

CPS Results

"Plumas-32_OlderAdult_May2023" – 4 Surveys

Doing Well

1. **High Satisfaction with Staff and Services:** Questions like "I like the services that I received here" and "Staff here believe that I can grow, change, and recover" scored above 4.5, indicating high satisfaction with the services and staff.
2. **Recommendation and Return Calls:** Scores above 5 for "I would recommend this agency to a friend or family member" and "Staff returned my calls within 24 hours" suggest strong recommendation rates and good communication.
3. **Encouragement and Rights Information:** High scores in "I was encouraged to use consumer-run programs" and "I was given information about my rights" reflect well on the encouragement and information provided to clients.

Areas for Improvement

1. **Control Over Life and Crisis Management:** Scores around 3.75 for "I am better able to control my life" and "I am better able to deal with crisis" suggest a need for improvement in empowering clients in these areas.
2. **Symptom Management:** A score of 3.0 for "My symptoms are not bothering me as much" indicates a potential area for enhancing symptom management strategies.
3. **Community Involvement and Support:** Scores below 4 for "I feel I belong in my community" and "In a crisis, I would have the support I need from family or friends" suggest a need for more community integration and support network building.

Ideas for Improvement

1. **Enhanced Empowerment Programs:** Develop or enhance programs that focus on empowering clients to take control of their lives and manage crises more effectively. This could include life skills workshops, crisis management training, and self-advocacy groups.
2. **Symptom Management Support:** Introduce or expand on programs that specifically address symptom management, such as therapy groups, wellness activities, or educational workshops about managing symptoms.
3. **Community Integration Initiatives:** Create opportunities for clients to engage with the community, such as volunteer programs, community events, or partnership with local organizations. This can help clients feel more connected and supported.
4. **Strengthening Support Networks:** Develop programs that help clients build and strengthen their support networks. This could include family therapy, support groups, and community mentorship programs.

5. **Feedback and Continuous Improvement:** Regularly collect feedback from clients on specific areas of concern and use this feedback for continuous service improvement.

"Plumas-32_Adult_May2023" – 30 Surveys

Doing Well

1. **High Satisfaction with Services and Staff:** Questions like "I like the services that I received here" and "Staff here believe that I can grow, change, and recover" scored above 4.5, indicating high satisfaction with the services and staff.
2. **Effective Communication and Accessibility:** Scores above 4.4 for "Staff returned my calls within 24 hours" and "The location of services was convenient" suggest effective communication and accessible services.
3. **Respect for Privacy and Cultural Sensitivity:** High scores in "Staff respected my wishes about who is, and who is not to be given information about my treatment" and "Staff were sensitive to my cultural background" reflect well on privacy and cultural sensitivity.

Areas for Improvement

1. **Dealing with Crisis and Family Relationships:** Scores around 4.0 for "I am better able to deal with crisis" and "I am getting along better with my family" suggest a need for improvement in these areas.
2. **Social Situations and Community Involvement:** A score of 3.63 for "I do better in social situations" indicates a potential area for enhancing social skills and community involvement.
3. **Support in Crisis Situations:** Scores below 4 for "In a crisis, I would have the support I need from family or friends" suggest a need for more support in crisis situations.

Ideas for Improvement

1. **Crisis Management Training:** Develop or enhance programs that focus on crisis management, including training in coping strategies and providing resources for immediate support.
2. **Family Therapy and Relationship Building:** Introduce or expand family therapy sessions and workshops that focus on building and improving family relationships.
3. **Social Skills Workshops:** Offer workshops or group activities that help clients improve their social skills and confidence in social situations.
4. **Community Engagement Programs:** Create opportunities for clients to engage with the community, such as through volunteer work, social events, or local projects.

5. **Building Support Networks**: Develop initiatives to help clients build and strengthen their support networks, including peer support groups and mentorship programs.
6. **Regular Feedback and Adaptation**: Continuously collect feedback from clients and adapt services to meet their evolving needs, focusing on areas highlighted for improvement.

