

**State Performance Outcomes and
County Performance Outcomes Report**

May 2017



**Los Angeles County Department of Mental Health
Office of Administrative Operations - Quality Improvement Division**

Jonathan E. Sherin, M.D., Ph.D.

Director

June 2018

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH OFFICE OF ADMINISTRATIVE OPERATIONS QUALITY IMPROVEMENT DIVISION

STATE PERFORMANCE OUTCOMES AND COUNTY PERFORMANCE OUTCOMES REPORT MAY 2017



EXECUTIVE SUMMARY

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Twice annually, the Los Angeles County Department of Mental Health (LACDMH) conducts consumer satisfaction surveys. The Mental Health Statistical Improvement Program (MHSIP) Survey is utilized and administered to consumers seen in randomly selected Outpatient Clinics. During the period of May 15 to May 19, 2017, surveys were collected from youth (ages 13-17) using the Youth Services Survey (YSS), from adults (ages 18–59) using the Adult Survey, and from older adults (ages 60 and older) using the Older Adult Survey. In addition, families of youth (ages 0-17) completed a survey for services received by their children using the Youth Services Survey for Families (YSS-F).

Out of 11574 surveys returned during the Spring 2017 survey period, 45.1% (N = 5224) were from Adults, 7.0% (N = 804) from Older Adults, 31.3% (N = 3621) from Families of Youth (YSS-F), and 16.6% (N = 1925) from Youth (YSS). Approximately 79.0% (N = 6936) of the surveys were returned in English followed by 20.6% (N = 1808) in Spanish, and 0.4% (N = 37) of the surveys were returned in additional languages such as Chinese, Russian, and Vietnamese. The findings from this survey period indicate that language capacity is a relative strength for LACDMH, as over 94% of respondents reported having written materials available to them in their preferred language and over 97% reported receiving their services in their preferred language.

Among YSS-F and YSS, the highest mean score was for Perception of Quality and Appropriateness at 4.6 and 4.4, respectively (on a Likert scale of 1 to 5 with 5 representing the highest score). Among Adult and Older Adult surveys, the highest mean score was for General Satisfaction with 4.5 and 4.6 respectively (on a Likert scale of 1 to 5 with 5 representing the highest score).

The Substance Abuse and Mental Health Services Administration's (SAMHSA) recommended positive scoring of subscales is calculated as the percent respondents scoring 3.5 or above (Agree or Strongly Agree) on a 5 point Likert scale. The May 2017 MHSIP Survey results show that among the YSS-F and the Adult surveys, the County average was higher than the State and the US average (FY 2016) on all the seven subscales with the exception of Perception of Functioning which was slightly lower for the Adult Survey on both the State and US Average.

Trending data from the previous three survey periods (May 2016 to May 2017) for Families of Youth (YSS-F) shows a 0.4% increase in satisfaction with "Location of services was convenient," a 0.5% increase in satisfaction with "Staff were sensitive to cultural/ethnic background," and 0.3% increase in satisfaction with "Doing better in school and/or work." For YSS, a 3.5% increase in satisfaction with "Location of services was convenient," a 4.0% increase in satisfaction with "Services were available at times that were convenient," and a 4.5% increase in satisfaction with "Staff were sensitive to cultural/ethnic background." And for Adult survey, a 0.7% increase in satisfaction with "Doing better in school and/or work." Furthermore, Families of Youth (YSS-F) receiving services reported a 2.8% increase in satisfaction with "My child/I gets along better with family members." Additionally, YSS-F shows a 0.7% increase in satisfaction with "In a crisis, I would have the support I need from family or friends" and a 1.1% increase in satisfaction for YSS.

TABLE OF CONTENTS

PART 1: ANNUAL STATE PERFORMANCE OUTCOMES, SUMMARY REPORT FOR THE SURVEY PERIOD OF MAY 15, 2017 – MAY 19, 2017 – STATE PERFORMANCE OUTCOMES

Background.....	1
Description of the State Performance Outcome Instruments	1
Methodology	2
Electronic Availability of Data	2
Maps Showing Number of Surveys Returned by Provider Location for all Four Survey Types 3-6	
Surveys Returned	7
Surveys Completed.....	9
Surveys Completed by Language and Ethnicity	11
Summary	13
Overall Satisfaction and Perception of Care Subscale Domains	18
Summary of Subscale Differences on the Four Surveys Between Service Areas.....	25
MHSIP Subscale Comparison Between May 2016, November 2016, and May 2017 Survey	26
Medication and Side Effects – YSS-F and YSS.....	28
Summary	32

PART II: COUNTY PERFORMANCE OUTCOMES

Background.....	33
Data Analysis for County Performance Outcome Measures.....	35

TABLES AND FIGURES

PART I

Tables

Table 1.01A: Surveys Returned and Completed	7
Table 1.01B: Response Rate	9
Table 1.02: YSS-F - Surveys Completed by Service Area and Race/Ethnicity	14
Table 1.03: YSS - Surveys Completed by Service Area and Race/Ethnicity.....	15
Table 1.04: Adult - Surveys Completed by Service Area and Race/Ethnicity.....	16
Table 1.05: Older Adult - Surveys Completed by Service Area and Race/Ethnicity	17

Table 1.06: Item Measurement for Subscales by Age Group	18
Table 1.07: YSS-F - Mean, Standard Deviation and Percentage of Respondents Scoring 3.5 or Above on Subscale Satisfaction Domains	19
Table 1.08: YSS - Mean, Standard Deviation and Percentage of Respondents Scoring 3.5 or Above on Subscale Satisfaction Domains	19
Table 1.09: Adult - Mean, Standard Deviation and Percentage of Respondents Scoring 3.5 or Above on Subscale Satisfaction Domains	21
Table 1.10: Older Adult - Mean, Standard Deviation and Percentage of Respondents Scoring 3.5 or Above on Subscale Satisfaction Domains	21
Table 1.11: YSS-F – Subscale Mean Differences Between Service Areas.....	23
Table 1.12: YSS – Subscale Mean Differences Between Service Areas	23
Table 1.13: Adult – Subscale Mean Differences Between Service Areas	24
Table 1.14: Older Adult Survey – Subscale Mean Differences Between Service Areas.....	24
Table 1.15: YSS-F – Subscale Means May 2016 – May 2017.....	26
Table 1.16: YSS – Subscale Means May 2016 – May 2017	26
Table 1.17: Adult Survey – Subscale Means May 2016 – May 2017	27
Table 1.18: Older Adult Survey – Subscale Means May 2016 – May 2017	27
Table 1.19: YSS-F - "Are You on Medication for Emotional/Behavioral Problems?"	28
Table 1.20: YSS-F – "Did the Doctor or Nurse Tell You What Medication Side Effects to Watch For?"	29
Table 1.21: YSS – "Are You on Medication for Emotional/Behavioral Problems?".....	30
Table 1.22: YSS – "Did the Doctor or Nurse Tell You What Medication Side Effects to Watch For?"	31

Figures

Figure 1.01: Surveys Returned by Age Group and Service Area.....	8
Figure 1.02: Response Rate for Surveys Completed by Age Group.....	9
Figure 1.03: Surveys Completed by Language and Age Group.....	11
Figure 1.04: "Was Written Information Available to You in the Language You Prefer?".....	12
Figure 1.05: "Were the Services You Received Provided in the Language You Prefer?".....	12

TABLES AND FIGURES

PART II

Tables

Table 2.01: Percentage Strongly Agree or Agree With County Performance Outcomes - YSS-F and YSS.....	35
Table 2.02: Percentage Strongly Agree or Agree With County Performance Outcomes - Adult and Older Adult MHSIP Surveys	37
Table 2.03: Comparison of County Performance Outcome Measures Common Among the YSS-F, YSS, Adult, and Older Adult MHSIP Surveys	39
Table 2.04: Comparison of County Performance Outcome Measures Only Measured for Youth and their Families	41
Table 2.05: Comparison of County Performance Outcome Measures Only Measured for Adults and Older Adults	43
Table 2.06: Rank Order of County Outcome Measures	44

Figures

Figure 2.01: “The Location of Services Was Convenient for Me”	45
Figure 2.02: “Services Were Available at Times That Were Convenient/Good for Me/Us”	45
Figure 2.03: “Staff Was Sensitive to My Cultural/Ethnic Background”	46
Figure 2.04: “I/My Child is/am Doing Better in School and/or Work”	46
Figure 2.05: “I Felt My Child/I Had Someone to Talk to When Troubled”	47
Figure 2.06: “My Child/I Get Along Better with Family Members”	47
Figure 2.07: “In a Crisis, I Would Have the Support I Need From Family or Friends”	48
Figure 2.08: “Staff Was Willing to See Me as Often as I Felt it Was Necessary”	48
Figure 2.09: “I Deal More Effectively with My Daily Problems”	49
Figure 2.10: “My Symptoms Are Not Bothering Me as Much”	49

**ANNUAL STATE PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
May 15 - 19, 2017**

PART 1 – STATE PERFORMANCE OUTCOMES

BACKGROUND

In compliance with the mandated State Performance Outcomes System, four consumer/family satisfaction surveys were administered in Outpatient Clinic and Day Treatment Programs in the eight Service Areas (SA) of the Los Angeles County Department of Mental Health (LACDMH) from May 15, 2017 through May 19, 2017. Part 1 summarizes the results of the four surveys that were administered to consumers/families who received face-to-face mental health care services in Outpatient Clinic and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Adult Survey (Ages 18– 59 Years)
2. MHSIP Older Adult Survey (Ages 60 Years +)
3. Youth Services Survey (YSS; Ages 13 – 17 years)
4. Youth Services Survey – Family (YSS-F; Family Members of Consumers Ages 0 – 17 Years)

The results are summarized below by Overall Satisfaction mean and subscale mean for each Service Area (SA). A higher mean score indicates a better consumer perception of care for that subscale domain. Significance testing for Service Area and demographic differences was conducted and is reported below.

