



CONSUMER PERCEPTION SURVEY

Santa Cruz County Report May 2021 Survey Period

Prepared by University of California, Los Angeles
Integrated Substance Use Programs
March 2022

Table 1A: Surveys Received vs. Surveys Completed - Santa Cruz County

| | Received | Completed | Not Completed | % Completed | % Not Completed | Statewide % Completed | Statewide % Not Completed |
|--------------|----------|-----------|---------------|-------------|-----------------|-----------------------|---------------------------|
| Family | 148 | 139 | 9 | 93.9% | 6.1% | 71.80% | 28.20% |
| Youth | 101 | 95 | 6 | 94.1% | 5.9% | 73.70% | 26.30% |
| Adult | 192 | 166 | 26 | 86.5% | 13.5% | 70.30% | 29.70% |
| Older Adult | 68 | 60 | 8 | 88.2% | 11.8% | 69.70% | 30.30% |
| Total | 509 | 460 | 49 | 90.4 | 9.6 | 71.30% | 28.70% |

Table 1B: Reasons for not completing the survey by Form Type - Santa Cruz County

| | Reason for not completing survey | | | | | County % | Statewide % |
|--------------|----------------------------------|------------|----------|-------|-------|----------|-------------|
| | Refused | Impairment | Language | Other | Total | | |
| Family | 8 | 0 | 0 | 1 | 9 | 18.4% | 28.30% |
| Youth | 4 | 0 | 0 | 2 | 6 | 12.2% | 17.60% |
| Adult | 11 | 0 | 0 | 15 | 26 | 53.1% | 46.10% |
| Older Adult | 8 | 0 | 0 | 0 | 8 | 16.3% | 7.90% |
| Total | 31 | 0 | 0 | 18 | 49 | 100.00% | 100.00% |

Table 1C: Paper vs. Online Survey Received by Form Type - Santa Cruz County

| | Family | | Youth | | Adult | | Older Adult | |
|---------------|--------|--------|-------|--------|-------|--------|-------------|--------|
| | N | % | N | % | N | % | N | % |
| Online Survey | 34 | 22.97% | 54 | 53.47% | 15 | 7.81% | 7 | 10.29% |
| Paper Survey | 114 | 77.03% | 47 | 46.53% | 177 | 92.19% | 61 | 89.71% |
| Total | 148 | 100% | 101 | 100% | 192 | 100% | 68 | 100% |

Table 1D: Surveys Received by Language and Form Type - Santa Cruz County

| | Family | | Youth | | Adult | | Older Adult | |
|------------|--------|--------|-------|--------|-------|--------|-------------|--------|
| | N | % | N | % | N | % | N | % |
| Armenian | | | | | ** | ** | 0 | 0.00% |
| Chinese | | | | | | | | |
| English | 101 | 68.24% | 86 | 85.15% | 186 | 96.88% | 67 | 98.53% |
| Farsi | | | | | | | | |
| Hmong | | | | | | | | |
| Khmer | | | | | | | | |
| Korean | | | | | | | | |
| Russian | | | | | | | | |
| Spanish | 47 | 31.76% | 15 | 14.85% | ** | ** | ** | ** |
| Tagalog | | | | | | | | |
| Vietnamese | | | | | | | | |
| Total | 148 | 100% | 101 | 100% | 186 | 97% | 67 | 99% |

