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BEHAVIORAL HEALTH SERVICES
Authority and Quality Improvement Services

Consumer Perception Survey: MHSIP
May 2017 Administration
Adults and Seniors
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 May 15-19, 2017. There were 817 records returned. 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 671 cases.

Sample description:

N:	671
Gender (n = 660):	F 58.2%, M 41.2%, O 0.6%
Age (n = 671):	Mean: 38.9 years, s = 13.0, range = 18 to 89.
Form Language (n = 671):	English, 77.9% Spanish, 18.3%, Vietnamese, 3.7%
County/Contract (n = 671):	County 62.0%, Contract 38.0%

Figure 1. Function Area (n = 671)

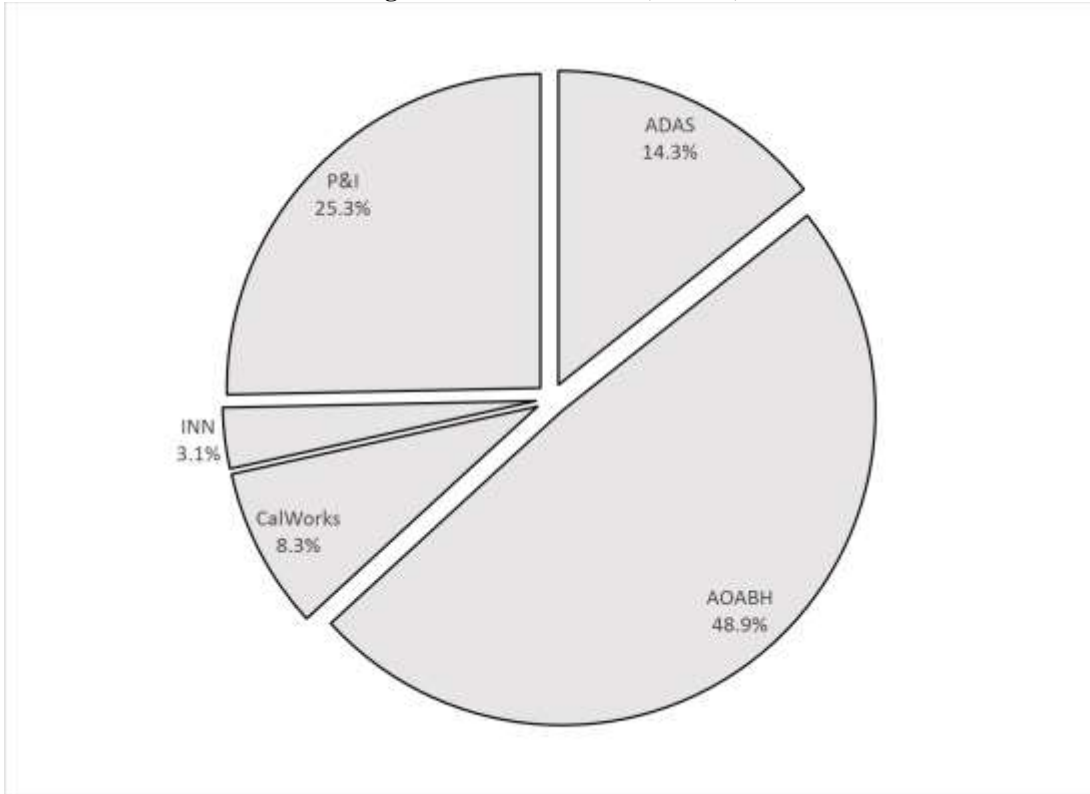
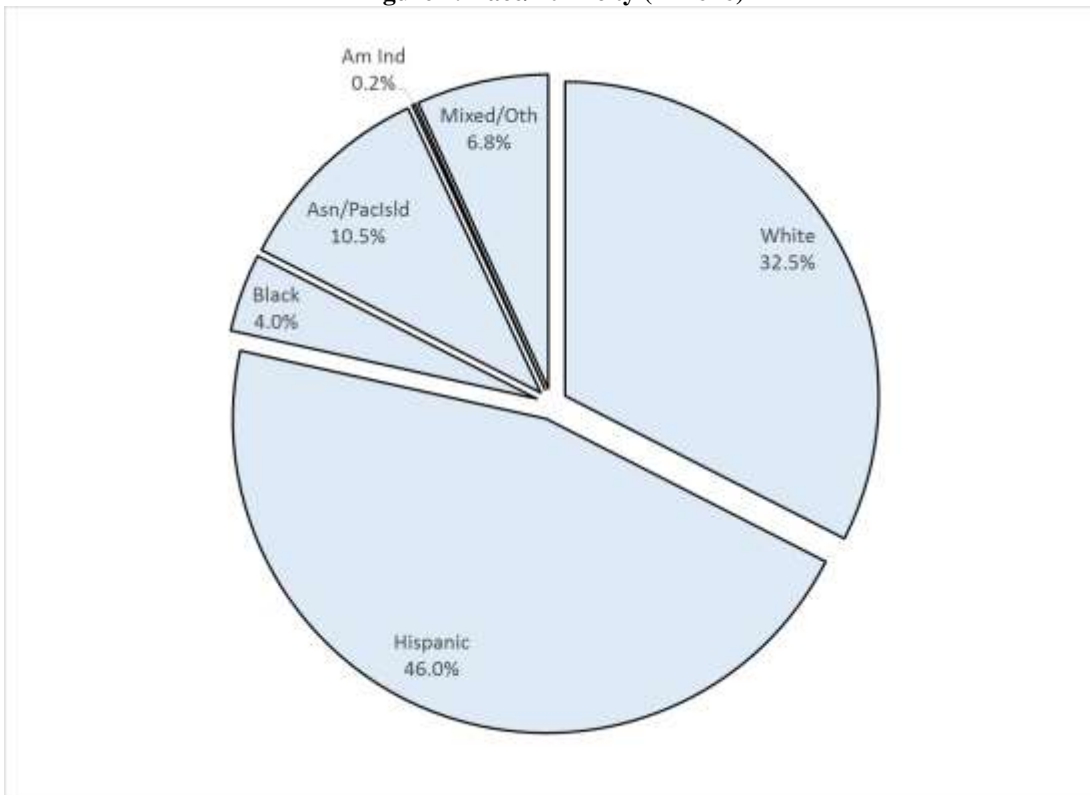


