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**BEHAVIORAL HEALTH SERVICES**  
**Authority and Quality Improvement Services**

**Consumer Perception Survey: MHSIP**  
**November 2015 Administration**  
**Adults and Seniors**  
Jonathan Rich, Ph.D.  
May 24, 2016

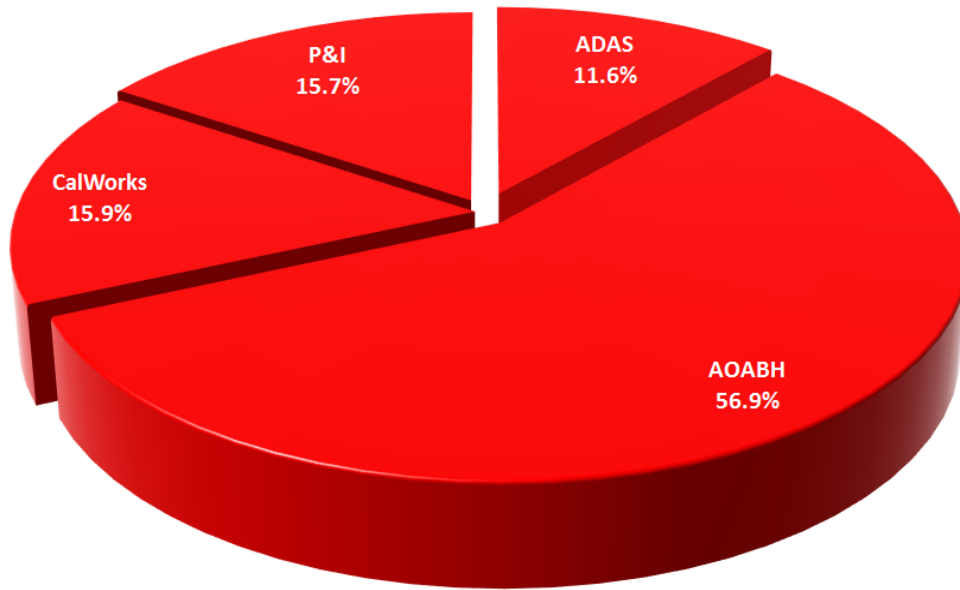
The Mental Health Statistical Improvement Program (MHSIP) was offered to all clients attending mental health services at a County or contract adult program during the week of November 16-20, 2015. There were 1051 records returned. Records were discarded if program was missing, if the program was part of Children and Youth Behavioral Health, or if the age was less than 18 or over 120. This left 700 cases.

Results

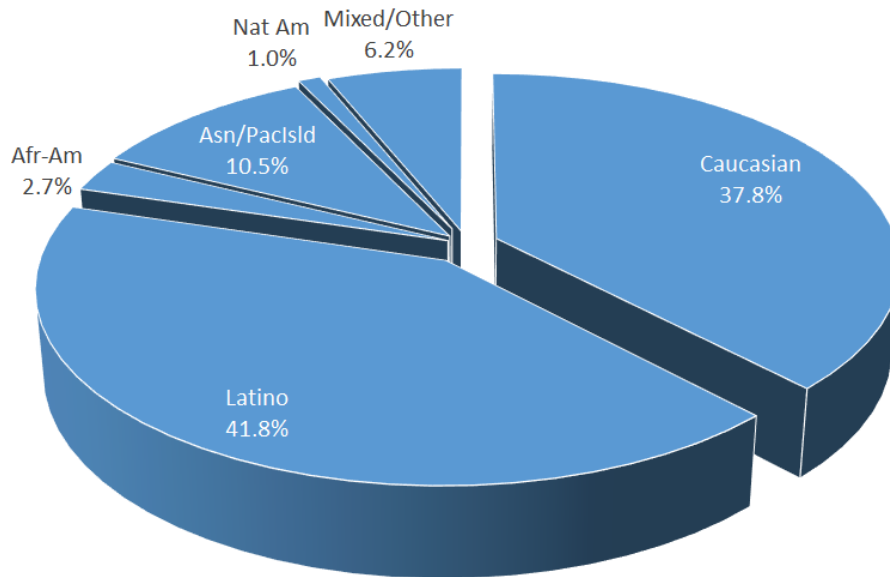
Sample description:

N: 700  
Gender (n = 682): F 56.2%, M 43.0%, O 0.9%  
Age (n = 700): Mean: 40.2 years, s = 13.0, range = 18 to 75.  
Form Language (n = 700): English, 84.3% Spanish, 12.0%, Vietnamese, 3.7%  
County/ Contract (n = 700): County 60.7% vs. Contract 39.3%

**Figure 1. Division (n = 700)**



**Figure 2. Race/Ethnicity (n = 677)**



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 “Latino,” 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 below the “Agree” level. Endorsement of service satisfaction items was near 90%; about three fourths of respondents endorsed personal functioning items.

