



# **CONSUMER PERCEPTION SURVEY (CPS) SPRING 2024**

## **OVERVIEW**

# ABOUT THE REPORT:

- **The Consumer Perception Survey (CPS) is utilized to collect data on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs are required by the Substance Abuse and Mental Health Services Administration (SAMHSA), and receipt of Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of this data. Counties are required to conduct the surveys and submit data per §3530.40 of Title 9 of the California Code of Regulations, which requires that annual surveys be conducted. CPS's are administered in the Spring of each year. CPS's include *Adult, Youth, and Youth Families* versions in both English and Spanish.**
- **389 Adult CPS's and 225 Youth/Youth Family CPS's were completed by consumers in May 2024, for a total of 614 completed surveys. The overall satisfaction rating is 92%.**

# CPS STANDARD

▶ **Policy 11.01.11:** Mental Health subunits will maintain an overall satisfaction rating of 85% on the Consumer Perception Survey.

▶ **Data Source:** Consumer Perception Survey

▶ **Numerator:**

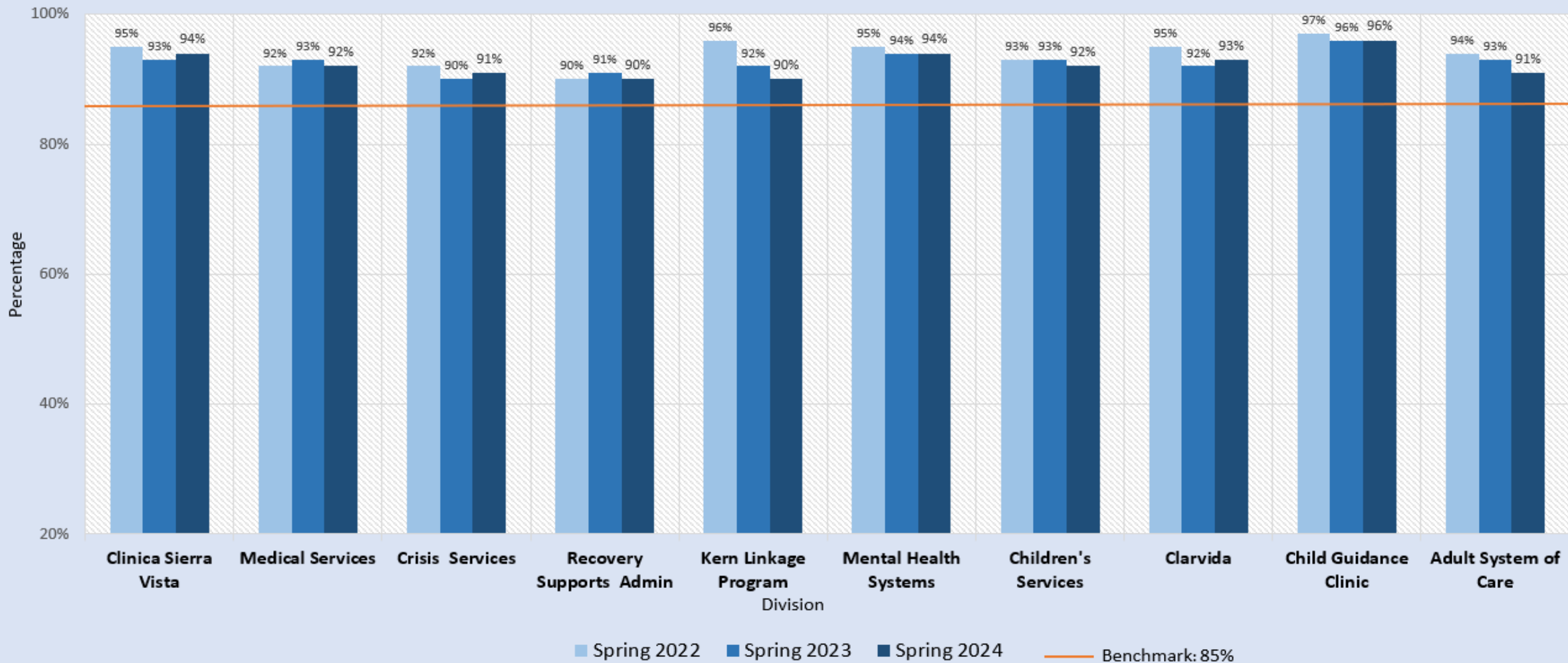
The sum of consumers who responded “Strongly Agree” or “Agree” to the first question of the CPS, which is, “I like the services that I received here.”