Figure 2. Race/Ethnicity (n = 646)



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 (4.1). Endorsement of service satisfaction items was above 90%; at least three fourths of respondents endorsed personal functioning items.

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

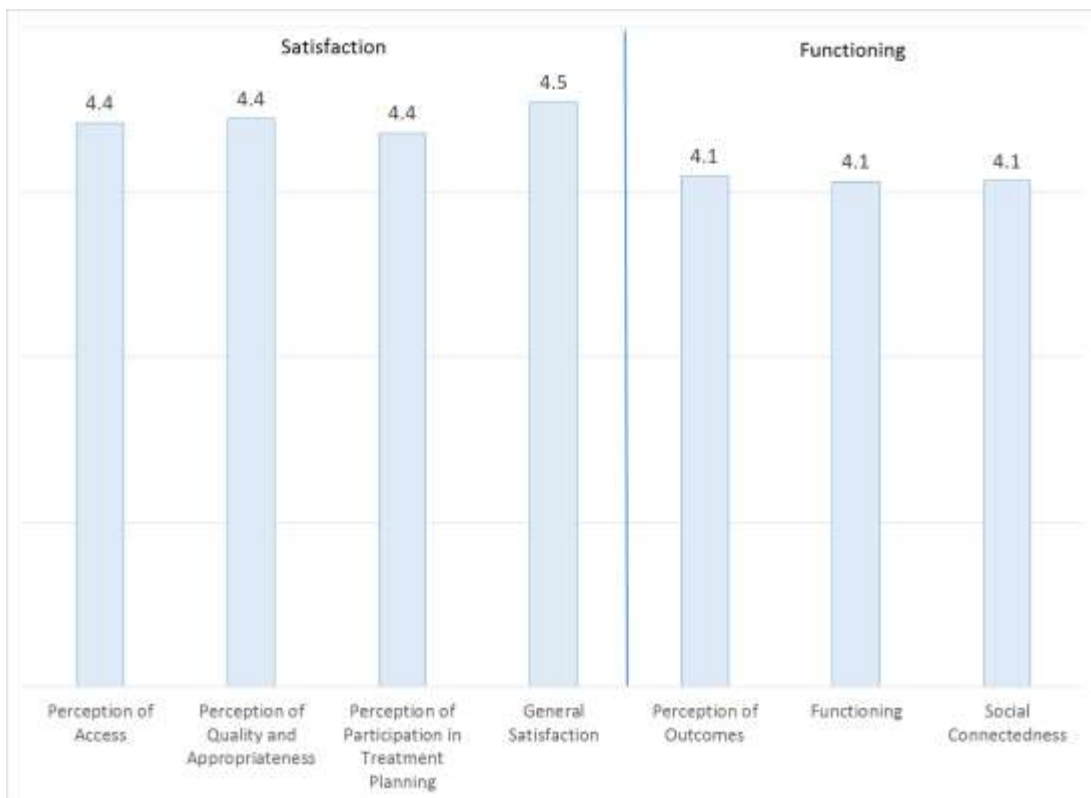
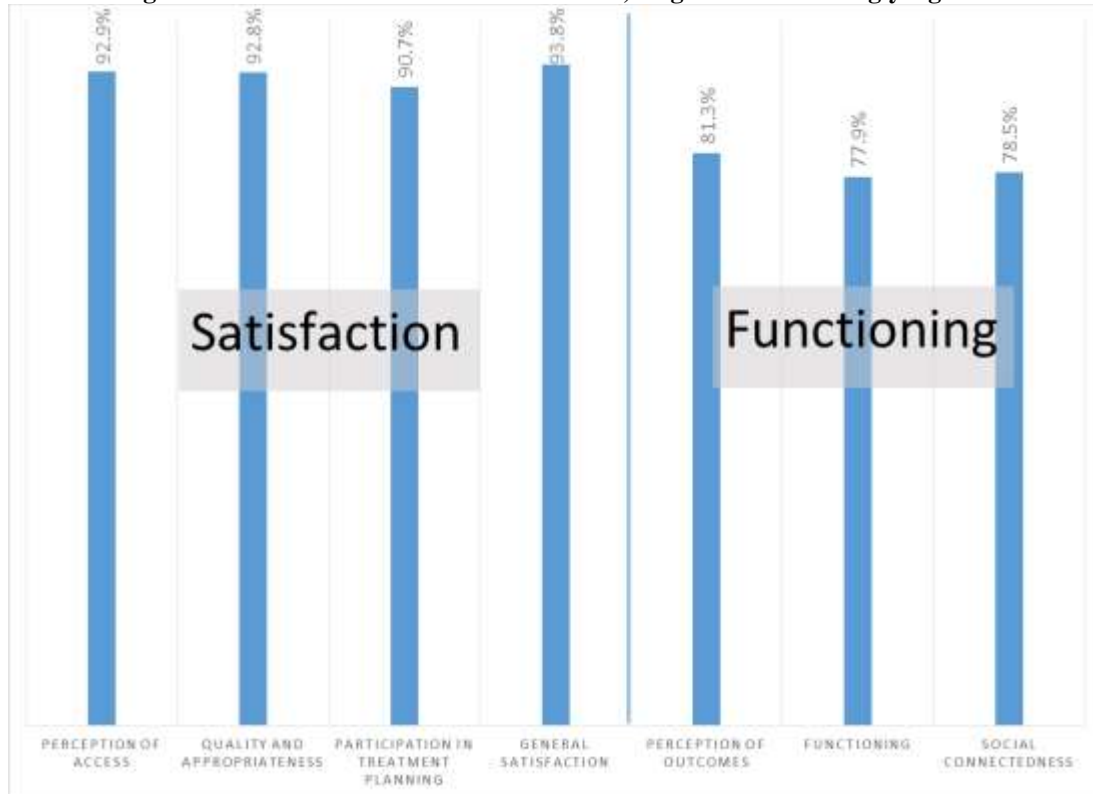


Figure 4. Percent with scores at or above 3.5, "Agree" and "Strongly Agree"



Factors affecting MHSIP scores

The MHSIP mean scores differed on the Satisfaction scores and on the Outcome scores, by ethnicity (see Figure 5). In general, Hispanic clients expressed greater satisfaction than others. Clients in County programs generally gave higher ratings than those in contract programs (see Figure 6). MHSIP scores did not differ by length of time in the program.

Figure 5. MHSIP scores by race/ethnicity
 (* $p < .01$)