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

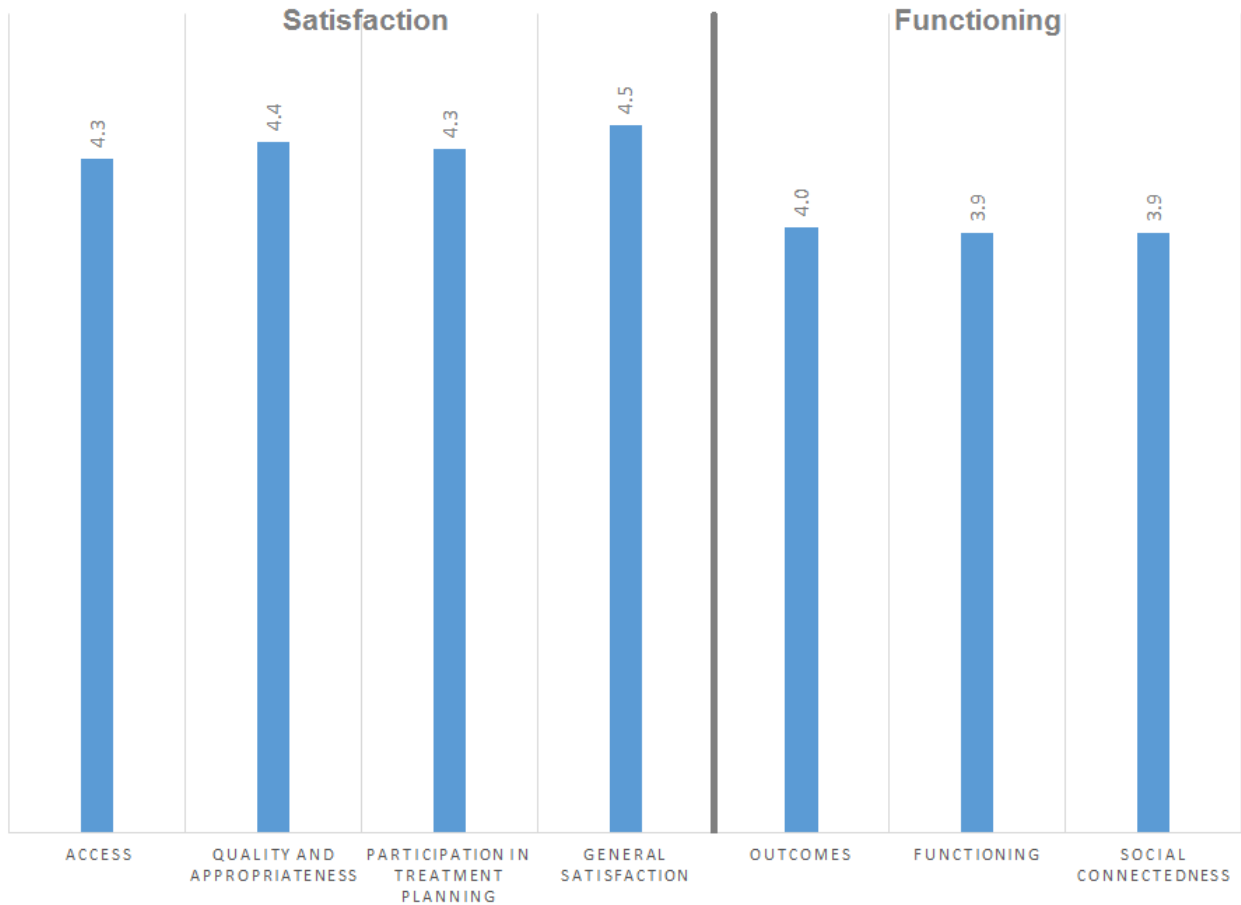
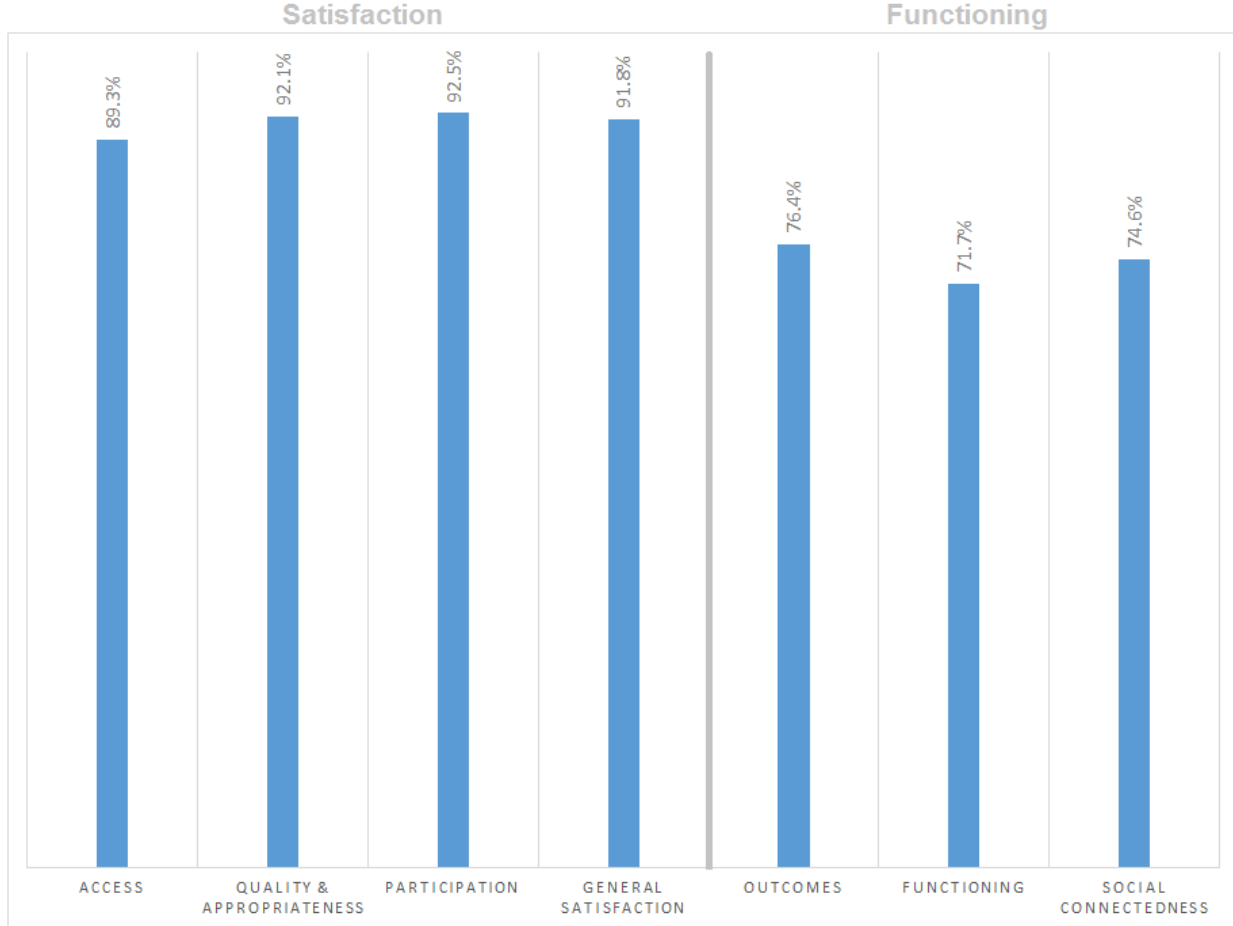


