



# 2021 Organizational Assessment – Cultural Competency Consumer Survey Results

This survey was offered to consumers who received services at Butte County Behavioral Health and contracted providers in the fall of 2021. There were **196 surveys** taken.

## Analysis

SURVEY ENTRIES BY PROGRAM SUBMITTED*	PERCENTAGE OF TOTAL	# OF ENTRIES
African American Family Cultural Center (AAFCC)	1.2%	3
Butte County Behavioral Health Mental Health	14.0%	36
Butte County Behavioral Health Prevention (Live Spot, Strengthening Families, etc.)	0.8%	2
Butte County Behavioral Health Substance Use Services	1.2%	3
Caminar	4.7%	12
Department of Rehabilitation	0.4%	1
Dreamcatchers	1.6%	4
Northern Valley Catholic Social Services - Iversen	5.8%	15
Northern Valley Catholic Social Services - Promotores	24.9%	64
Northern Valley Catholic Social Services - Talk Line	2.7%	7
Nysa Therapy	0.4%	1
Passages	1.2%	3
Stonewall Alliance	4.7%	12
Torres Shelter	0.4%	1
Valley Oak Children's Services	1.2%	3
Work Training Center	0.4%	1
Youth for Change	0.8%	2
Zoosiab (Hmong Cultural Center)	29.6%	76
None of the above	4.3%	11

*\*Survey respondents could select more than one option.*

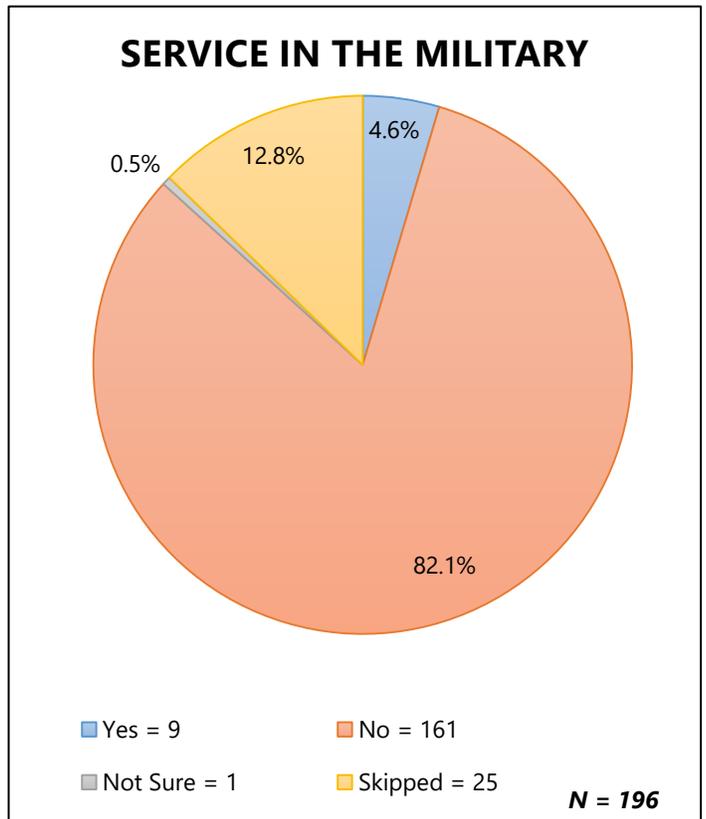
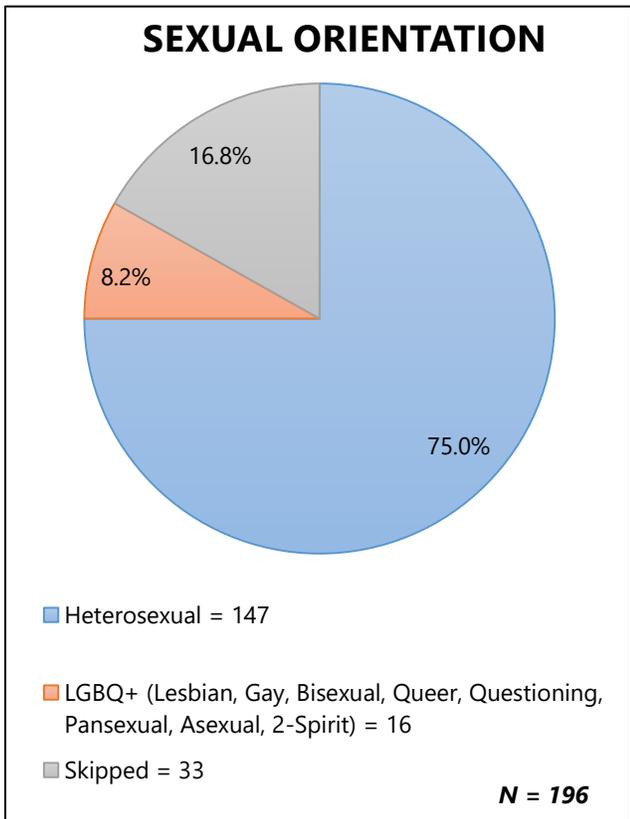
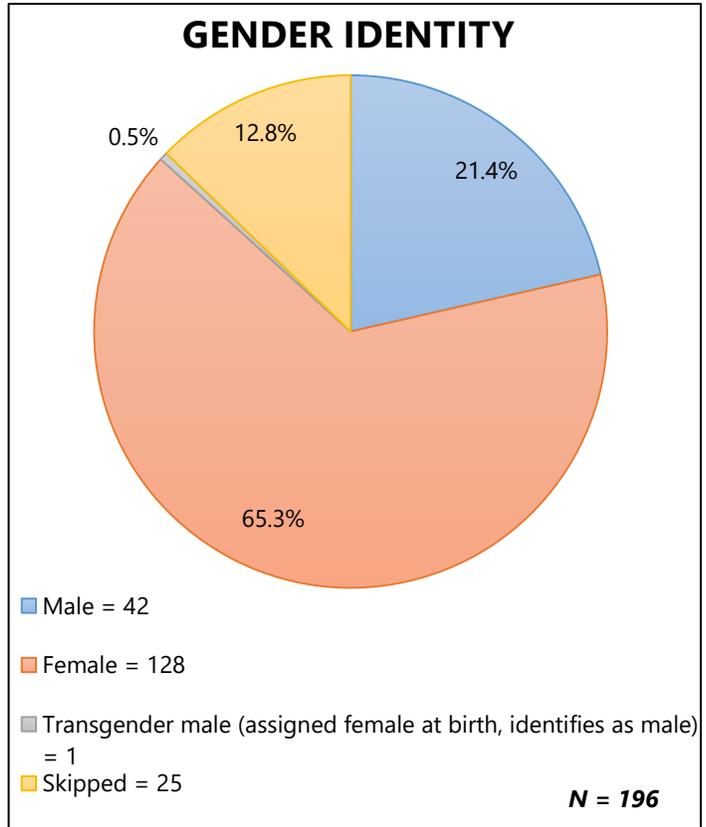
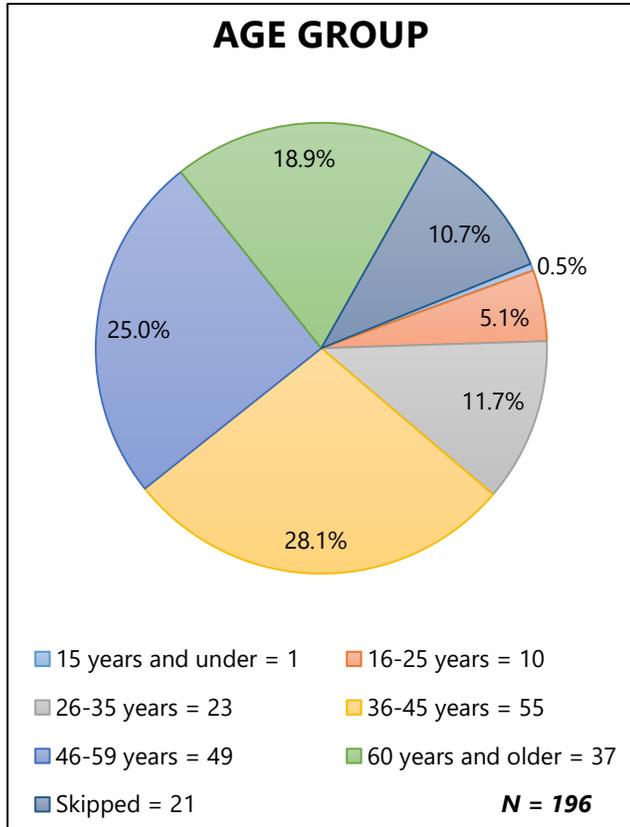
## STRENGTHS

