

# Consumer Perception Survey Results

CY 2024

QIC Meeting  
March 26, 2025



# 2024 Survey Administration

- Administered Week of May 20-25th, 2024
- County and CBO providers
- On-line and Paper Form Survey Options
- English and Spanish versions

**Upcoming:  
May, 2025 Survey**

# Survey Types

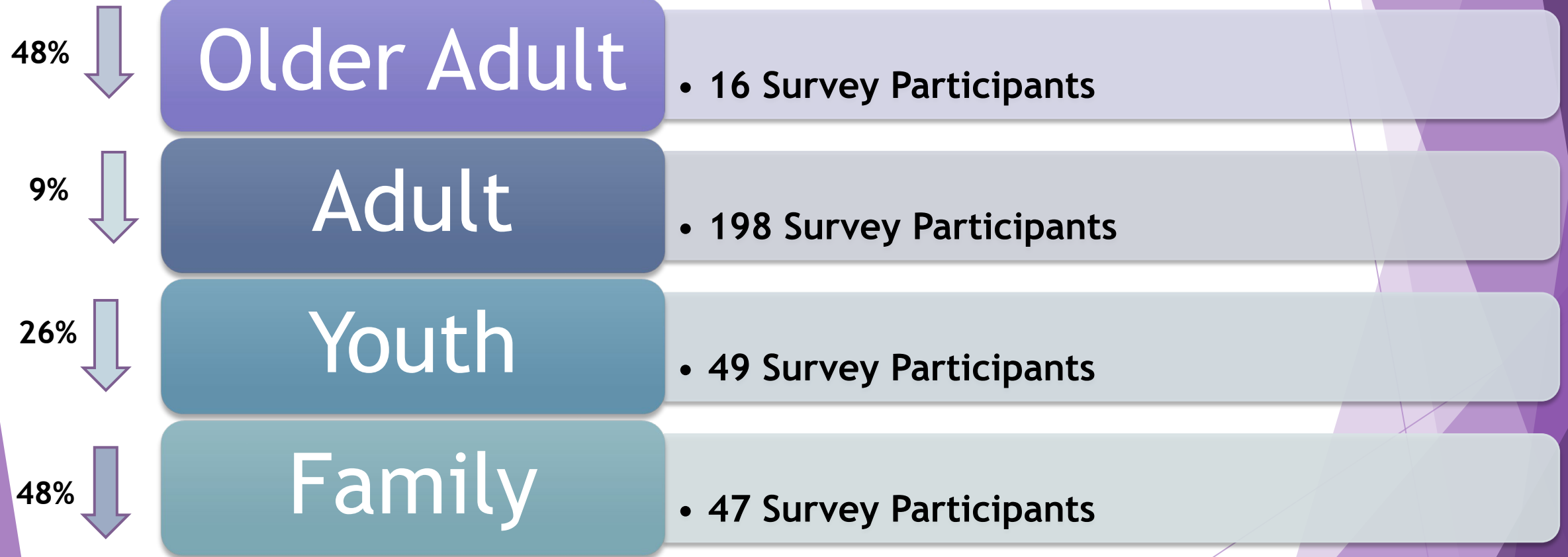
Older Adults (60+)

Adults (18-59)

Youth (13-17)