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

The MHSIP Surveys used in the State of California are public domain instruments developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) and the Center for Mental Health Services (CMHS). The Task Force included mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies. The MHSIP survey is designed to measure Overall Satisfaction and has seven (7) Subscales: Perception of General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness. The items for the subscales are measured on a five-point Likert Scale with 1 = Strongly Agree and 5 = Strongly Disagree.

METHODOLOGY

For the May 2017 survey period, a stratified cluster random sample of Medi-Cal Outpatient Clinics and Day Treatment Programs was selected. Outpatient clinics were randomly selected within each Service Area (See Service Area Map on page 3) and organization type (Directly Operated Clinics versus Contracted Clinics) by Age Group (Youth versus Adults) to ensure adequate representation from each provider type and Age Group. Nearly one third of outpatient clinics were selected in the random sample to yield a statistically reliable sample size. Providers serving Older Adults were over sampled to yield a statistically reliable sample.

Surveys were printed and distributed to providers for data collection before the survey period. The surveys were also made available online on the Program Support Bureau – Quality Improvement Division (PSB-QID) website for providers to download and distribute to consumers during the survey period. Approximately two weeks before the survey period, survey training was conducted in each Service Area (SA) by the QID to provide instructions for survey administration. These instructions were also made available on the PSB-QID website for providers who could not attend the training. The survey trainings were well attended by the providers.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect survey data. Nearly all the randomly selected providers participated in data collection and approximately 16.5% of consumers in these clinics during the survey period returned surveys.

Tests were conducted to evaluate any statistically significant difference in demographic characteristics of consumers from randomly selected providers who participated in the survey data collection and consumers from providers who were not selected. There were no such significant differences between the two groups. As a result, the survey data analyzed in the current report can be interpreted as representative of consumers served in Short Doyle/Medi-Cal clinics during the survey period.

Maps for each survey type on the following four pages show number of surveys received by the randomly selected provider locations.

ELECTRONIC AVAILABILITY OF DATA

Survey data by Legal Entity and Provider Numbers is distributed annually to SA-QI Liaisons for dissemination to the provider agencies for each survey period. This report is also available online at <http://psbqi.dmh.lacounty.gov/qi.htm>

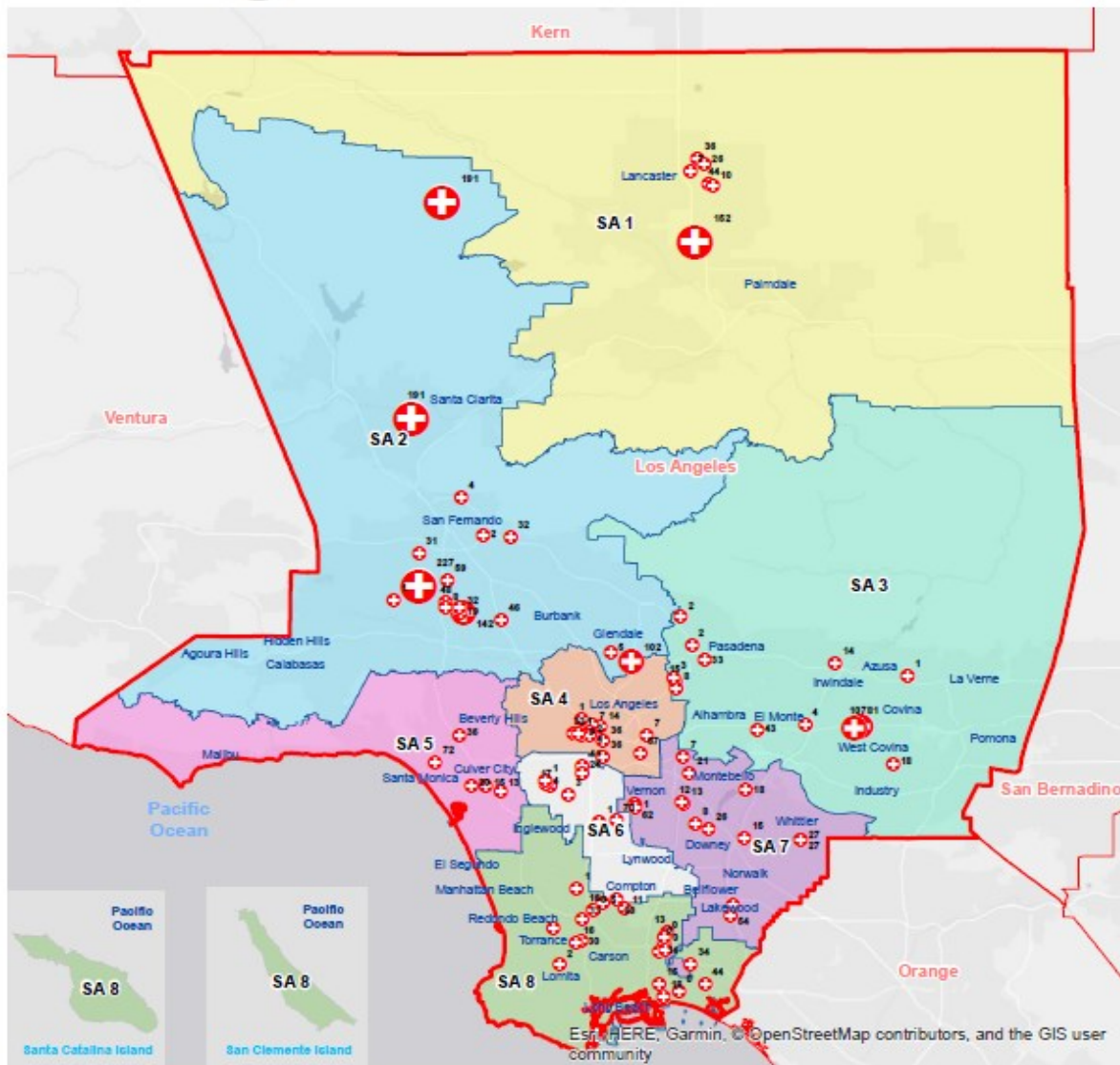
YSS-F

Youth Services Survey for Families of Individuals who are 0 to 17 years of age.



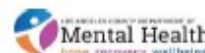
Number of MHSIP Surveys Returned by Provider Location: YSS-F

MAY 2017



DATA SOURCE:
Provider data from DHS;
Office of Administrative Operations - Quality Improvement Division

PROJECTED CO:
NAD 1983 (US Feet) State Plane California V



LACDMH Service Areas

Antelope Valley	San Gabriel
East	South
Metro	South Bay
San Fernando	West

Number of MHSIP Surveys Returned

1 - 75
75 - 150
150 - 230

*** Providers with no survey data have been omitted from this map.

Actual number of surveys returned per provider are labeled in black.

Cities within LA County are labeled in blue.

