

# 2018 Organizational Cultural Competency Assessment Results - Consumers

This survey was offered to consumers who received services at Butte County Behavioral Health and contracted providers in the fall of 2018. There were **322 surveys** taken.

## Analysis

SURVEY ENTRIES BY PROGRAM SUBMITTED	PERCENTAGE OF TOTAL	# OF ENTRIES
6TH STREET CENTER	0.3%	1
ADULT OUTPATIENT SERVICES	26.7%	86
AFRICAN AMERICAN CULTURAL CENTER	0.3%	1
BUTTE YOUTH NOW	9.0%	29
CAMINAR	0.0%	0
COUNSELING SOLUTIONS	2.2%	7
DREAMCATCHERS	0.0%	0
FOSTER CARE SERVICES	0.0%	0
IRIS HOUSE	0.3%	1
IVERSEN CENTER	2.2%	7
JESUS CENTER	0.3%	1
LIVE SPOT	6.2%	20
OROVILLE WELLNESS CENTER	1.2%	4
OTHER	7.1%	23
PASSAGES	0.0%	0
PROMOTORES	0.3%	1
SEARCH	3.7%	12
STEPPING STONES	0.9%	3
STONEWALL	0.0%	0
SUBSTANCE USE DISORDER SERVICES	26.7%	86
THE HUB	0.0%	0
TORRES SHELTER	0.3%	1
VALLEY OAK	0.0%	0
YIP - YOUTH INTERVENTION PROGRAM	0.0%	0
YOUTH OUTPATIENT SERVICES	5.9%	19
ZOOSIAB	6.2%	20

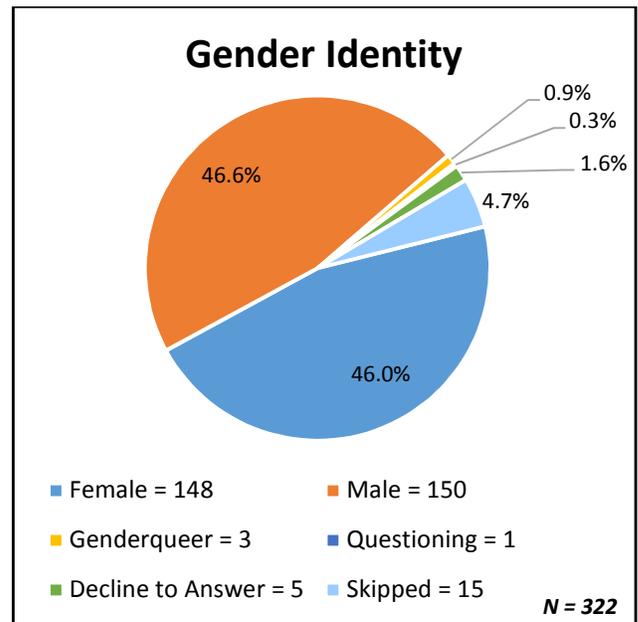
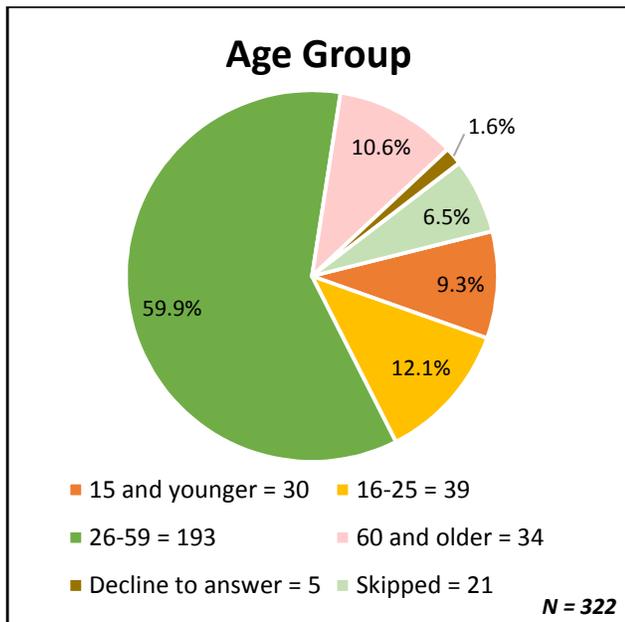
## STRENGTHS

- 91% *strongly agree* or *agree* that “I feel respected, supported, and understood at this agency.”
- 88% of consumers have not experienced any unfair or biased treatment because of personal characteristics.
- 79% *strongly agree* or *agree* that adequate “Information and Resources [are] Provided by this Agency.”
- 76% *strongly agree* or *agree* that “This agency has served me in a culturally sensitive manner.”
- 67% *strongly agree* that “When I come into the office for services, I am greeted with respect.”