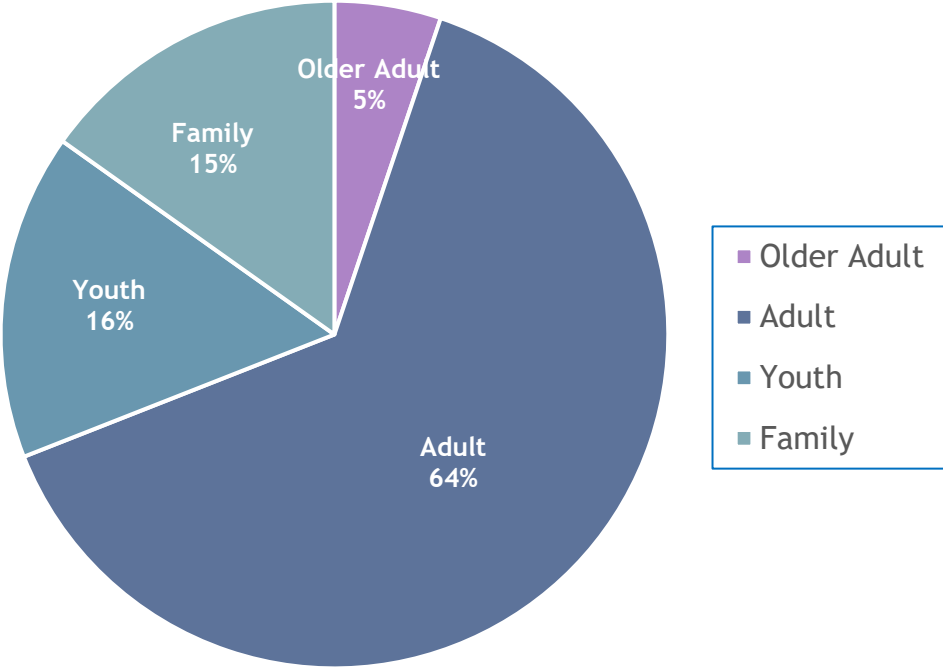
Family/Parents of Youth

# CY 2024 Changes in Response Volume

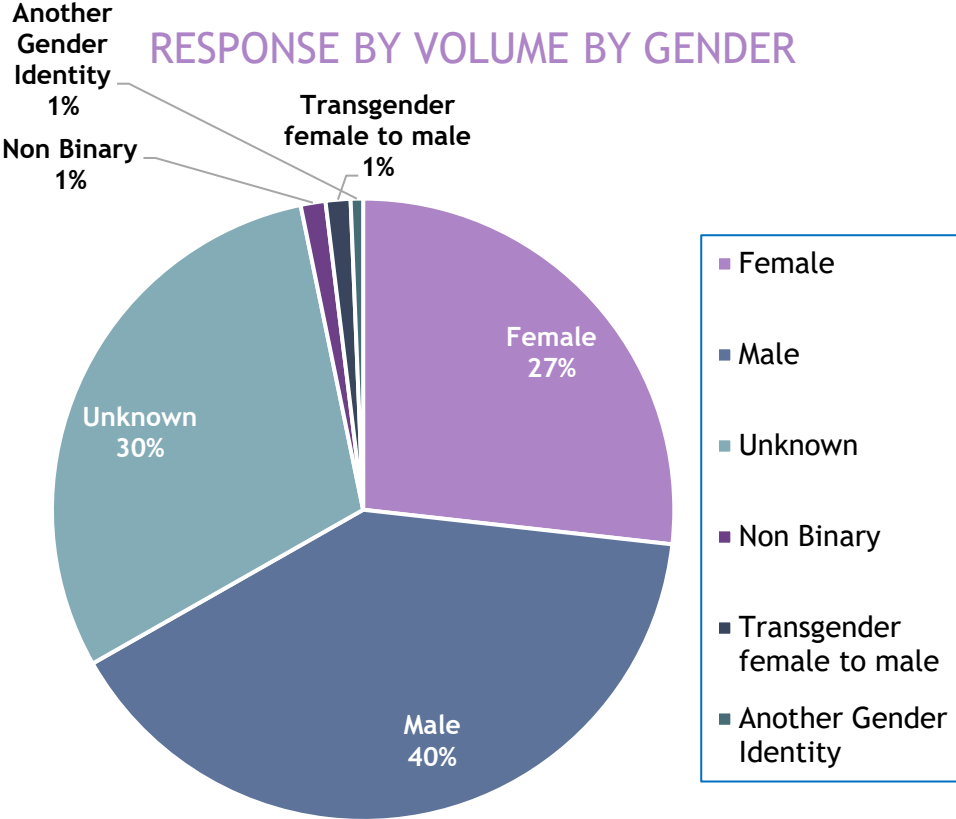


# Demographics of 2024 Respondents

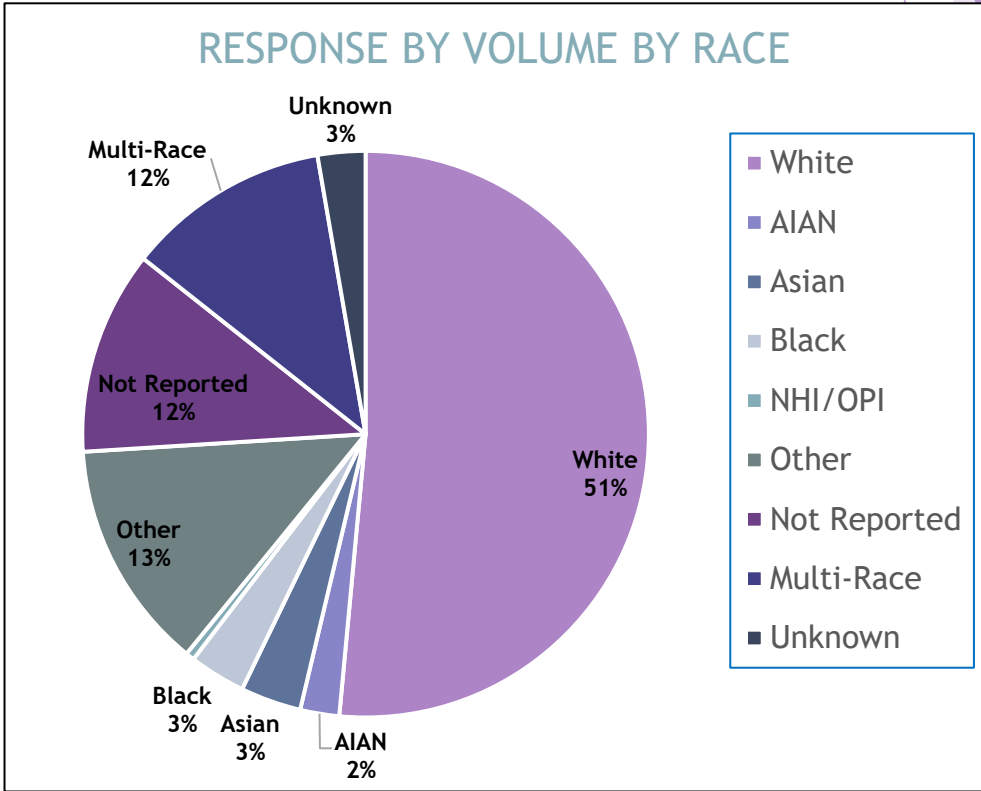
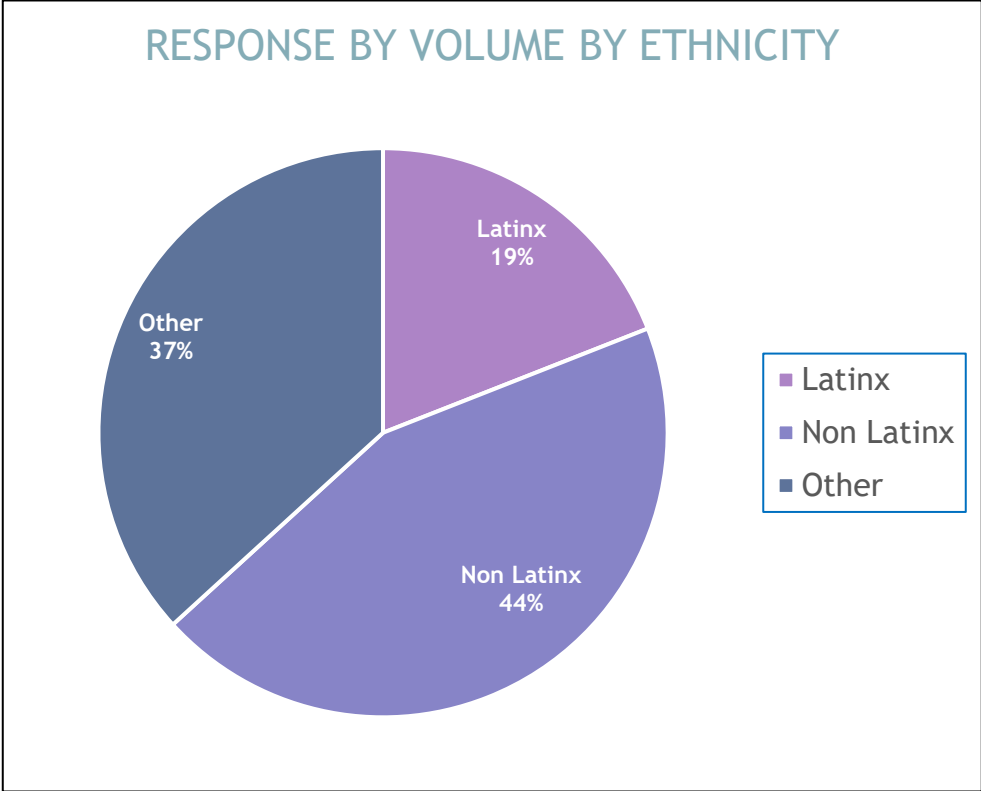
RESPONSE BY VOLUME BY AGE



