CONSUMER PERCEPTION SURVEY

Mendocino County Report
May 2023 Survey Period

Prepared by University of California, Los Angeles
Integrated Substance Abuse Programs
December 2023

Table 1A: Surveys Received vs. Surveys Completed - Mendocino County

	Received	Completed	Not Completed	% Completed	% Not Completed	Statewide % Completed	Statewide % Not Completed
Family	24	14	10	58.33%	41.67%	78.92%	21.08%
Youth	34	27	7	79.41%	20.59%	76.34%	23.66%
Adult	165	163	2	98.79%	1.21%	73.63%	26.37%
Older Adult	21	20	1	95.24%	4.76%	76.31%	23.69%
Total	**244**	**224**	**20**	**91.80%**	**8.20%**	**75.92%**	**24.1%**

Table 1B: Reasons for not completing the survey by Form Type - Mendocino County

	Reason for not completing survey					County %	Statewide %
	Refused	Impairment	Language	Other	Total		
Family	4	0	0	6	10	50.00%	25.23%
Youth	3	0	0	4	7	35.00%	21.46%
Adult	1	0	0	1	2	10.00%	46.78%
Older Adult	1	0	0	0	1	5.00%	6.53%
Total	9	0	0	11	20	100.00%	100.00%

Table 1C: Paper vs. Online Survey Received by Form Type - Mendocino County

	Family		Youth		Adult		Older Adult	
	N	%	N	%	N	%	N	%
Online Survey	2	8.33%	0	0.00%	1	0.61%	0	0.00%
Paper Survey	22	91.67%	34	100.00%	164	99.39%	21	100.00%
Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	24	100.00%	34	100.00%	165	100.00%	21	100.00%

Table 1D: Surveys Received by Language and Form Type - Mendocino County

	Family		Youth		Adult		Older Adult	
	N	%	N	%	N	%	N	%
Arabic								
Armenian								
Chinese								
English	14	100.00%	29	58.33%	161	97.58%	20	95.24%
Farsi								
Hmong								
Khmer								
Korean								
Russian								
Spanish								
Tagalog								
Vietnamese								
Total	24	100.00%	34	100.00%	165	100.00%	21	100.00%

Surveys < 11 nor shown in Table 1D.

Table 2: Demographics - Mendocino County

Demographics	Family		Youth		Adult		Older Adult	
	N	%	N	%	N	%	N	%
Gender								
(Multiple responses allowed)								
Female	**	**	**	**	74	47.44%	12	100.00%
Male	**	**	14	100.00%	82	52.56%	**	**
Other	0	0.00%	**	**	**	**	0	0.00%
Ethnicity								
Hispanic								
Yes	**	**	12	50.00%	29	17.58%	**	**
No	**	**	**	**	118	71.52%	13	100.00%
Undecided, Missing	13	100.00%	12	50.00%	18	10.91%	**	**
Race								
(Only one response per client)								
American Indian/Alaska Native	0	0.00%	**	**	**	**	**	**
Asian	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Black	0	0.00%	0	0.00%	**	**	0	0.00%
Native Hawaiian/ Other Pacific Islander	0	0.00%	0	0.00%	0	0.00%	0	0.00%
White/Caucasian	**	**	13	100.00%	110	76.92%	12	100.00%
Other	**	**	**	**	17	11.89%	**	**
Two or more races	0	0.00%	**	**	16	11.19%	**	**
Total (Excludes missing responses)	**	100.00%	13	100.00%	143	100.00%	12	100.00%
How long have you received services here?								
Less Than One Month	0	0.00%	1	4.00%	9	5.96%	1	5.26%
One to 5 Months	5	38.46%	2	8.00%	27	17.88%	0	0.00%
6 Months to One Year	1	7.69%	8	32.00%	48	31.79%	6	31.58%
More Than One Year	7	53.85%	14	56.00%	67	44.37%	12	63.16%
Were the services you received provided in the langauge you prefer?								
Yes	12	100.00%	24	100.00%	159	100.00%	16	94.12%
No	0	0.00%	0	0.00%	0	0.00%	1	5.88%
Was written information available to you in the language you prefer?								
Yes	11	100.00%	21	100.00%	157	98.13%	17	100.00%
No	0	0.00%	0	0.00%	3	1.88%	0	0.00%
What was the primary reason you became involved with this program?								
I decided to come on my own	N/A		N/A		56	36.36%	10	58.82%
Someone else recommended that I come in	N/A		N/A		85	55.19%	7	41.18%
I came in against my will	N/A		N/A		13	8.44%	0	0.00%