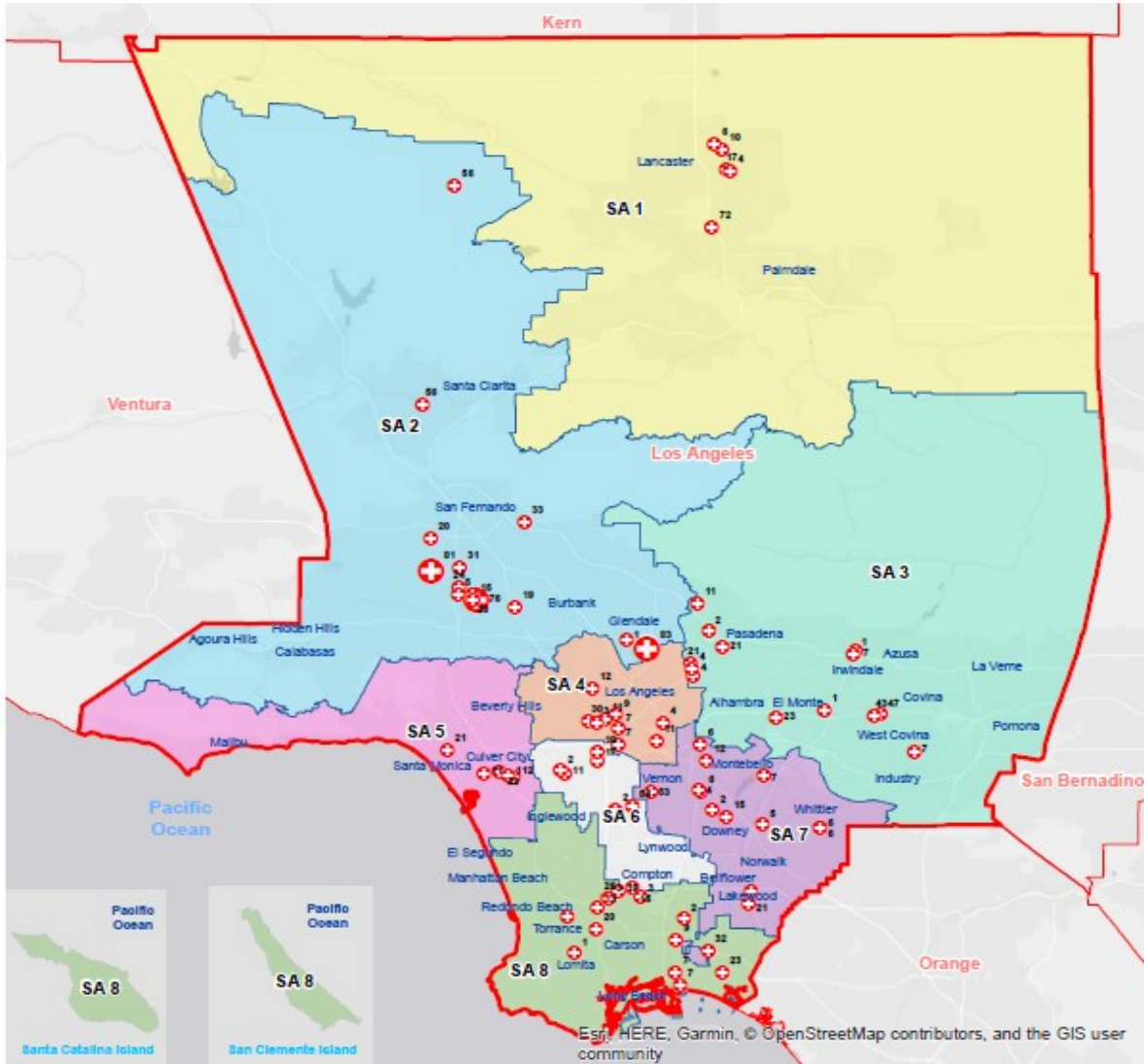
YSS

Youth Services Survey for Individuals who are 13 to 17 years of age.



Number of MHSIP Surveys Returned by Provider Location: YSS

MAY 2017



Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community

DATA SOURCE:
Provider data from DHS:
Office of Administrative Operations - Quality Improvement Division

PROJECTION:
NAD 1983 (US Foot) State Plane California V



LACDMH Service Areas

Yellow	Antelope Valley	Light Blue	San Gabriel
Light Green	East	White	South
Orange	Metro	Light Purple	South Bay
Light Blue	San Fernando	Pink	West

Number of MHSIP Surveys Returned

- Red cross with black number 1-75
- Red cross with black number 75-150
- Red cross with black number 150-230

** Providers with no survey data have been omitted from this map.

Actual number of surveys returned per provider are labeled in black.

Cities within LA County are labeled in blue.

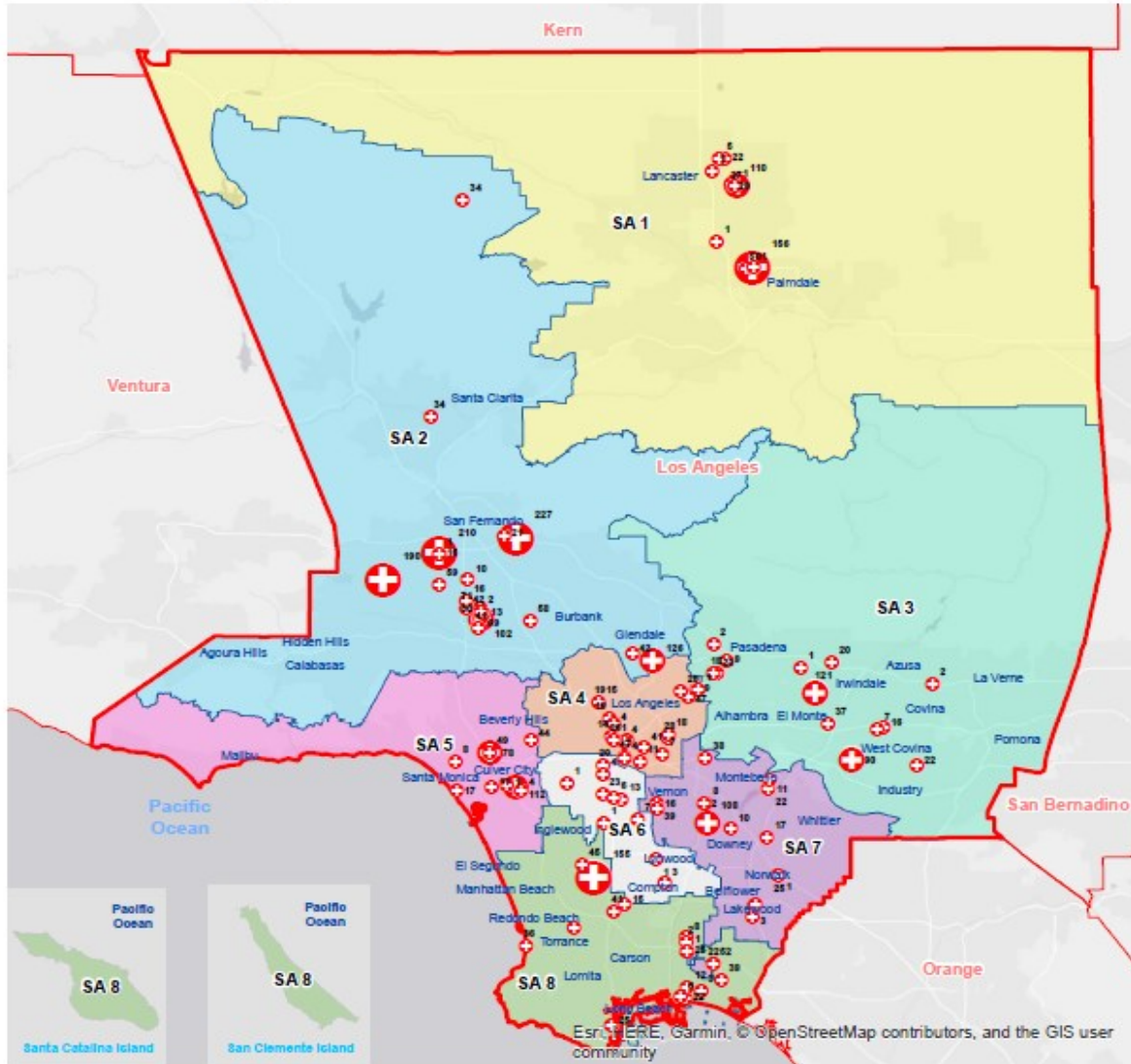
Adult

Survey for individuals who are 18 to 69 years of age.



Number of MHSIP Surveys Returned by Provider Location: Adult

MAY 2017



DATA SOURCE:
Provider data from DSMH, Office of Administrative Operations - Quality Improvement Division

PROJECTION:
NAD 1983 (US Foot) State Plane California V



LACDMH Service Areas

- | | |
|-----------------|-------------|
| Antelope Valley | San Gabriel |
| East | South |
| Metro | South Bay |
| San Fernando | West |

Number of MHSIP Surveys Returned

- 1 - 75
- 75 - 150
- 150 - 230

*** Providers with no survey data have been omitted from this map.

Actual number of surveys returned per provider are labeled in black.

Cities within LA County are labeled in blue.