RESPONSE BY VOLUME BY GENDER



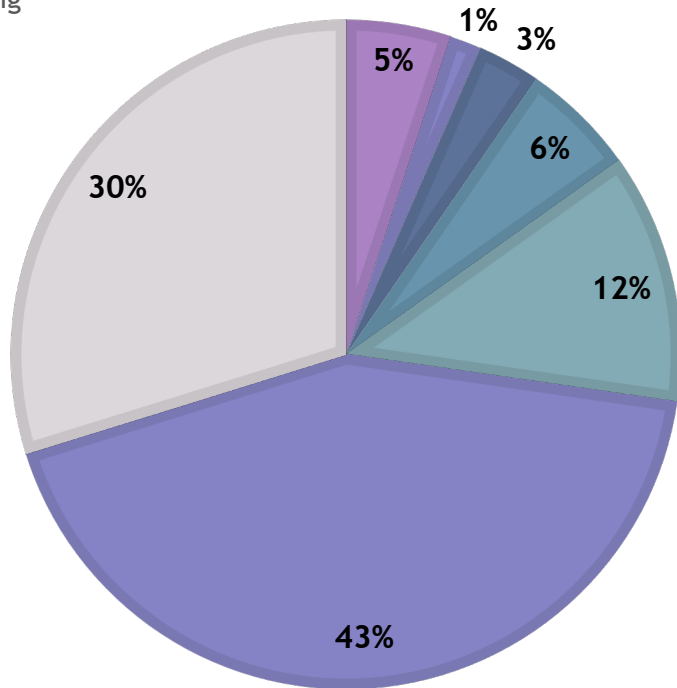
# Demographics of 2024 Respondents



# Length and Mode of Services

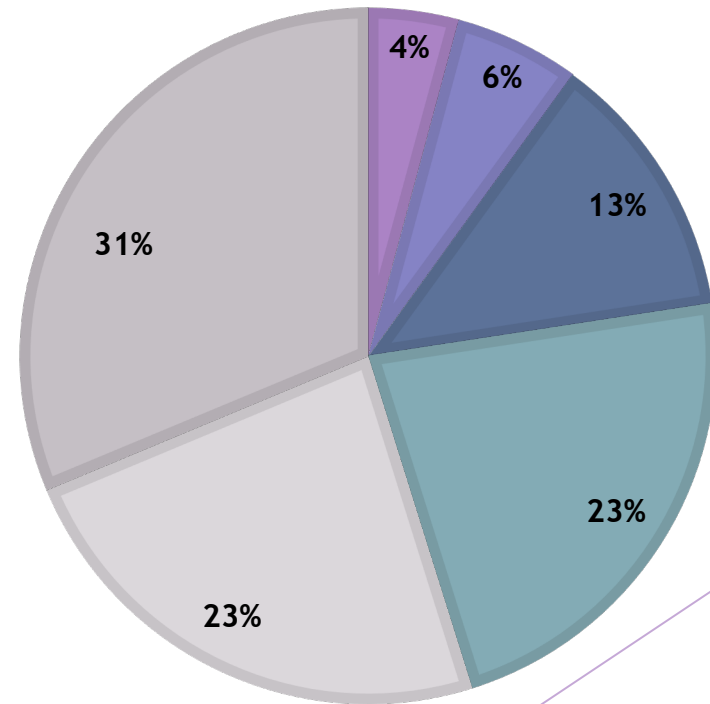
## HOW LONG CLIENTS HAVE RECEIVED SERVICES

- This is my First Visit
- 1 to 2 months
- 3 to 5 months
- 6 months to 1 year
- More than 1 year
- Missing
- > 1 visit, but < one month



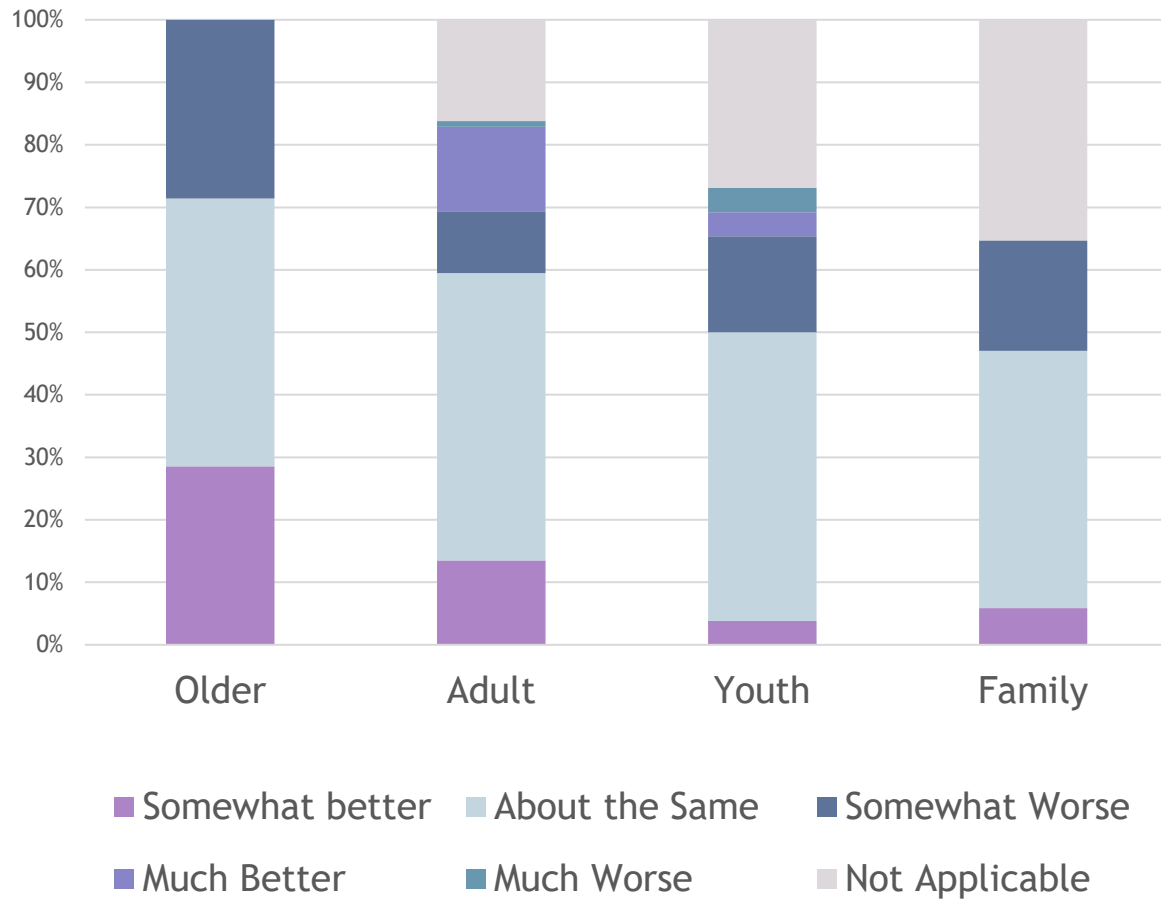
## HOW MANY VISITS DID YOU USE TELEHEALTH?