****** Data suppressed due to small N and/or meet data suppression requirement

Table 3A: Satisfaction Score by Domain: Family and Youth - Mendocino County

	Family					Youth				
	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+
Access	4.57	4.20-4.94	92.9%	4.44	95.0%	4.35	4.11-4.58	96.2%	4.21	91.3%
General satisfaction	4.65	4.39-4.92	100.0%	4.38	93.0%	4.18	3.96-4.39	88.9%	4.21	89.8%
Outcome	4.13	3.83-4.44	100.0%	3.94	78.2%	3.78	3.55-4.01	74.1%	3.82	74.0%
Participation in Treatment Planning	4.4	4.07-4.73	92.3%	4.32	92.2%	4.16	3.90-4.42	92.6%	4.08	84.1%
Cultural Appropriateness	4.59	4.22-4.95	92.9%	4.58	98.0%	4.48	4.28-4.69	100.0%	4.38	95.3%
Social Connectedness	4.12	3.59-4.64	84.6%	4.27	92.9%	4.23	4.05-4.42	96.3%	4.10	89.1%
Functioning	4.16	3.86-4.47	100.0%	3.96	77.7%	3.85	3.60-4.10	70.4%	3.87	74.3%

Table 3B: Satisfaction Score by Domain: Adult and Older Adult - Mendocino County

	Adult					Older Adults				
	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+
Access	4.27	4.16-4.38	87.0%	4.33	91.0%	4.34	3.91-4.76	95.0%	4.31	90.6%
General satisfaction	4.4	4.29-4.52	88.8%	4.42	91.1%	4.48	4.06-4.90	95.2%	4.48	93.1%
Outcome	3.91	3.79-4.03	75.9%	4.00	77.4%	4.11	3.72-4.50	73.7%	4.02	79.5%
Participation in Treatment Planning	4.43	4.32-4.53	93.8%	4.33	91.5%	4.48	4.08-4.87	95.0%	4.32	91.5%
Quality	4.35	4.25-4.45	90.7%	4.34	90.6%	4.3	3.89-4.70	95.0%	4.33	91.1%
Social Connectedness	3.88	3.74-4.02	73.0%	3.98	77.1%	3.9	3.36-4.44	76.5%	3.97	79.2%
Functioning	3.92	3.79-4.05	72.3%	3.98	74.5%	3.89	3.47-4.30	77.8%	3.97	75.8%

CI = 95% Confidence Interval

* Statewide

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How do you feel about life in general?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the living arrangement where you live?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the privacy you have there?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the prospect of staying on where you currently live for a long period of time?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the way you spend your spare time?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the chance you have to enjoy pleasant or beautiful thing?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the amount of fun you have?				
Unhappy				
Mixed				
Satisfied				

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How do you feel about the amount of relaxation in your life?				
Unhappy				
Mixed				
Satisfied				
In general, how often do you get together with a member of your family?				
1-not at all			N/A	N/A
2-Less than once a month			N/A	N/A
3-at least once a month			N/A	N/A
4-at least once a week			N/A	N/A
5-at least once a day			N/A	N/A
8-no family/ not applicable			N/A	N/A
Total				
How do you feel about the way you and your family act toward each other?				
Unhappy				
Mixed				
Satisfied				
no family/ not applicable				
How do you feel about the way things are in general between you and your family?				
Unhappy				
Mixed				
Satisfied				
no family/ not applicable				
How often do you visit with someone who does not live with you?				
Not al all			N/A	N/A
Less than once a month			N/A	N/A
At least once a month			N/A	N/A
At least once a week			N/A	N/A
At least once a day			N/A	N/A
Not applicable			N/A	N/A
Total				

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?				
Not al all			N/A	N/A
Less than once a month			N/A	N/A
At least once a month			N/A	N/A
At least once a week			N/A	N/A
At least once a day			N/A	N/A
Not applicable			N/A	N/A
Total				
How do you feel about:				
things you do with other people?				
Unhappy				
Mixed				
Satisfied				
the amount of time you spend with other people				
Unhappy				
Mixed				
Satisfied				
the people you see socially				
Unhappy				
Mixed				
Satisfied				
the amount of friendships in your life				
Unhappy				
Mixed				
Satisfied				
During the past month, did you generally have enough money to cover the following items?				
Food (Yes)			N/A	N/A
Clothing (Yes)			N/A	N/A
Housing (Yes)			N/A	N/A
Travelling around for things like shopping, medical appointments, or visiting friends and relatives.			N/A	N/A
Social activities like movies or eating in restaurants			N/A	N/A