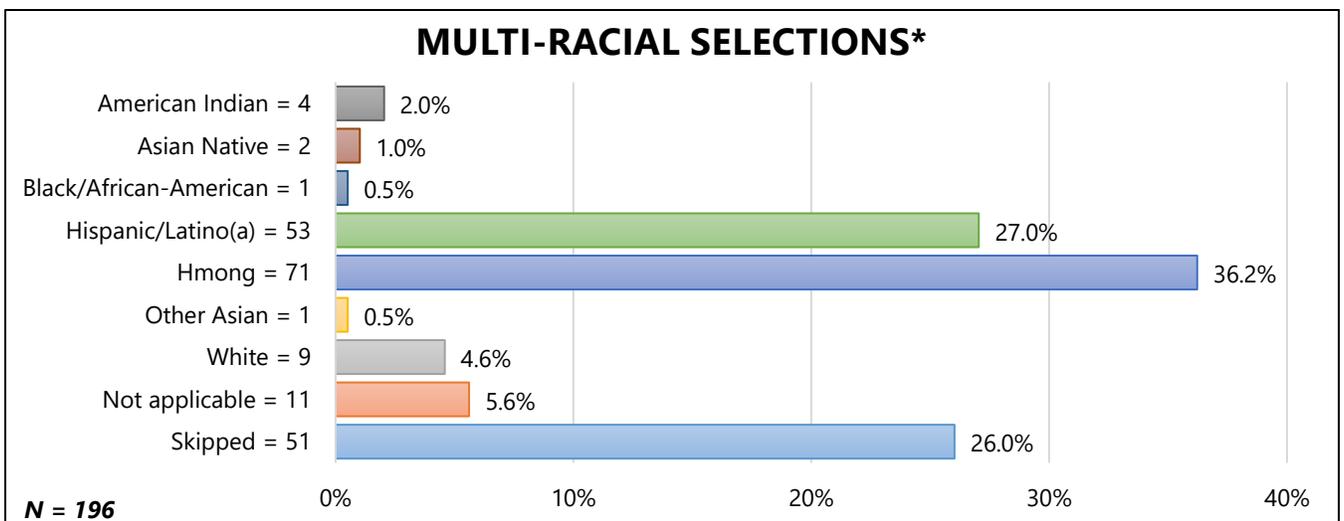
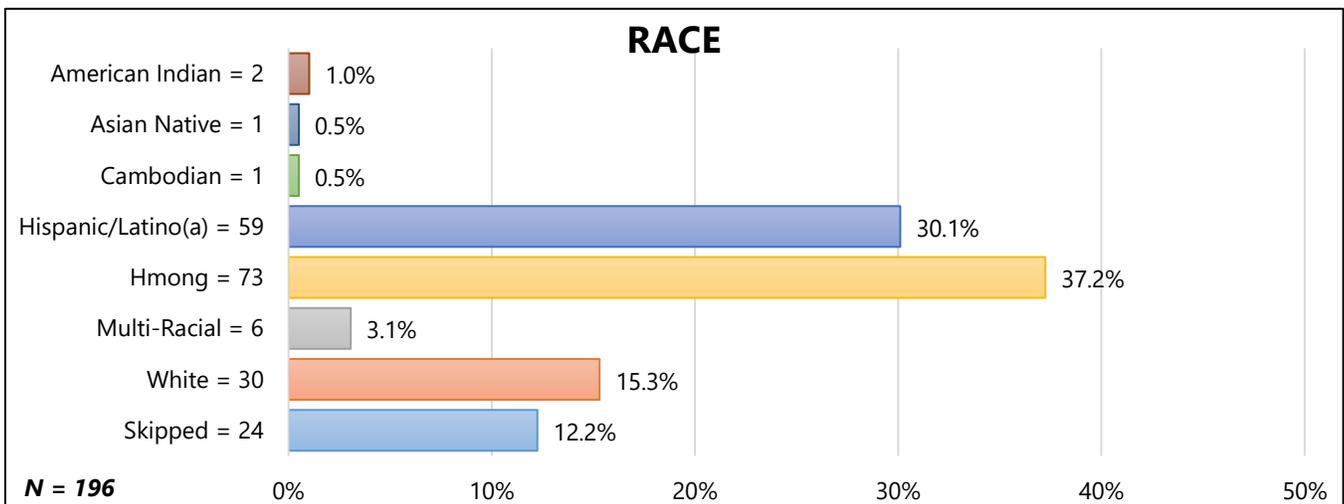
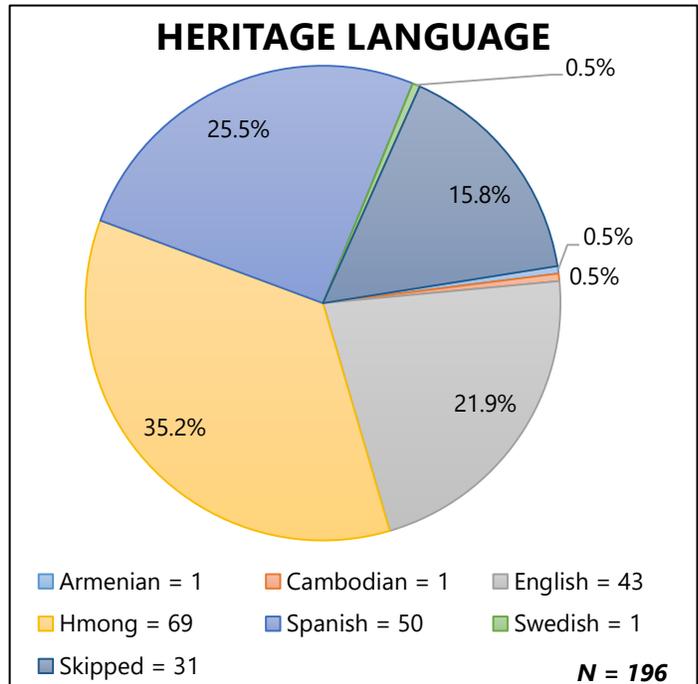
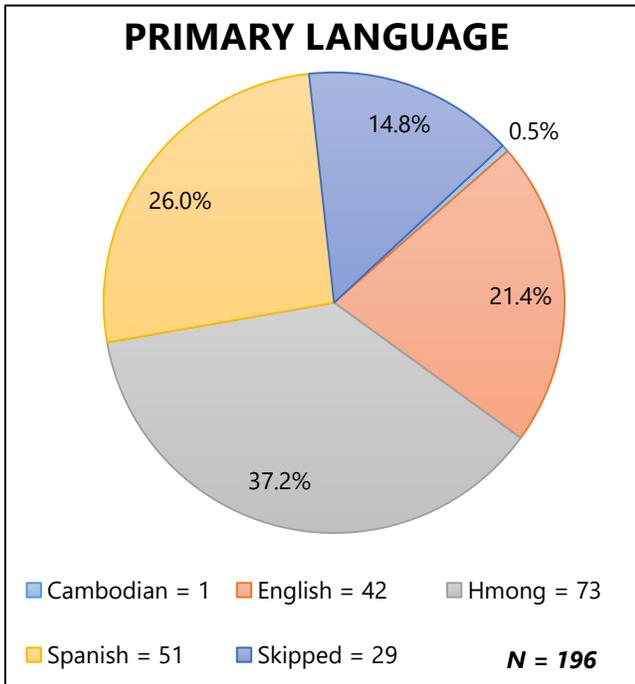
- An average of 86.0% of consumers *strongly agree* or *agree* that that they are treated with respect and feel supported and understood by the agency.
- 85.2% of consumers *strongly agree* or *agree* that "I would recommend this agency to other people I know as a place where people are treated well and provided appropriate services and referrals."
- 84.2% of consumers *strongly agree* or *agree* that "This agency has provided me with information and resources to help me access other services I need."
- 83.2% of consumers *strongly agree* or *agree* that the agency has served them in a culturally sensitive manner and that the agency providers are genuinely interested in them, their family and their needs.
- 81.1% of consumers have not experienced any unfair or biased treatment because of personal characteristics.