- All
- Almost All
- About Half
- Very Little
- Missing
- Not Applicable

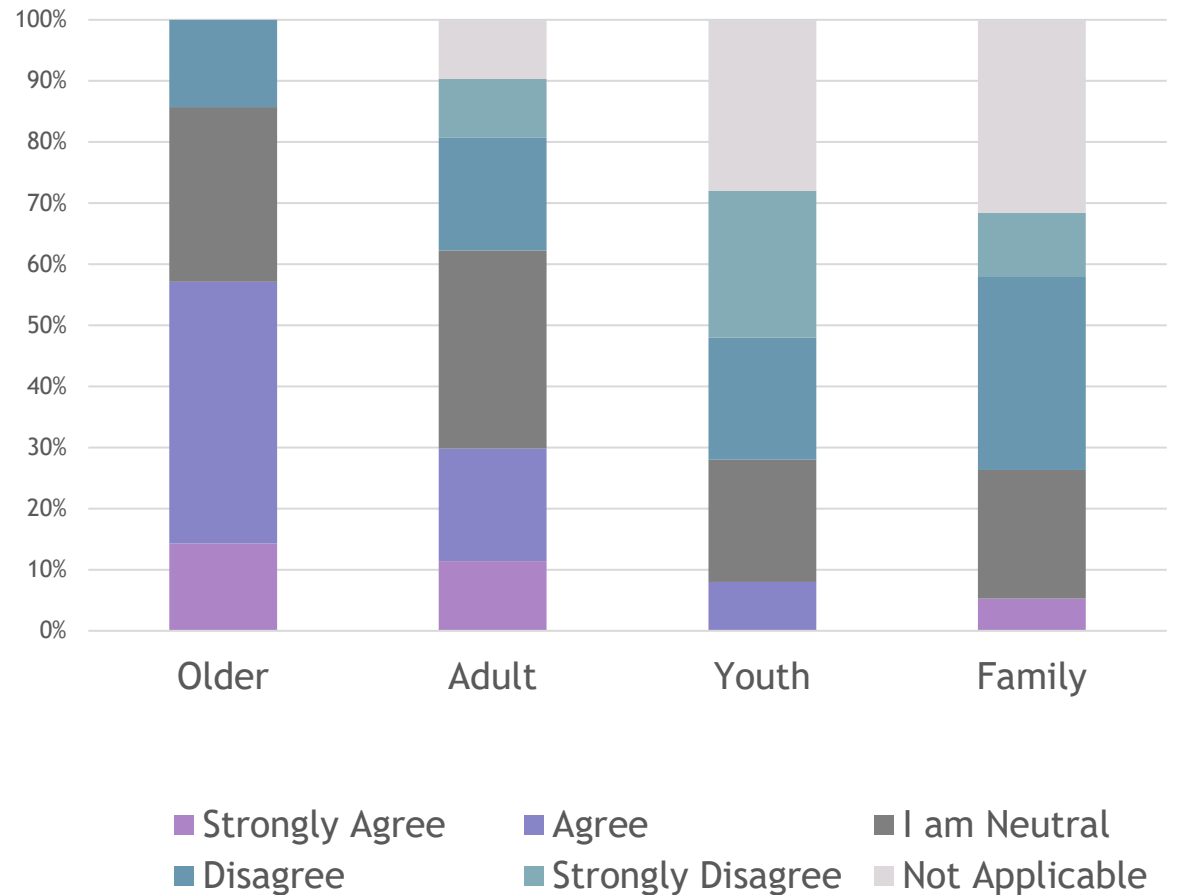


# Telehealth Feedback 2024

## How helpful were telehealth visits?



## I prefer to receive more treatment at this program by telehealth.





# Survey Content Domains

## Adult/Older Adult

- General Satisfaction
- Access
- Participation in Treatment Planning
- Outcomes of Services
- Social Connectedness
- **Quality and Appropriateness**
- Functioning

## Youth/Family

- General Satisfaction
- Access
- Participation in Treatment Planning
- Outcomes of Services
- Social Connectedness
- **Cultural Appropriateness**
- Functioning

# Survey Questions by Domain - Adult

## General Satisfaction

I like the services that I received here.

If I had other choices, I would still get services from this agency.

I would recommend this agency to a friend or family member.

## Perception of Access

The location of services was convenient (parking, public transportation, distance, etc.).

Staff were willing to see me as often as I felt it was necessary.

Staff returned my calls within 24 hours.

Services were available at times that were good for me.

I was able to get all the services I thought I needed.

I was able to see a psychiatrist when I wanted to.

## Perception of Participation (Treatment Planning)

I felt comfortable asking questions about my treatment and medication.

I, not staff, decided my treatment goals.

## Quality

Staff here believe that I can grow, change, and recover.

I felt free to complain.

I was given information about my rights.

Staff encouraged me to take responsibility for how I live my life.

Staff told me what side effects to watch out for.

Staff respected my wishes about who is, and who is not to be given information about my treatment.

Staff were sensitive to my cultural background.

Staff helped me obtain the information I needed so that I could take charge of managing my illness.

I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).

# Survey Questions by Domain - Adult (cont.)

## Perception of Outcomes

As a direct result of the services I received, I **deal more effectively with daily problems.**

As a direct result of the services I received, I am **better able to control my life.**

As a direct result of the services I received, I am **better able to deal with crisis.**

As a direct result of the services I received, I am **getting along better with my family.**

As a direct result of the services I received, I do **better in social situations.**

As a direct result of the services I received, I do **better in school and/or work.**

As a direct result of the services I received, my **housing situation has improved.**

As a direct result of the services I received, my **symptoms are not bothering me as much.**

## Social Connection

As a direct result of the services I received, I am **happy with the friendships I have.**

As a direct result of the services I received, I have **people with whom I can do enjoyable things.**

As a direct result of the services I received, I feel I **belong in my community.**

As a direct result of the services I received, **in a crisis, I would have the support I need from family or friends.**

## Functioning

As a direct result of the services I received, I **do things that are more meaningful to me.**

As a direct result of the services I received, I am **better able to take care of my needs.**

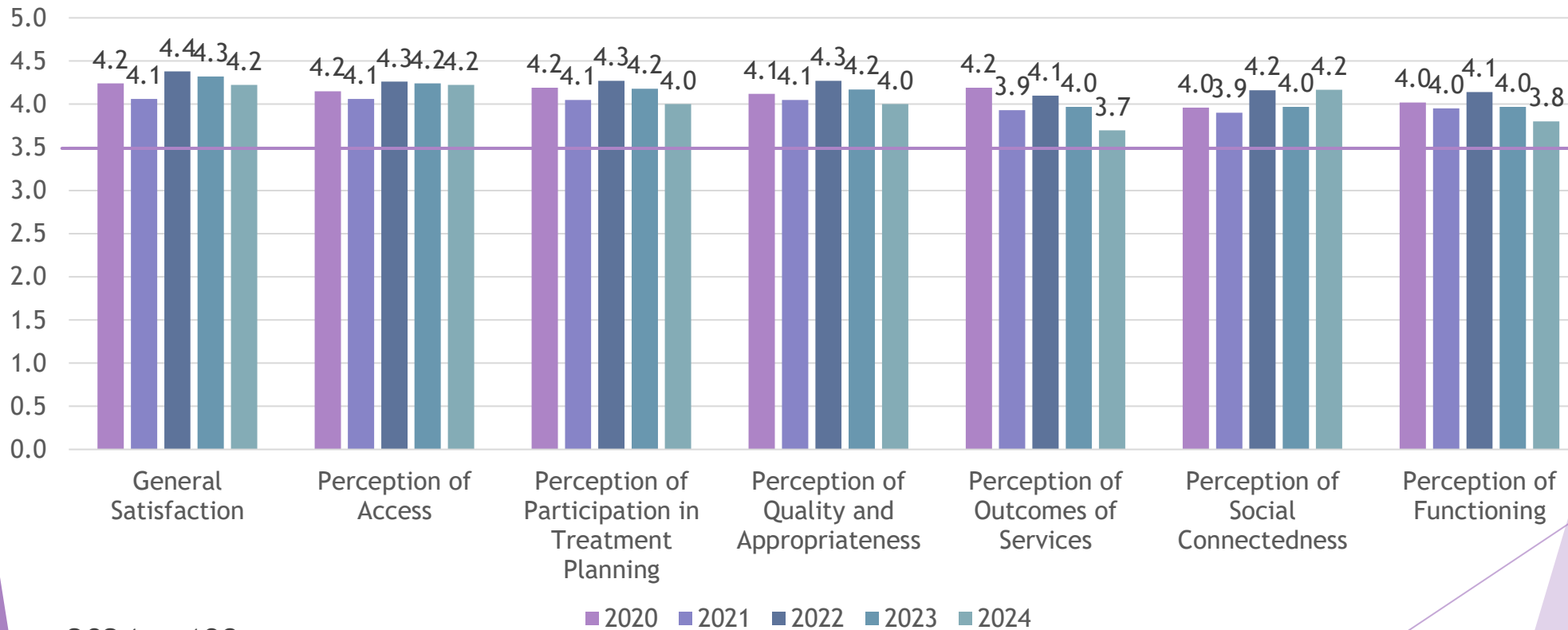
As a direct result of the services I received, I am **better able to handle things when they go wrong.**