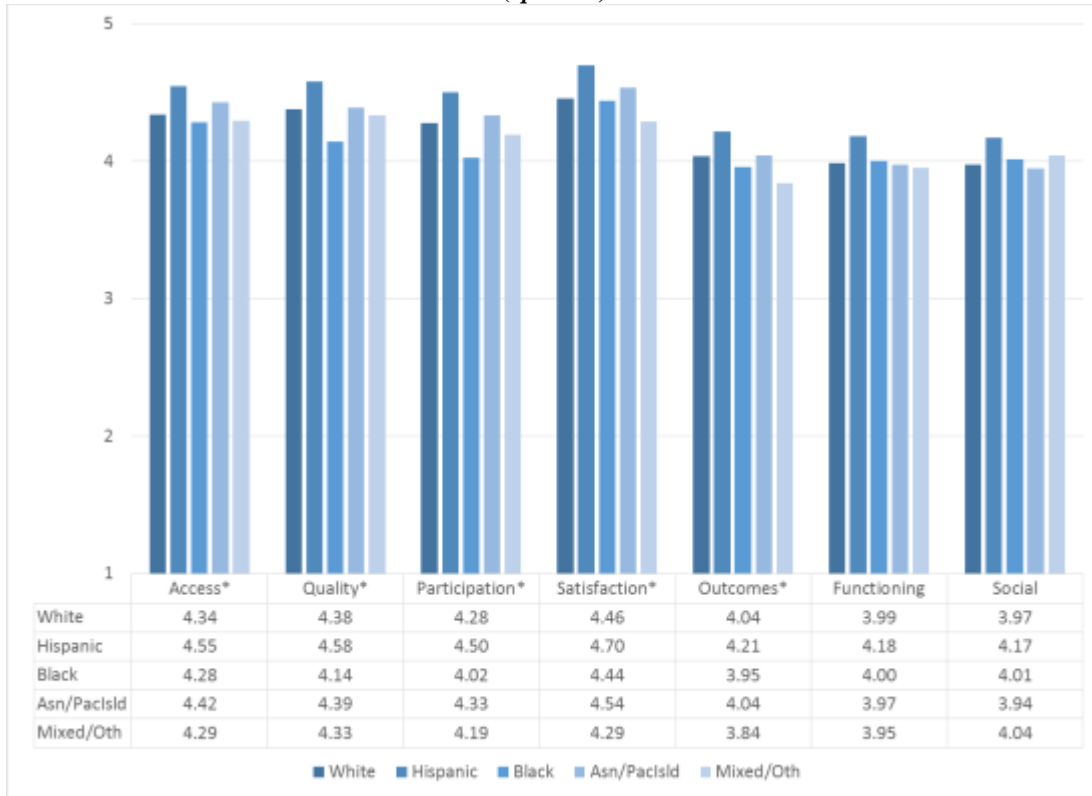
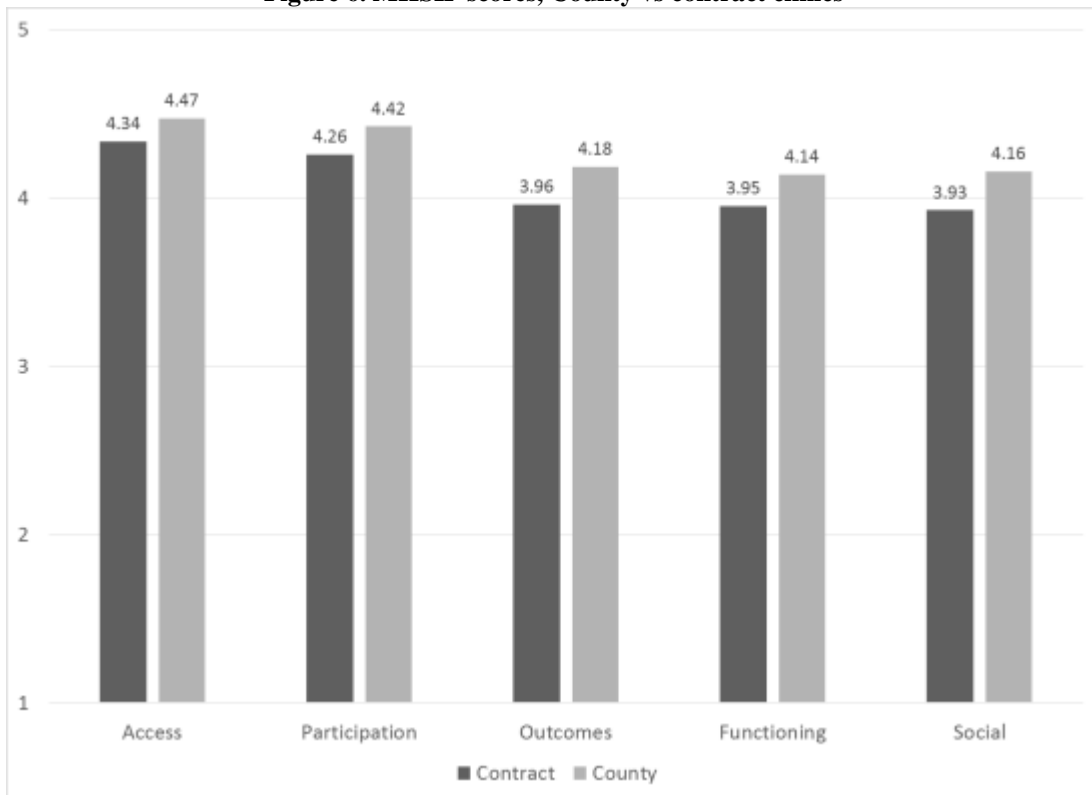