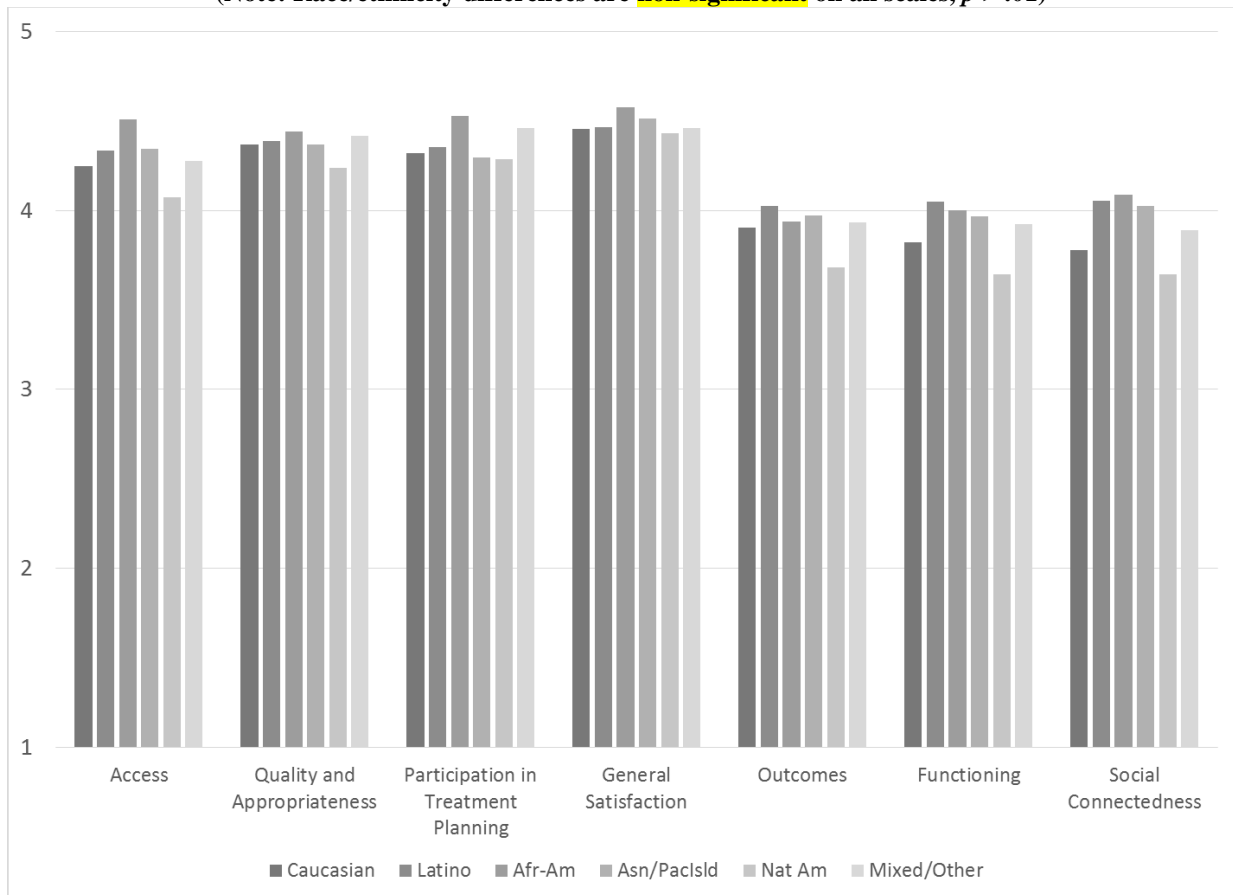
Figure 4. Percent with scores at or above 3.5, "Agree" and "Strongly Agree"