As a direct result of the services I received, I am **better able to do things that I want to do.**



# 5 Year Reflection Adult

## Adult Satisfaction



► 2024 n=198

► 2023 n= 217

# Results Adult 2024

Adult	Adult All (n=198)	Males (n=89)	Females (n=47)	Latinx (n=24)
General Satisfaction	4.2	4.4	4.4	4.3
Perception of Access	4.2	4.3	4.3	4.1
Perception of Participation in Treatment Planning	4.0	4.2	4.2	4.2
Perception of Quality and Appropriateness	4.0	4.2	4.2	4.2
Perception of Outcomes	3.7	4.2	4.1	4.1
Social Connectedness	4.2	4.1	4.2	4.2
Functioning	3.8	4.1	4	4.1

# Adult Perception 2024

General Satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I like the services that I received here.	1%	1%	7%	27%	64%
I would recommend this agency to a friend or family member.	1%	1%	13%	33%	51%
If I had other choices, I would still get services from this agency.	1%	6%	11%	32%	51%
Perception of Access	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was able to get all the services I thought I needed.	1%	3%	9%	35%	52%
I was able to see a psychiatrist when I wanted to.	2%	5%	12%	39%	42%
Services were available at times that were good for me.	1%	1%	9%	39%	51%
Staff returned my calls within 24 hours.	1%	4%	9%	33%	53%
Staff were willing to see me as often as I felt it was necessary.	0%	3%	6%	42%	49%
The location of services was convenient (parking, public transportation, distance, etc.).	0%	3%	11%	39%	47%
Perception of Participation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I felt comfortable asking questions about my treatment and medication.	1%	3%	5%	41%	50%
I, not staff, decided my treatment goals.	1%	6%	15%	39%	38%
Quality	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I felt free to complain.	1%	4%	16%	36%	44%
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis line, etc.).	1%	6%	20%	33%	40%
I was given information about my rights.	1%	3%	13%	38%	44%
Staff encouraged me to take responsibility for how I live my life.	1%	2%	6%	38%	54%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1%	2%	17%	33%	47%
Staff here believe that I can grow, change, and recover.	0%	1%	9%	36%	54%
Staff respected my wishes about who is, and who is not to be given information about my treatment.	1%	3%	9%	35%	51%
Staff told me what side effects to watch out for.	4%	9%	14%	31%	42%
Staff were sensitive to my cultural background (race, religion, language, etc.)	1%	4%	20%	33%	43%

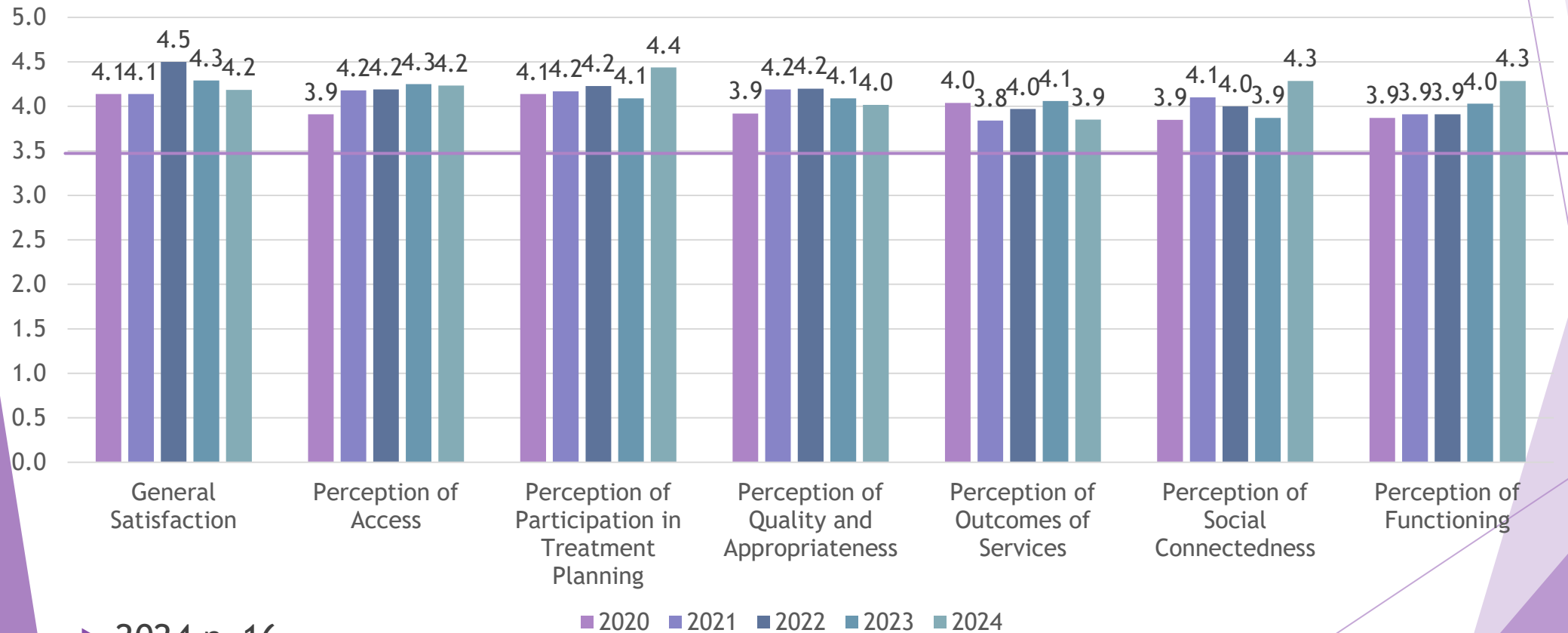
# Adult Perception 2024

Perception of Outcomes	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am better able to control my life.	0%	3%	14%	41%	43%
As a direct result of the services I received, I am better able to deal with crisis.	0%	3%	13%	41%	43%
As a direct result of the services I received, I am getting along better with my family.	1%	4%	18%	26%	51%
As a direct result of the services I received, I deal more effectively with daily problems.	1%	4%	11%	39%	46%
As a direct result of the services I received, I do better in school and/or work.	3%	6%	30%	28%	34%
As a direct result of the services I received, I do better in social situations.	2%	3%	18%	44%	33%
As a direct result of the services I received, my housing situation has improved.	2%	8%	14%	32%	44%
As a direct result of the services I received, my symptoms are not bothering me as much.	4%	5%	19%	35%	36%
Functioning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I do things that are more meaningful to me.	1%	4%	15%	44%	37%
As a direct result of the services I received, I am better able to take care of my needs.	1%	2%	13%	49%	35%
As a direct result of the services I received, I am better able to handle things when they go wrong.	1%	4%	18%	40%	36%
As a direct result of the services I received, I am better able to do things that I want to do.	1%	4%	14%	48%	34%
Social Connection	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am happy with the friendships I have.	1%	1%	16%	35%	46%
As a direct result of the services I received, I feel I belong in my community.	2%	4%	17%	46%	31%
As a direct result of the services I received, I have people with whom I can do enjoyable things.	2%	1%	15%	42%	40%
As a direct result of the services I received, in a crisis, I would have the support I need from family or friends.	1%	4%	11%	37%	47%