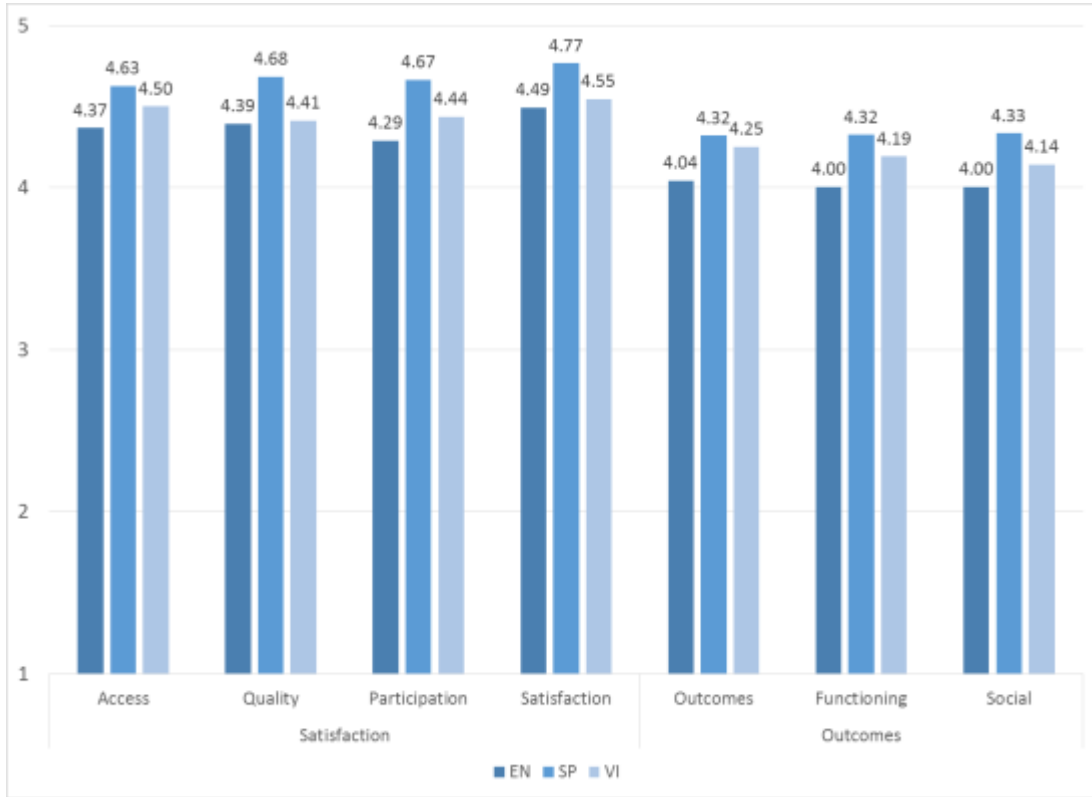


