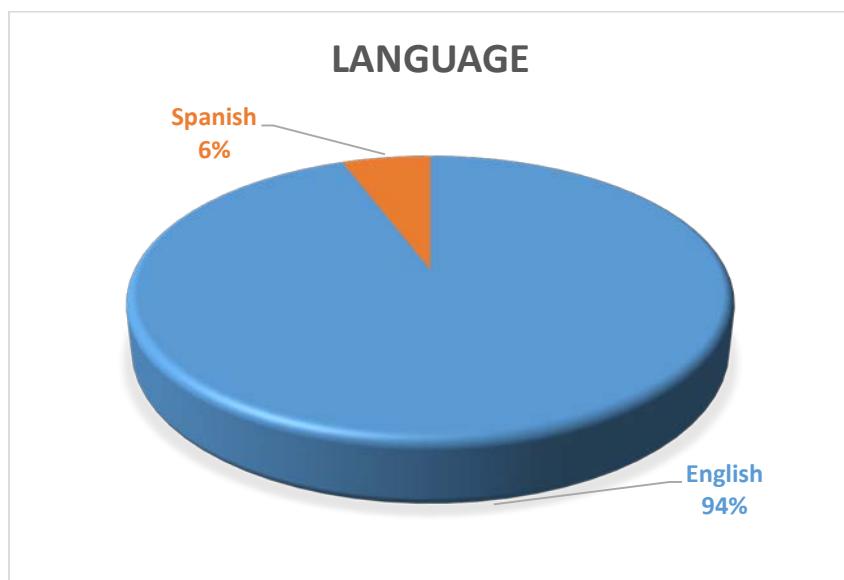


Spring 2015 POQI Survey Results

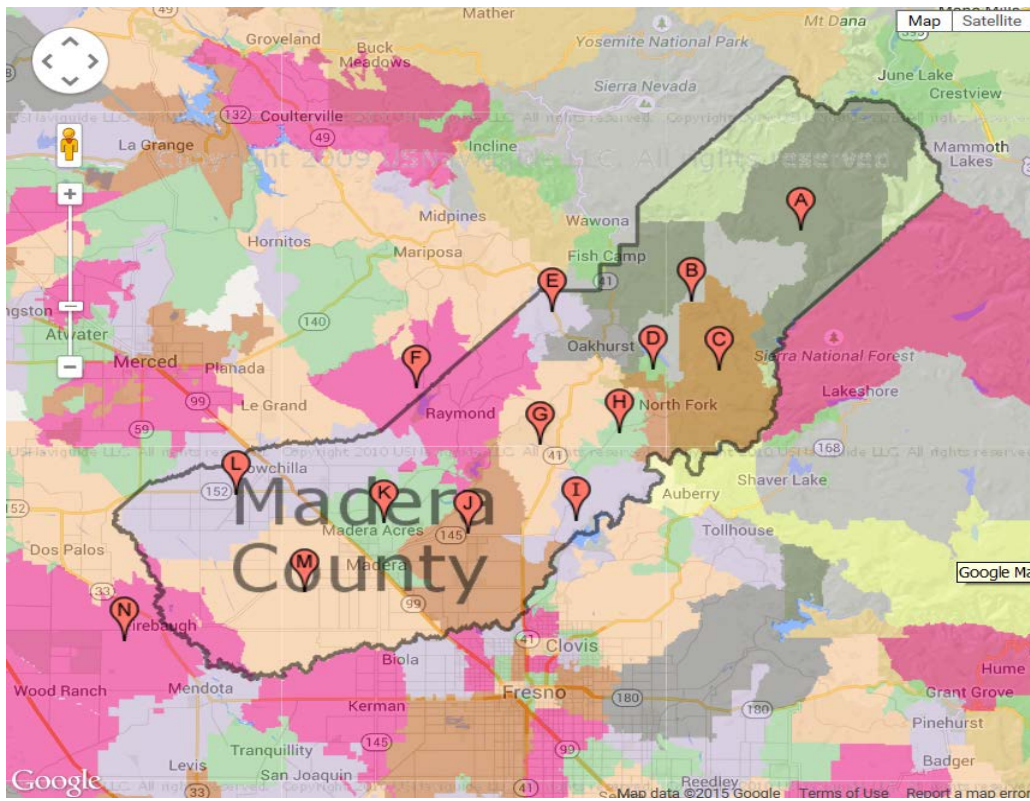
Below are the results of the spring 2015 surveys. There were 14 questions that were common across all the POQI surveys for Youth for Families, Youth and Adults. No Older Adults responded for this point in time survey of Madera County Behavioral Health Services. The Narrative responses follow the graph summaries. Many of the survey respondents did not complete all of the questions so the counts do not always equal the 197 count for the total respondents.