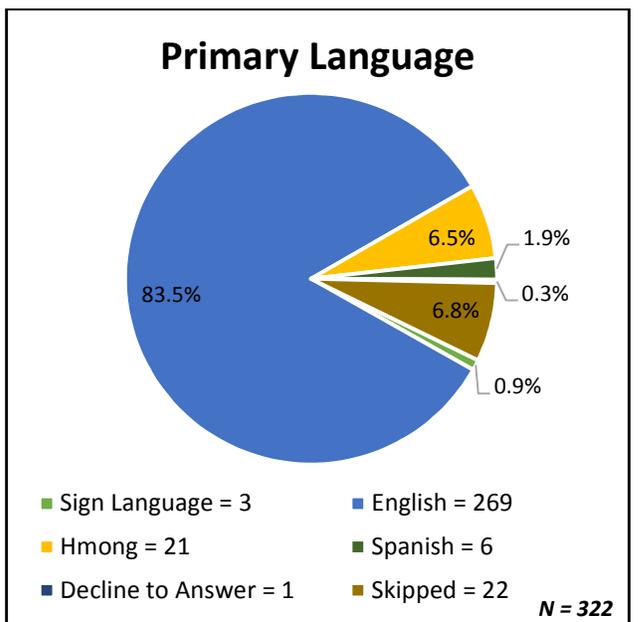
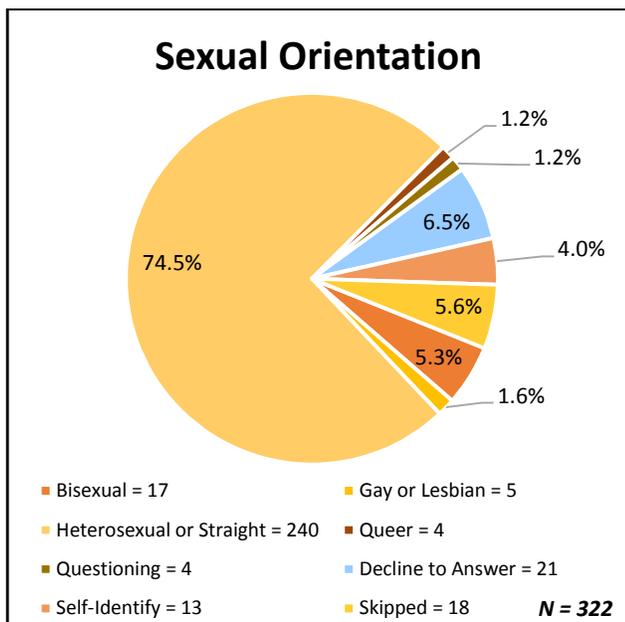
## CHALLENGES/OPPORTUNITIES

- 28% *strongly disagreed, disagreed, doesn't know* or finds it *not applicable* that “I am bothered less by my symptoms.”
- 24% *don't know* if or found it *not applicable* that “I was asked about my cultural needs and preferences in a way that was comfortable for me.”; while those who identified as Genderqueer agreed the least with it.
- 16% *disagreed* that or *don't know* if “I was asked about my and my family's strengths as well as our needs.”

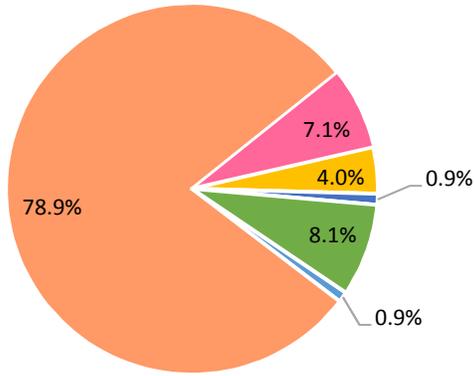
## Demographics



Note: Transgender option received 0



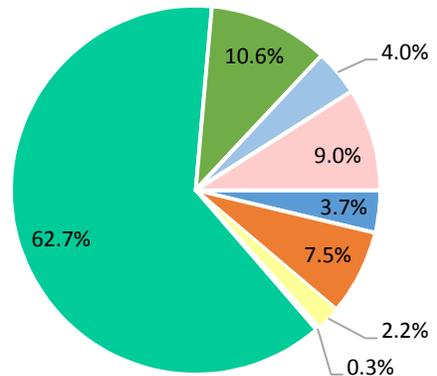
### Heritage Language



- Sign Language = 3
- English = 254
- Hmong = 23
- Spanish = 13
- Decline to Answer = 3
- Skipped = 26