Figure 6. MHSIP scores, County vs contract clinics



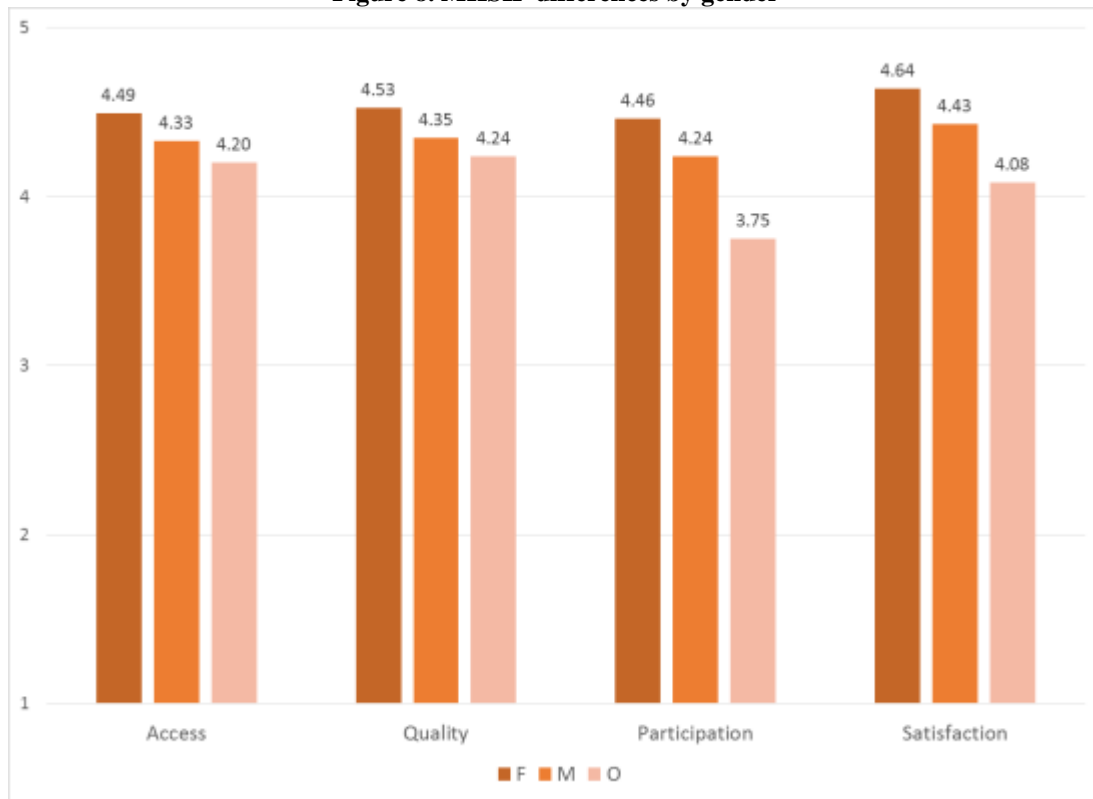
MHSIP scores differed by form language on all MHSIP scales. Consumers who responded to the English-language survey reported slightly worse outcomes and functioning than Spanish-speaking clients (Figure 7).

Figure 7. MHSIP scores by form language



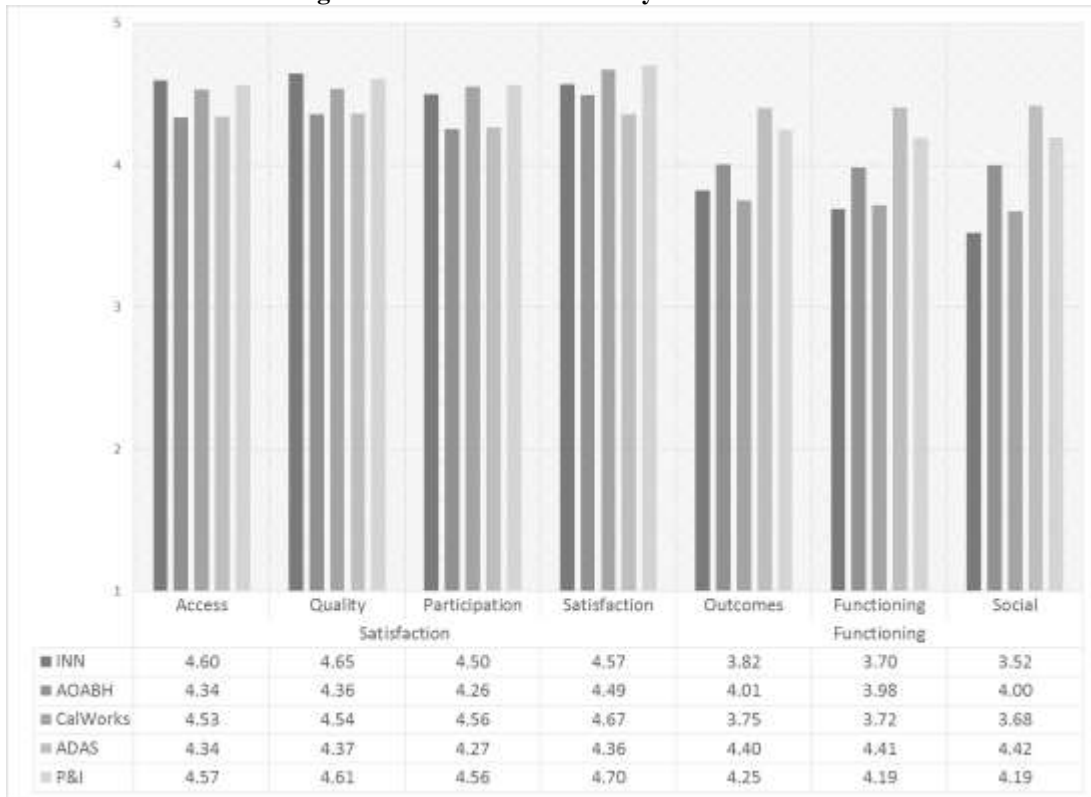
As seen in Figure 8, women’s ratings of satisfaction measures were slightly higher than men’s. While the ratings of other-gendered individuals tended to be lower, there were only four in this sample and the differences were not statistically significant.

