February 2021
Client/Consumer Survey
Findings
SURVEY BACKGROUND

• **Purpose:** To understand consumers’ and family members’ experiences of behavioral health services in the County of Santa Clara

• **Survey Administration:**
  - Survey available in English, Spanish, Vietnamese, Chinese & Tagalog
  - Administered from January 26 to March 5, 2021
  - Online and paper surveys available
  - Total surveys initiated: 393
  - Total surveys completed: 269

• **Age Breakdown of Respondents:**
  - Under 25: 20%
  - 25-59: 54%
  - 60+: 26%
KEY SURVEY FINDINGS

Domain: Getting In & Getting Help

- All Respondents: 94%
- African American/Black: 89%
- American Indian/Native Alaskan: 100%
- Asian or Pacific Islander: 94%
- MultiRace: 91%
- White/Caucasian: 94%

Survey question: I know where to go if I need mental health/substance use treatment services. I know who to call if I need mental health/substance use treatment services.
KEY SURVEY FINDINGS

Domain: Getting Referred to Other Services
KEY SURVEY FINDINGS

Domain: Cultural Considerations
KEY SURVEY FINDINGS

DOMAIN: FAMILY INVOLVEMENT

- My provider asks me who I want involved in my recovery.
- My provider includes people I've identified as important to me.
- Providers have helped my family better support me.
KEY SURVEY FINDINGS

DOMAIN: TREATMENT TEAM

- Treatment team acts professionally
- I'm satisfied with my mental health/substance use treatment services
- Treatment team provides me with whatever type of help I need
TOP 4 GREATEST NEEDS OF THE SYSTEM AMONG ALL CLIENTS/CONSUMERS

• Services should be focused on wellness, recovery and hope.

• Services should focus on what I think is important.

• We need different types of services.

• Service providers should talk to each other.