N = 322

### Race

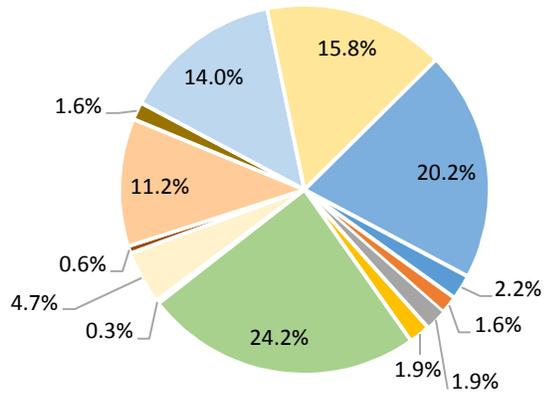


- Native American = 12
- Asian = 24
- Black/ African-American = 7
- Pacific Islander = 1
- White = 202
- More than one race = 34
- Decline to answer = 13
- Skipped = 29

N = 322

### Ethnic Origin

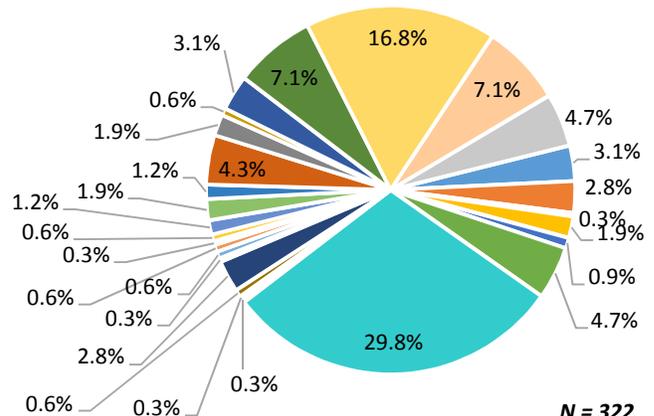
- African = 7
- Asian Indian/ South Asian = 5
- Central American = 6
- Eastern European = 6
- European = 78
- Filipino = 1
- Mexican/ Mexican-American/ Chicano = 15
- Puerto Rican = 2
- Other Non-Hispanic/ Latino = 36
- Other Hispanic/ Latino = 5
- More than one ethnicity = 45
- Decline to Answer = 51
- Skipped = 65



N = 322

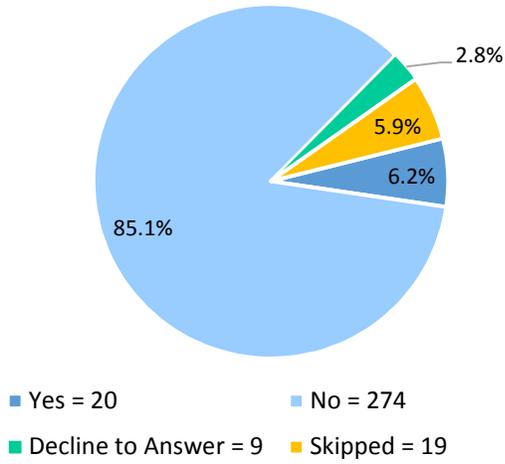
### Spiritual Values

- Assembly of God = 10
- Atheist = 9
- Baha'I = 1
- Baptist = 6
- Buddhist = 3
- Catholic = 15
- Christian = 96
- Church of Christ = 1
- Episcopal = 1
- Hindu = 2
- Interdenominational = 9
- Islam = 1
- Jehovah's Witness = 2
- Jewish = 2
- Lutheran = 1
- Methodist = 2
- Mormon = 4
- Native American = 6
- Nazarene = 4
- Non-Denominational = 14
- Pentecostal = 6
- Seventh-Day Adventist = 2
- Shamanism = 10
- Skipped = 23
- None = 54
- Other = 15

