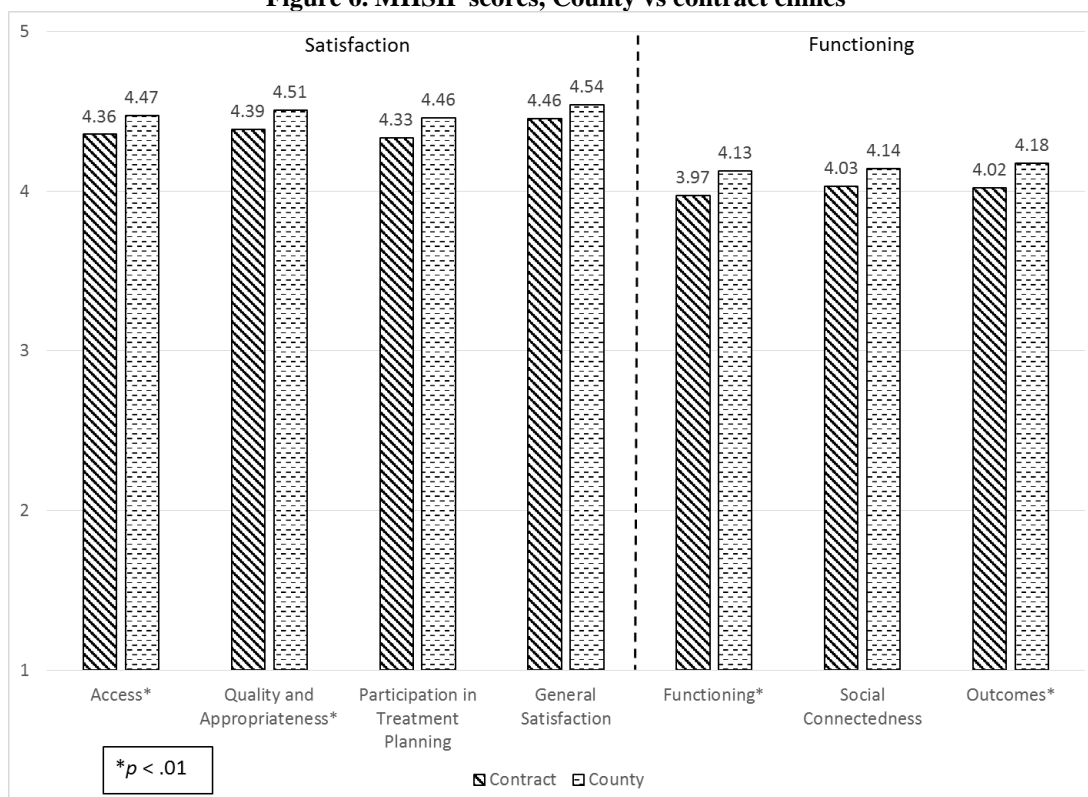
### Factors affecting MHSIP scores

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). None of the MHSIP scores were significantly related to the amount of time in the program.