## CHALLENGES/OPPORTUNITIES

- 26.5% *strongly disagreed, disagreed, doesn't know* or finds it *not applicable* that "I know how to reach my provider's supervisor or the Patient Rights Office if I have a concern about my treatment."
- 12.2% *strongly disagreed, disagreed, doesn't know* or finds it *not applicable* that "I was asked about my cultural needs and preferences in a way that was comfortable for me."
- 11.2% *strongly disagreed, disagreed, doesn't know* or finds it *not applicable* that "Because of the services that I have received, I am bothered less by my symptoms."

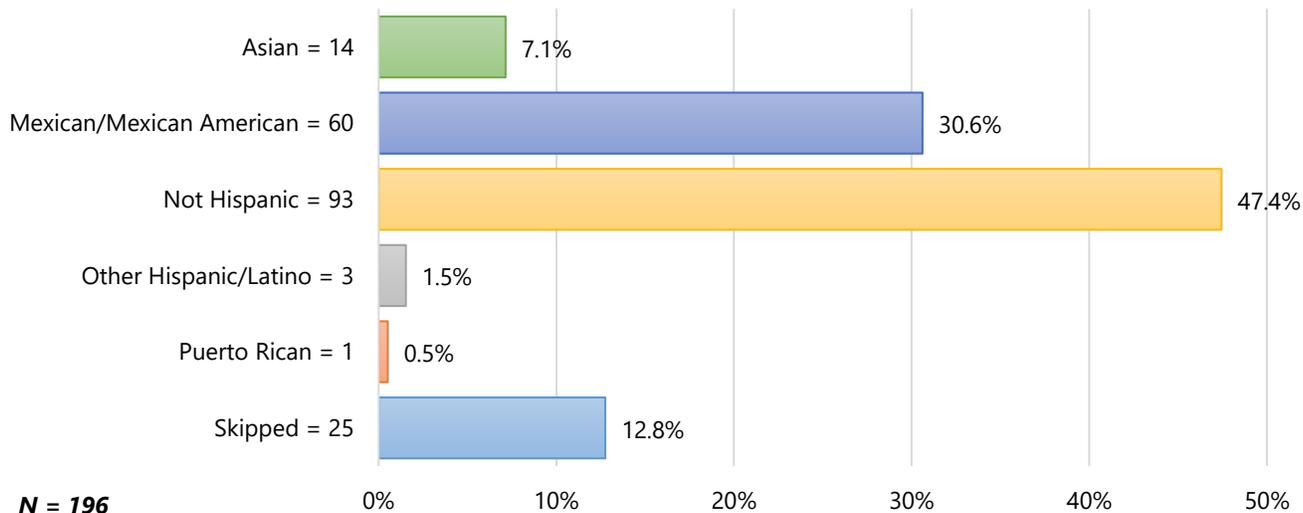
# Demographics



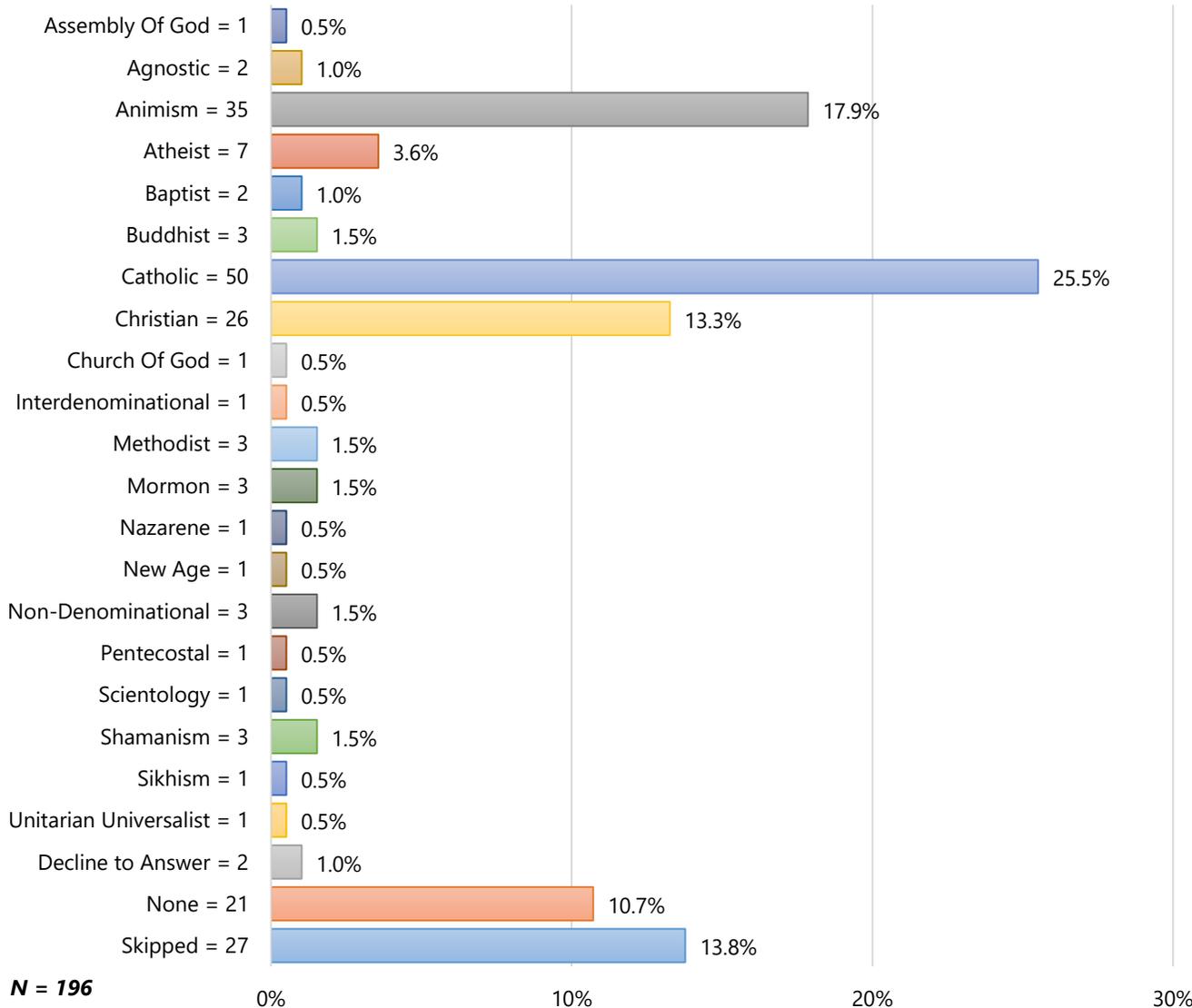


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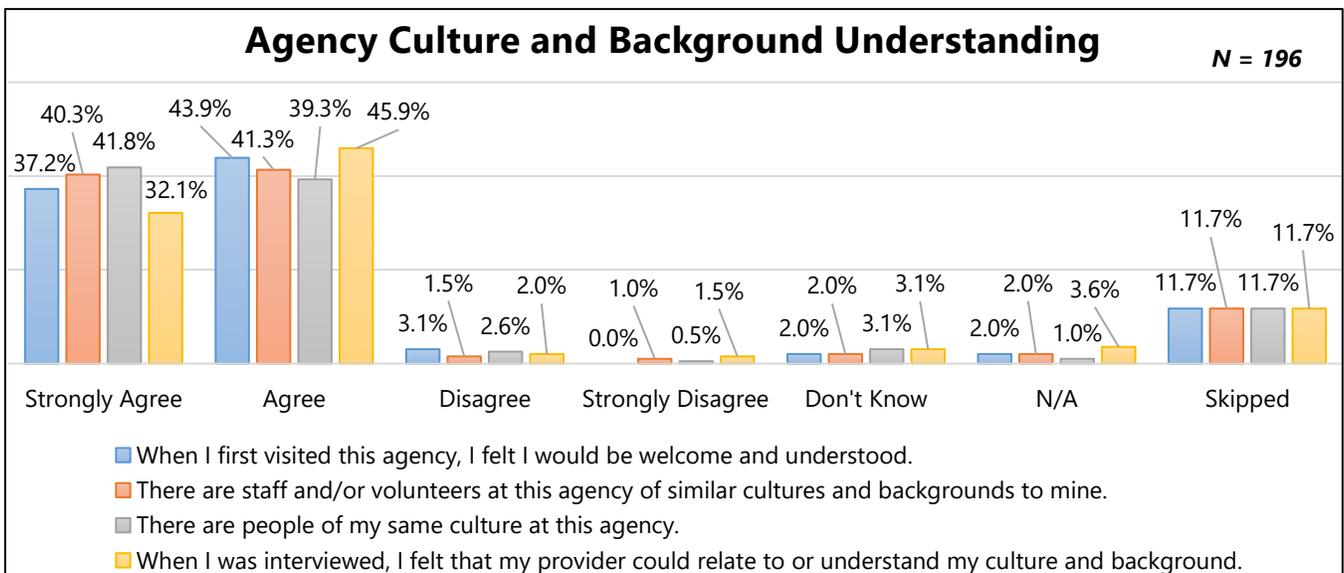
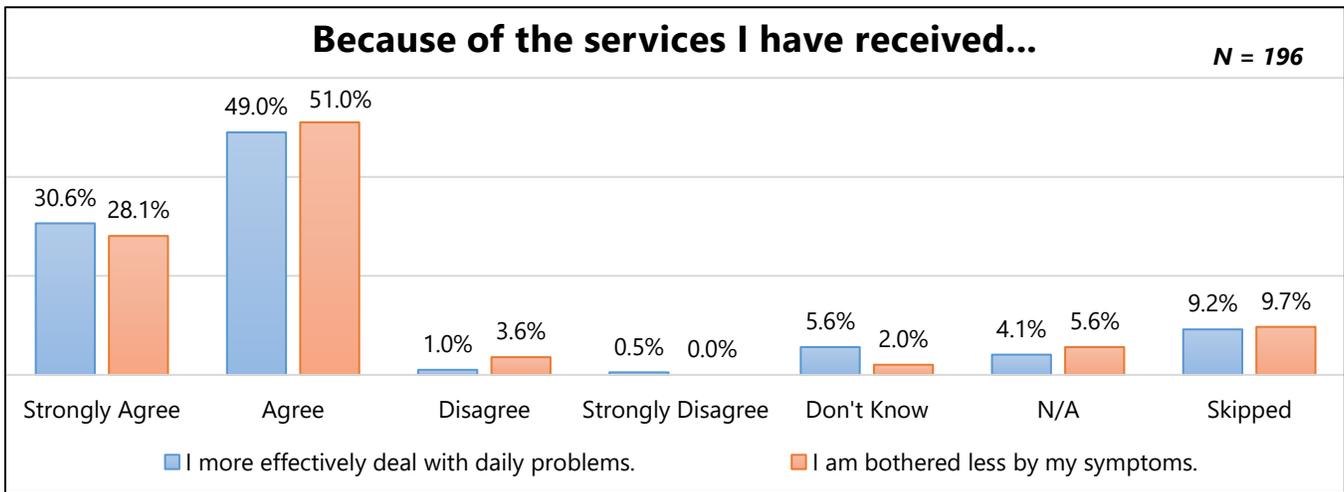
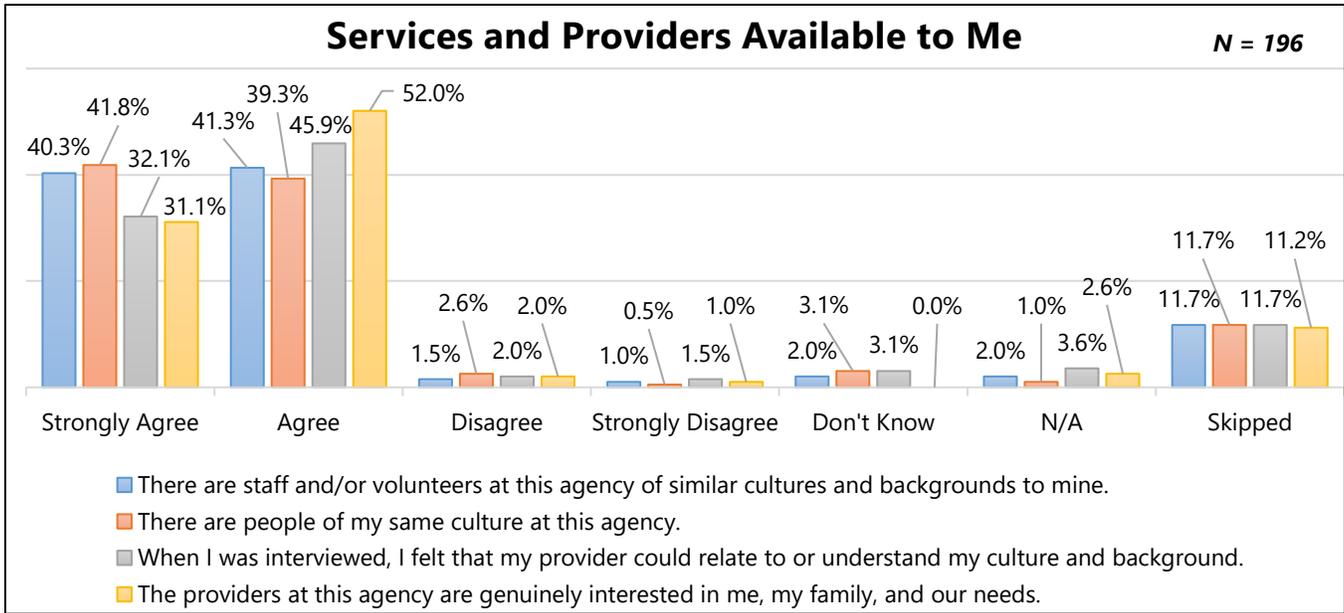
## ETHNIC ORIGIN

