



February 2021 Client/Consumer Survey Findings

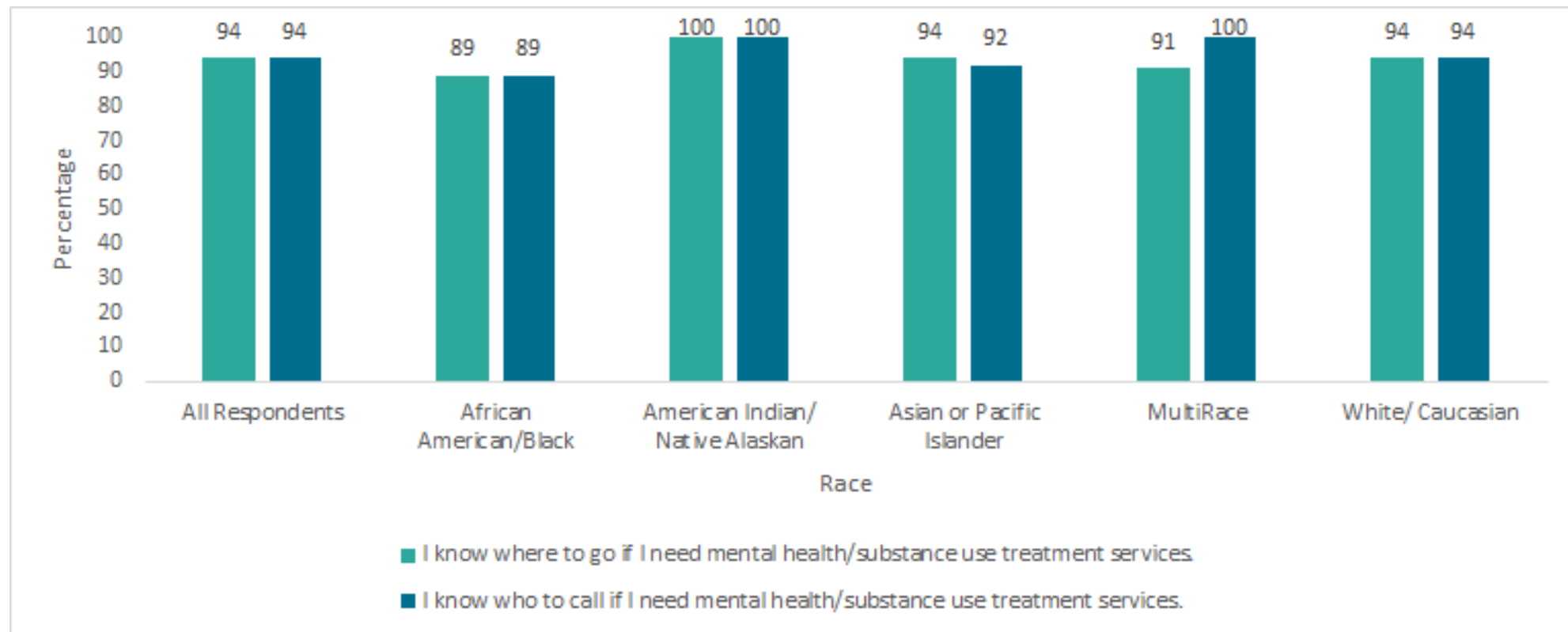
SURVEY BACKGROUND

FEBRUARY 2021 MHSA CLIENT/CONSUMER SURVEY FINDINGS