** = Data suppressed due to small N and/or to meet data suppression requirement.

Table 2: Demographics - Santa Cruz County

| Demographics | Family | | Youth | | Adult | | Older Adult | |
|---|--------|---------|-------|---------|-------|---------|-------------|---------|
| | N | % | N | % | N | % | N | % |
| Gender | | | | | | | | |
| Female | 46 | 41.07% | 25 | 45.45% | 49 | 36.57% | 25 | 60.98% |
| Male | 66 | 58.93% | 30 | 54.55% | 85 | 63.43% | 16 | 39.02% |
| Ethnicity | | | | | | | | |
| Hispanic | | | | | | | | |
| Yes | 90 | 60.81% | 42 | 41.58% | 29 | 15.10% | ** | ** |
| No | 21 | 14.19% | ** | ** | 90 | 46.88% | 32 | 100.00% |
| Undecided, Missing | 37 | 25.00% | ** | ** | 73 | 38.02% | ** | ** |
| Total | 148 | 100.00% | 101 | 100.00% | 192 | 100.00% | 32 | 100.00% |
| Race | | | | | | | | |
| (Only one response per client) | | | | | | | | |
| American Indian/Alaska Native | ** | ** | 0 | 0.00% | ** | ** | ** | ** |
| Asian | 0 | 0.00% | ** | ** | ** | ** | 0 | 0.00% |
| Black | ** | ** | ** | ** | ** | ** | 0 | 0.00% |
| Native Hawaiian/ Other Pacific Islander | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| White/Caucasian | 39 | 59.09% | 13 | 31.71% | 83 | 76.15% | 30 | 100.00% |
| Other | 27 | 40.91% | 28 | 68.29% | 26 | 23.85% | ** | ** |
| Two or more races | ** | ** | ** | ** | ** | ** | ** | ** |
| Total (Excludes missing responses) | 66 | 100.00% | 41 | 100.00% | 109 | 100.00% | 30 | 100.00% |
| How long have you received services here? | | | | | | | | |
| Less Than One Month | ** | ** | ** | ** | 21 | 15.00% | ** | ** |
| One to 5 Months | 37 | 38.54% | 23 | 52.27% | 23 | 16.43% | ** | ** |
| 6 Months to One Year | ** | ** | ** | ** | 12 | 8.57% | ** | ** |
| More Than One Year | 59 | 61.46% | 21 | 47.73% | 84 | 60.00% | 35 | 100.00% |
| Were the services you received provided in the language you prefer? | | | | | | | | |
| Yes | 112 | 98.25% | 53 | 98.15% | 125 | 97.66% | 34 | 87.18% |
| No | 2 | 1.75% | 1 | 1.85% | 3 | 2.34% | 5 | 12.82% |
| Was written information available to you in the language you prefer? | | | | | | | | |
| Yes | 112 | 100.00% | 51 | 96.23% | 127 | 94.78% | 37 | 94.87% |
| No | 0 | 0.00% | 2 | 3.77% | 7 | 5.22% | 2 | 5.13% |
| What was the primary reason you became involved with this program? | | | | | | | | |
| I decided to come on my own | N/A | | | | 54 | 40.30% | 13 | 32.50% |
| Someone else recommended that I come in | N/A | | 3 | | 68 | 50.75% | 22 | 55.00% |
| I came in against my will | N/A | | | | 12 | 8.96% | 5 | 12.50% |

** = Data suppressed due to small N and/or to meet data suppression requirement.

Table 3A: Satisfaction Score by Domain: Family and Youth - Santa Cruz County

| | Family | | | | | Youth | | | | |
|-------------------------------------|------------|-----------|--------------------|----------------|-----------------|------------|-----------|--------------------|---------------|-----------------|
| | Mean Score | CI | Percent Agree 3.5+ | SW* Mean Score | SW % Agree 3.5+ | Mean Score | CI | Percent Agree 3.5+ | SW Mean Score | SW % Agree 3.5+ |
| Access | 4.41 | 4.28-4.54 | 96.8% | 4.44 | 95.90% | 4.15 | 3.99-4.31 | 88.9% | 4.16 | 89.50% |
| General satisfaction | 4.28 | 4.15-4.41 | 93.6% | 4.37 | 93.20% | 4.17 | 4.02-4.31 | 90.8% | 4.18 | 87.80% |
| Outcome | 3.86 | 3.73-3.99 | 76.4% | 3.94 | 78.60% | 3.84 | 3.7-3.98 | 77.8% | 3.79 | 73.10% |
| Participation in Treatment Planning | 4.19 | 4.05-4.33 | 92.4% | 4.32 | 92.70% | 3.97 | 3.81-4.14 | 80.0% | 4.08 | 84.50% |
| Cultural Appropriateness | 4.5 | 4.36-4.63 | 97.4% | 4.55 | 97.90% | 4.19 | 4.19-4.46 | 95.1% | 4.31 | 92.70% |
| Social Connectedness | 4.15 | 4.02-4.28 | 92.4% | 4.22 | 92.10% | 3.99 | 3.84-4.14 | 88.9% | 4.08 | 87.70% |
| Functioning | 3.88 | 3.74-4.01 | 75.6% | 3.95 | 77.60% | 3.92 | 3.78-4.05 | 74.6% | 3.84 | 72.90% |