Figure 8. MHSIP differences by gender



As reflected by Figure 9, 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 9. MHSIP differences by function area



There was a significant negative correlation with age for the Social Connectedness scale ($r = -.11$), indicating that ratings drop with age (see Figure 10).

Figure 10. Social Connectedness by age group

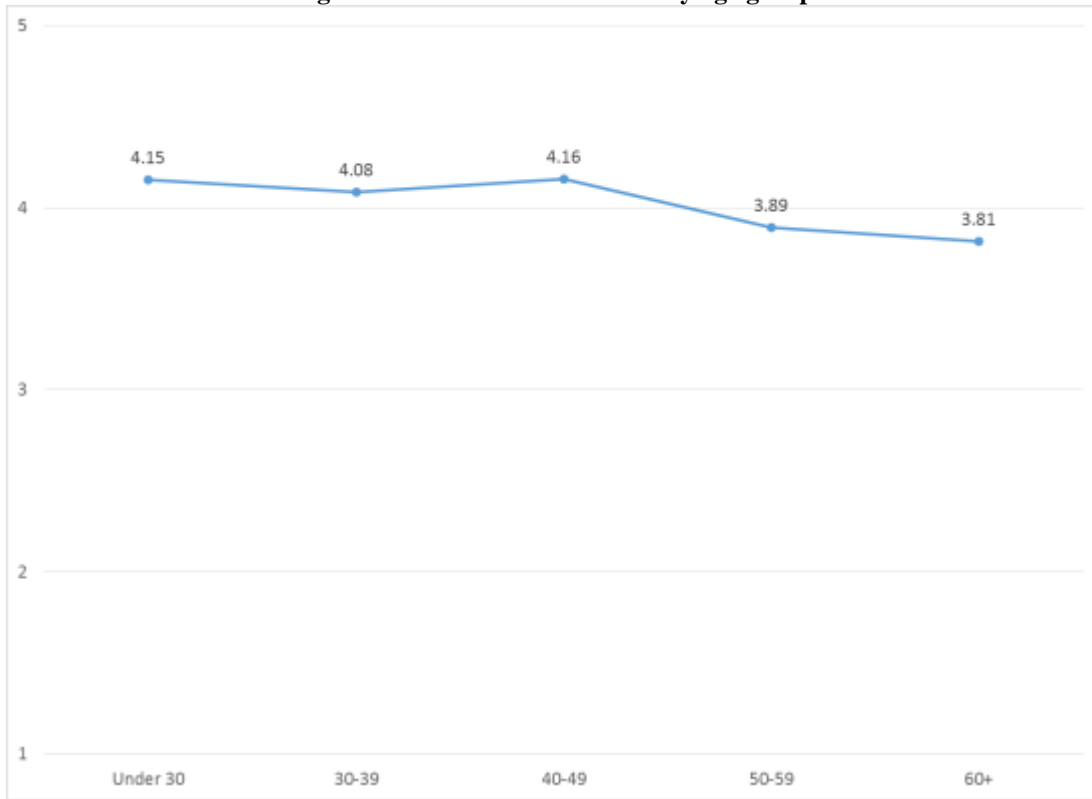


Table 1. MHSIP results by program

Program	Acc	Qual	Partic	Satis	Outcm	Func	Soc	N
ADAS AOD Anaheim Clinic	4.53	4.41	4.50	4.89	4.71	4.60	4.58	3
ADAS AOD, Santa Ana	4.33	4.39	4.25	4.33	4.81	4.90	5.00	2
ADAS Perinatal, Aliso Viejo	4.67	4.11	4.00	4.33	5.00	5.00	5.00	1
ADAS Perinatal, Anaheim	4.28	4.81	4.67	5.00	4.33	4.60	4.75	3
Anaheim N. DUI Court	4.36	4.63	4.50	4.30	4.58	4.67	4.64	11
AOABH Mental Health Assoc. GG	4.24	4.26	4.13	4.32	3.82	3.60	3.67	25
AOABH AB109	4.56	4.67	4.50	4.67	4.58	4.67	4.50	3
AOABH Aliso Viejo Clinic	4.43	4.50	4.41	4.49	3.85	3.76	3.93	30
AOABH Anaheim I	4.92	5.00	5.00	4.83	4.44	4.40	4.25	2
AOABH Anaheim II	4.58	4.39	4.00	5.00	3.63	4.00	4.04	2
AOABH CalWORKs: Westminster	4.61	4.69	4.73	4.83	3.73	3.57	3.45	14
AOABH College Community Services Anaheim	4.33	4.67	4.50	5.00	4.50	4.40	4.25	1
AOABH Costa Mesa PACT	4.29	4.20	4.25	4.33	4.22	4.29	4.42	12
AOABH FSP Opportunity Knocks	4.45	4.59	4.50	4.74	4.40	4.40	4.40	18
AOABH FSP Steps	4.41	4.33	4.07	4.55	4.26	4.19	4.16	36
AOABH FSP WIT	4.09	4.20	4.02	4.24	4.13	4.23	4.24	52
AOABH Fullerton PACT I	4.39	4.31	4.25	4.50	3.73	3.59	4.17	6
AOABH Fullerton PACT II	4.57	4.42	4.50	4.87	4.53	4.44	4.05	5
AOABH PACT TSR	5.00	5.00	5.00	5.00	4.56	5.00	5.00	2
AOABH Santa Ana	3.96	4.01	3.56	4.26	3.86	3.60	3.84	9
AOABH Santa Ana Pac Asian	4.23	4.19	4.13	4.29	3.87	3.78	3.96	8
AOABH SHOPP (Senior Health Outreach Prevention Program, Behavioral Health)	4.47	4.47	4.50	4.83	3.31	3.30	3.38	4
AOABH SUD/Perinatal Outpatient: Santa Ana	4.80	4.82	4.50	4.80	4.98	5.00	5.00	5