### Factors affecting MHSIP scores

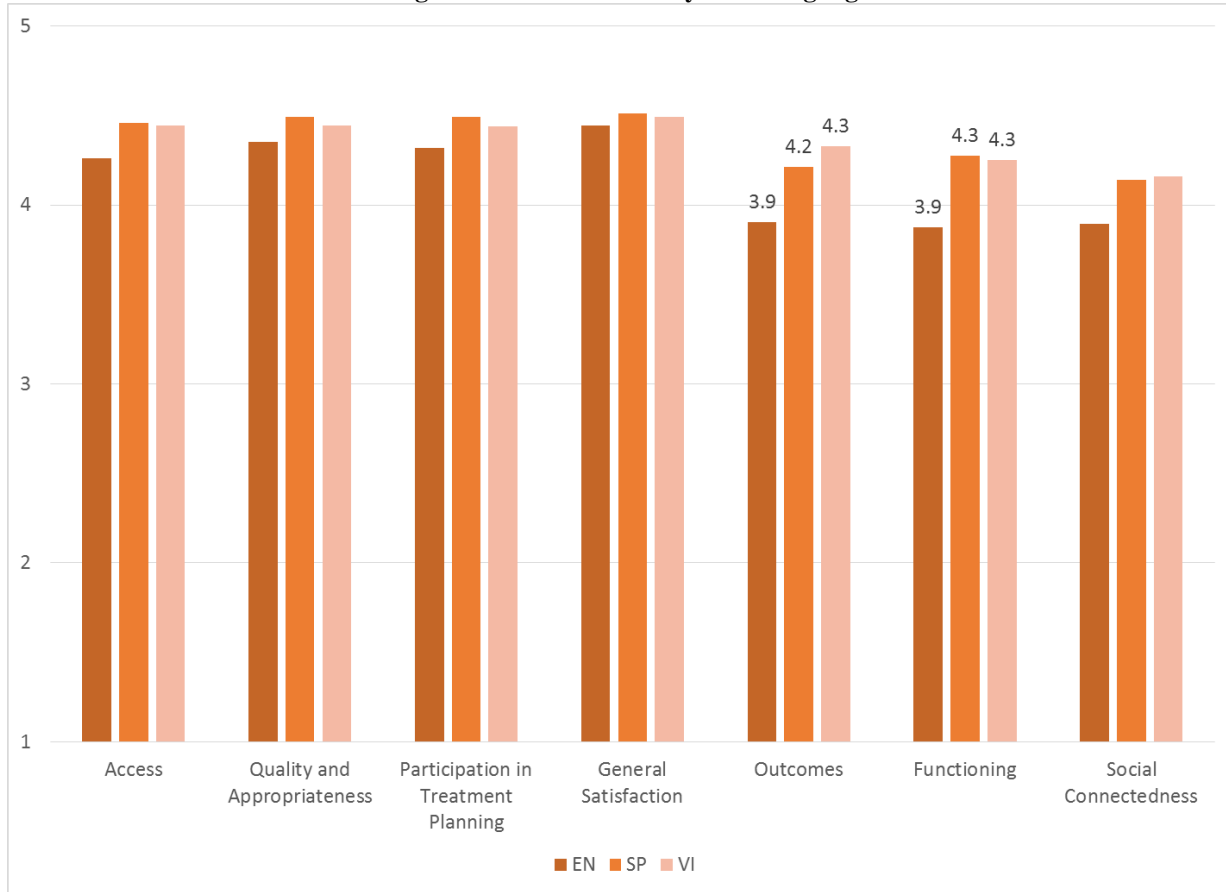
The MHSIP mean scores did not differ significantly by race/ethnicity (see Figure 5), whether a program was County vs. contract, or by length of time in the program.