Total Counts				
	Totals	7 th Street	OCC	CRC
Youth	11	4	3	4
Youth for Families	41	32	6	3
Adult	143	79	44	20
Older Adult	0	0	0	0

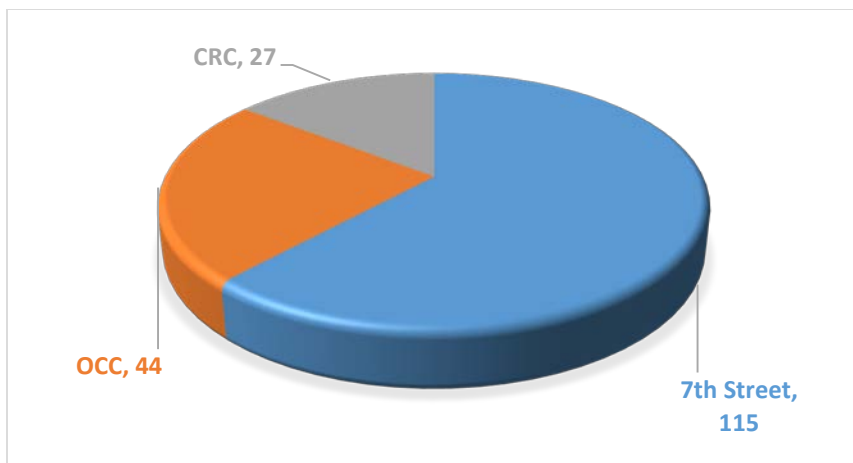


Language	
English	181
Spanish	11

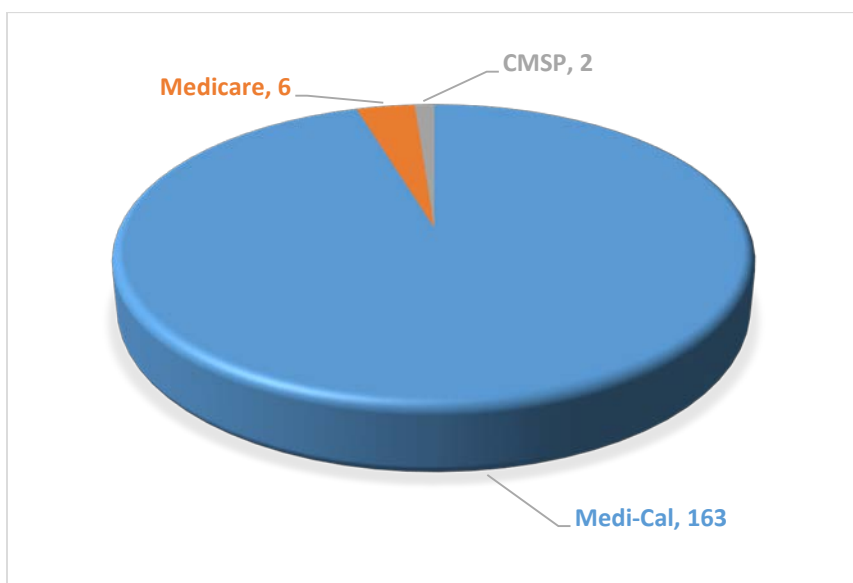
85% of Respondents provided their Zip Code Information