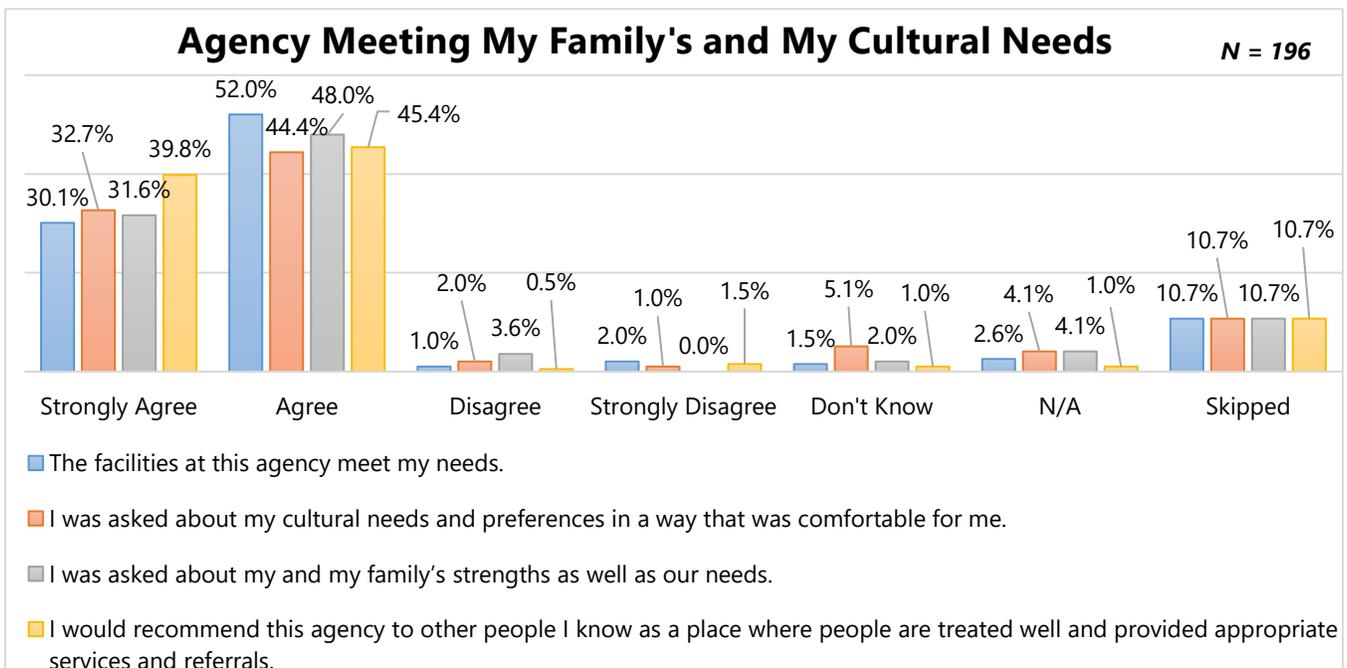
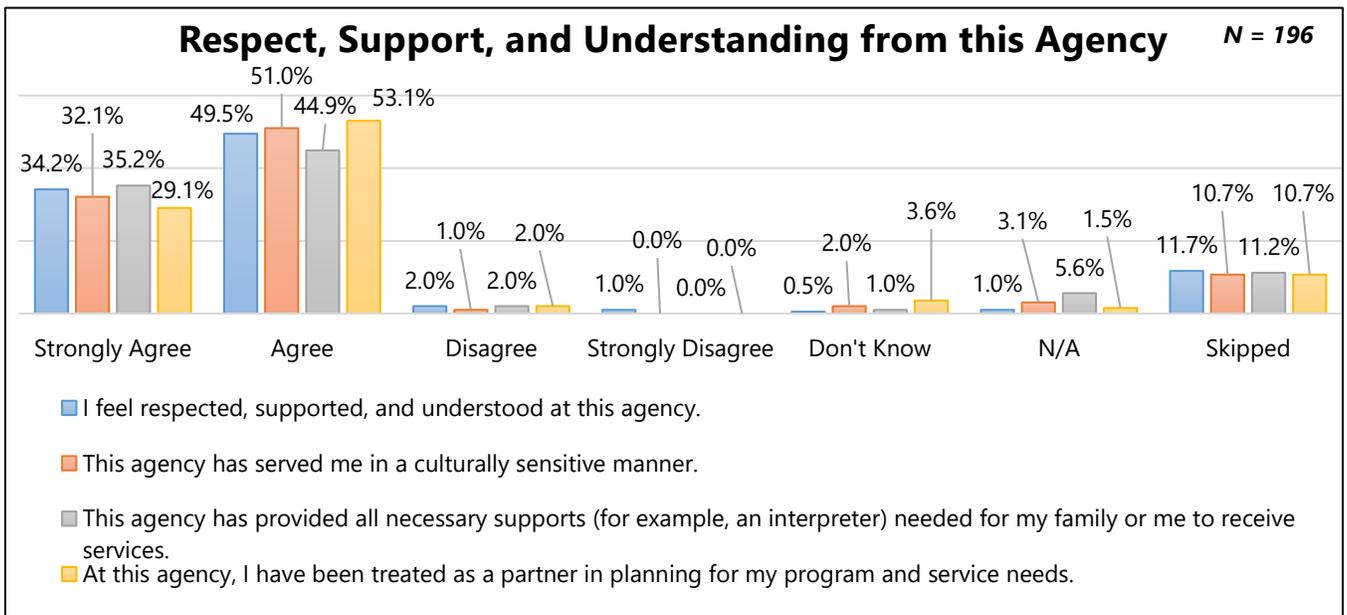
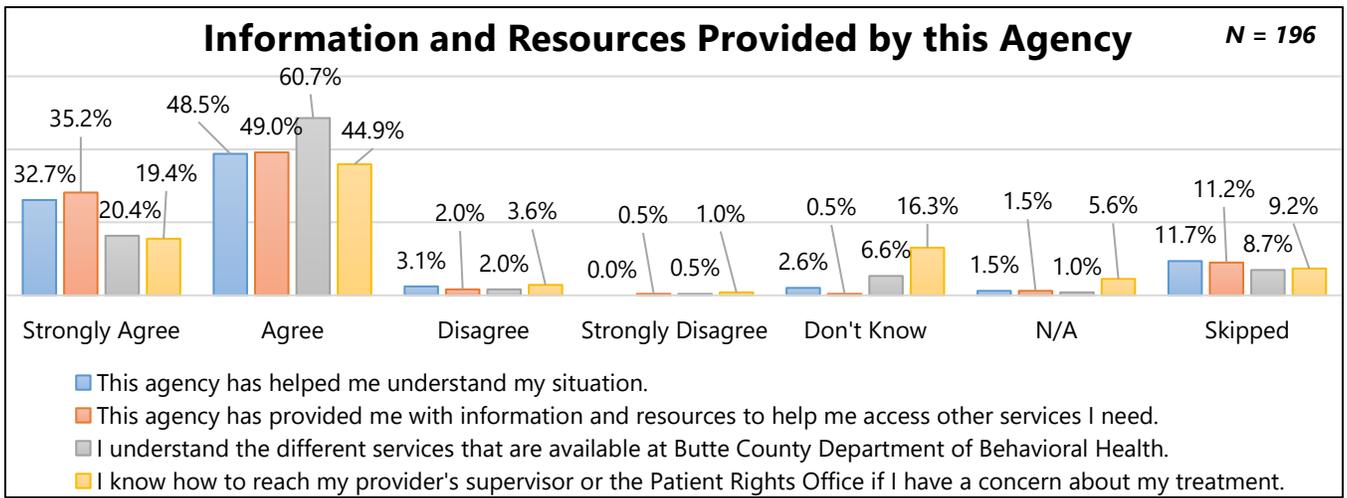