Table 3B: Satisfaction Score by Domain: Adult and Older Adult - Santa Cruz County

| | Adult | | | | | Other Adults | | | | |
|-------------------------------------|------------|-----------|--------------------|----------------|-----------------|--------------|-----------|--------------------|---------------|-----------------|
| | Mean Score | CI | Percent Agree 3.5+ | SW* Mean Score | SW % Agree 3.5+ | Mean Score | CI | Percent Agree 3.5+ | SW Mean Score | SW % Agree 3.5+ |
| Access | 4.19 | 4.06-4.33 | 89.58% | 4.31 | 91.20% | 4.09 | 3.84-4.33 | 86.96% | 4.23 | 89.50% |
| General satisfaction | 4.21 | 4.05-4.36 | 82.76% | 4.39 | 91.30% | 4.23 | 3.95-4.51 | 84.78% | 4.35 | 90.40% |
| Outcome | 3.97 | 3.83-4.12 | 77.37% | 4.03 | 80.00% | 3.88 | 3.6-4.16 | 73.81% | 4 | 80.30% |
| Participation in Treatment Planning | 4.09 | 3.94-4.24 | 86.21% | 4.32 | 91.80% | 3.95 | 3.66-4.23 | 76.60% | 4.23 | 90.00% |
| Cultural Appropriateness | 4.01 | 3.85-4.16 | 79.58% | 4.33 | 91.40% | 4.00 | 3.74-4.25 | 78.26% | 4.24 | 89.60% |
| Social Connectedness | 3.98 | 3.81-4.15 | 83.08% | 4.02 | 80.50% | 3.88 | 3.61-4.16 | 76.19% | 3.98 | 80.60% |
| Functioning | 4.03 | 3.88-4.18 | 78.42% | 4.03 | 78.00% | 3.92 | 3.62-4.21 | 73.81% | 3.98 | 77.30% |

CI = Confidence Interval at 95%

Table 4: Quality of Life Questions: Adult and Older Adult - Santa Cruz County

| | Adult | | Older Adult | |
|---|-------|--------|-------------|--------|
| | N | % | N | % |
| How do you feel about life in general? | | | | |
| Unhappy | 19 | 13.77% | 5 | 12.20% |
| Mixed | 35 | 25.36% | 8 | 19.51% |
| Satisfied | 84 | 60.87% | 28 | 68.29% |
| How do you feel about the living arrangement where you live? | | | | |
| Unhappy | 13 | 9.63% | 3 | 7.50% |
| Mixed | 30 | 22.22% | 4 | 10.00% |
| Satisfied | 92 | 68.15% | 33 | 82.50% |
| How do you feel about the privacy you have there? | | | | |
| Unhappy | 20 | 14.81% | 5 | 11.90% |
| Mixed | 26 | 19.26% | 4 | 9.52% |
| Satisfied | 89 | 65.93% | 33 | 78.57% |
| How do you feel about the prospect of staying on where you currently live for a long period of time? | | | | |
| Unhappy | 20 | 14.93% | 3 | 7.50% |
| Mixed | 26 | 19.40% | 9 | 22.50% |
| Satisfied | 88 | 65.67% | 28 | 70.00% |
| How do you feel about the way you spend your spare time? | | | | |
| Unhappy | 14 | 10.14% | 4 | 9.30% |
| Mixed | 27 | 19.57% | 11 | 25.58% |
| Satisfied | 97 | 70.29% | 28 | 65.12% |
| How do you feel about the chance you have to enjoy pleasant or beautiful thing? | | | | |
| Unhappy | 13 | 9.56% | 5 | 11.90% |
| Mixed | 27 | 19.85% | 7 | 16.67% |
| Satisfied | 96 | 70.59% | 30 | 71.43% |
| How do you feel about the amount of fun you have? | | | | |
| Unhappy | 15 | 11.11% | 6 | 13.95% |
| Mixed | 35 | 25.93% | 7 | 16.28% |
| Satisfied | 85 | 62.96% | 30 | 69.77% |