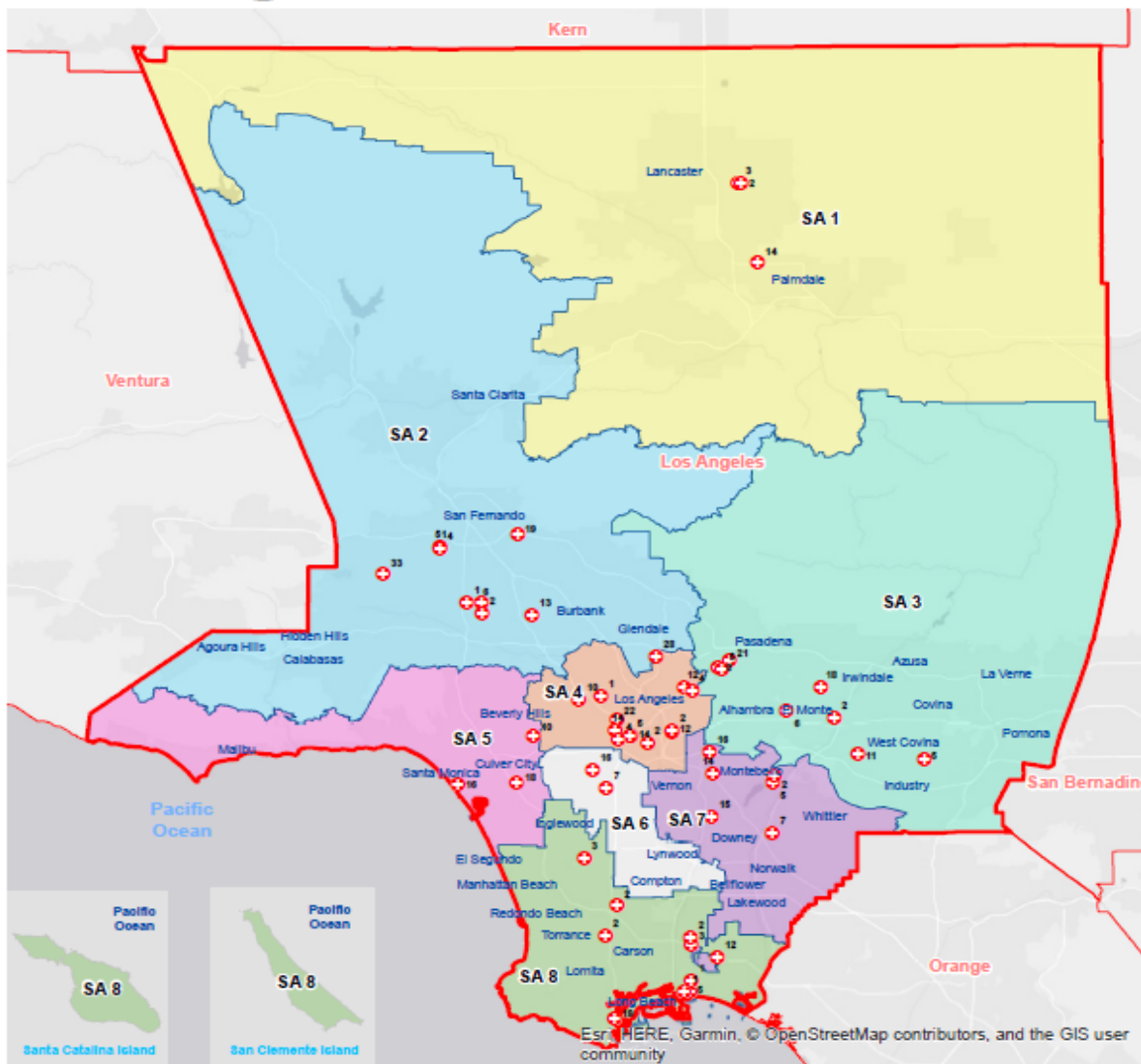
Older Adult

Survey for individuals who are 60 years of age or older.



Number of MHSIP Surveys Returned by Provider Location: Older Adult

MAY 2017



DATA SOURCE:

Provider data from DSH, Office of Administrative Operations - Quality Improvement Division

PROJECTOR USE:

NAD 1983 (US Feet) State Plane California V



LACDMH Service Areas

Antelope Valley	San Gabriel
East	South
Metro	South Bay
San Fernando	West

Number of MHSIP Surveys Returned

- 1 - 75
- 75 - 150
- 150 - 230

*** Providers with no survey data have been omitted from this map.

Actual number of surveys returned per provider are labeled in black.

Cities within LA County are labeled in blue.

SURVEYS RETURNED

TABLE 1.01A: SURVEYS RETURNED AND COMPLETED

Age Group	Total Surveys Returned		Percentage of Surveys Completed & Returned	
	count	percent	count	percent
Adults	5,224	45.1%	3,351	47.0%
Older Adults	804	7.0%	452	6.0%
YSS-F	3,621	31.3%	2,233	31.0%
YSS	1,925	16.6%	1,119	16.0%
Total	11,574	100.0%	7,155	100.0%

Table 1.01A shows that a total of 11,574 surveys were returned for all Age Groups that received face-to-face mental health services in LACDMH funded Outpatient Clinics and Day Treatment Programs during the survey period of May 15, 2017 to May 19, 2017. The highest percentage of surveys returned was from Adults (ages 18 to 59) for a total of 5,224 surveys (45.1%), followed by YSS-F at 31.3% for a total of 3,621 surveys, YSS surveys at 16.6% with a total of 1,925 surveys and Older Adults at 7.0% with a total of 804 surveys. Of the 11,574 surveys returned, 7,155 surveys were completed and 4,419 surveys reported a reason code for not completing the survey.

FIGURE 1.01: SURVEYS RETURNED BY AGE GROUP AND SERVICE AREA

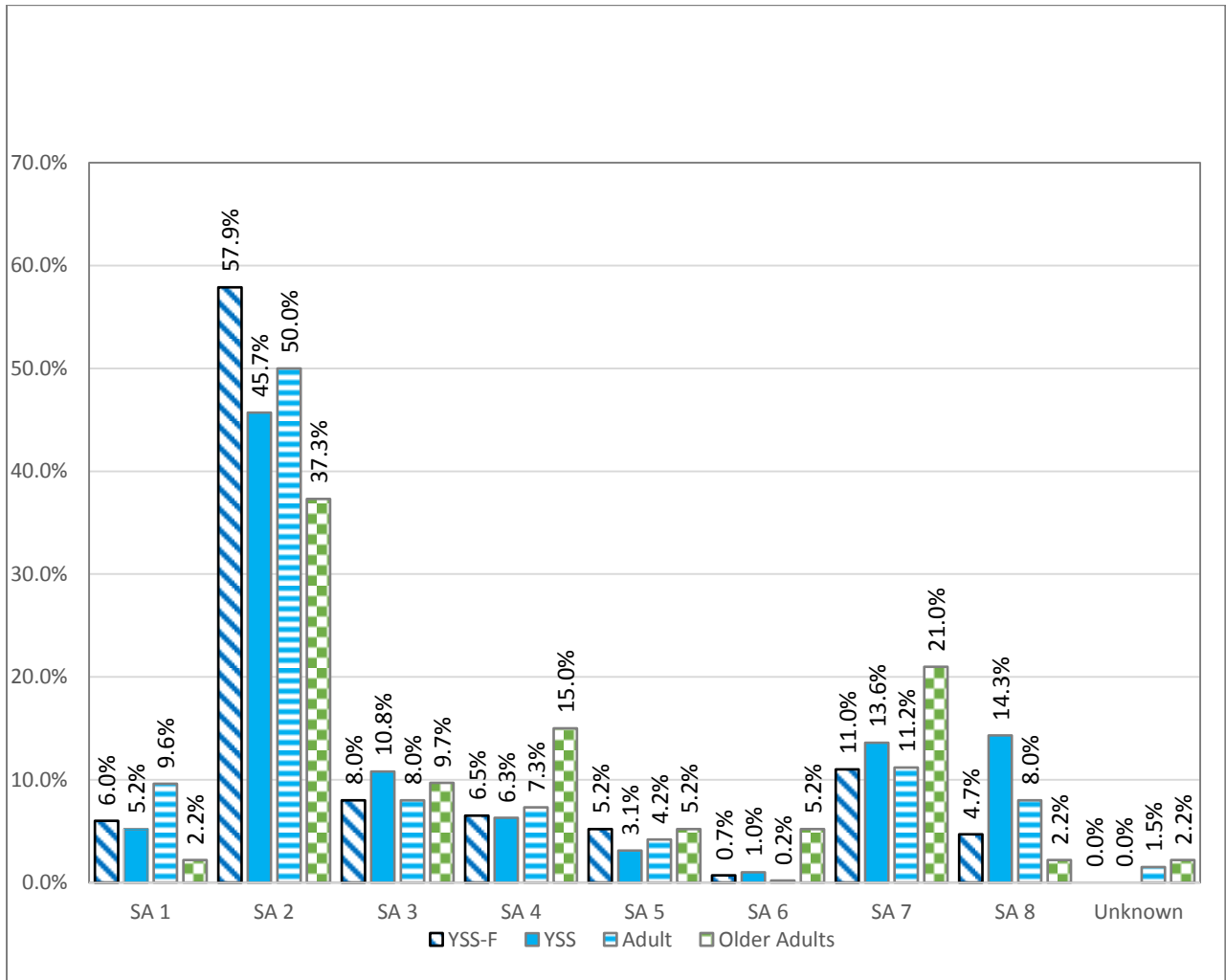


Figure 1.01 shows that SA 2 had the highest number of Surveys Returned from all age groups. SA 2 returned 57.9% of YSS-F surveys, 45.7% of YSS surveys, 50% of Adult surveys, and 37.3% of Older Adult surveys.