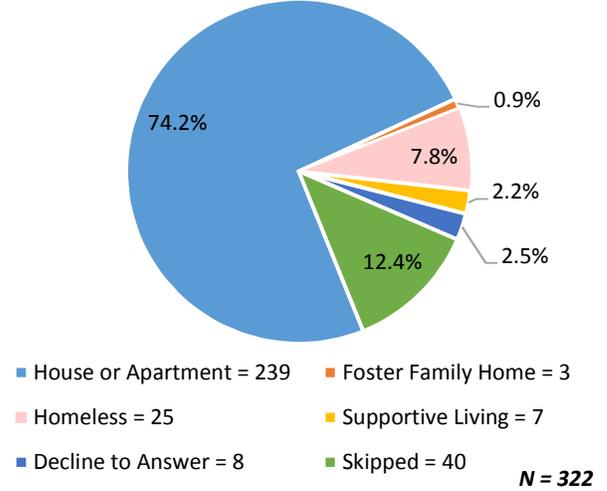


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## Service in the Military

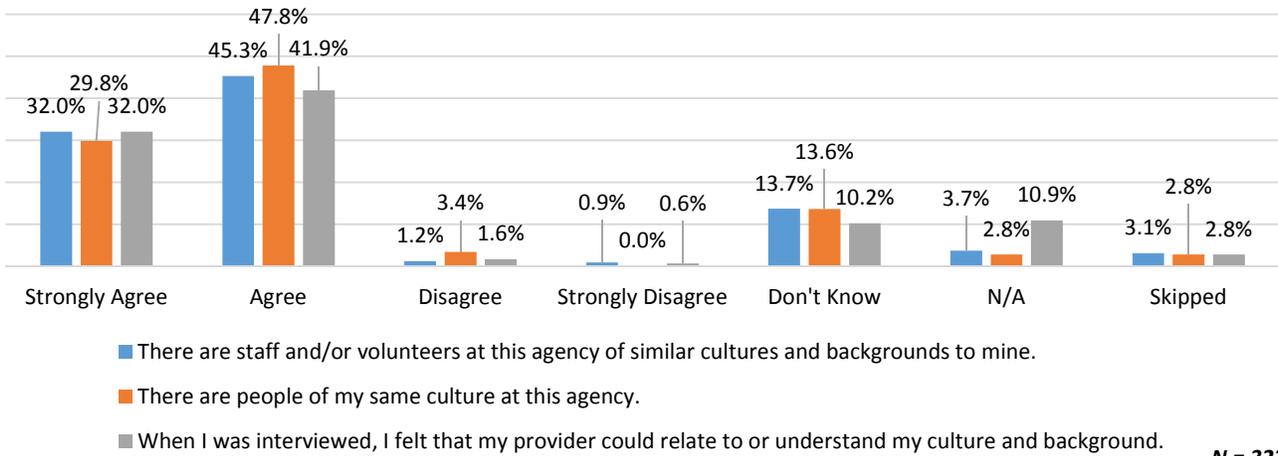


## Living Arrangement

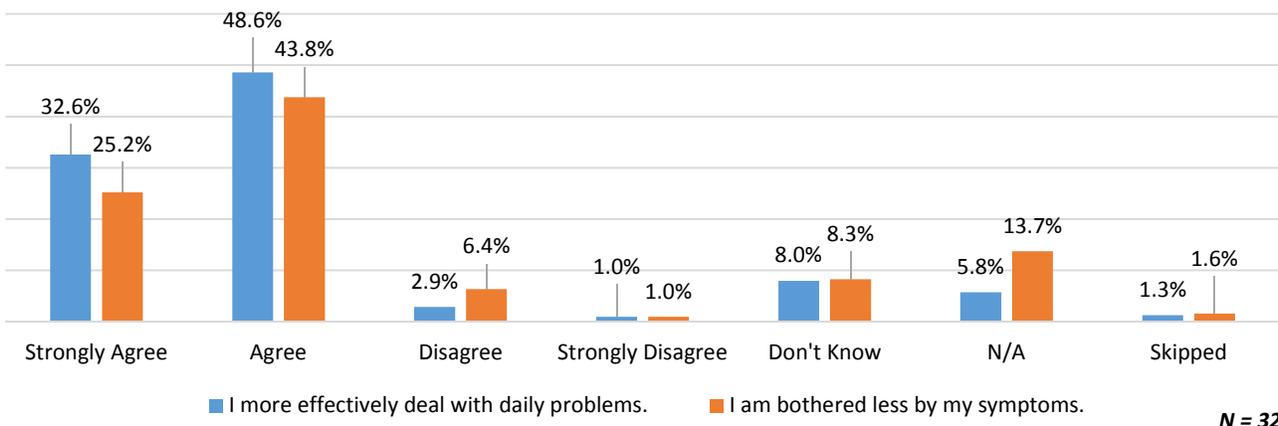