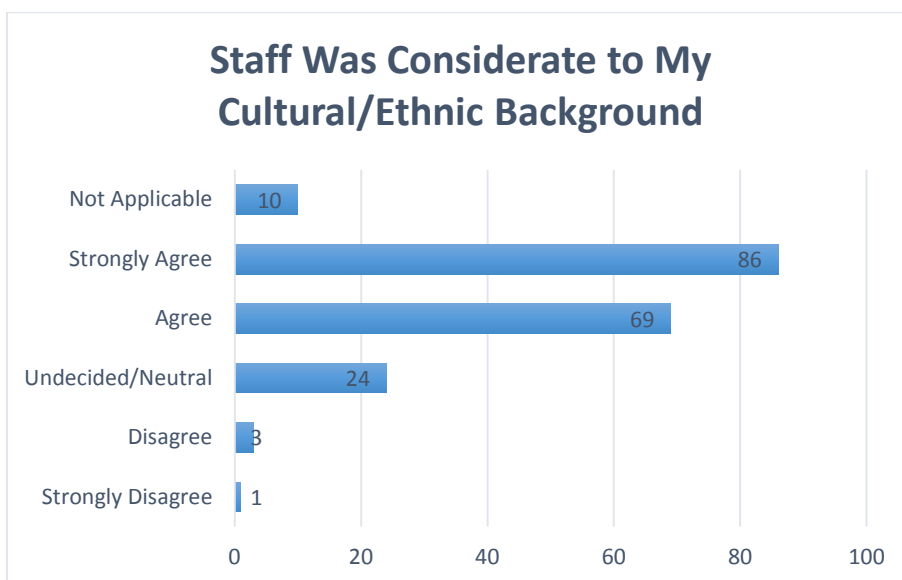
# of Respondents	Location	# of Respondents	Location
26	A <u>93644</u> Oakhurst, CA	16	G <u>93614</u> Coarsegold, CA
6	C <u>93643</u> North Fork, CA	3	J <u>93636</u> Madera, CA
1	D <u>93601</u> Ahwahnee, CA	50	K <u>93638</u> Madera, CA
1	E <u>93669</u> Wishon, CA	17	L <u>93610</u> Chowchilla, CA
1	F <u>93653</u> Raymond, CA	46	M <u>93637</u> Madera, CA



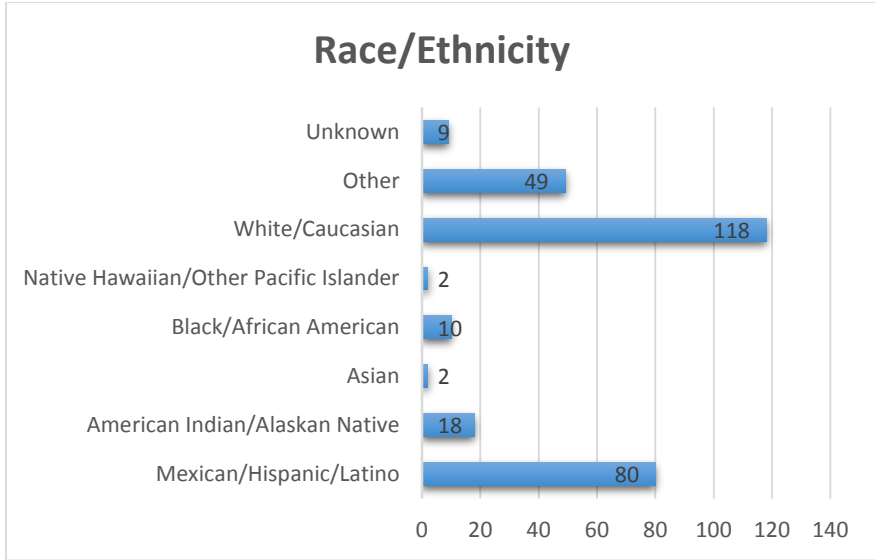
Clinic Site	
7th Street	115
OCC	44
CRC	27