SURVEYS COMPLETED

FIGURE 1.02: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP

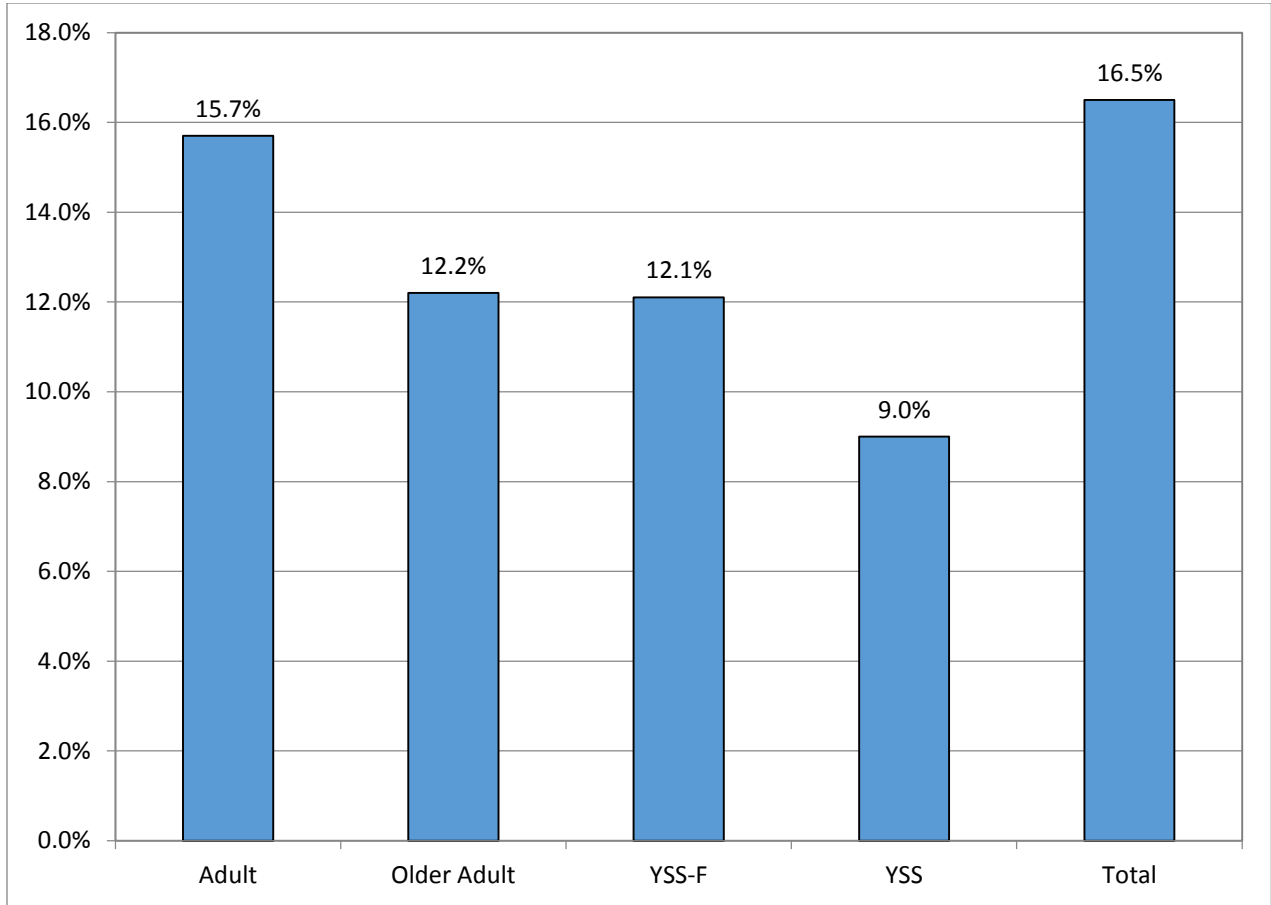


TABLE 1.01B: Response Rate

Age Group	Surveys Completed		Total Unique Consumers Seen in OP* and DT* Programs During Survey Period	Response Rate
	Count	Percent		
Adult	3,351	47.0%	21,286	15.7%
Older Adult	452	6.0%	3,718	12.2%
YSS-F (0 – 17)	2,233	31.0%	18,392	12.1%
YSS (13 – 17)	1,119	16.0%	12,408	9.0%
Total	7,155	100.0%	43,396**	16.5%

Note: * OP = Outpatient, DT = Day Treatment. ** YSS consumers are not included in the Total because they are a subset of the YSS-F consumers.

Figure 1.02 shows the May 2017 MHSIP Response Rate for Surveys Completed from randomly selected LACDMH funded Outpatient Clinics and Day Treatment Programs. The Response Rate for Surveys Completed was calculated by dividing the number of surveys completed by the number of consumers that received face-to-face services within randomly selected LACDMH funded Outpatient Clinic and Day Treatment Programs during the November survey period.

Table 1.01B shows the Total Response Rate for May 2017 MHSIP Survey was 16.5% (i.e. 7,155/ 43,396). Adult had the highest Response Rate at 15.7%, followed by Older Adult at 12.2%. The Response Rate among YSS-F was 12.1%, and 9.0% among YSS.

SURVEYS COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.03: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

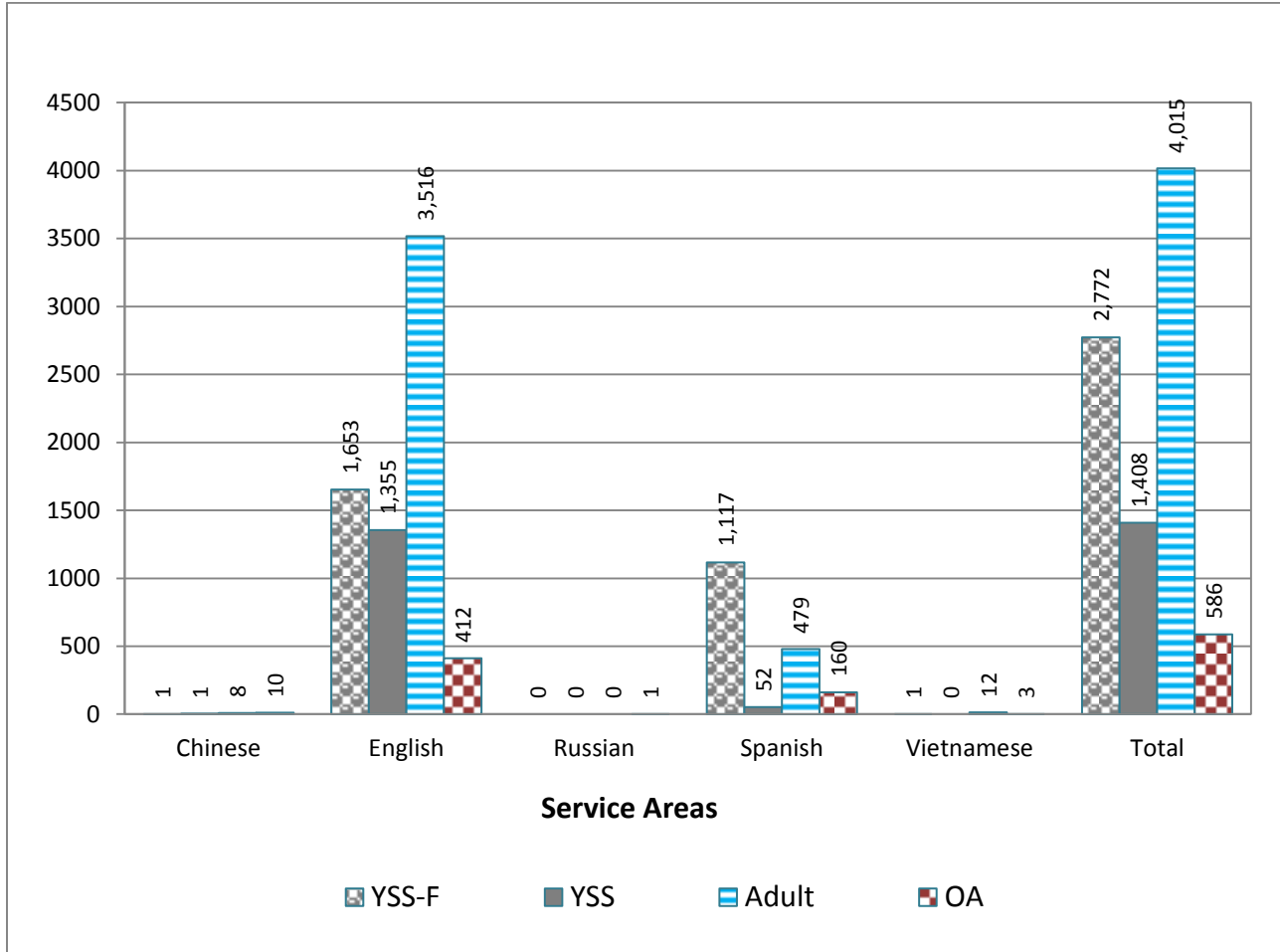


Figure 1.03 shows that the majority of consumers 6,936 or 79.0% completed surveys in English. A total of 1,808 or 20.6% completed surveys in Spanish. Most of the Spanish surveys were completed by the families of Youth (N = 1,117) followed by Adults (N = 479) and Older Adults (N = 160). Only 52 youth completed the YSS survey in Spanish.