Table 4: Quality of Life Questions: Adult and Older Adult - Santa Cruz County

| | Adult | | Older Adult | |
|---|-------|---------|-------------|--------|
| | N | % | N | % |
| How do you feel about the amount of relaxation in your life? | | | | |
| Unhappy | 14 | 10.53% | 5 | 11.90% |
| Mixed | 25 | 18.80% | 6 | 14.29% |
| Satisfied | 94 | 70.68% | 31 | 73.81% |
| | | | - | |
| In general, how often do you get together with a member of your family? | | | | |
| 1-not at all | 22 | 17.74% | - | |
| 2-Less than once a month | 22 | 17.74% | - | |
| 3-at least once a month | 18 | 14.52% | - | |
| 4-at least once a week | 33 | 26.61% | - | |
| 5-at least once a day | 20 | 16.13% | - | |
| 8-no family/ not applicable | 9 | 7.26% | - | |
| Total | 124 | 100.00% | | |
| How do you feel about the way you and your family act toward each other? | | | | |
| Unhappy | 17 | 12.88% | 5 | 12.20% |
| Mixed | 30 | 22.73% | 1 | 2.44% |
| Satisfied | 76 | 57.58% | 26 | 63.41% |
| no family/ not applicable | 9 | 6.82% | 9 | 21.95% |
| How do you feel about the way things are in general between you and your family? | | | | |
| Unhappy | 19 | 13.87% | 5 | 12.50% |
| Mixed | 31 | 22.63% | 1 | 2.50% |
| Satisfied | 81 | 59.12% | 27 | 67.50% |
| no family/ not applicable | 6 | 4.38% | 7 | 17.50% |
| | | | - | |
| How often do you visit with someone who does not live with you? | | | | |
| Not at all | 22 | 16.42% | - | |
| Less than once a month | 13 | 9.70% | - | |
| At least once a month | 23 | 17.16% | - | |
| At least once a week | 42 | 31.34% | - | |
| At least once a day | 20 | 14.93% | - | |
| Not applicable | 14 | 10.45% | - | |

Table 4: Quality of Life Questions: Adult and Older Adult - Santa Cruz County

| | Adult | | Older Adult | |
|--|-------|--------|-------------|--------|
| | N | % | N | % |
| How often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend? | | | | |
| Not at all | 55 | 43.31% | - | - |
| Less than once a month | 4 | 3.15% | - | - |
| At least once a month | 12 | 9.45% | - | - |
| At least once a week | 17 | 13.39% | - | - |
| At least once a day | 14 | 11.02% | - | - |
| Not applicable | 25 | 19.69% | - | - |
| How do you feel about: | | | | |
| <i>things you do with other people?</i> | | | | |
| Unhappy | 16 | 12.21% | 4 | 10.00% |
| Mixed | 31 | 23.66% | 8 | 20.00% |
| Satisfied | 84 | 64.12% | 28 | 70.00% |
| <i>the amount of time you spend with other people</i> | | | | |
| Unhappy | 26 | 19.55% | 4 | 9.52% |
| Mixed | 23 | 17.29% | 10 | 23.81% |
| Satisfied | 84 | 63.16% | 28 | 66.67% |
| <i>the people you see socially</i> | | | | |
| Unhappy | 19 | 14.62% | 4 | 10.00% |
| Mixed | 29 | 22.31% | 10 | 25.00% |
| Satisfied | 82 | 63.08% | 26 | 65.00% |
| <i>the amount of friendships in your life</i> | | | | |
| Unhappy | 25 | 19.23% | 9 | 21.43% |
| Mixed | 29 | 22.31% | 8 | 19.05% |
| Satisfied | 76 | 58.46% | 25 | 59.52% |
| During the past month, did you generally have enough money to cover the following items? | | | | |
| Food (Yes) | 114 | 87.02% | N/A | N/A |
| Clothing (Yes) | 101 | 79.53% | N/A | N/A |
| Housing (Yes) | 104 | 82.54% | N/A | N/A |
| Travelling around for things like shopping, medical appointments, or visiting friends and relatives | 102 | 80.31% | N/A | N/A |
| Social activities like movies or eating in | 78 | 60.94% | N/A | N/A |