## Outcomes

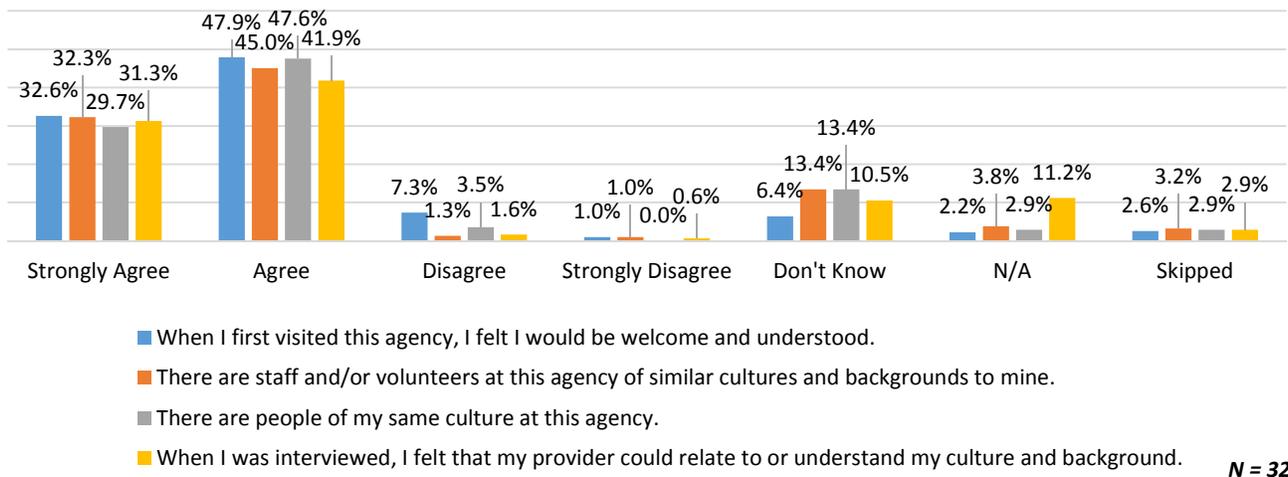
### Services and Providers Available to Me



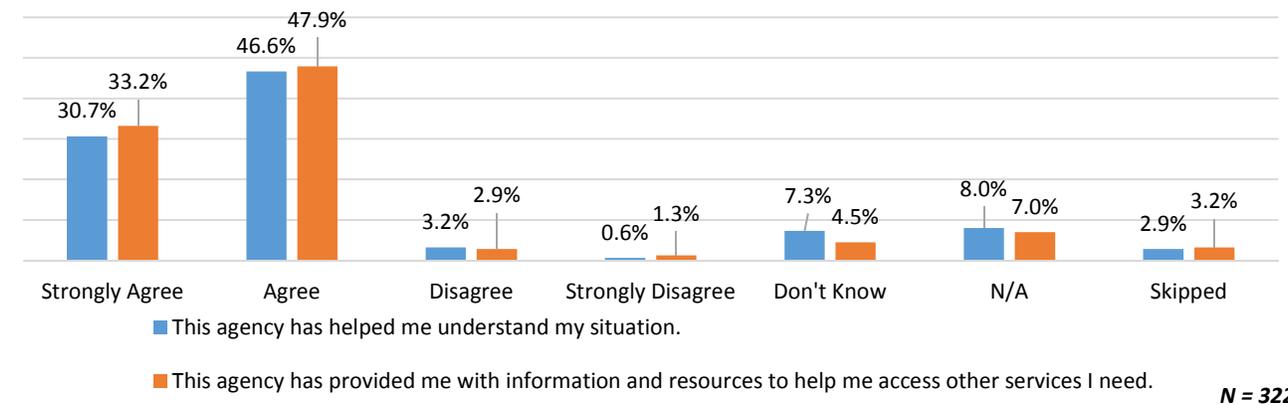
### Because of the Services I Have Received