**Figure 5. MHSIP scores by race/ethnicity**  
 (No significant differences by race/ethnicity at  $p < .01$ )

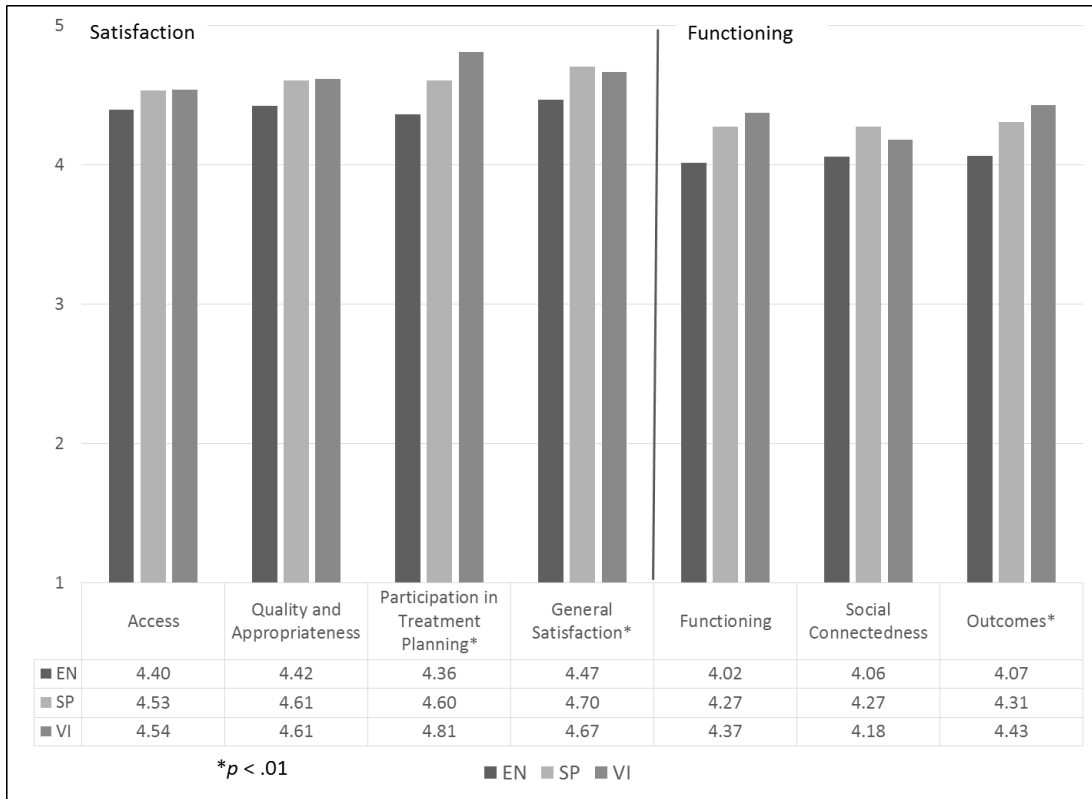


**Figure 6. MHSIP scores, County vs contract clinics**



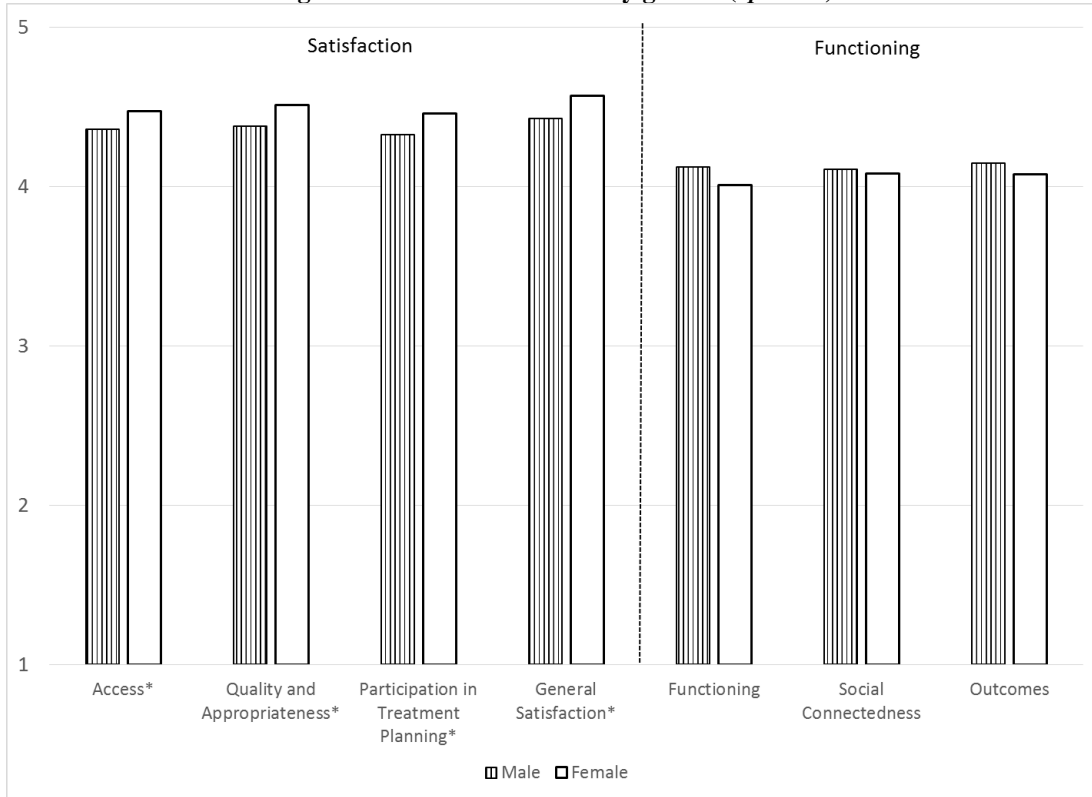
MHSIP scores differed by form language most of the MHSIP scales. Consumers who responded to the English-language survey reported slightly worse satisfaction and functioning than Spanish-speaking clients (Figure 8).