Table 4: Quality of Life Questions: Adult and Older Adult - Santa Cruz County

| | Adult | | Older Adult | |
|---|-------|--------|-------------|--------|
| | N | % | N | % |
| In the past month were you a victim of a violent crime such as assault, rape, mugging or robbery | 12 | 8.82% | 7 | 16.28% |
| In the past month were you a victim of nonviolent crimes such as burglary, theft of your property or money, or being cheated | 21 | 15.22% | 7 | 16.28% |
| In the past month, how many times have you been arrested for any crimes | | | | |
| No arrests | 114 | 87.69% | 38 | 97.44% |
| One arrest | 13 | 10.00% | 1 | 2.56% |
| Two arrests | 0 | 0.00% | 0 | 0.00% |
| Three arrests | 0 | 0.00% | 0 | 0.00% |
| Four or more arrests | 3 | 2.31% | 0 | 0.00% |
| How do you feel about how safe you are on the streets in your neighborhood | | | | |
| Unhappy | 19 | 13.97% | 5 | 11.63% |
| Mixed | 38 | 27.94% | 6 | 13.95% |
| Satisfied | 79 | 58.09% | 32 | 74.42% |
| How do you feel about how safe you are where you live | | | | |
| Unhappy | 11 | 8.21% | 4 | 9.30% |
| Mixed | 24 | 17.91% | 6 | 13.95% |
| Satisfied | 99 | 73.88% | 33 | 76.74% |
| How do you feel about the protection you have against being robbed or attacked | | | | |
| Unhappy | 16 | 12.21% | 4 | 9.52% |
| Mixed | 22 | 16.79% | 8 | 19.05% |
| Satisfied | 93 | 70.99% | 30 | 71.43% |
| How do you feel about your health in general | | | | |
| Unhappy | 18 | 13.33% | 5 | 11.63% |
| Mixed | 25 | 18.52% | 11 | 25.58% |
| Satisfied | 92 | 68.15% | 27 | 62.79% |
| How do you feel about your physical condition | | | | |
| Unhappy | 23 | 16.55% | 8 | 18.60% |
| Mixed | 34 | 24.46% | 10 | 23.26% |
| Satisfied | 82 | 58.99% | 25 | 58.14% |
| How do you feel about your emotional well-being | | | | |
| Unhappy | 19 | 13.87% | 5 | 11.63% |
| Mixed | 38 | 27.74% | 6 | 13.95% |
| Satisfied | 80 | 58.39% | 32 | 74.42% |

N/A = Question not asked in Form Type.