AOABH SUD/Perinatal Outpatient: Westminster	4.75	4.39	4.50	5.00	4.06	3.60	3.75	2
AOABH Westminster Clinic	4.46	4.33	4.67	4.52	3.91	3.78	4.17	7
AOABH Westminster PACT	4.92	4.94	4.00	4.17	4.58	4.20	4.25	2
AOABH Westminster, Pac Asian	4.61	4.37	5.00	4.67	4.25	4.20	4.08	3
Behavioral Health Services for Military Families Child Guidance Center	4.27	4.25	4.00	4.53	4.13	3.90	4.25	5
BHS Outreach & Engagement	4.25	4.53	4.50	4.60	4.18	4.08	4.25	5

Camino Nuevo	4.43	4.67	4.44	4.67	3.68	3.94	3.98	8
CCS CalWORKS Anaheim	4.55	4.53	4.43	4.65	3.76	3.77	3.79	24
CCS CalWORKs Santa Ana	4.44	4.42	4.59	4.56	3.75	3.77	3.70	17
Community Counseling and Supportive Services	4.55	4.54	4.47	4.70	4.30	4.26	4.34	70
Drug/DUI/DV Court	4.16	4.14	4.13	4.07	4.10	4.09	4.08	24
Harbor Drug Court	4.27	4.25	4.07	4.36	4.20	4.20	4.27	23
Integrated Community Services County Home	4.50	4.46	4.50	4.48	3.90	3.80	3.48	12
Mental Health Assoc Lake Forest	5.00	5.00	5.00	5.00	4.63	5.00	4.50	1
Mission Viejo PACT Services	4.57	4.49	4.40	4.73	3.85	3.76	3.70	5
North Drug Court	4.45	4.44	4.36	4.40	4.64	4.68	4.63	21
North Recovery Center	4.02	4.16	4.20	4.36	3.63	3.50	3.55	11
OA Mental Health Recovery Program	4.82	4.82	4.71	4.83	4.09	4.15	3.94	22
Older Adult Services PACT	4.33	4.35	4.38	4.58	4.13	4.00	3.75	4
Older Adult Support and Intervention System (OASIS)	3.94	4.00	3.96	4.47	3.76	3.63	3.73	12
Orange County Center for Resiliency, Education & Wellness(OC CREW)	4.14	4.46	4.58	4.56	4.41	4.40	4.21	7
Orange County Postpartum Wellness (OCPW)	4.69	4.73	4.68	4.82	4.18	4.08	4.04	64
Step Forward Program Collaborative On Site Engagement	4.70	4.77	4.65	4.58	3.75	3.64	3.30	16
Stress Free Families	4.46	4.57	4.56	4.44	4.32	4.23	4.24	18
Telecare and Orange (TAO)	4.24	4.15	4.26	4.48	3.64	3.81	3.75	23
West Drug Court	4.00	4.44	4.50	4.33	4.75	4.00	4.25	1
Youth as Parents	4.28	4.46	4.50	4.44	4.04	4.40	3.83	3
Total	4.42	4.45	4.36	4.55	4.10	4.07	4.07	

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

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