**Figure 7. MHSIP scores by form language**

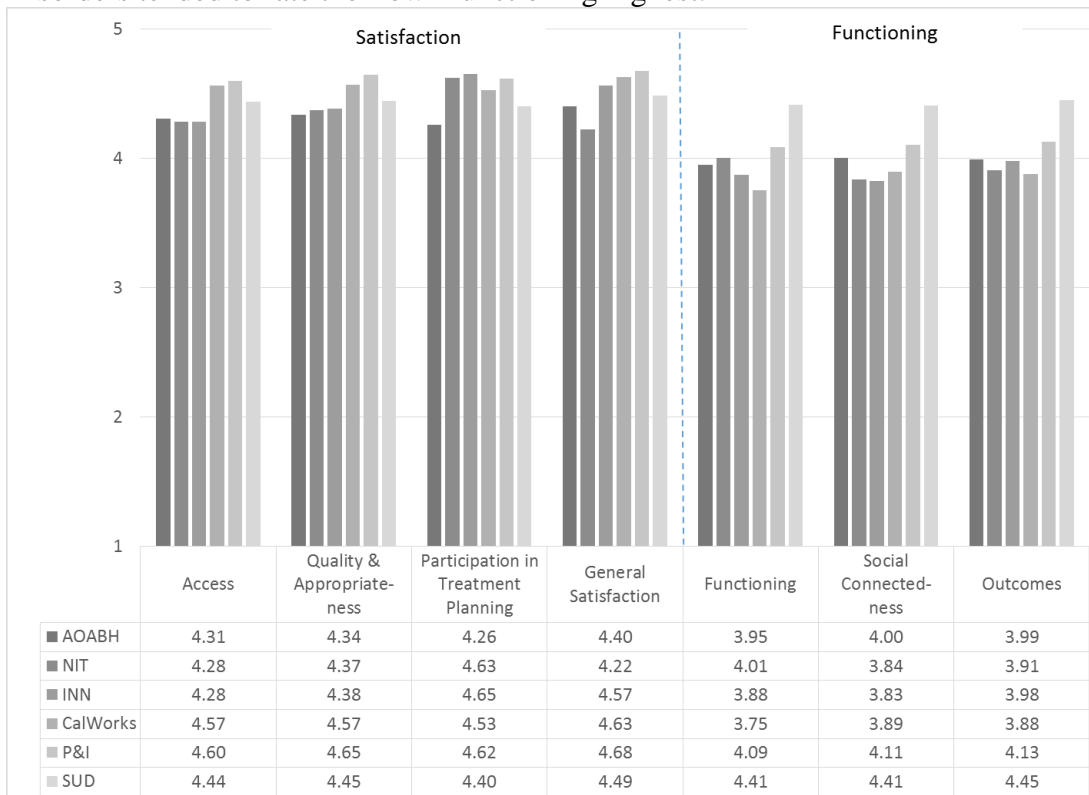


As seen in Figure 9, women’s ratings of satisfaction measures were slightly higher than men’s. There were seven other-gendered individual who were not included in this figure.