- **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%

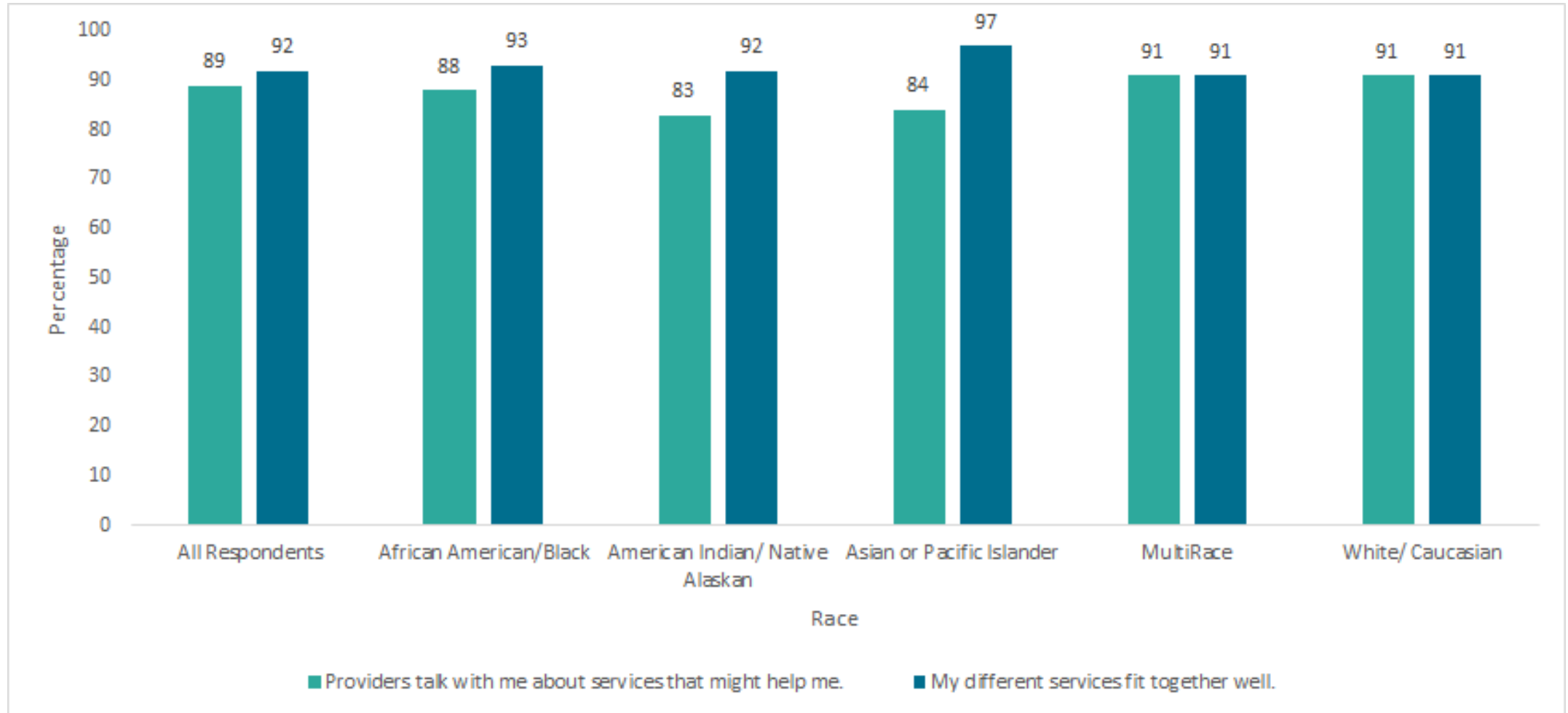
KEY SURVEY FINDINGS

Domain: Getting In & Getting Help