## SPIRITUAL VALUES



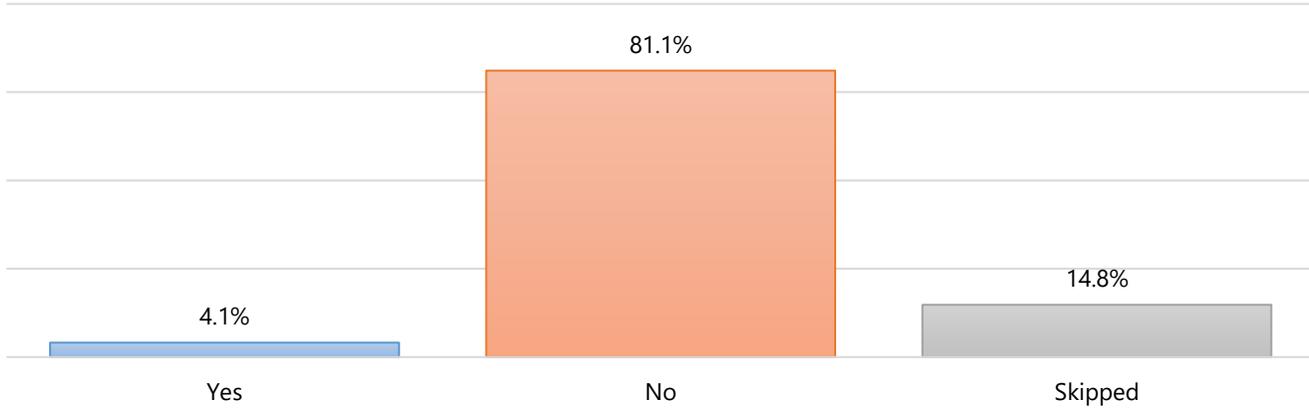
# Outcomes



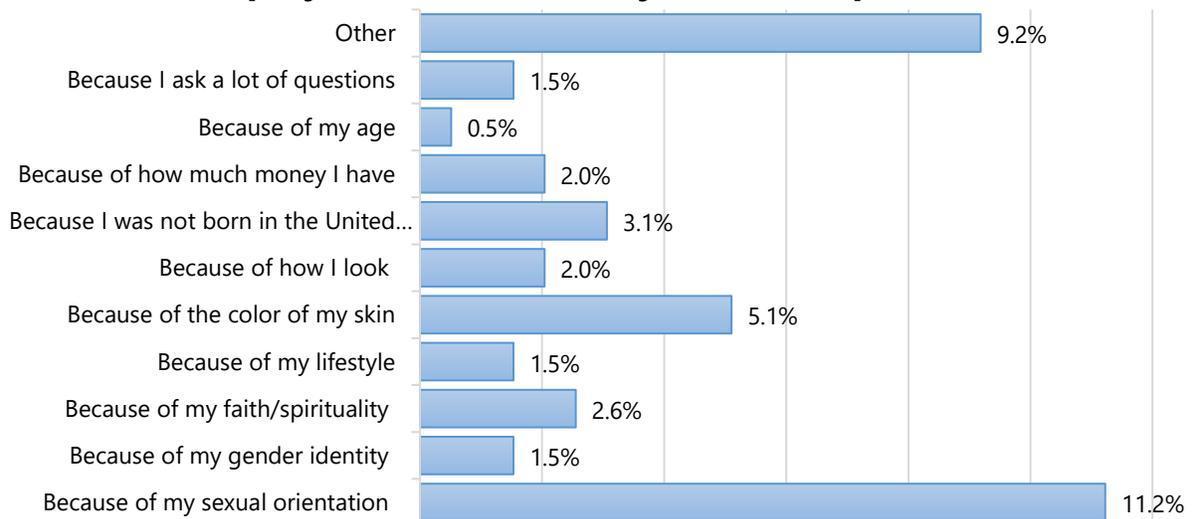


**Have you experienced any unfair or biased treatment because of personal characteristics (race, age, gender identity, sexual orientation, religion, financial status)?**