**Figure 5. MHSIP scores by race/ethnicity**  
 (Note: Race/ethnicity differences are **non-significant** on all scales,  $p > .01$ )



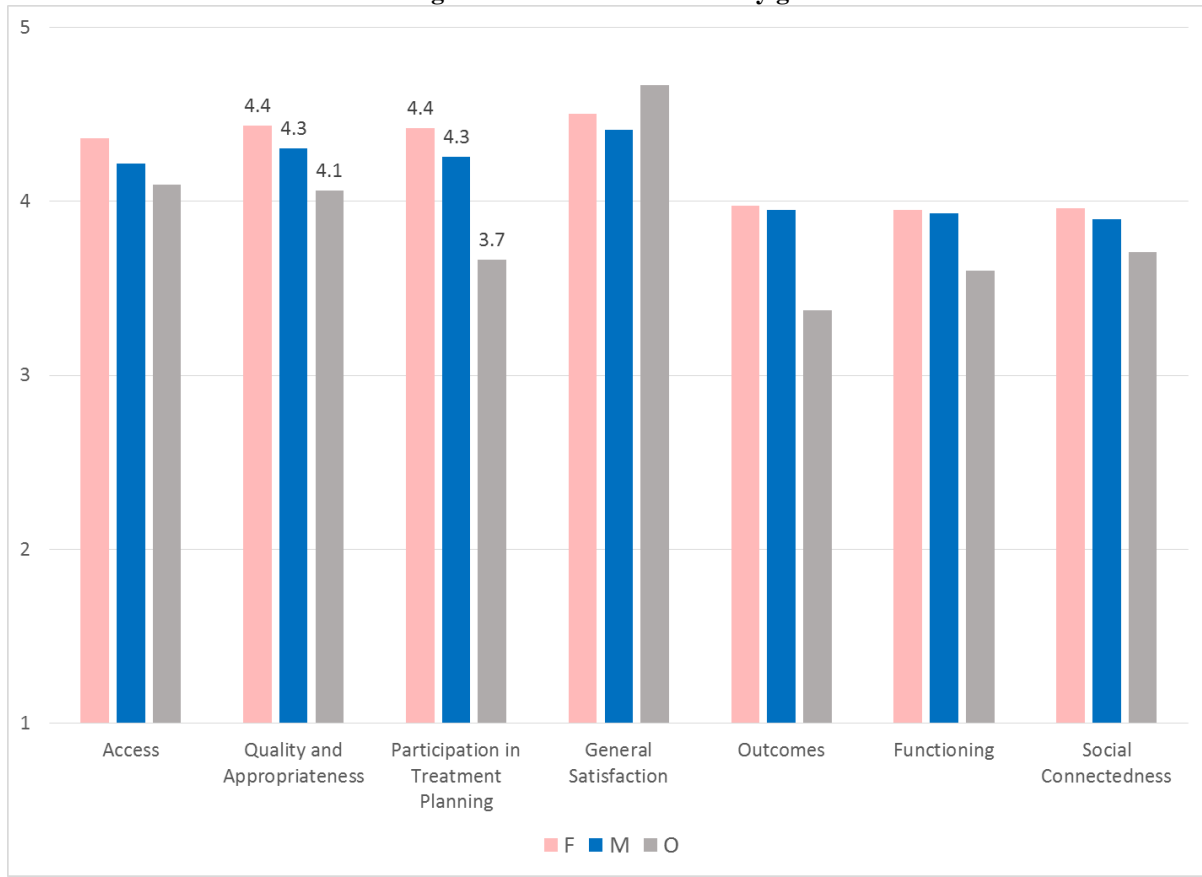
MHSIP scores differed by form language on Outcomes and Functioning scales. Consumers who responded to the English-language survey reported worse outcomes and functioning than other clients (Figure 6).