"Plumas-32_Family_May2023" – 10 Surveys

Doing Well

1. **High Satisfaction with Services**: Questions like "Overall, I am satisfied with the services my child received" and "The services my child and/or family received were right for us" scored above 4.2, indicating high satisfaction with the services.
2. **Respect and Cultural Sensitivity**: Scores of 4.5 and above for "Staff treated me with respect" and "Staff were sensitive to my cultural/ethnic background" suggest strong respect and cultural sensitivity.
3. **Effective Communication**: Scores of 4.25 "Staff spoke with me in a way that I understood" and "I have people that I am comfortable talking with about my child's problem(s)" reflect effective communication.

Areas for Improvement

1. **Coping and Handling Daily Life**: A score of 3.6 for "As a result of the services my child and/or family received, my child is better at handling daily life" suggests a need for improvement in helping children cope with daily challenges.
2. **Social Interactions**: Scores around 3.8 for "My child gets along better with friends and other people" indicate a potential area for enhancing social skills and interactions.
3. **Support in Crisis Situations**: A score of 3.5 for "As a result of the services my child and/or family received, my child is better able to cope when things go wrong" suggests a need for more support in crisis situations.

Ideas for Improvement

1. **Enhanced Coping Strategies**: Develop programs or workshops focusing on teaching coping strategies and resilience to help children handle daily life challenges more effectively.
2. **Social Skills Development**: Introduce or enhance social skills training for children to improve their interactions with peers and family members.
3. **Crisis Management Support**: Offer more robust support in crisis situations, including immediate counseling, crisis intervention teams, and resources for parents.

4. **Parental Involvement and Education:** Increase parental involvement in treatment and provide education on how to support their child's mental health and social development.
5. **Community Engagement:** Create opportunities for children and families to engage with the community, fostering a sense of belonging and support.
6. **Feedback and Continuous Improvement:** Regularly collect feedback from families to understand their needs better and continuously improve the services offered.

"Plumas-32_Youth_May2023" – 8 Surveys

Doing Well

1. **High Satisfaction with Services:** Questions like "Overall, I am satisfied with the services my child received" and "The services my child and/or family received were right for us" scored above 4.5, indicating high satisfaction with the services.
2. **Respect and Cultural Sensitivity:** High scores in "Staff treated me with respect" (4.75) and "Staff were sensitive to my cultural/ethnic background" (5.75) suggest strong respect and cultural sensitivity.
3. **Effective Communication:** High scores in "Staff spoke with me in a way that I understood" (5.125) and "I have people that I am comfortable talking with about my child's problem(s)" (4.5) reflect effective communication.

Areas for Improvement

1. **Coping and Handling Daily Life:** A score of 3.75 for "My child is better able to cope when things go wrong" suggests a need for improvement in helping children cope with daily challenges.
2. **Social Interactions:** Scores around 4.25 for "My child gets along better with friends and other people" indicate a potential area for enhancing social skills and interactions.
3. **Support in Crisis Situations:** A score of 4.125 for "In a crisis, I would have the support I need from family or friends" suggests a need for more support in crisis situations.

Ideas for Improvement

1. **Enhanced Coping Strategies:** Develop programs or workshops focusing on teaching coping strategies and resilience to help children handle daily life challenges more effectively.
2. **Social Skills Development:** Introduce or enhance social skills training for children to improve their interactions with peers and family members.

3. **Crisis Management Support**: Offer more robust support in crisis situations, including immediate counseling, crisis intervention teams, and resources for parents.
4. **Parental Involvement and Education**: Increase parental involvement in treatment and provide education on how to support their child's mental health and social development.
5. **Community Engagement**: Create opportunities for children and families to engage with the community, fostering a sense of belonging and support.
6. **Feedback and Continuous Improvement**: Regularly collect feedback from families to understand their needs better and continuously improve the services offered.