

- Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you will receive. For each survey item below, please fill in the circle that corresponds to your choice.
- Please answer the following questions based on the LAST 6 MONTHS, or if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the following statements. If the question is about something you have not experienced, select **Not Applicable** to indicate that this item does not apply to you.
- Please fill in the circle completely. Correct ● Incorrect ○ ⊗ ✓

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	○	○	○	○	○	○
2. I helped to choose my services.	○	○	○	○	○	○
3. I helped to choose my treatment goals.	○	○	○	○	○	○
4. The people helping me stuck with me no matter what.	○	○	○	○	○	○
5. I felt I had someone to talk to when I was troubled.	○	○	○	○	○	○
6. I participated in my own treatment.	○	○	○	○	○	○
7. I received services that were right for me.	○	○	○	○	○	○
8. The location of services was convenient for me.	○	○	○	○	○	○
9. Services were available at times that were convenient for me.	○	○	○	○	○	○
10. I got the help I wanted.	○	○	○	○	○	○
11. I got as much help as I needed.	○	○	○	○	○	○
12. Staff treated me with respect.	○	○	○	○	○	○
13. Staff respected my religious/spiritual beliefs.	○	○	○	○	○	○
14. Staff spoke with me in a way that I understood.	○	○	○	○	○	○
15. Staff were sensitive to my cultural/ethnic background.	○	○	○	○	○	○

**As a direct result of the services I received:**

16. I am better at handling daily life.	○	○	○	○	○	○
17. I get along better with family members.	○	○	○	○	○	○
18. I get along better with friends and other people.	○	○	○	○	○	○
19. I am doing better in school and/or work.	○	○	○	○	○	○
20. I am better able to cope when things go wrong.	○	○	○	○	○	○
21. I am satisfied with my family life right now.	○	○	○	○	○	○
22. I am better able to do things I want to do.	○	○	○	○	○	○

*For Questions #23-26, please answer for relationships with persons other than your mental health provider(s)*

**As a direct result of the services I received:**

23. I know people who will listen and understand me when I need to talk.	○	○	○	○	○	○
24. I have people that I am comfortable talking with about my problem(s).	○	○	○	○	○	○
25. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○
26. I have people with whom I can do enjoyable things.	○	○	○	○	○	○

27. What has been the most helpful thing about the services you received over the last 6 months? What would improve the services here? Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback.

The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

\* CSI County Client Number

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**Please answer the following questions to let us know how you are doing.**

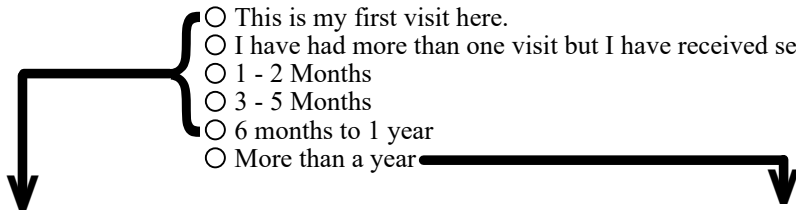
1. Have you lived in any of the following places in the last 6 months? *Please select all that apply*
- With one or both parents
  - With another family member
  - Foster home
  - Therapeutic foster home
  - Crisis shelter
  - Homeless shelter
  - Group home
  - Residential treatment center
  - Hospital
  - Local jail or detention facility
  - State correctional facility
  - Runaway / homeless / on the streets
  - Other

2. 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     Yes, but only in a hospital or emergency room     No     Do not remember

3. Are you on medication for emotional / behavioral problems?     Yes     No
- 3a. *If yes, did the doctor or nurse tell you what side effects to watch for?*     Yes     No

4. Approximately, how long have you received services here?

- This is my first visit here.
- I have had more than one visit but I have received services for less than one month
- 1 - 2 Months
- 3 - 5 Months
- 6 months to 1 year
- More than a year



Please answer questions #5-10 if you have been receiving mental health services for <b>ONE YEAR OR LESS</b>	Please answer questions #11-16 if you have been receiving mental health services for <b>MORE THAN ONE YEAR</b>
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5. Were you arrested since beginning to receive mental health services?     Yes     No
6. Were you arrested during the 12 months prior to that?     Yes     No
7. Since you began to receive mental health services, have your encounters with the police...
- Been reduced  
*For example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program*
  - Stayed the same
  - Increased
  - Not applicable  
*You had no police encounters this year or last year*
8. Were you expelled or suspended since beginning services?     Yes     No
9. Were you expelled or suspended during the 12 months prior to that?     Yes     No
10. Since starting to receive services, the number of days you were in school is:
- Greater     About the same     Less
  - Does not apply → *Please select why this does not apply*
    - I did not have a problem with attendance before starting services
    - I was expelled from school
    - I am home schooled
    - I dropped out of school
    - Other

11. Were you arrested during the last 12 months?     Yes     No
12. Were you arrested during the 12 months prior to that?     Yes     No
13. Over the last year, have your encounters with the police...
- Been reduced  
*For example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program*
  - Stayed the same
  - Increased
  - Not applicable  
*You had no police encounters this year or last year*
14. Were you expelled or suspended during the last 12 months?     Yes     No
15. Were you expelled or suspended during the 12 months prior to that?     Yes     No
16. Over the last year, the number of days you were in school is:
- Greater     About the same     Less
  - Does not apply → *Please select why this does not apply*
    - I did not have a problem with attendance before starting services
    - I was expelled from school
    - I am home schooled
    - I dropped out of school
    - Other

**\* CSI County Client Number**

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Please answer the following questions to let us know a little about you.

17. What is your sex?  Male  Female

18. Are you of Mexican / Hispanic / Latino origin?  Yes  No  Unknown

19. What is your race?  
Please select all that apply

American Indian / Alaskan Native  White / Caucasian  
 Asian  Another Race  
 Black / African American  Unknown  
 Native Hawaiian / Other Pacific Islander

20. What is your date of birth?

*month*
*day*
*year*

-   -

21. Do you have Medi-Cal (Medicaid) insurance?  Yes  No

22. Were written documents and / or the services you received provided in the language you prefer?  
brochures describing available services, your rights as a consumer, and mental health education materials  Yes  No

23. Now thinking about the services you received, how much of it was by telehealth?  
by telephone or video-conferencing  
 None  Very little  About half  Almost all  All

24. How helpful were the telehealth visits compared to traditional in-person visits for you?  
 Much worse  Somewhat worse  About the same  Somewhat better  Much better  Not applicable

25. I would prefer to receive more of my mental health treatment at this program by telehealth.  
 Strongly Disagree  Disagree  I am Neutral  Agree  Strongly Agree  Not Applicable



Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY

County Code:

Date of Survey Administration:

/   /

County Reporting Unit:

Code for not completing the survey (if applicable):

Refused  Impaired  Language  Other

Make sure the same CSI County Client Number is written on all pages of this survey.

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