# 5 Year Reflection: Older Adult

Older Adult client satisfaction



► 2024 n=16

► 2023 n=31

# Results Older Adult

Older Adult	All (n=16)	Males (n=3)	Females (n=4)	Latinx (n=2)
General Satisfaction	4.2	4.6	4.3	4.3
Perception of Access	4.2	4.6	4.3	4.7
Perception of Participation in Treatment Planning	4.4	4.5	4.8	5
Perception of Quality and Appropriateness	4.0	4.1	4.5	4.9
Perception of Outcomes	3.9	3.9	4.3	4.8
Social Connectedness	4.3	4.3	4.3	5
Functioning	4.3	4.2	4.4	4.8

# Older Adult Perception 2024

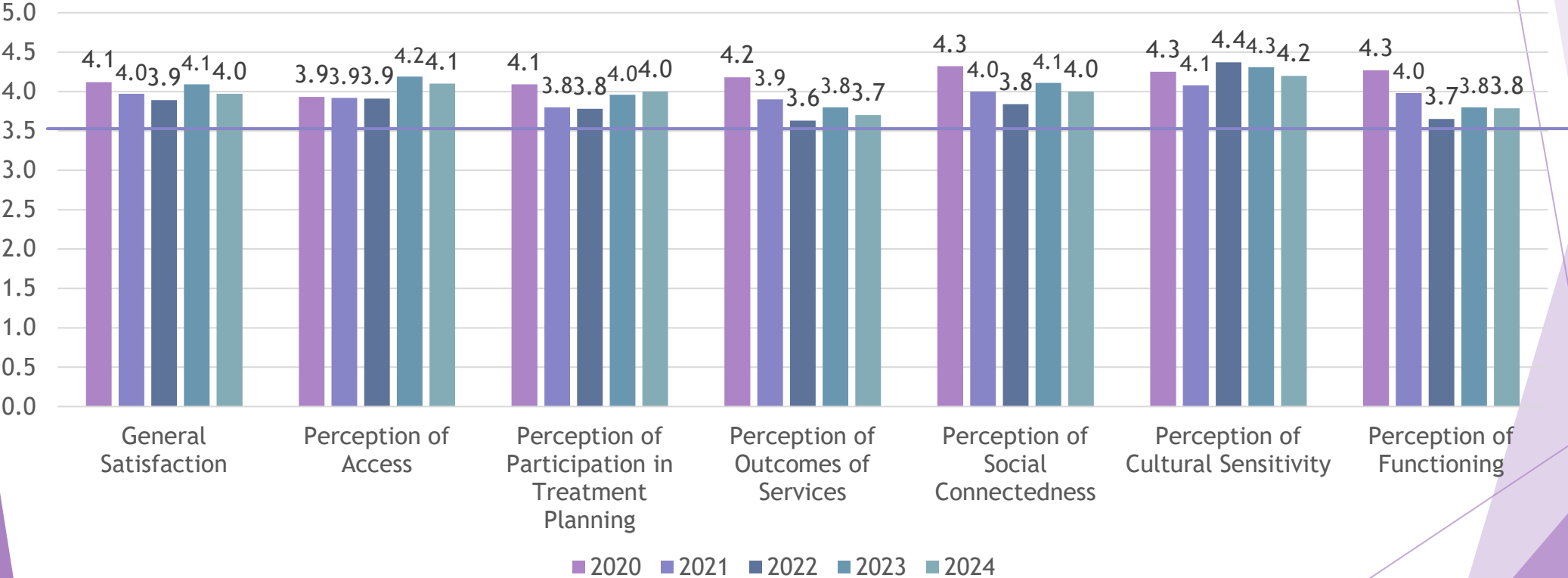
General Satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I like the services that I received here.	0%	0%	11%	44%	44%
I would recommend this agency to a friend or family member.	0%	22%	0%	56%	22%
If I had other choices, I would still get services from this agency.	0%	0%	0%	50%	50%
Perception of Access	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was able to get all the services I thought I needed.	0%	0%	11%	56%	33%
I was able to see a psychiatrist when I wanted to.	0%	13%	0%	38%	50%
Services were available at times that were good for me.	0%	11%	11%	22%	56%
Staff returned my calls within 24 hours.	0%	0%	0%	56%	44%
Staff were willing to see me as often as I felt it was necessary.	0%	13%	0%	75%	13%
The location of services was convenient (parking, public transportation, distance, etc.).	0%	0%	0%	67%	33%
Perception of Participation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I felt comfortable asking questions about my treatment and medication.	0%	0%	0%	25%	75%
I, not staff, decided my treatment goals.	0%	13%	13%	25%	50%
Quality	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I felt free to complain.	0%	13%	13%	38%	38%
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis line, etc.).	0%	13%	25%	38%	25%
I was given information about my rights.	0%	25%	25%	25%	25%
Staff encouraged me to take responsibility for how I live my life.	0%	13%	0%	50%	38%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	0%	14%	0%	43%	43%
Staff here believe that I can grow, change, and recover.	0%	13%	13%	13%	63%
Staff respected my wishes about who is, and who is not to be given information about my treatment.	0%	25%	0%	13%	63%
Staff told me what side effects to watch out for.	0%	13%	13%	38%	38%
Staff were sensitive to my cultural background (race, religion, language, etc.)	0%	25%	0%	25%	50%

# Older Adult Perception 2024

Perception of Outcomes	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am better able to control my life.	0%	13%	0%	38%	50%
As a direct result of the services I received, I am better able to deal with crisis.	0%	14%	0%	57%	29%
As a direct result of the services I received, I am getting along better with my family.	0%	25%	13%	25%	38%
As a direct result of the services I received, I deal more effectively with daily problems.	0%	17%	0%	33%	50%
As a direct result of the services I received, I do better in school and/or work.	0%	40%	0%	40%	20%
As a direct result of the services I received, I do better in social situations.	0%	13%	13%	50%	25%
As a direct result of the services I received, my housing situation has improved.	0%	14%	14%	57%	14%
As a direct result of the services I received, my symptoms are not bothering me as much.	0%	0%	29%	57%	14%
Functioning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I do things that are more meaningful to me.	0%	0%	0%	71%	29%
As a direct result of the services I received, I am better able to take care of my needs.	0%	0%	0%	71%	29%
As a direct result of the services I received, I am better able to handle things when they go wrong.	0%	0%	0%	43%	57%
As a direct result of the services I received, I am better able to do things that I want to do.	0%	0%	0%	57%	43%
Social Connection	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am happy with the friendships I have.	0%	0%	17%	33%	50%
As a direct result of the services I received, I feel I belong in my community.	0%	0%	17%	33%	50%
As a direct result of the services I received, I have people with whom I can do enjoyable things.	0%	0%	14%	43%	43%
As a direct result of the services I received, in a crisis, I would have the support I need from family or friends.	0%	0%	0%	71%	29%

# 5 Year Reflection: Youth

## Youth Client Satisfaction



▶ 2024 n=49

▶ 2023 n=66

# Results Youth 2024

Youth Clients	Youth All (n=49)	Males (n=13)	Females (n=20)	Latinx (n=20)
General Satisfaction	4.0	3.9	4.0	3.8
Perception of Access	4.1	4.4	4.0	4.0
Perception of Participation in Treatment Planning	4.0	3.8	4.2	3.9
Perception of Cultural Sensitivity	4.2	4.1	4.3	4.1
Perception of Outcomes	3.7	3.7	3.7	3.5
Social Connectedness	4.0	4.1	4.1	3.8
Functioning	3.8	3.8	3.8	3.6