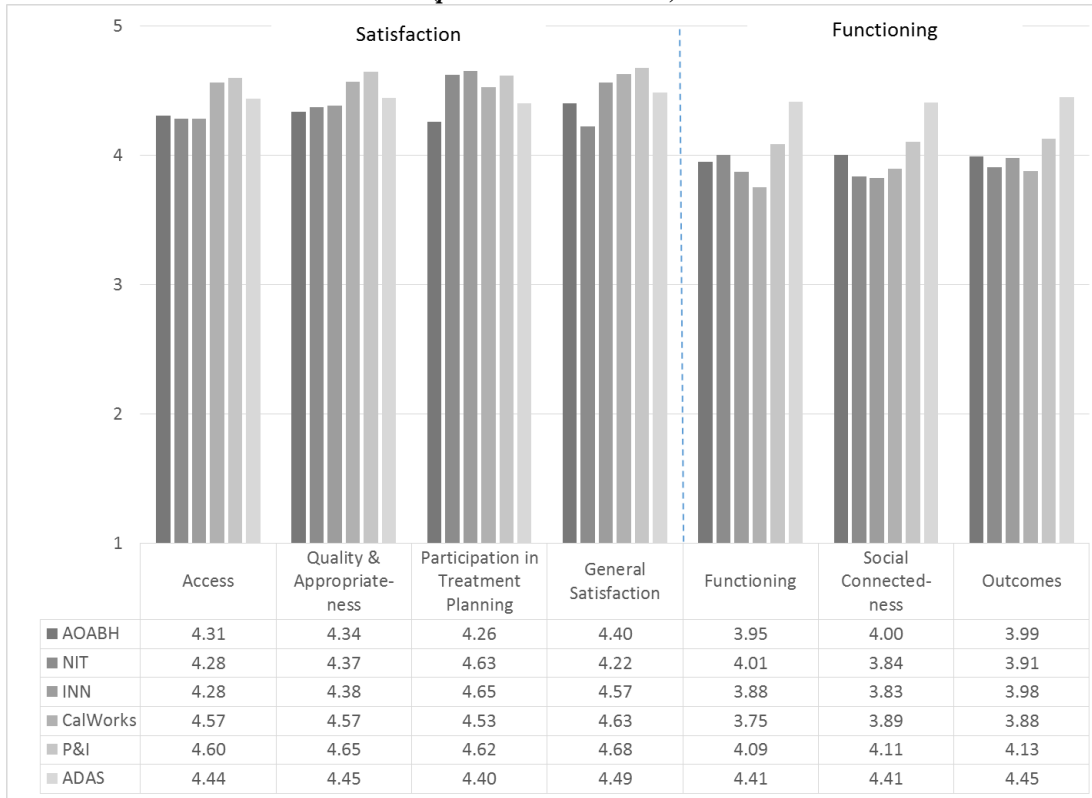
**Figure 8. MHSIP differences by gender (\*p < .01)**