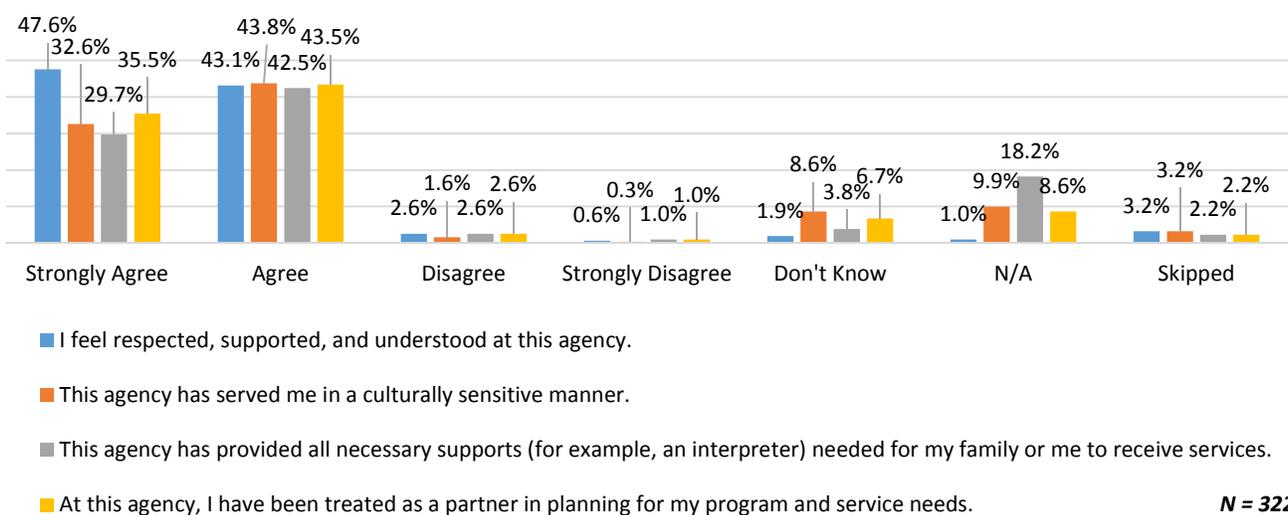
## The Agency Culture and Background Understanding



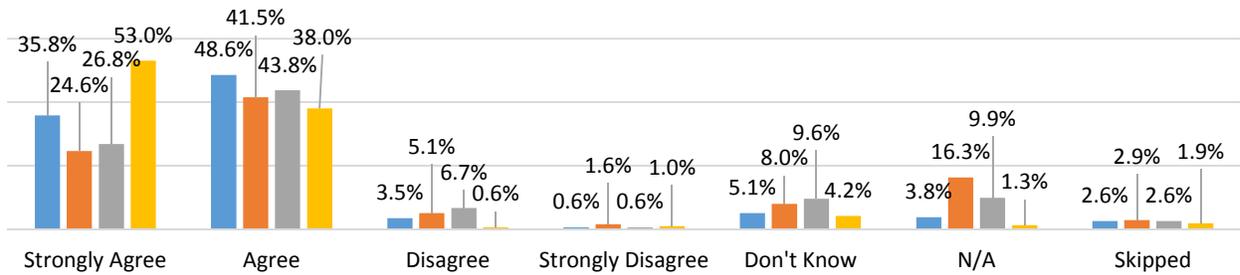
## Information and Resources Provided by this Agency



## Respect, Support, and Understanding from this Agency



## Agency Meeting My Family's and My Cultural Needs



■ The facilities at this agency meet my needs.

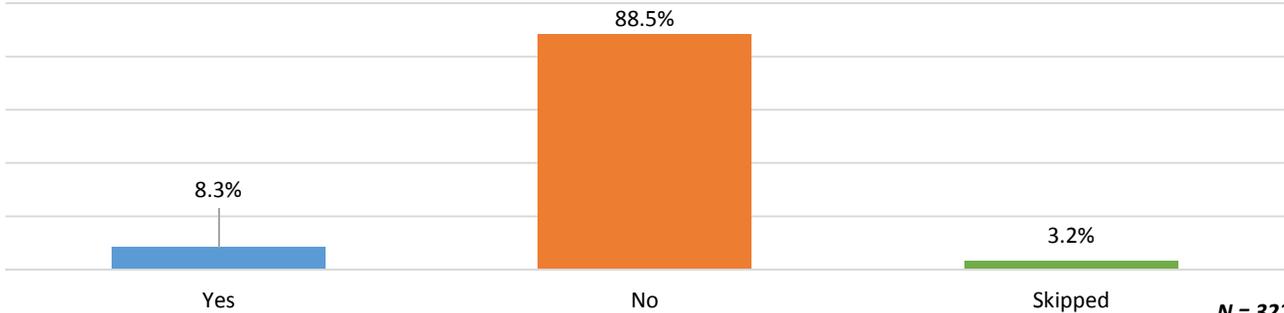
■ I was asked about my cultural needs and preferences in a way that was comfortable for me.