**Figure 6. MHSIP scores by form language**



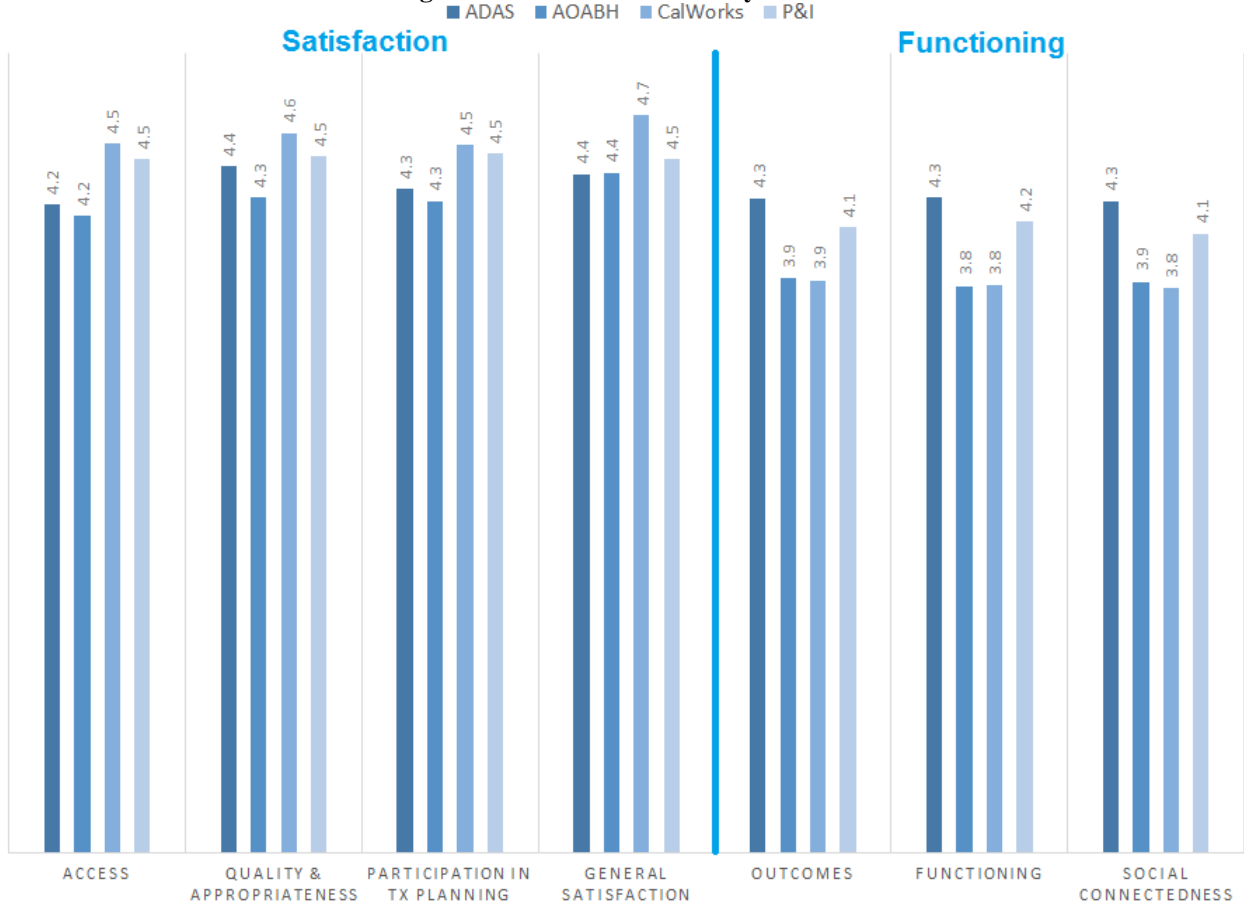
As seen in Figure 7, women’s ratings of treatment quality and treatment plan participation were slightly higher than men’s.