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



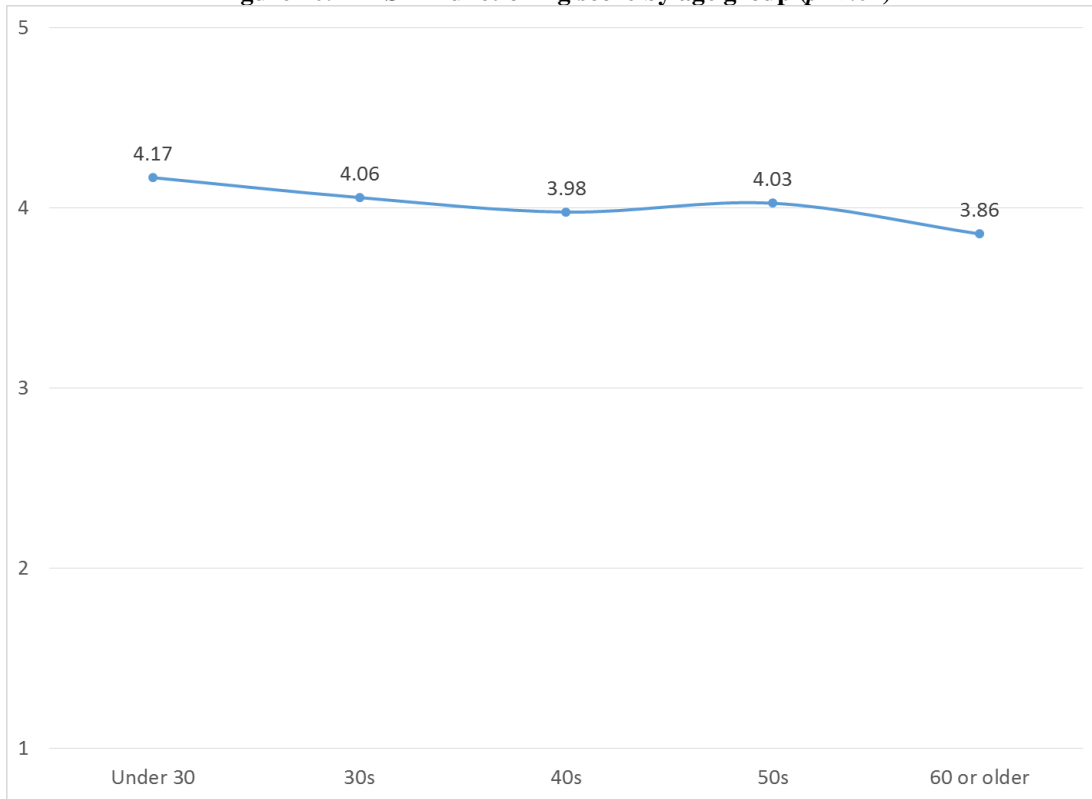
**Figure 9. MHSIP differences by function area**  
 ( $p < .001$  for all scales)



There was a significant negative correlation of the MHSIP Functioning scale with age, indicating that ratings of functioning are lower among older participants (see Figure 11).



**Figure 10. MHSIP Functioning score by age group ( $p < .01$ )**



**Table 1. MHSIP results by program**

Program	Access	Quality	Partic.	Satis	Functioning	Social	Outcomes	N
Assisted Outpatient Treatment FSP	4.26	4.15	4.33	4.31	4.09	4.08	4.11	28
ADAS Aliso Viejo Drug Court	5.00	5.00	5.00	5.00	5.00	5.00	5.00	2
ADAS AOD Aliso Viejo	4.78	4.89	4.75	5.00	4.90	4.88	4.94	3
ADAS AOD Anaheim Clinic	4.45	4.69	4.71	4.61	4.64	4.63	4.63	17
ADAS AOD Westminster	4.75	4.78	4.50	5.00	4.90	4.75	4.79	2
ADAS AOD, Santa Ana	4.00	4.00	3.75	4.00	4.20	4.25	4.25	2
ADAS Perinatal, Aliso Viejo	4.33	4.89	4.00	5.00	3.20	4.25	4.63	1
ADAS Perinatal, Anaheim	4.42	4.33	4.27	4.69	4.26	4.23	4.39	13
Anaheim N. DUI Court	4.26	4.32	4.35	4.38	4.53	4.52	4.59	22
AOABH AB109	4.32	4.27	4.33	4.67	4.00	4.42	4.25	3
AOABH Aliso Viejo Clinic	4.61	4.44	3.83	4.56	3.00	2.25	3.04	3
AOABH Anaheim I	4.08	4.19	3.91	4.36	3.39	3.46	3.50	16
AOABH Anaheim PACT	4.50	3.89	3.50	3.33	4.20	4.75	4.75	1
AOABH CalWORKs: Westminster	4.53	4.47	4.28	4.56	3.68	3.70	3.75	10
AOABH FSP Opportunity Knocks	4.55	4.56	4.25	4.69	4.27	4.23	4.42	12
AOABH FSP Steps Telecare	4.37	4.34	4.25	4.43	4.17	4.20	4.11	97
AOABH FSP WIT Telecare	4.15	4.22	4.09	4.23	4.19	4.23	4.19	55
AOABH Fullerton PACT I	4.44	4.57	4.50	4.44	3.40	4.00	3.77	6
AOABH Fullerton PACT II	4.08	4.19	4.13	4.29	3.08	3.38	3.38	8
AOABH PACT TSR	4.50	4.44	4.38	4.25	3.55	4.00	3.58	4
AOABH Peer Mentoring Services	4.33	4.46	4.50	4.89	3.00	3.61	3.41	4
AOABH Santa Ana	4.35	4.23	4.14	4.21	3.72	3.58	3.75	16
AOABH Santa Ana Pac Asian	4.17	3.50	--	4.33	4.10	4.00	3.94	2
AOABH SUD/Perinatal Outpatient: Santa Ana	4.00	4.19	4.25	4.33	4.00	4.25	4.00	2
AOABH SUD/Perinatal Outpatient: Westminster	4.62	4.59	4.43	4.72	4.45	4.07	4.37	7
AOABH Supporting Survivors	4.64	4.83	4.60	4.83	4.13	3.88	3.65	6
AOABH Westminster Clinic	4.42	4.50	4.25	4.83	3.70	3.38	4.00	2
AOABH Westminster PACT	4.06	4.26	4.67	4.11	4.00	4.08	4.27	3
AOABH Westminster, Pac Asian	4.21	4.65	4.88	4.75	4.87	4.50	4.67	4
Behavioral Health Services for Military Families Child Guidance Center	4.06	4.42	4.63	4.39	3.77	3.75	3.90	6
BHS Outreach & Engagement	4.28	4.37	4.63	4.22	4.01	3.84	3.91	18
CalWORKs Mariposa Women & Family Center	4.54	4.63	4.59	4.59	3.82	3.94	3.90	23
Camino Nuevo	3.67	4.00	4.00	4.00	3.20	3.50	3.63	1
CCS CalWORKs Anaheim	4.66	4.65	4.71	4.69	3.64	3.79	3.94	15
CCS CalWORKs Santa Ana	4.49	4.52	4.41	4.63	3.65	3.97	3.82	20