▶ **Denominator:**

The number of responses to the first question of the CPS, excluding responses of “Not Applicable.”

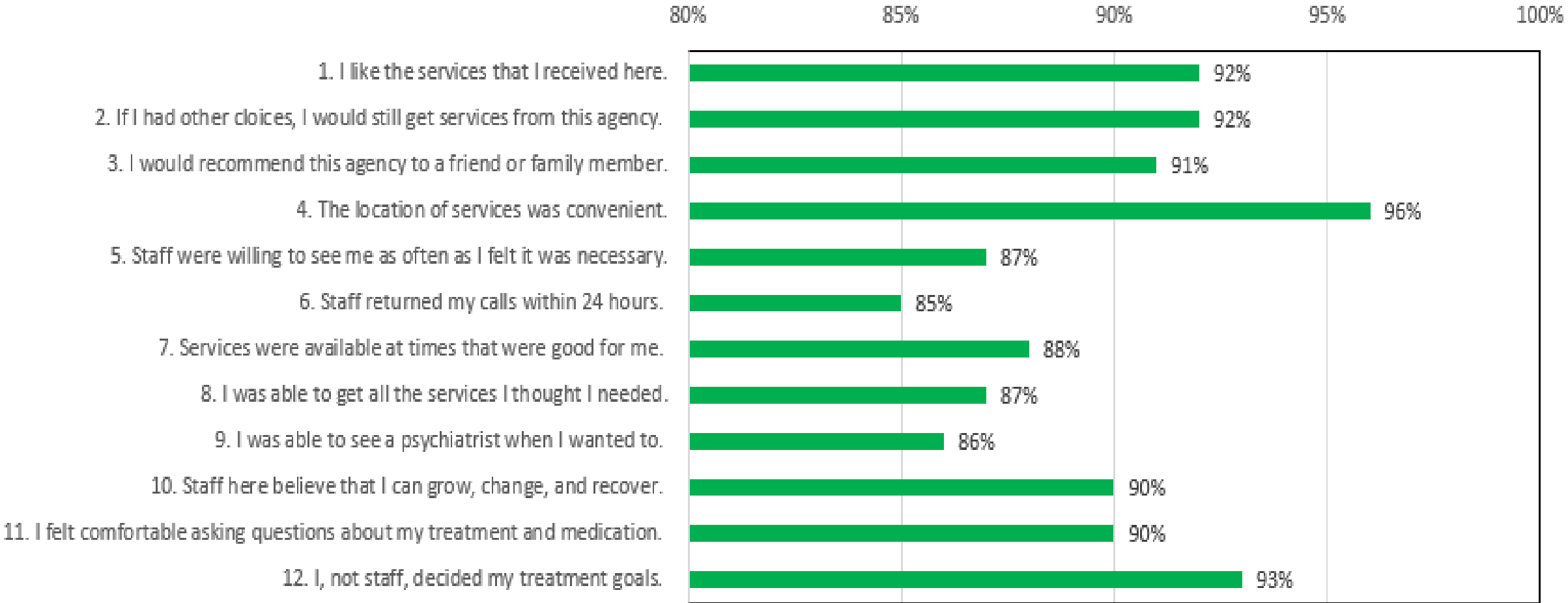


## Consumer Perception Survey Client Satisfaction Rates



# OVERALL SATISFACTION RATES

# Consumer Perception Survey Spring 2024



## SATISFACTION BY QUESTION