# Youth Perception 2024

General Satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I got as much help as I needed.	5%	8%	19%	46%	22%
I got the help I wanted.	0%	5%	14%	59%	22%
The people helping me stuck with me no matter what.	5%	8%	8%	45%	35%
The services I received were right for me.	3%	5%	5%	66%	21%
I felt I had someone to talk to when I was troubled.	2%	7%	5%	63%	22%
Perception of Access	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The location of services was convenient for me.	0%	3%	11%	62%	24%
Services were available at times that were convenient for me.	0%	8%	3%	62%	28%
Perception of Participation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I helped to choose my treatment goals	0%	0%	15%	58%	28%
I helped to choose my services.	8%	5%	20%	48%	20%
I participated in my own treatment.	0%	3%	8%	63%	26%
Cultural Sensitivity	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Staff were sensitive to my cultural / ethnic background.	0%	3%	21%	47%	29%
Staff respected my religious / spiritual beliefs.	0%	0%	16%	50%	34%
Staff treated me with respect.	0%	3%	0%	53%	44%
Staff spoke with me in a way that I understood.	0%	5%	0%	65%	30%

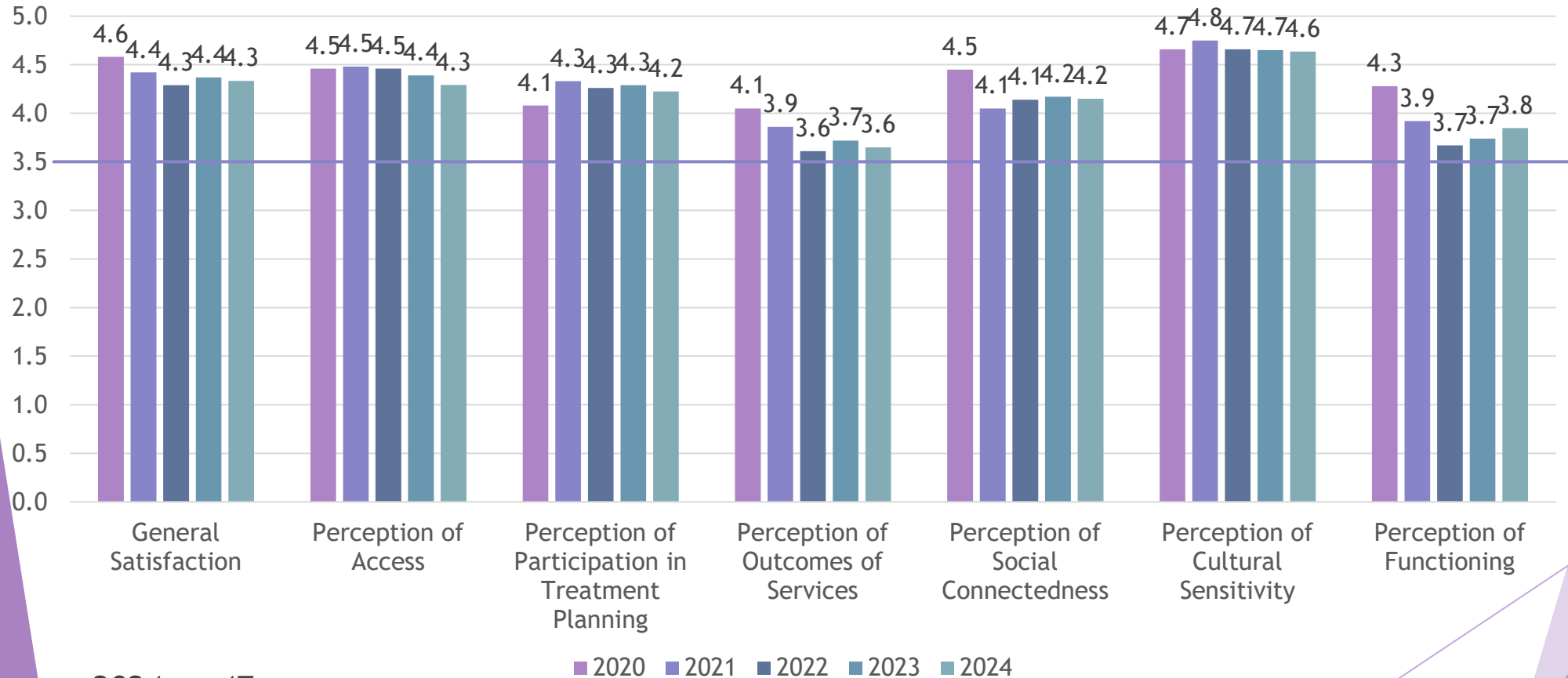
# Youth Perception 2024

Perception of Outcomes	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a result of the services I received, I get along better with family members.	0%	14%	31%	31%	23%
As a result of the services I received, I get along better with friends and other people.	0%	11%	27%	46%	16%
As a result of the services I received, I am doing better in school and / or work.	3%	17%	22%	39%	19%
As a result of the services I received, I am better able to cope when things go wrong.	0%	3%	34%	39%	24%
As a result of the services I received, I am better at handling daily life.	0%	5%	21%	51%	23%
As a result of the services I received, I am better able to do things I want to do.	3%	6%	14%	63%	14%
As a result of the services I received, I am satisfied with my family life right now.	8%	25%	17%	39%	11%
Social Connection	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a result of the services I received, I have people that I am comfortable talking with about my problem(s).	0%	8%	15%	44%	33%
As a result of the services I received, I have people with whom I can do enjoyable things.	0%	5%	28%	41%	26%
As a result of the services I received, I know people who will listen and understand me when I need to talk.	0%	8%	10%	44%	38%
As a result of the services I received, in a crisis, I would have the support I need from family or friends.	3%	8%	16%	42%	32%
Functioning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am happy with the friendships I have.	1%	1%	16%	35%	46%
As a direct result of the services I received, I feel I belong in my community.	2%	4%	17%	46%	31%
As a direct result of the services I received, I have people with whom I can do enjoyable things.	2%	1%	15%	42%	40%
As a direct result of the services I received, in a crisis, I would have the support I need from family or friends.	1%	4%	11%	37%	47%



# 5 Year Reflection Family

## Family/Parent Satisfaction



► 2024 n= 47

► 2023 n= 90

# Results Family 2024

Family Parents	Family All (n=47)	Males (n=19)	Females (n=12)	Latinx (n=13)
General Satisfaction	4.3	4.3	4.3	4.6
Perception of Access	4.3	4.3	4.4	4.4
Perception of Participation in Treatment Planning	4.2	4.1	4.4	4.2
Outcome of Services	3.6	3.8	3.5	3.9
Cultural Sensitivity	4.6	4.6	4.7	4.7
Social Connectedness	4.2	4	4.4	4.1
Functioning	3.8	3.9	3.7	4.1