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
In the past month were you a victim of a violent crime such as assault, rape, mugging or robbery				
In the past month were you a victim of nonviolent crimes such as burglary, theft of your property or money, or being cheated				
In the past month, how many times have you been arested for any crimes				
No arrests				
One arrest				
Two arrests				
Three arrests				
Four or more arrests				
How do you feel about how safe you are on the streets in your neighborhood				
Unhappy				
Mixed				
Satisfied				
How do you feel about how safe you are where you live				
Unhappy				
Mixed				
Satisfied				
How do you feel about the protection you have against being robbed or attacked				
Unhappy				
Mixed				
Satisfied				
How do you feel about your health in general				
Unhappy				
Mixed				
Satisfied				
How do you feel about your physical condition				
Unhappy				
Mixed				
Satisfied				
How do you feel about your emotional well-being				
Unhappy				
Mixed				
Satisfied				

N/A = Question not asked in the survey
*** N is too small for reporting purposes
**** No surveys

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Mendocino County

	Family		Youth	
	N	**%**	**N**	**%**
Are you on medication for emotional / behavioral problems?	3	30.00%	14	58.33%
In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?				
Yes, in a clinic or office	12	92.31%	18	69.23%
Yes, but only in a hospital ER	1	7.69%	1	3.85%
No	0	0.00%	7	26.92%
Do not remember	0	0.00%	0	0.00%
Total	13	100.00%	26	100.00%
Approximately, how long have you received services here?				
Less than One Month	0	0.00%	1	4.00%
One to Five Months	5	38.46%	2	8.00%
Six Months to One Year	1	7.69%	8	32.00%
More Than one Year	7	53.85%	14	56.00%
Total	13	100.00%	25	100.00%
School Suspension				
Services more than 1 year:				
Was your child/ you expelled or suspended from school in the past 12 months?	1	11.11%	1	7.14%
Was your child/ you expelled or suspended from school in the 12 months prior to that?	0	0.00%	0	0.00%
Over the last year, number of days you were in school:				
Greater	0	0.00%	2	14.29%
About the same	4	80.00%	8	57.14%
Less	0	0.00%	1	7.14%
Does not apply	1	20.00%	3	21.43%
Total	5	100.00%	14	100.00%

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Mendocino County

	Family		Youth	
	N	**%**	**N**	**%**
Services less than 1 year:				
Was your child/ you expelled or suspended from school since beginning services?	2	28.57%	1	7.14%
Was your child/you expelled or suspended during the 12 months prior to that?	1	14.29%	0	0.00%
Since starting to receive services, the number of days your child/you were in school:				
Greater	2	28.57%	3	25.00%
About the same	4	57.14%	6	50.00%
Less	0	0.00%	0	0.00%
Does not apply	1	14.29%	3	25.00%
Total	7	100.00%	12	100.00%
Have you lived in any of the following places in the last 6 months?				
With one or both parents	**	**	21	61.76%
With another family member	0	0.00%	**	**
Foster home	0	0.00%	**	**
Therapeutic foster home	0	0.00%	0	0.00%
Crisis shelter	0	0.00%	**	**
Homeless shelter	0	0.00%	0	0.00%
Group home	0	0.00%	**	**
Residential treatment center	0	0.00%	0	0.00%
Hospital	0	0.00%	**	**
Local jail or detention center	0	0.00%	0	0.00%
State correctional facility	0	0.00%	0	0.00%
Runaway/Homeless/On the streets	0	0.00%	0	0.00%
Other (describe)	0	0.00%	**	**

** Data suppressed due to small N and/or to meet data suppression requirement.

Table 6: Arrest History - Adult, Older Adult, Youth and Family - Mendocino County

	Adults		Youth	
	%	SW* %	%	SW* %
**Have you been arrested in the past 12 months? ** **				
Yes	12.36%	8.61%	0.00%	3.21%
No	87.64%	91.39%	100.00%	96.79%
Total***	100.00%	100.00%	100.00%	100.00%
Since you began to receive mental health services, have your encounters with police**				
Reduced	16.76%	18.64%	6.25%	7.92%
Stayed the same	8.67%	8.18%	6.25%	5.22%
Increased	2.31%	2.12%	9.38%	1.95%
Not applicable (had no police encounters this year or last year)	72.25%	71.05%	78.13%	84.91%
Total***	100.00%	100.00%	100.00%	100.00%

* Statewide

** Combines consumers who received services for less than AND more than one year at the service location.

*** Excludes missing data.