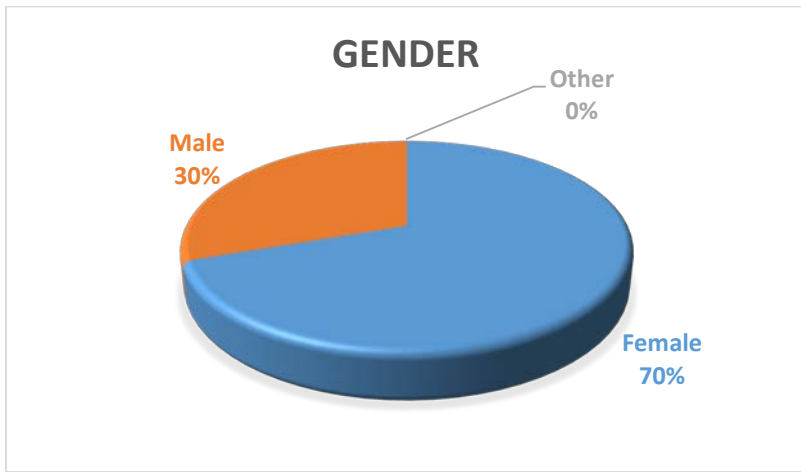
Payor Source	
Medi-Cal	163
Medicare	6
CMSP	2



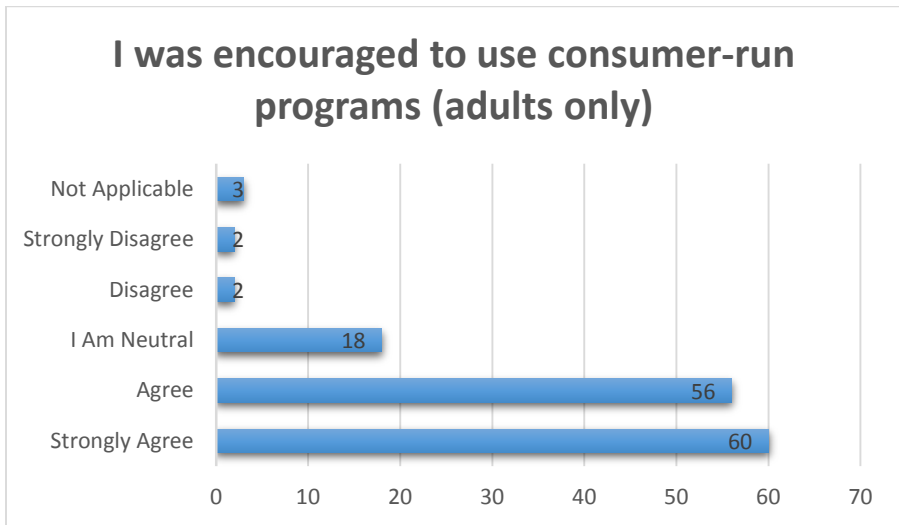
Staff Was Considerate to My Cultural/Ethnic Background	
Strongly Disagree	1
Disagree	3
Undecided/Neutral	24
Agree	69
Strongly Agree	86
Not Applicable	10



Race/Ethnicity	
Mexican/Hispanic/Latino	80
American Indian/Alaskan Native	18
Asian	2
Black/African American	10
Native Hawaiian/Other Pacific Islander	2
White/Caucasian	118
Other	49
Unknown	9

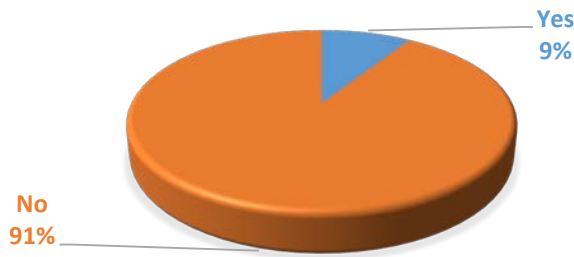


Gender	
Female	115
Male	50
Other	0



I was encouraged to use consumer-run programs (adults only)	
Strongly Agree	60
Agree	56
I Am Neutral	18
Disagree	2
Strongly Disagree	2
Not Applicable	3