A combined total of 37 or 0.4% of the surveys were completed in other languages such as Chinese (N = 20), Russian (N = 1) and Vietnamese (N = 16).

FIGURE 1.04: "WAS WRITTEN INFORMATION (e.g., BROCHURES DESCRIBING AVAILABLE SERVICES, YOUR RIGHTS AS A CONSUMER, AND MENTAL HEALTH EDUCATION MATERIALS) AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?"

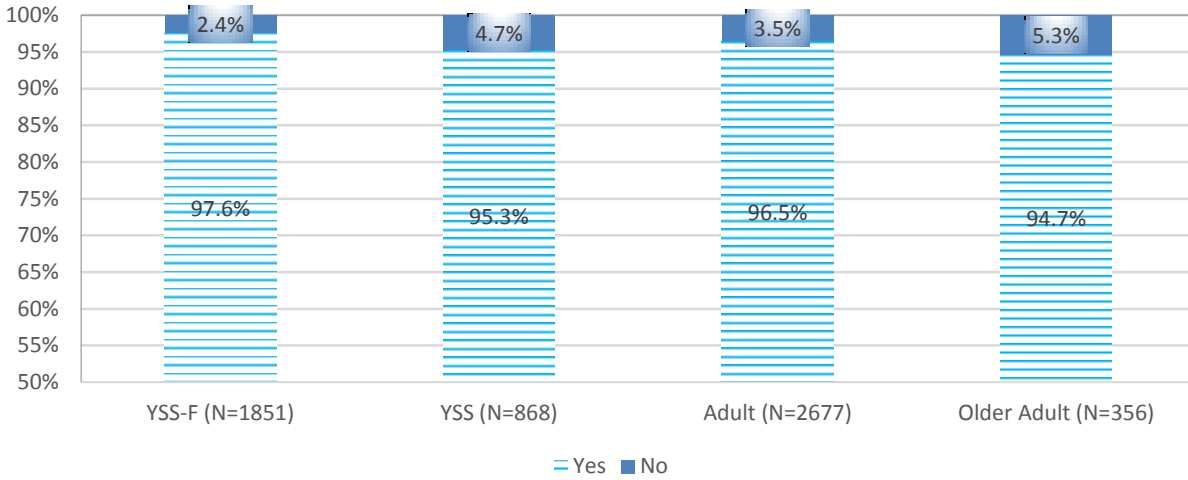


Figure 1.04 shows that across all Age Groups, over 94% or more respondents reported that they had written information available to them in the language they prefer and fewer than 6% did not.

FIGURE 1.05: "WERE THE SERVICES YOU RECEIVED PROVIDED IN THE LANGUAGE YOU PREFER?"

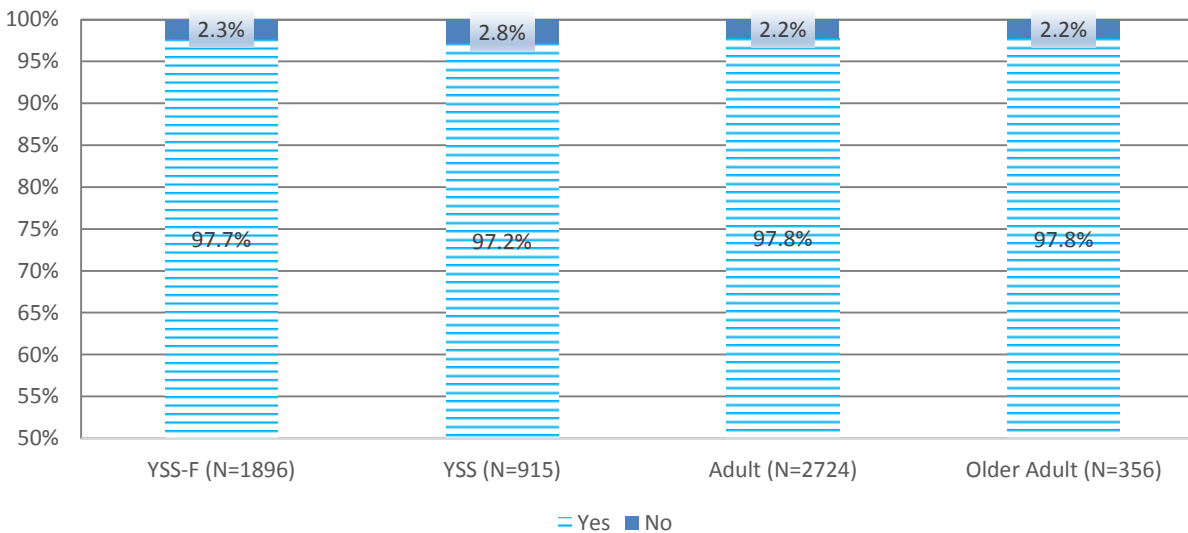


Figure 1.05 shows that across Age Groups, over 97% of the survey respondents reported that they received services in their preferred language and fewer than 3% did not.

SUMMARY

A total of **11,574** surveys were received from Outpatient Programs out of which **7,155** were completed and **4,419** reported a reason code for not completing the surveys. Surveys continue to be completed primarily in English and Spanish. Although, this survey period also included consumers who speak Chinese, Russian and Vietnamese. As the surveys are not available in many of Los Angeles's threshold languages, this limits the client population, especially the Older Adult population from completing the surveys. This survey period indicates that language capacity is a relative strength for LACDMH, as over 94% of respondents reported having written materials available to them in their preferred language and over 97% reported receiving their services in their preferred language.

TABLE 1.02: YSS-F - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

YSS-F	African American	Asian Pacific Islander	Latino	Native American	Other	White	Total
SA 1	70	4	114	9	81	47	325
<i>Percent</i>	21.5%	1.2%	35.1%	2.8%	24.9%	14.5%	100.0%
SA2	37	25	398	6	164	109	739
<i>Percent</i>	5.0%	3.4%	53.9%	0.8	22.2%	14.7%	100.0%
SA 3	9	6	214	8	72	65	374
<i>Percent</i>	2.4%	1.6%	57.2%	2.1%	19.3%	17.4%	100.0%
SA 4	4	14	141	2	20	52	233
<i>Percent</i>	1.7%	6.0%	60.5%	0.9%	8.6%	22.3%	100.0%
SA 5	19	6	76	0	46	35	182
<i>Percent</i>	10.4%	3.3%	41.8%	0.0%	25.3%	19.2%	100.0%
SA 6	48	3	136	3	18	53	261
<i>Percent</i>	18.4%	1.1%	52.1%	1.1%	7.0%	20.3%	100.0%
SA 7	19	5	261	5	52	79	421
<i>Percent</i>	4.5%	1.2%	62.0%	1.2%	12.4%	18.7%	100.0%
SA 8	43	7	93	4	31	37	215
<i>Percent</i>	20.0%	3.3%	43.2%	1.9%	14.4%	17.2%	100.0%
Total	249	70	1,433	37	484	477	2,750
<i>Percent</i>	9.1%	2.5%	52.1%	1.4%	17.6%	17.3%	100.0%

Note: Highest and lowest percentages are in bold.

Table 1.02 shows that for the YSS-F, African Americans completed the highest percentage of surveys in SA 1 at 21.5% compared to other SAs, Asian Pacific Islanders in SA 4 at 6.0%, Latinos in SA 7 at 62.0%, Native Americans in SA 1 at 2.8%, Other ethnic group in SA 5 at 25.3%, and Whites in SA 4 at 22.3%.