■ I was asked about my and my family's strengths as well as our needs.

■ I would recommend this agency to other people I know as a place where people are treated well and provided appropriate services and referrals.

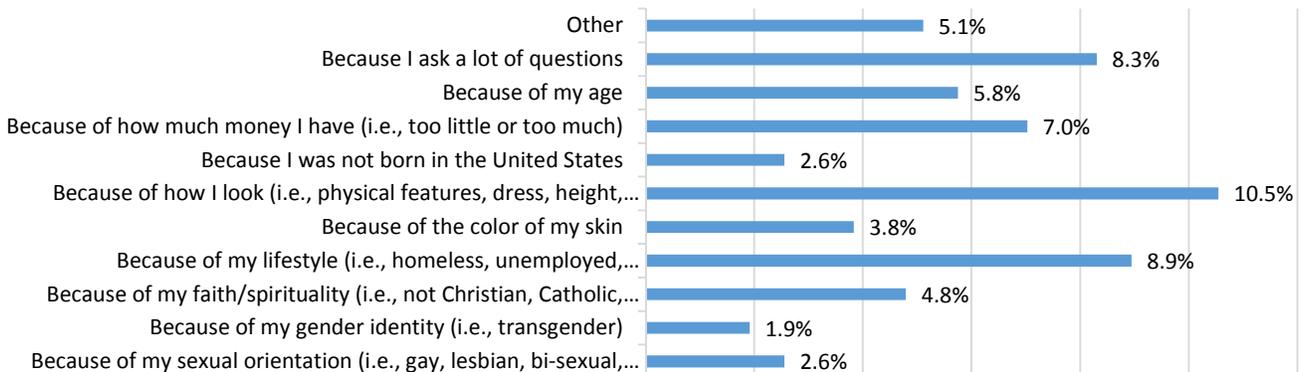
N = 322

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



N = 322

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



N = 322 Skipped = 250

## All COMMENTS

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

Discrimination
People call me ugly because I had a [INDISTINGUISHABLE TEXT]
Being homeless and looked down on.
Marital affairs
Not help
It's because i'm black
In front of group I was belittled and ridiculed by a staff member
I didn't 'agree' to treatment some things like medicine @
different
I have lived a hard life & a younger person don't relate counselors
Example in #26 - too much info. to write [in] this
Can't talk about Jesus--but usually its okay!
Silence
Ridiculed
I was homeless. Inquired about BH apt's. Was told by Nurse + Counselor I wouldn't be eligible with attitude. Turned out that I WAS eligible when I applied anyway.
One time somebody told me I was too young to be in that class or when someone assumes things.
People get annoyed with me because I ask a lot of questions
Dr. ----- laughed when I told her I hear voices.
Don't have any
They joke about me
Excellent no unfair or biased treatment of another person from my past knowing me and putting me down.
There has been none.
I was made fun of when I was younger because of my scar.
I mostly ignore what they say that is not right.
I have a great time
How I live my life.
Lots of fat jokes.
I got beat up a lot
When I went to Butte County Court
All the above

I am Mormon and have been excluded form many things; made too much money get kicked out of housing; my weight (medicine)
I've been treated unfairly because I am a middle-aged woman
Is fair
Lack of conversations.
I had \$76 and before I had over \$2000, they're taking most of my money from me.
Everyone I talked to is treated like infants. not listening
I have not be treated unfair
Not allowed into residential treatment because I'm not homeless.
Refuse treatment on mental health due to too many missed appt.
Taken to many so the Dr. wants to drop me down so I feel like if you take to many they want to drop you.

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

N/A - I am white
what happens if I refuse future questions/surveys
Be more inviting & less cold - Greet us -
Being more culturally sensitive
Maybe have more staff
That's the only way to get rid of the same speak native languages and close by
I think it's fine
Stop being races to each other
more housing options
Waiting Room is stressful
Be more professional (on their behalf)
Try to understand different race, or religion, ethnicity etc. etc.
I believe they do really good but wisdom and patience always wins
Not judge addicts, not judge the poor.
More divers?
I'm white and a child growing up in the 60's. Some get me.
be more supportive
Nothing doing a great job
Answer them, which it has.
Nothing really they treat everyone with respect
They would make everyone welcome

If they are not doing anything and looks like they are bored make them not bored and let them have fun with everyone and you.
Be nice and welcoming
Always make sure there is a translator available.
They don't judge.
Pay for housing
They are wonderful.
None that I know of.
Catholic Social Services strengthening families
They work hard to be respectful to everyone.
Nothing. Doing just fine.
Help me find myself.
They are doing fine.
Its doing a great job
Unknown...what would they say.
967 998
Treat equally
no more counseling
Oh time
Move staff
They do alright.
Keep doing what they're doing they're great
Place them together for more relatable conversation.
More statistics based on place of residence.
Keep doing what they're doing.
she doing good
Drop homelessness as an element to qualify for residential treatment.
Explain better.