**Figure 7. MHSIP differences by gender**



As reflected by Figure 8, all MHSIP scales differed by division. Consumers in the CalWorks and Prevention & Intervention programs tended to give the highest satisfaction ratings. Consumers in Substance Use Disorder programs and Prevention & Intervention tended to rate their own functioning highest.

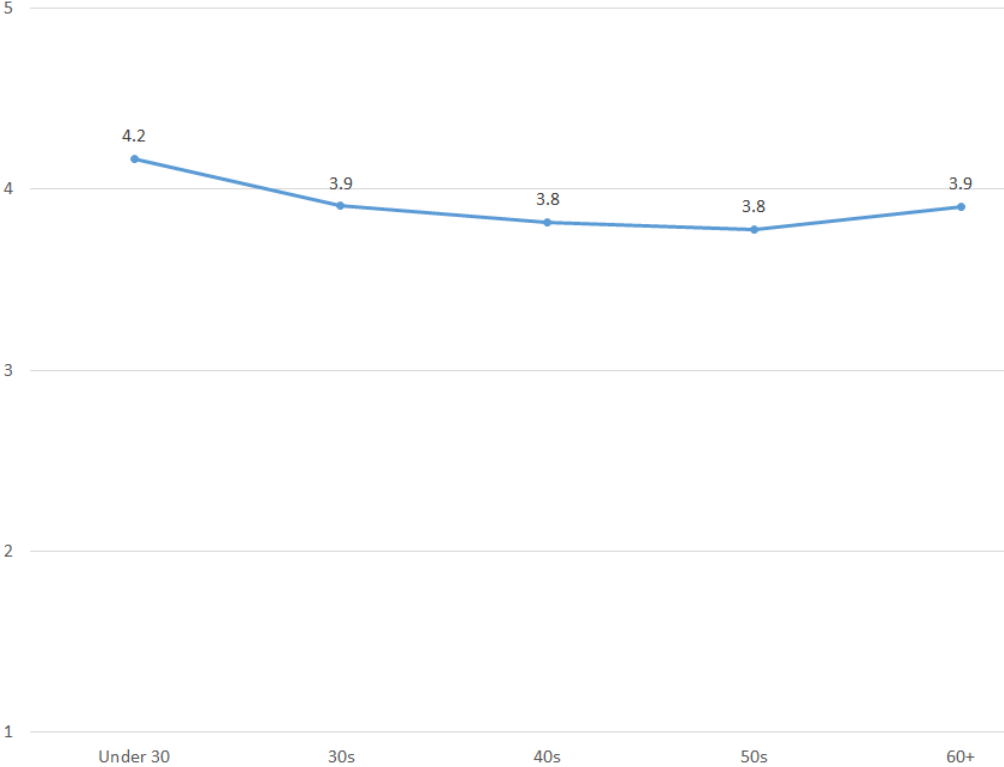
**Figure 8. MHSIP differences by division**



There was a significant negative correlation with age for Social Connectedness scale ( $r = -.10$ ). As seen in Figure 9, self-ratings of social connectedness tend to drop until about age 60.