TABLE 1.03: YSS - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

YSS	African American	Asian Pacific Islander	Latino	Native American	Other	White	Total
SA 1	25	8	39	10	27	25	134
<i>Percent</i>	18.7%	6.0%	29.0%	7.5%	20.1%	18.7%	100.0%
SA2	13	17	214	10	73	109	436
<i>Percent</i>	3.0%	3.9%	49.1%	2.3%	16.7%	25.0%	100.0%
SA 3	15	5	106	10	36	48	220
<i>Percent</i>	6.8%	2.3%	48.2%	4.5%	16.4%	21.8%	100.0%
SA 4	3	8	61	1	10	28	111
<i>Percent</i>	2.7%	7.2%	55.0%	0.9%	9.0%	25.2%	100.0%
SA 5	1	3	46	2	15	29	96
<i>Percent</i>	1.0%	3.1%	47.9%	2.1%	15.6%	30.3%	100.0%
SA 6	23	1	96	0	15	64	199
<i>Percent</i>	11.6%	0.5%	48.2%	0.0%	7.5%	32.2%	100.0%
SA 7	5	1	114	3	19	39	181
<i>Percent</i>	2.7%	0.6%	63.0%	1.7%	10.5%	21.5%	100.0%
SA 8	11	4	63	3	18	31	130
<i>Percent</i>	8.5%	3.1%	48.5%	2.3%	13.8%	23.8%	100.0%
Total	96	47	739	39	213	373	1,507
<i>Percent</i>	6.4%	3.1%	49.0%	2.6%	14.1%	24.8%	100.0%

Note: Highest and lowest percentages are in bold.

Table 1.03 shows that for the YSS, African Americans completed the highest percentage of surveys in SA 1 at 18.7% compared to other SAs, Asian Pacific Islanders in SA 4 at 7.2%, Latinos in SA 7 at 63.0%, Native Americans in SA 1 at 7.5%, Other ethnic group in SA 1 at 20.1%, and Whites in SA 6 at 32.2%.

TABLE 1.04: ADULT - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

Adult	African American	Asian Pacific Islander	Latino	Native American	Other	White	Total
SA 1	119	10	93	19	116	46	403
Percent	29.5%	2.5%	23.1%	4.7%	28.8%	11.4%	100.0%
SA2	124	64	385	41	367	260	1,241
Percent	10.0%	5.1%	31.0%	3.3%	29.6%	21.0%	100.0%
SA 3	19	35	188	21	83	91	437
Percent	4.4%	8.0%	43.0%	4.8%	19.0%	20.8%	100.0%
SA 4	65	31	146	20	61	84	407
Percent	16.0%	7.6%	35.9%	4.9%	15.0%	20.6%	100.0%
SA 5	52	23	75	14	136	51	351
Percent	14.8%	6.6%	21.4%	4.0%	38.7%	14.5%	100.0%
SA 6	39	2	61	3	15	27	147
Percent	26.5%	1.4%	41.5%	2.0%	10.2%	18.4%	100.0%
SA 7	13	7	275	17	64	123	499
Percent	2.6%	1.4%	55.1%	3.4%	12.8%	24.7%	100.0%
SA 8	84	66	120	21	92	79	462
Percent	18.2%	14.3%	26.0%	4.5%	19.9%	17.1%	100.0%
Total	515	238	1,343	156	934	761	3,947
Percent	13.0%	6.0%	34.0%	4.0%	23.7%	19.3%	100.0%

Note: Highest and lowest percentages are in bold.

Table 1.04 shows that for the Adult surveys, African Americans completed the highest percentage of surveys in SA 1 at 29.5% compared to other SAs, Asian Pacific Islanders in SA 8 at 14.3%, Latinos in SA 7 at 55.1%, Native Americans in SA 4 at 4.9%, Other ethnic group in SA 5 at 38.7%, and Whites in SA 7 at 24.7%.

TABLE 1.05: OLDER ADULT - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

Older Adult	African American	Asian Pacific Islander	Latino	Native American	Other	White	Total
SA 1	3	1	5	0	9	6	24
Percent	12.5%	4.2%	20.8%	0.0%	37.5%	25.0%	100.0%
SA 2	5	7	32	4	42	18	108
Percent	4.6%	6.5%	29.6%	3.7%	38.9%	16.7%	100.0%
SA 3	9	5	19	3	18	8	62
Percent	14.5%	8.1%	30.7%	4.8%	29.0%	12.9%	100.0%
SA 4	10	5	37	3	23	8	86
Percent	11.7%	5.8%	43.0%	3.5%	26.7%	9.3%	100.0%
SA 5	3	2	7	1	17	7	37
Percent	8.1%	5.4%	18.9%	2.7%	46.0%	18.9%	100.0%
SA 6	14	0	2	2	1	1	20
Percent	70.0%	0.0%	10.0%	10.0%	5.0%	5.0%	100.0%
SA 7	9	2	46	0	16	22	95
Percent	9.5%	2.1%	48.4%	0.0%	16.8%	23.2%	100.0%
SA 8	8	2	8	2	9	5	34
Percent	23.5%	5.9%	23.5%	5.9%	26.5%	14.7%	100.0%
Total	61	24	156	15	135	75	466
Percent	13.1%	5.2%	33.5%	3.2%	28.9%	16.1%	100.0%

Note: Highest and lowest percentages are in bold.

Table 1.05 shows that for the Older Adult surveys, African Americans completed the highest percentage of surveys in SA 6 at 70.0% compared to other SAs, Asian Pacific Islanders in SA 3 at 8.1%, Latinos in SA 7 at 48.4%, Native Americans in SA 6 at 10.0%, Other ethnic group in SA 5 at 46.0%, and Whites in SA 1 at 25.0%.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.06: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

YSS-F & YSS	Adult & Older Adult Surveys
General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (6 items)
Quality (4 items)	Quality (9 items)
Treatment (3 items)	Treatment (2 items)
Outcomes (6 items)	Outcomes (8 items)
Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)

Table 1.06 shows the number of items that are included in each subscale. The seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adult surveys), 4 = Agree and 5 = Strongly Agree. The number of subscale items for YSS-F/YSS is different from the number of subscale items for Adult/Older Adult surveys. For example, the total number of items for the overall satisfaction scale for YSS-F/YSS is 30 and for the Adult/Older Adult is 37. Therefore, the mean score for each subscale cannot be compared between Adult/Older Adult surveys and the YSS-F/YSS. Scale reliability was assessed by calculating the Cronbach's coefficient alpha. Reliability estimates were greater than .70 on all subscales with the exception of Perception of Participation in Treatment Planning for the YSS, Adult, and Older Adult surveys. This may be attributed to this subscale having only two (2) items on the Adult and Older Adult and three (3) items on the YSS-F/YSS.

Mean scores were calculated for all the seven subscales. In addition, SAMHSA's Center for Mental Health Services (CMHS) recommends calculating the percent of scores greater than 3.5. (Percent agree and strongly agree) for the subscales. Data for the State and US average is from California FY 2016 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System and is available only for YSS-F and the Adult survey. County data for May 2017 survey period is compared with the current available data for State and US Average for FY 2015 - 2016 survey period.

TABLE 1.07: YSS-F - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average *	US Average *
Overall Satisfaction	2279	4.3	0.60	94.2%	N/A	N/A
General Satisfaction	2258	4.4	0.70	93.8%	89%	87%
Perception of Access	2232	4.4	0.70	94.4%	86%	87%
Perception of Quality and Appropriateness	2229	4.6	0.70	97.4%	95%	95%
Perception of Participation in Treatment Planning	2235	4.3	0.70	93.5%	88%	89%
Perception of Outcomes	2169	3.9	0.80	79.4%	72%	70%
Perception of Functioning	2161	4.0	0.80	78.0%	75%	71%
Perception of Social Connectedness	2132	4.2	0.70	92.9%	87%	87%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data for the State and US average is from California FY 2015-2016 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System.

TABLE 1.08: YSS - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	1151	4.1	0.59	88.3%
General Satisfaction	1147	4.2	0.71	88.8%
Perception of Access	1118	4.2	0.76	89.5%
Perception of Quality and Appropriateness	1110	4.4	0.67	94.9%
Perception of Participation in Treatment Planning	1133	4.0	0.76	82.2%
Perception of Outcomes	1096	3.8	0.72	74.5%
Perception of Functioning	1089	3.9	0.72	72.0%
Perception of Social Connectedness	1057	4.1	0.69	88.0%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold.

Tables 1.07 and 1.08 show the mean scores for Overall Satisfaction for the YSS-F at 4.3 and for the YSS at 4.1. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness,

Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness were generally slightly lower for the YSS as compared with the YSS-F.

Across subscale satisfaction domains, the highest percentage of YSS-F respondents scoring 3.5 or above was for Perception of Quality and Appropriateness at 97.4%. The lowest percentage was for Perception of Functioning at 78.0%.

However, for the State Average, the highest percentage on YSS-F was for Perception of Quality and Appropriateness at 95% and the lowest percentage was for the Perception of Outcomes at 72%.

For the US Average, the highest percentage on YSS-F was for the Perception of Quality and Appropriateness at 95% and the lowest percentage was for Perception of Outcomes at 70%.

The percentage of respondents scoring 3.5 or above was higher than those obtained for US & State Averages on all subscales of YSS-F.

Across subscale satisfaction domains, the highest percentage of YSS respondents scoring 3.5 or above was for Perception of Quality and Appropriateness at 94.9%. The lowest percentage was for Perception of Functioning at 72.0%.