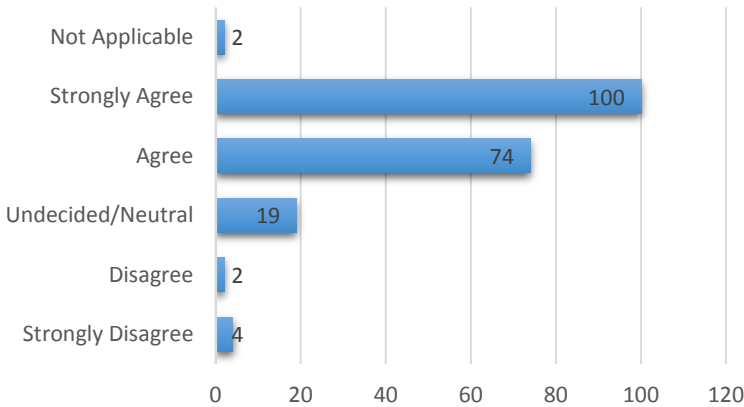
WERE YOU/YOUR CHILD ARRESTED SINCE BEGINNING TO RECEIVE MENTAL HEALTH SERVICES



Were you/your child arrested since beginning to receive mental health services

Yes	12
No	121

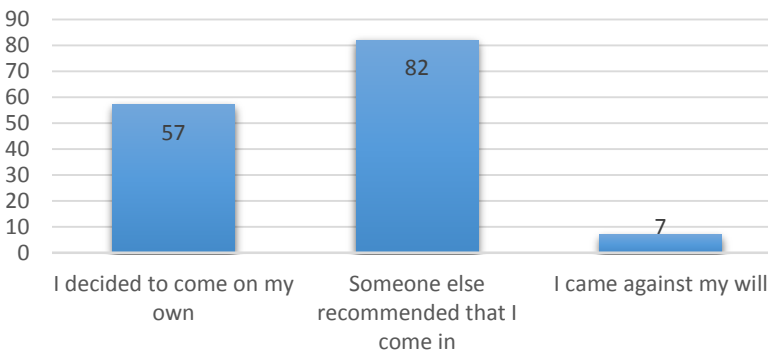
Overall, I like/am satisfied with the services recived here (BHS)



Overall, I like/am satisfied with the services received here (BHS)

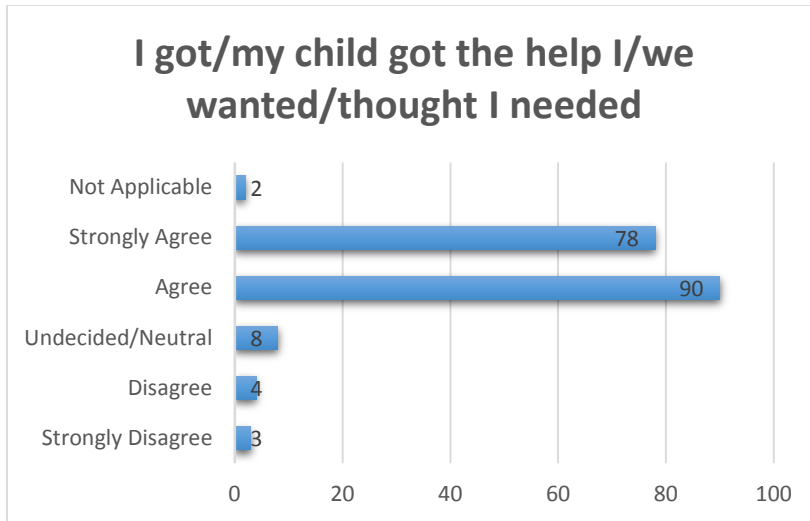
Strongly Disagree	4
Disagree	2
Undecided/Neutral	19
Agree	74
Strongly Agree	100
Not Applicable	2

What was the primary reason you became involved with this program? (adult only)