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Santa Cruz County


| | Family | | Youth | |
|---|----------------|---------|-------|---------|
| | N | % | N | % |
| Are you on medication for emotional / behavioral problems?  | 43 | 38.39% | 20 | 32.79% |
| 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 | 68 | 56.67% | 30 | 50.00% |
| Yes, but only in a hospital ER | 5 | 4.17% | 5 | 8.33% |
| No | 31 | 25.83% | 13 | 21.67% |
| Do not remember | 16 | 13.33% | 12 | 20.00% |
| Total | 120 | 100.00% | 60 | 100.00% |
| Approximately, how long have you received services here? | | | | |
| Less than One Month | ** | ** | ** | ** |
| One to Five Months | 37 | 30.83% | 23 | 40.35% |
| Six Months to One Year | ** | ** | ** | ** |
| More Than one Year | 59 | 49.17% | 21 | 36.84% |
| Total | 120 | 100.00% | 57 | 100.00% |
| School Suspension | | | | |
| <i>Services more than 1 year:</i> | | | | |
| Was your child/ you expelled or suspended from school in the past 12 months? | ** | ** | ** | ** |
| Was your child/ you expelled or suspended from school in the 12 months prior to that? | ** | ** | ** | ** |
| Over the last year, number of days you were in school: | | | | |
| Greater | 17 | 30.91% | 10 | 37.04% |
| About the same | 21 | 38.18% | 10 | 37.04% |
| Less | 9 | 16.36% | 5 | 18.52% |
| Does not apply | ⁹ 8 | 14.55% | 2 | 7.41% |
| Total | 55 | 100.00% | 27 | 100.00% |

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Santa Cruz County

| | Family | | Youth | |
|--|--------|---------|-------|---------|
| | N | % | N | % |
| <i>Services less than 1 year:</i> | | | | |
| Was your child/ you expelled or suspended from school since beginning services? | 0 | 0.00% | ** | ** |
| Was your child/you expelled or suspended during the 12 months prior to that? | ** | ** | ** | ** |
| Since starting to receive services, the number of days your child/you were in school: | | | | |
| Greater | 18 | 32.14% | 13 | 32.50% |
| About the same | 23 | 41.07% | 17 | 42.50% |
| Less | 11 | 19.64% | 8 | 20.00% |
| Does not apply | 4 | 7.14% | 2 | 5.00% |
| Total | 56 | 100.00% | 40 | 100.00% |
| Have you lived in any of the following places in the last 6 months? | | | | |
| With one or both parents | 82 | 68.91% | 44 | 56.41% |
| With another family member | ** | ** | ** | ** |
| Foster home | 14 | 11.76% | ** | ** |
| Therapeutic foster home | ** | ** | 0 | 0.00% |
| Crisis shelter | 0 | 0.00% | 0 | 0.00% |
| Homeless shelter | ** | ** | 0 | 0.00% |
| Group home | 0 | 0.00% | ** | ** |
| Residential treatment center | ** | ** | ** | ** |
| Hospital | ** | ** | ** | ** |
| Local jail or detention center | 0 | 0.00% | ** | ** |
| State correctional facility | 0 | 0.00% | 0 | 0.00% |
| Runaway/Homeless/On the streets | 0 | 0.00% | ** | ** |
| Other (describe) | ** | ** | ** | ** |

** = Data suppressed due to small N and/or to meet data suppression requirement.

Table 6: Arrest History - Adult, Older Adult, Youth and Family - Santa Cruz County

| | Adults | | Youth | |
|--|---------|----------------|---------|----------------|
| | % | SW* Percent | % | SW* Percent |
| Have you been arrested in the past 12 months? ** | | | | |
| Yes | 17.03% | 8.17% | 10.80% | 3.06% |
| No | 82.97% | 91.83% | 89.20% | 96.94% |
| Total*** | 100.00% | 100.00% | 100.00% | 100.00% |
| | | | | |
| Since you began to receive mental health services, have your encounters with police** | | | | |
| Reduced | 20.48% | 16.71% | 18.78% | 8.23% |
| Stayed the same | 7.62% | 7.38% | 5.52% | 4.62% |
| Increased | 3.33% | 2.40% | 2.76% | 2.09% |
| Not applicable (had no police encounters this year or last year) | 68.57% | 73.51% | 72.93% | 85.05% |
| Total*** | 100.00% | 100.00% | 100.00% | 100.00% |

* Statewide

** Combines consumers who received services for less than AND more than one year at the service location.

*** Excludes missing data.