

County of San Bernardino  
Department of Behavioral Health  
Consumer Perception Survey

**Overview**

As mandated by The State of California, the County of San Bernardino Department of Behavioral Health surveyed clients who received face-to-face outpatient service during a predetermined period of time (04/28/2014–05/02/2014) in order to obtain consumer feedback.

In preparation for the survey period, Research and Evaluation (R&E) and Workforce Education Training (W.E.T.) implemented an online training administered through Relias Learning to over **86** county staff and affiliated mental healthcare providers.

Each Department and Contract Provider site that provided outpatient services was required to offer the appropriate survey form to each client who received outpatient services during the one-week survey period.

Forms were available in English, Spanish, and Vietnamese for adolescents, families (guardians) of adolescents, adults, and older adults.

In total, R&E received **3,554** completed surveys from **80** county clinics and affiliated providers.

The completed consumer perception surveys were compiled and transported from R&E to the California Institute for Mental Health (CiMH) and will be scanned and processed into the DHCS' reporting system. CiMH intends to return the scanned surveys back to the county and provide access to the raw data contained therein; however, CiMH has yet to determine when the surveys will be returned and the data will be made available to the county.

Upon ascertaining the anticipated return date, R&E will develop a plan for analysis.

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**Details**

- The County of San Bernardino Department of Behavioral Health administered the state mandated consumer perception survey project between (04/28/2014 – 05/02/2014).
- Research and Evaluation received 3,554 surveys from 80 reporting units:

1. The vast majority of surveys received and process were in the **English** format.

Language	Count	%
English	3202	90
Spanish	313	9
Vietnamese	1	1
<b>Total</b>	<b>3516</b>	<b>100</b>

2. The majority of surveys received consisted of the **Adult** form followed closely by the **Youth** form.

Type	Count	%
Adult	1276	36
Youth	1192	34
Families	977	27
Older Adult	109	3
<b>Total</b>	<b>3554</b>	<b>100</b>

3. An initial analysis shows that Contract Agencies contributed to the top 25% of the surveys collected and sent to CIMH: Desert Mountain SELPA (15%), SBCSS Student Services Counseling Center (4%) and Hi-Desert Behavioral Health (3%).

Clinic	Count	%
<b>Desert Mountain Selpa</b>	<b>544</b>	<b>15%</b>
MESA Counseling Services	427	12%
Upland Community Counseling	374	11%
<b>SBCSS STU SVS COUN CNTR</b>	<b>130</b>	<b>4%</b>
<b>Hi-Desert Behavioral Health</b>	<b>105</b>	<b>3%</b>
Clinics Submitting Between 51—100 Surveys	703	20%
Clinics Submitting Between 26—50 Surveys	516	14%
Clinics Submitting Between 1—25 Surveys	525	15%
<b>Total</b>	<b>3554</b>	<b>100</b>