**Figure 9. Social Connectedness by age group**



**Table 1. MHSIP results by program**

Program	Satisfaction				Functioning			N
	Access	Quality & Appropriateness	Participation in Tx Planning	General Satisfaction	Outcomes	Functioning	Social Connectedness	
ADAS Aliso Viejo Drug Court	4.5	4.4	4.5	4.5	4.3	4.3	4.3	10
ADAS AOD Anaheim Clinic	4.1	4.3	4.3	4.4	4.2	4.1	4.1	11
ADAS AOD Westminster	4.5	4.4	3.3	4.3	3.5	3.5	3.9	2
ADAS AOD, Santa Ana	3.3	3.4	3.5	4.0	2.5	1.0	1.5	1
ADAS Perinatal, Aliso Viejo	4.8	5.0	4.9	5.0	5.0	5.0	5.0	4
ADAS Perinatal, Anaheim	3.9	4.5	4.2	4.3	4.5	4.4	4.4	3
Anaheim N. DUI Court	4.1	4.2	4.0	4.2	4.1	4.2	4.0	4
AOABH Mental Health Assoc. GG	4.4	4.4	4.5	4.5	3.9	3.9	3.3	11
AOABH AB109	4.3	4.2	4.1	4.5	3.9	3.7	3.5	10
AOABH Aliso Viejo Clinic	3.5	3.9	3.8	4.0	3.5	3.4	3.0	9
AOABH Anaheim I	4.0	4.0	4.0	4.2	3.5	3.6	3.6	20
AOABH Anaheim II	4.1	4.3	4.2	4.7	4.0	3.9	3.9	16
AOABH Anaheim PACT	4.3	4.7	4.7	4.4	4.4	4.2	4.2	6
AOABH CalWORKS: Westminster	4.8	4.8	4.8	4.9	4.3	4.4	4.2	9
AOABH Costa Mesa PACT	4.2	4.3	4.1	4.3	4.0	3.9	3.8	19
AOABH FSP Opportunity Knocks	4.3	4.3	4.3	4.6	4.1	4.1	4.1	45
AOABH Fullerton PACT I	4.4	4.4	4.3	4.1	3.7	3.4	3.8	7
AOABH Fullerton PACT II	4.2	4.2	4.2	4.3	3.8	3.6	3.9	14
AOABH PACT TAY	4.9	4.8	5.0	5.0	4.3	4.5	5.0	2
AOABH PACT TSR	4.1	3.9	3.9	4.1	3.7	3.8	3.4	9
AOABH Santa Ana	4.0	4.3	4.2	4.3	3.5	3.4	3.7	40
AOABH Santa Ana Pac Asian	4.3	4.3	4.2	4.4	4.2	4.3	4.2	15
AOABH SUD/Perinatal Outpatient: Santa Ana	4.2	4.5	4.0	4.4	4.0	4.2	4.0	3
AOABH Westminster Clinic	4.1	4.2	4.2	4.4	4.0	3.9	4.0	19
AOABH Westminster PACT	4.3	4.2	4.2	4.3	2.7	2.8	3.9	3
AOABH Westminster, Pac Asian	3.3	3.6	3.5	3.0	3.0	3.0	3.0	1
CalWORKS Mariposa Women & Family Center	4.7	4.6	4.6	4.7	3.8	3.9	3.9	32
CCS CalWORKS Anaheim	4.6	4.6	4.5	4.7	3.9	3.8	3.9	30
CCS CalWORKs Santa Ana	4.1	4.3	4.5	4.4	3.7	3.8	3.8	12
Community Counseling and Supportive Services	4.5	4.5	4.5	4.5	4.2	4.3	4.1	33
Connect the Tots	5.0	4.9	5.0	4.0	5.0	4.8	3.8	1
Drug/DUI/DV Court	4.0	4.4	4.3	4.2	4.2	4.3	4.2	15
Harbor Drug Court	3.9	5.0	4.7	4.4	4.7	4.8	4.7	4
ICS Korean Community Services Health Center	4.3	4.6	4.8	4.7	3.6	3.4	4.3	3
ICS Southland Health Center	4.5	4.5	4.6	4.6	4.1	4.0	3.7	4

Integrated Community Services County Home	4.4	4.3	4.3	4.5	3.4	3.3	3.6	8
Mariposa CalWORKs San Juan Capistrano	4.5	4.6	4.5	4.7	3.8	3.7	3.6	27
Mission Viejo PACT Services	4.6	4.4	4.5	4.6	4.1	4.1	4.0	6
North Drug Court	4.4	4.5	4.5	4.4	4.3	4.3	4.4	20
North Recovery Center	4.1	4.2	4.0	4.2	3.4	3.5	3.2	6
OA Mental Health Recovery Program	4.5	4.4	4.4	4.8	4.0	3.8	4.1	18
OC Accept	4.3	4.3	4.2	4.4	3.9	3.7	3.8	10
Older Adult Services PACT	4.7	4.1	3.5	5.0	3.4	3.4	3.5	1
Older Adult Support and Intervention System (OASIS)	4.4	4.4	4.4	4.6	4.1	4.1	4.0	31
Orange County Postpartum Wellness (OCPW)	4.5	4.4	4.4	4.5	4.0	4.0	4.0	36
South Recovery Center	4.7	4.8	4.7	4.8	4.0	4.8	4.4	4
Stress Free Families	4.5	4.5	4.6	4.3	4.3	4.4	4.3	18
Telecare and Orange (TAO South)	4.0	4.2	4.3	4.2	3.9	3.9	3.9	69
West Drug Court	4.2	4.1	3.8	4.4	4.2	4.5	4.1	4
Youth as Parents	4.6	4.6	4.7	4.6	4.4	4.5	4.1	10
<b>Total</b>	<b>4.3</b>	<b>4.4</b>	<b>4.3</b>	<b>4.5</b>	<b>4.0</b>	<b>3.9</b>	<b>3.9</b>	691