Community Counseling and Supportive Services	4.49	4.54	4.49	4.62	3.85	3.90	3.93	79
Continuum of Care for Military Families- Child Guidance Center	4.65	4.67	4.50	5.00	4.30	3.88	4.06	2
Drug/DUI/DV Court	4.45	4.42	4.50	4.48	4.43	4.35	4.42	33
Harbor Drug Court	4.44	4.34	4.18	4.31	4.23	4.41	4.28	25
ICS Korean Community Services Health Center	4.79	4.64	4.50	4.67	4.21	4.11	4.17	7
ICS Southland Health Center	4.51	4.63	4.69	4.71	3.82	4.16	3.72	8
Mariposa CalWORKs San Juan Capistrano	4.69	4.50	4.56	4.71	4.13	4.00	4.06	8
Mission Viejo PACT Services	4.76	4.86	5.00	5.00	3.82	4.38	4.58	4
North Drug Court	4.57	4.55	4.53	4.54	4.56	4.59	4.58	18
Older Adult Support and Intervention System (OASIS)	4.22	4.49	4.25	4.48	3.71	4.03	3.69	18
Orange County Center for Resiliency, Education & Wellness(OC CREW)	4.69	4.81	5.00	4.83	4.88	4.67	4.50	6
Orange County Parent Wellness Program (OCPWP)	4.69	4.73	4.72	4.76	4.15	4.09	4.19	63
Step Forward Onsite Engagement in Collaborative Court -Mariposa	4.33	4.33	4.71	4.58	3.86	3.85	4.00	15
Stress Free Families	4.73	4.75	4.72	4.62	4.62	4.68	4.59	23
Telecare and Orange (TAO) Central	4.08	4.26	4.32	4.17	3.66	3.55	3.75	26
Telecare and Orange (TAO) North	4.40	4.44	4.34	4.56	3.84	3.86	3.98	34
Twin Town Treatment Centers	4.43	4.43	4.46	4.47	4.25	4.25	4.28	12
West Drug Court	3.67	3.43	3.00	3.00	3.25	3.00	3.71	1
West DUI Court	4.00	4.00	3.50	3.33	4.00	3.25	3.75	1
Total	4.42	4.45	4.40	4.50	4.05	4.09	4.10	811

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

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