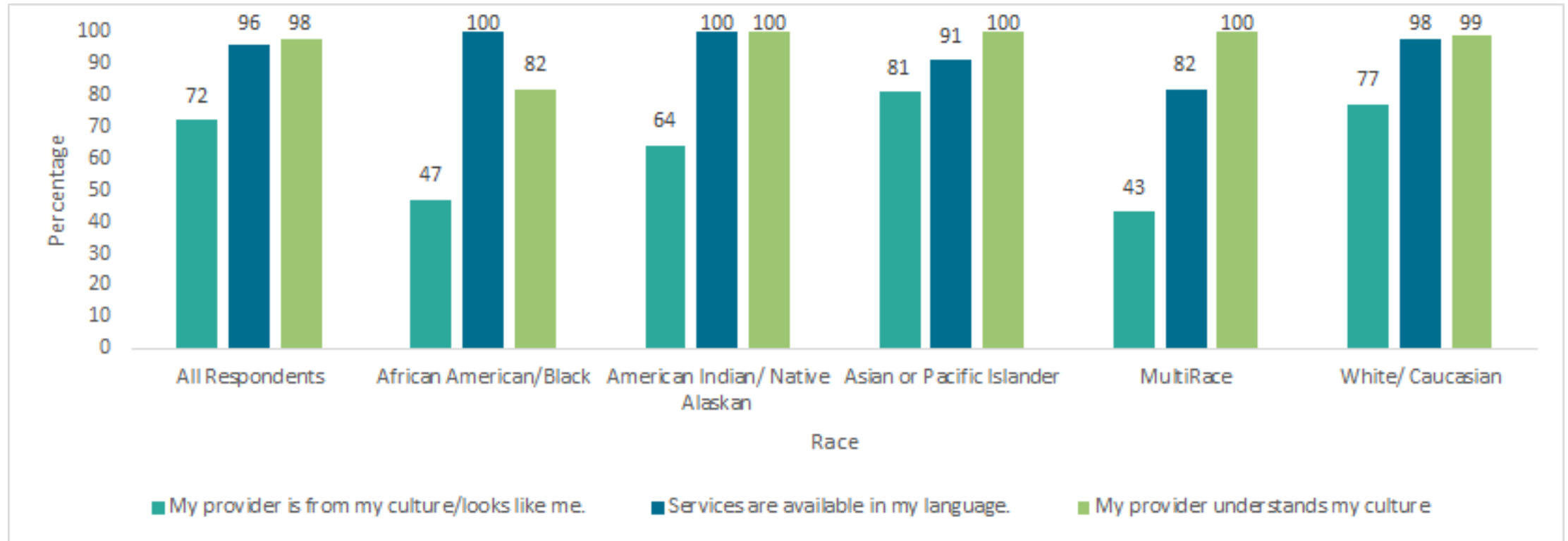
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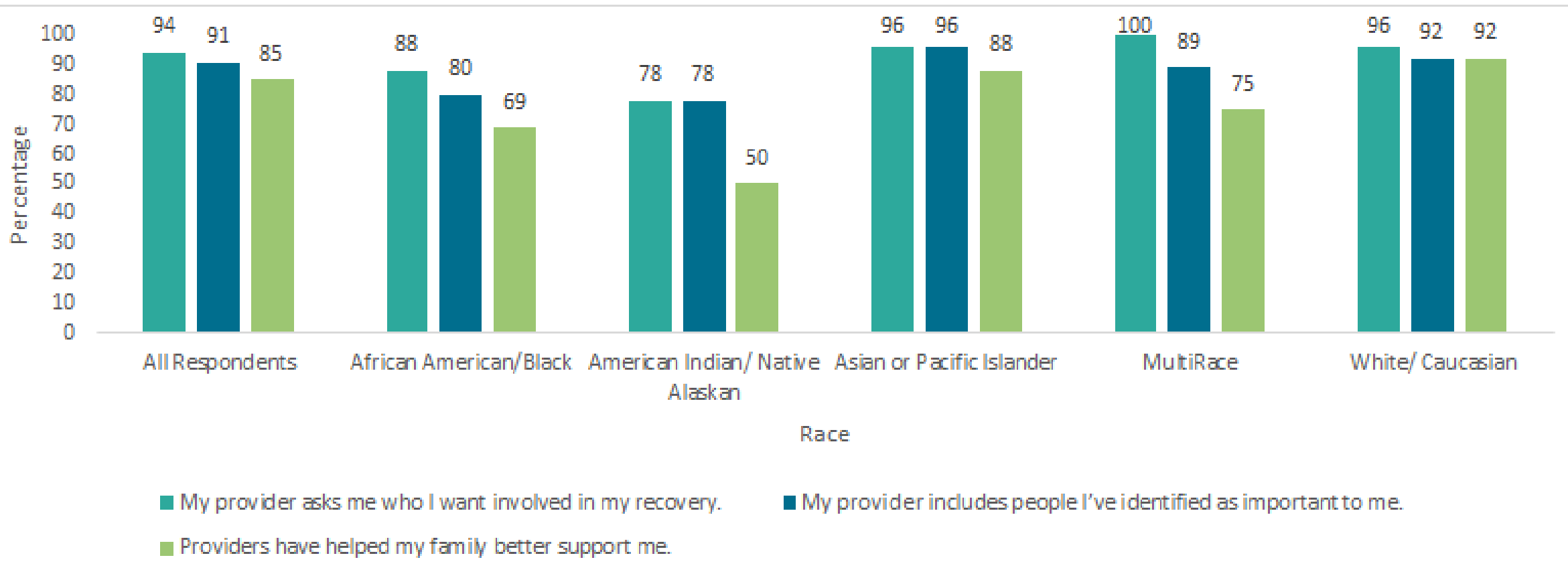
Domain: Getting Referred to Other Services