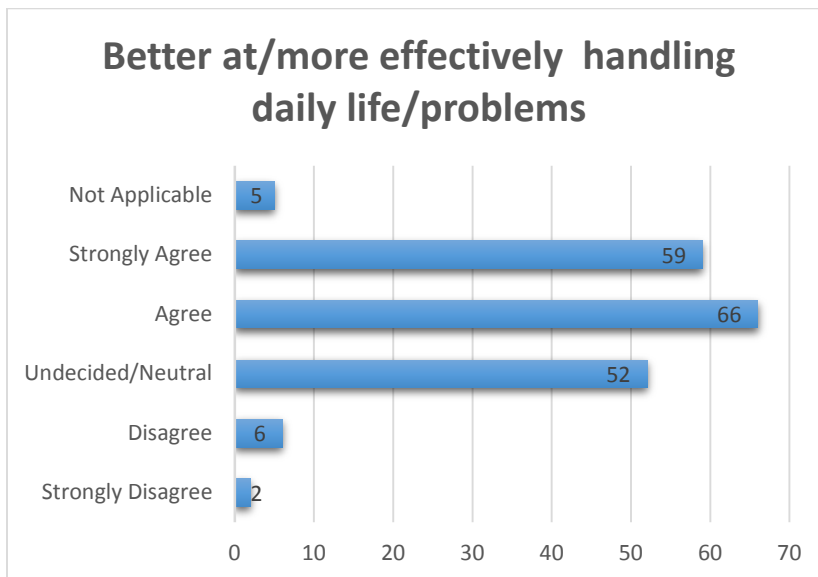


What was the primary reason you became involved with this program? (adult only)

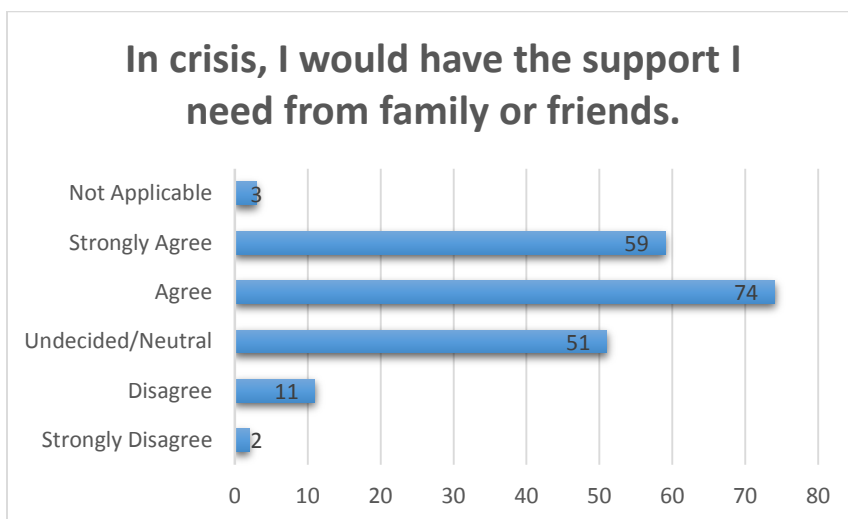
I decided to come on my own	57
Someone else recommended that I come in	82
I came against my will	7



I got/my child got the help I/we wanted/thought I needed	
Strongly Disagree	3
Disagree	4
Undecided/Neutral	8
Agree	90
Strongly Agree	78
Not Applicable	2



Better at/more effectively handling daily life/problems	
Strongly Disagree	2
Disagree	6
Undecided/Neutral	52
Agree	66
Strongly Agree	59
Not Applicable	5



In crisis, I would have the support I need from family or friends.	
Strongly Disagree	2
Disagree	11
Undecided/Neutral	51
Agree	74
Strongly Agree	59
Not Applicable	3

Narrative Responses to Open Ended Questions

The information below contains the narrative responses for the clients and family members' POQI 2015 survey answers. Red lettered comments are identified problems.