# Family Perception 2024

General Satisfaction					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I got as much help as I needed.	0%	0%	7%	32%	61%
I got the help I wanted.	0%	6%	0%	68%	26%
The people helping me stuck with me no matter what.	0%	0%	3%	24%	73%
The services I received were right for me.	0%	6%	29%	44%	21%
I felt I had someone to talk to when I was troubled.	0%	9%	34%	34%	22%
Perception of Access					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The location of services was convenient for me.	0%	9%	12%	50%	29%
Services were available at times that were convenient for me.	0%	0%	3%	28%	69%
Perception of Participation					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I helped to choose my treatment goals	0%	3%	6%	29%	63%
I helped to choose my services.	0%	0%	3%	46%	51%
I participated in my own treatment.	0%	18%	21%	32%	29%
Cultural Sensitivity					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Staff were sensitive to my cultural / ethnic background.	0%	9%	27%	42%	21%
Staff respected my religious / spiritual beliefs.	0%	3%	6%	52%	39%
Staff treated me with respect.	3%	6%	29%	42%	19%
Staff spoke with me in a way that I understood.	0%	6%	6%	39%	50%

# Family Perception 2024

Outcomes of Services	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a result of the services I received, I get along better with family members.	0%	3%	0%	39%	58%
As a result of the services I received, I get along better with friends and other people.	6%	6%	3%	52%	33%
As a result of the services I received, I am doing better in school and / or work.	3%	3%	0%	49%	46%
As a result of the services I received, I am better able to cope when things go wrong.	0%	0%	3%	54%	43%
As a result of the services I received, I am better at handling daily life.	0%	3%	5%	54%	38%
As a result of the services I received, I am better able to do things I want to do.	6%	18%	18%	39%	18%
Social Connection	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a result of the services I received, I have people that I am comfortable talking with about my problem(s).	0%	3%	6%	50%	42%
As a result of the services I received, I have people with whom I can do enjoyable things.	0%	0%	0%	26%	74%
As a result of the services I received, I know people who will listen and understand me when I need to talk.	0%	0%	30%	57%	13%
As a result of the services I received, in a crisis, I would have the support I need from family or friends.	0%	3%	3%	53%	41%
Functioning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a direct result of the services I received, I am happy with the friendships I have.	0%	0%	3%	54%	43%
As a direct result of the services I received, I feel I belong in my community.	0%	9%	13%	47%	31%
As a direct result of the services I received, I have people with whom I can do enjoyable things.	0%	3%	5%	54%	38%
As a direct result of the services I received, in a crisis, I would have the support I need from family or friends.	3%	3%	0%	49%	46%

# Trends in Satisfaction



SURVEY TYPE	HIGHEST	LOWEST
Adults	<b>GENERAL SATISFACTION</b>	Outcomes
Older Adults	Treatment Planning	Outcomes
Youth	Cultural Sensitivity	Outcomes
Family	<b>CULTURAL SENSITIVITY</b>	<b>OUTCOMES</b>

\***BOLD** = 5 year trend - 2024, 2023, 2022,  
2021, 2020

# Summary

## OVERALL

Survey response rates were down across all ages in 2023/24, however the year before 22/23 had a particularly high response rate.

Beneficiaries continue to be generally satisfied with services; all groups scored above the minimum threshold

Adults and Youth alike feel the need for community.

## ADULTS

Less satisfaction in areas of Social connectedness, Outcomes, and Functioning.

Less satisfaction with the quality and appropriateness of services in comparison to statewide averages.

## YOUTH AND FAMILIES

Cultural appropriateness of services continues to be a noted strength for Youth and Families

3-year trend in low satisfaction with **Outcomes** and **Functioning**. In 2023 there is a small reversal in this trend, although for families **Outcomes** remains the lowest scored domain 5 years in a row. Sonoma families score Outcomes lower than families across state.



## Closing Question:

- ▶ **What information from this report do you think our clients would feel valuable?**

# Survey Questions by Domain - Youth/Family

## General Satisfaction

I like the services that I received here.

If I had other choices, I would still get services from this agency.

I would recommend this agency to a friend or family member.

## Perception of Access

The location of services was convenient (parking, public transportation, distance, etc.).

Staff were willing to see me as often as I felt it was necessary.

Staff returned my calls within 24 hours.

Services were available at times that were good for me.

I was able to get all the services I thought I needed.

I was able to see a psychiatrist when I wanted to.

## Perception of Participation (Treatment Planning)

I felt comfortable asking questions about my treatment and medication.

I, not staff, decided my treatment goals.

## Cultural Appropriateness

Staff here believe that I can grow, change, and recover.

I felt free to complain.

I was given information about my rights.

Staff encouraged me to take responsibility for how I live my life.

Staff told me what side effects to watch out for.

Staff respected my wishes about who is, and who is not to be given information about my treatment.

Staff were sensitive to my cultural background.

Staff helped me obtain the information I needed so that I could take charge of managing my illness.

I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).



# Survey Questions by Domain - Youth/Family

## Perception of Outcomes

As a direct result of the services I received, I **deal more effectively with daily problems.**

As a direct result of the services I received, I am **better able to control my life.**

As a direct result of the services I received, I am **better able to deal with crisis.**

As a direct result of the services I received, I am **getting along better with my family.**

As a direct result of the services I received, I do **better in social situations.**

As a direct result of the services I received, I do **better in school and/or work.**

As a direct result of the services I received, my **housing situation has improved.**

As a direct result of the services I received, my **symptoms are not bothering me as much.**

## Social Connection

As a direct result of the services I received, I am **happy with the friendships I have.**

As a direct result of the services I received, I have **people with whom I can do enjoyable things.**

As a direct result of the services I received, I feel I **belong in my community.**

As a direct result of the services I received, **in a crisis, I would have the support I need from family or friends.**

## Functioning

As a direct result of the services I received, I **do things that are more meaningful to me.**

As a direct result of the services I received, I am **better able to take care of my needs.**

As a direct result of the services I received, I am **better able to handle things when they go wrong.**

As a direct result of the services I received, I am **better able to do things that I want to do.**

# Written Comments

What did beneficiaries say  
in their own words?

"The staff are wonderful at supporting me as I transition into stable mental health, permanent housing, and healthy relationships. I appreciate them so much!"

From an Adult at  
SCBH Adult Service Team



"All my interactions with FACT have been  
positive!"

From an Adult at FACT





## From an Adult at Buckelew

- "I have a great case manager!!! She seems genuinely interested in helping me as much as she can, and she gets back to me very quickly."

From an Older Adult at  
SCBH Older Adult Team

"I'm very happy with the new case manager.  
She is a real caring person, and everyone  
here is very polite and understanding."

## From a Parent at SAY

"Our clinician is amazing. She offers resources tips and tricks to support. She has been very respectful, kind and insightful. The resources (books, readings, ritual cards with breathing exercises) have been really helpful."





## From a Parent at Lifeworks

"Thank you for your help because it is the only place my wife and I can have a deeper and more sincere talk."





## From a Parent at Lifeworks

"My son is more motivated to go to school and spend time in family surroundings."



MOST HELPFUL: "HAVING ACCESS TO GOING  
ON OUTINGS AND BEING ABLE TO CLEAR  
MY MIND IN NATURE."

From a Youth at TLC Child &  
Family Services

Most Helpful: "learning how to cope  
with things instead of being mad  
or letting out my anger."

FROM A YOUTH AT  
SCBH FAMILY ADVOCACY  
& STABILIZATION TEAM

From a Youth at SCBH Youth and Family

"My case manager was very helpful,  
and always checked on me and made  
sure I had someone to talk to."