N = 196



**Please check one or more boxes that describes the kind of prejudice or bias that you have experienced.**



N = 196 Skipped - 151

**“My experience: Andrew Caldwell is the BEST therapist/counselor at Behavioral Health. We all need his kindness, goodness and compassion to heal.”**

\*Quote from the 2021 Consumer Cultural Competency Survey

## All COMMENTS

### “PLEASE DESCRIBE YOUR EXPERIENCE OF UNFAIR OR BIASED TREATMENT.”

I think people might look down at me
People look at me funny
Unwilling to up hold appointments for treatment. Provider regularly cancels and does not offer "make up" days as a result. Provider constantly is unwilling to refill prescriptions on time causing withdrawals and mental stability problems.
Rarely is anyone who is not of a specific culture actually "culturally competent." To believe that you are or can be competent in cultures other than your own is prideful and ignorant. You can, however, be culturally sensitive, which I believe you try to be.
They forget that we are human and want us to understand their ways of doing things and we are not all made that way.
I was denied service because my mental illness wasn't as severe
As a woman accessing healthcare for a rare disorder, I have been told that it's all in my head so many times that it's sickening. I was even told this for costochondritis, which is the most common benign chest pain that women experience. I have also been shamed and told that I need to keep my emotions under control because I checked the box for experiencing sexual assault (Thanks Ampla; I thought that box was for making sure I didn't get re-traumatized, not for warning me to behave well or else...)
I've been unheard and challenged for my choice continuously. My pronouns, gender identity, look and views are challenged rather than supported
For not being a legal citizen or not having Medi-Cal
With another doctor they didn't want to help me, I could tell that it was because they did not speak Spanish well, Promotores helped me to find a different doctor

Not at this agency but in other clinics and agencies
There are times that others make fun of me. They look at me as if I were a religious fanatic. They have limited my religious expression during Christmas. They prohibit Christmas music and decorations that are related to Jesus but it's okay for them to have Santa Claus represented. I consider that discrimination.
Racism

### “WHAT COULD THIS AGENCY DO TO SERVE INDIVIDUALS OF DIFFERENT CULTURES MORE EFFECTIVELY?”

Recognize that being Alaskan by birth is a cultural difference.
Hire more diversity
Reinstate transportation for elderly and disabled people for Drs. appointment or groceries, or other shopping needs, clothing etc.
Doing a good job
Hire someone from all backgrounds or races maybe.
Understand the difference between being "culturally competent" and being "culturally sensitive." Strive for sensitivity.
invite culturally unique people and encourage different cultures to participate in center
Stay open and open more Iversen Centers all over the country.
Slow down and recognize that their egos are getting in the way.
Have staff who reflects such diversity.
I've always felt accepted and supported by their staff as an elderly bisexual disabled woman with low income.

Put away CBT and the recovery models long enough to listen to what clients need and want.
If they had more money they could have more programs to help people in the lgbtq community. Some of us can't go to other providers because we are treated badly.
More outreach. More Peer Support.
Stream line services so it is not so confusing for staff and community members seeking MH services.
People that can speak other languages
Everything is very good
More staff who can provide the same types of services
More staff
Have staff available who speak Spanish
Keep doing what they're doing. All of the staff is sincere and they honestly want to help others as if they were their own family members.
More staff
Culturally Competent
provide more services towards other race or more opportunities
services for other race
continue serving services community needs
doing a great job
Teach about Hmong
Meeting, sharing, understanding
Need more help
More people

**“DO YOU HAVE ANY OTHER COMMENTS RELATING TO YOUR EXPERIENCES AT THIS AGENCY?”**

It's been just what I've needed
Too many workers quit
My experience: Andrew Caldwell is the BEST therapist/counselor at Behavioral Health. We all need his kindness, goodness and compassion to heal.
Its been perfect so far
They seem kind, helpful, and very friendly.

I feel like a "fast food customer". Get in; get out, next customer please. Not many people at BCMH are willing or able to assist me with my difficulties and/or try to pass me off so that I'm "no longer their problem".
I love Iverson Center and I recommend it to everyone I meet.
You have learned a lot.
the staff is excellent; well~read + provides cutting edge discussions that are solution based + goal oriented
Its very frustrating to talk to others in the community and hear that they are being treated unfairly.
Just be nice if they served a wider spectrum
It's important for people who have never struggled to make ends meet to learn more about poverty.
The Passages Connections Program has been a real lifeline when otherwise I couldn't access counseling services. The Passages MSSP program has helped me with needs that fell through the cracks, like glasses and items related to disability, along with helpful case management.
My comments are directed at BBH. Stonewall Alliance is great! One of the few helpful resources in town
They've quite literally saved my life
If you put the work in they can help you change your life!
Everything is good
Everything is very good
Everything is good
They are good people
They have helped me a lot
I am very grateful
They help the community a lot
They help me quite a bit whenever I need it
I really like them
I like their groups
They have helped me a lot
I am very appreciative of Joseline because she helped us a lot and she knows about other

resources we can access such as Public Charge being asylum victims
I honestly feel blessed to see that there are agencies such as this one. The Missionary Sisters are a very valuable support. They have a great deal of knowledge and compassion. Ana, Norma, and the rest of the staff form a team that inspire us to keep on fighting. They motivate us and we know we can count on them. Their availability is something that I have never experiences before. I am very grateful.
So far everything is good
Culturally appropriate
Organization/agency should stay
best place to get any info
Hmong class - language
None - If center can be closer to their home.
Want to keep this organization forward
Organization/agency is growing
I can help
Good and honest
No youth work