Adult Survey

“Please provide comments here...”
good and adequate
God Bless your faith free will
Love my group
Seats in group are cushioned that don't hurt my butt and when group is not going on we should get credit we didn't cancel.
I'm very satisfied with my counselor. I'm very upset that I do not have a case worker to help me & other things. One casworker was great patient & helpful and was able to keep me calm. I was unhappy with another caseworker due to statements made.
I am very thankful for all of the help that I have received here thus far. My therapist is an extremely nice and caring gentleman. I feel very comfortable expressing my issues with him.
None of my criticism should reflect upon my new therapist - he's pretty cool.
I messed up on this because I thought it was for my last Dr. the one I have now is awesome and if this help wasn't offered in Oakhurst I probably wouldn't be here. Thank you.
I do believe this place is very helpful I'm at a hard time of my recovery physically and mentally so I am becoming weak again before stronger
I came twice a week once to see my counselor and once for group. I love coming. It has helped me get out of bed and take better care of myself and made friends.
staff is pleasant
I feel comfortable in sessions. Can see potential for benefit of therapy, Although too early in process to assess significant discovery of real tangible results.
I am satisfied with the medication I received. I do believe I have ADHD but it wasn't recognized or diagnosed.
Counselor is awesome I enjoy coming to her two times a week.
<i>transportation is difficult to get here</i>
glad I found a counselor that really understands how I want to deal with why I am here.
<i>frustrate over doctor turn around</i>
Thank you and the staff here for helping me, help myself.
I feel part of the community I am just embarrassed of my grown daughters actions in this town
There the best!
It was all very helpful
thank you everything is good
I was recommended to come in for the better living seminar and I learned a lot. Everyone was very attentive and always willing to answer my questions. Thank you for everything.
I have addressed my issues to my clinician and we are going to try to take care of these issues one step at a time.
I am grateful for my compassionate counselor and his groups I need more DBT skills and to back to domestic violence group
I love my clinician and Dr.
Thank you for helping me
<i>Crisis line hanged up on me which only upset me more. No education or follow ups on medications side effects. These issues need solution.</i>
I have enjoyed my time here I've learned many new life coping skills
<hr/>
I love coming I love my therapist I love group. I would probably not been alive if it hadn't been for mental health.
all in all the services are good

Youth for Families Survey

What has been the most helpful thing about the services you and your child received over the last 6 months?
teen parenting program
the calmness of my daughter
I'm getting help to understand my kids more
everything we have learned to better communicate with him and he has learned how to communicate back
Medication & counseling
Someone to listen to me about my child's problems and willing to do something about it.
having someone to talk to
This is only our 2nd appointment. However the staff has been most helpful in ensuring we have a nice counselor
thinking about the good of my family
better communication
just started
the communication for my children and family
for him to have someone to talk to
Counseling Services
the therapy has been good
undecided at this time
Help her talk about her problems
Talking to someone who knew his needs
just started
My daughter has just started
there has been no change
Benefit to child's mental health
n/a
I know how to conduct my daughter now
I don't know
Given ideas to handle things. New ideas.
They were very thorough in asking what our goals are.
Getting the medication to help hi slow down and the counselor showing how to work with him making it easier for our everyday life.
My son has become very close to his therapist
my child is new
The support has been the most helpful
they helped her a lot

What would improve the services here?
<i>try not to miss appointments</i>
I like everything
Administration & availability local staff is great
<i>To get an onsite psychologist/or psychiatrist. My daughter is anxious about Skype.</i>
<i>maybe more one on one time</i>
SO far I have had no complaints.
<i>pay more attention to one patient at a time</i>
<i>understand more like mom</i>
too soon to say
well for me its fine you don't need additional changes
noting I can think of
<i>more resources</i>
undecided
<i>to have more outspoken conversations</i>
n/a
n/a
it's perfect the way it is
<i>help out everyone on same page</i>
I don't know
<i>I think it's dangerous to have kids sit with adults in lobby witnessed a bad incident a few years ago.</i>
<i>to keep the parents more informed about the sessions</i>
<i>Transportation from those whom can't get here.</i>
<i>foster treatment</i>
<i>not to mix up appointments</i>
Nothing really, it's pretty enjoyable

Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback.
<i>well more interactive help is needed drastically</i>
I'm happy with the services we receive
We loved working with my counselor. He is a great counselor and has helped our family so much.
Everything is going well not enough time.
it has good results
I thank you for helping us myself my children and with my problems
everything is okay
were very nice and helpful
My child's therapist is very helpful as the same for all clinicians who are here
n/a
I don't know
It has been life changing to put into place new ideas of parenting. We have been taught a whole new approach to many things because of what we've learned life is easier. Thank you!
<i>Sometimes I need appts early not always available</i>
This place is pretty nice

Youth

What has been the most helpful thing about the services you received over the last 6 months?

getting things out that I never told no one

I don't know

coping with my problems

the self-harm reduction techniques

yes mindfulness

having support from behavioral health

Therapy

What would improve the services here?

I have no idea

I'll be better

nothing everything's perfect

I don't know of anything that would I love the services here

not losing my counselor

nothing

Better Medical/Nursing follow through

Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback.

its good

I don't know

the counselor I am seeing is great and the staff are very nice

he was able to work well with me

Have had problems 2x filling prescription at the pharmacy