KEY SURVEY FINDINGS

Domain: Cultural Considerations



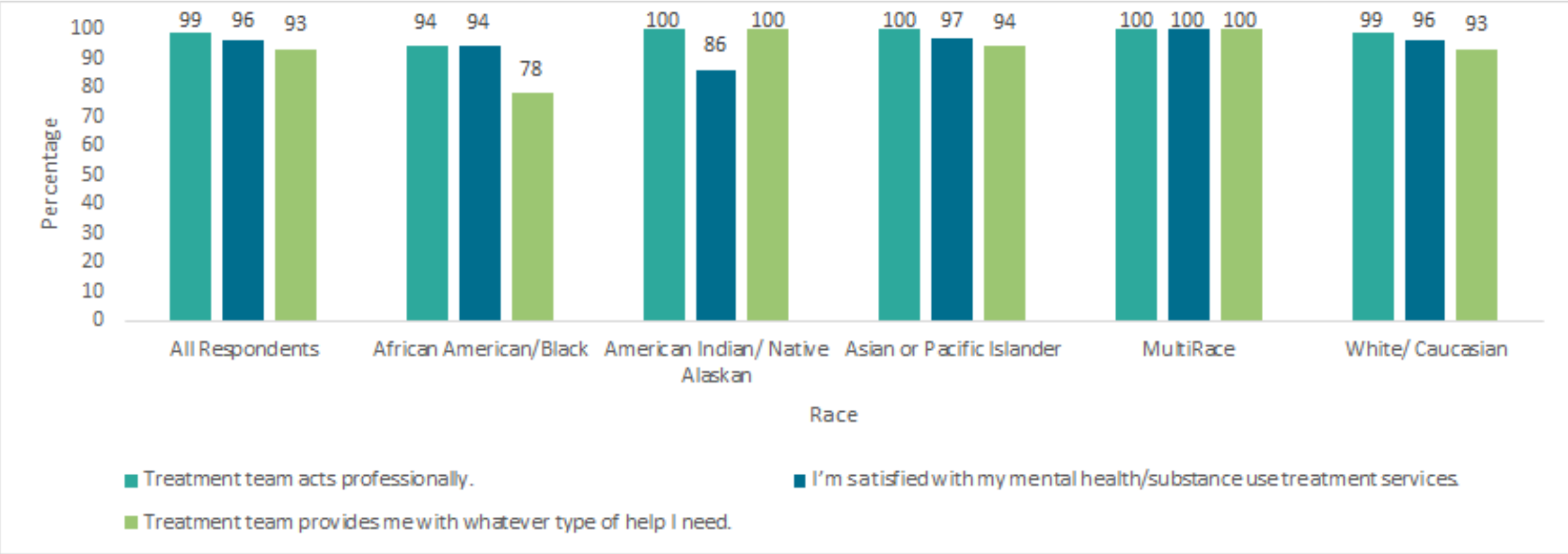


KEY SURVEY FINDINGS

DOMAIN: FAMILY INVOLVEMENT

KEY SURVEY FINDINGS

DOMAIN: TREATMENT TEAM





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.