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

Services are good.
I feel these surveys waste my time because they do not make a difference
Medication issues
Being a middle-aged, white male, I feel this survey is not going to be accurate. This seems geared toward the idea that 'all cultures' are welcome here and accommodate these through similar looking cultural similarities. This survey is a waste of Butte County’s time and money. A good way to fully assess the spaces provided would be to experience it yourself, as in those in

high places, and actually see it from the outside perspective. Thanks
I've been treated very fair
After almost three years here, I am starting back at square one and treated unfairly by 2 staff members repeatedly!
American citizen/ U.S./ Canada/ (U.S.) Where Mexico, CA, NV, UT
I've had great experiences here in every department have recommended it.
It started out slow but we had a really good experience
Telemed is not good, feels uncaring, cold, unprofessional. You employ a Dr.----- who is dangerously unethical, etc. She over-prescribes meds, forces patients to take meds that almost killed us/me. Yet gives RX narcotics/benzos to meth user who sells them on the street! FIRE HER
I am thankful for this resource.
I was helped out when I needed to go to court
I feel my counselor is genuinely concerned with my mental health and well being
I love it!
Dr. ----- is cool :)
Live spot is the best
They are awesome everybody here
It's fun
I would just like to add I have been treated so well here by ----- and Dr. ----- . I've never once felt like an addict here. just a person I recovery I would recommend this place to everyone needing help because of all the love and support I received from this place. I haven't even relapsed, not once! Due to really being helped. I love this place and I know that when I'm completely off of Suboxone I will be ok I truly will. Thank you
I appreciate this program because of the help I've received with dealing with substance abuse and possible relapse. This suboxone is really helping me live life to the fullest. My family friend's and everyone I'm around or interact with on a continues basis have seen a major change in me and are looking forward to seeing what I can achieve if I stay on this path.
Very helpful towards my sobriety. I am appreciative of them helping pay for my rehabilitation/SLE funding. That also helps keep me sober. I hope they can pay for me a couple more months
very down to earth people, like them all

I'm ok with my treatment.
Love women's group. Would love trauma group! ----- and ----- are huge help to my recovery.
I'm happy with the program I feel The Dr. ----- & Almost All office staff are Amazing & Very helpful
This agency has helped me a lot. Been coming for many years. I have enjoyed all my counselors I have had. I have always been treated with respect.
I have been with BH for over 7 years now on my own willingly and I have always benefitted from here and the people here. And hiring people who have a drug or alcohol background and turned there lives around and become counselors here has helped me so much! I would really like to bring back the trauma group again.
The counselor is great. The Dr. is great. The nurse is great.
Everyone here is very friendly & extremely supportive of what everyone is going through
My experiences have all been positive
They are open + listen
Amazing! Kind + supportive staff
Sometimes I don't feel understood or supported
They are super sweet!
I'm glad it's here
I think the program doesn't get the recognition it needs in order to help advertise it better to get more involved.
So far my family and I have been treated with lots of respect.
I've enjoyed each session very much.
They do a great job at helping people succeed in a new sober life.
I am happy
I enjoy coming to my groups. I feel they're helping me a lot.
Excellent Experience
It sucks.
This is a very comfortable setting with empathetic counselors.
Considerate
My experience here has been great so far. Thanks!

I appreciate the flexibility by the staff and my counselor regarding my changing schedule & how I have been accommodated for that.
Its been great
I like the people + staff they are very helpful + nice.
The people and staff and extremely kind and caring and are all about helping people to the best of their ability.
Great Employee! <3
This place is great!!! I do recommend this place to everyone!
At times treated like a child instead of an adult with addiction issues.
I need mental health and denied.
A lot od Dr. app and groups to make you push thru the suboxone. But sometimes they wont give you enough meds or drop to much.
Because of agency I learned how to cope with my mean side and get off the streets [into] my own place, joined with my family.