TABLE 1.09: ADULT - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Means	SD	Percentage Scoring = > 3.5	State Average*	US Average*
Overall Satisfaction	3385	4.2	0.62	87.3%	N/A	N/A
General Satisfaction	3355	4.5	0.69	91.3%	91%	89%
Perception of Access	3348	4.3	0.69	89.2%	86%	86%
Perception of Quality and Appropriateness	3315	4.4	0.64	90.2%	90%	90%
Perception of Participation in Treatment Planning	3297	4.3	0.72	91.8%	80%	83%
Perception of Outcomes	3246	3.9	0.80	72.8%	75%	72%
Perception of Functioning	3087	3.9	0.86	69.1%	71%	72%
Perception of Social Connectedness	3055	3.9	0.88	74.6%	69%	71%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data for the State and US average is from California FY 2015-2016 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System.

TABLE 1.10: OLDER ADULT - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5¹ OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	450	4.2	0.64	89.7%
General Satisfaction	447	4.6	0.63	93.7%
Perception of Access	445	4.4	0.68	91.0%
Perception of Quality and Appropriateness	439	4.4	0.67	90.7%
Perception of Participation in Treatment Planning	436	4.3	0.72	91.7%
Perception of Outcomes	407	4.0	0.82	74.1%
Perception of Functioning	404	4.0	0.87	73.2%
Perception of Social Connectedness	402	4.0	0.89	76.8%

Note: ¹ Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold.

In Tables 1.09 and 1.10, the mean score for Overall Satisfaction for Adult surveys was 4.2 and 4.2 for Older Adult surveys. The mean scores on the subscale domains were slightly higher for Older Adults compared to the mean scores for Adults.

Across subscale satisfaction domains, the highest percentage of Adult respondents scoring 3.5 or above was for Perception of Participation in Treatment Planning at 91.8%. The lowest percentage was for Perception of Functioning at 69.1%.

However, for the State Average, the highest percentage on Adult surveys was for General Satisfaction at 91% and the lowest percentage was for the Perception of Social Connectedness at 69%.

For the US Average, the highest percentage on Adult surveys was for the Perception of Quality and Appropriateness at 90% and the lowest percentage was for Perception of Social Connectedness at 71%.

The percentage of respondents scoring 3.5 or above was higher than those obtained for US and State Averages on all subscales of Adults with the exception of two subscales- Perception of Outcomes and Perception of Functioning.

Across subscale satisfaction domains, the highest percentage of Older Adult respondents scoring 3.5 or above was for Perception of General Satisfaction at 93.7%. The lowest percentage was for Perception of Functioning at 73.2%.

TABLE 1.11: YSS-F – SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	*Perception of Outcomes	*Perception of Functioning	Perception of Social Connectedness
SA 1	4.2 (93%)	4.3 (90%)	4.4 (95%)	4.5 (96%)	4.4 (93%)	3.7 (67%)	3.7 (66%)	4.2 (93%)
SA 2	4.3 (94%)	4.4 (95%)	4.4 (93%)	4.6 (98%)	4.3 (94%)	4.0 (82%)	4.0 (81%)	4.3 (91%)
SA 3	4.2 (95%)	4.3 (92%)	4.4 (96%)	4.5 (97%)	4.3 (94%)	3.9 (79%)	3.9 (79%)	4.2 (93%)
SA 4	4.3 (93%)	4.4 (95%)	4.5 (96%)	4.6 (98%)	4.3 (91%)	4.0 (85%)	4.0 (83%)	4.2 (91%)
SA 5	4.4 (95%)	4.5 (96%)	4.4 (92%)	4.6 (98%)	4.4 (92%)	4.1 (84%)	4.2 (84%)	4.4 (96%)
SA 6	4.3 (94%)	4.4 (95%)	4.4 (94%)	4.5 (97%)	4.4 (95%)	3.9 (78%)	3.9 (75%)	4.3 (93%)
SA 7	4.2 (94%)	4.3 (93%)	4.4 (95%)	4.5 (97%)	4.3 (93%)	3.9 (82%)	4.0 (81%)	4.2 (94%)
SA 8	4.3 (95%)	4.5 (95%)	4.4(93%)	4.6 (98%)	4.4 (94%)	3.9 (78%)	3.9 (73%)	4.3 (94%)
Average	4.3 (94%)	4.4 (94%)	4.4 (94%)	4.5 (97%)	4.3 (93%)	3.9 (79%)	4.0 (78%)	4.2 (93%)

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

TABLE 1.12: YSS – SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	*Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	4.1 (91%)	4.2 (94%)	4.1 (91%)	4.4 (94%)	4.1 (87%)	3.9 (73%)	3.8 (68%)	4.1 (89%)
SA 2	4.1 (87%)	4.2 (88%)	4.1 (88%)	4.4 (94%)	4.1 (83%)	3.8 (72%)	3.8 (70%)	4.1 (87%)
SA 3	4.0 (88%)	4.1 (86%)	4.0 (86%)	4.3 (92%)	3.9 (75%)	3.8 (77%)	3.8 (71%)	4.0 (89%)
SA 4	4.1 (88%)	4.3 (94%)	4.3 (91%)	4.4 (96%)	4.1 (83%)	3.9 (80%)	3.9 (75%)	4.1 (89%)
SA 5	4.1 (91%)	4.2 (89%)	4.3 (94%)	4.5 (96%)	4.1 (87%)	3.7 (68%)	3.8 (66%)	4.1 (94%)
SA 6	4.2 (89%)	4.3 (90%)	4.3 (92%)	4.4 (98%)	4.1 (85%)	3.9 (76%)	3.9 (75%)	4.1 (89%)
SA 7	4.1 (85%)	4.1 (84%)	4.2 (89%)	4.4 (94%)	3.9 (74%)	3.9 (74%)	3.9 (73%)	4.1 (85%)
SA 8	4.1 (91%)	4.2 (90%)	4.2 (91%)	4.4 (98%)	4.1 (85%)	3.9 (76%)	4.0 (78%)	4.1 (86%)
Average	4.1 (88%)	4.2 (89%)	4.2 (89%)	4.4 (95%)	4.0 (82%)	3.8 (74%)	3.9 (72%)	4.1 (88%)

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

TABLE 1.13: ADULT - SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

	*Overall Satisfaction	*General Satisfaction	*Perception of Access	*Perception of Quality and Appropriateness	*Perception of Participation in Treatment Planning	*Perception of Outcomes	*Perception of Functioning	*Perception of Social Connectedness
SA 1	4.0 (77%)	4.3 (86%)	4.1 (84%)	4.2 (82%)	4.2 (87%)	3.7 (59%)	3.6 (56%)	3.8 (68%)
SA 2	4.2 (88%)	4.5 (93%)	4.3 (90%)	4.4 (91%)	4.4 (93%)	4.0 (75%)	3.9 (71%)	4.0 (77%)
SA 3	4.1 (85%)	4.4 (90%)	4.3 (87%)	4.3 (89%)	4.3 (90%)	3.8 (67%)	3.8 (64%)	3.9 (71%)
SA 4	4.2 (88%)	4.4 (86%)	4.2 (87%)	4.3 (91%)	4.3 (89%)	4.1 (81%)	4.0 (77%)	4.0 (79%)
SA 5	4.1 (89%)	4.5 (93%)	4.3 (89%)	4.4 (92%)	4.4 (93%)	3.8 (70%)	3.8 (68%)	3.7 (67%)
SA 6	4.2 (93%)	4.4 (93%)	4.4 (95%)	4.4 (97%)	4.4 (96%)	4.0 (82%)	4.0 (80%)	3.9 (78%)
SA 7	4.2 (91%)	4.6 (94%)	4.4 (94%)	4.4 (94%)	4.4 (93%)	4.0 (77%)	3.9 (71%)	4.1 (79%)
SA 8	4.1 (85%)	4.5 (92%)	4.3 (88%)	4.3 (88%)	4.3 (92%)	3.8 (69%)	3.8 (66%)	3.9 (72%)
Average ¹	4.2 (87%)	4.5 (91%)	4.3 (89%)	4.3 (90%)	4.3 (92%)	3.9 (73%)	3.9 (69%)	3.9 (75%)

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

TABLE 1.14: OLDER ADULT SURVEY – SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

	*Overall Satisfaction	*General Satisfaction	*Perception of Access	*Perception of Quality and Appropriateness	*Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	4.1 (89%)	4.4 (95%)	4.3 (89%)	4.1 (79%)	4.2 (89%)	3.8 (71%)	3.7 (63%)	3.9 (76%)
SA 2	4.1 (76%)	4.4 (87%)	4.1 (84%)	4.2 (86%)	4.3 (90%)	3.8 (63%)	3.8 (68%)	3.8 (68%)
SA 3	4.4 (98%)	4.7 (98%)	4.5 (94%)	4.6 (98%)	4.6 (96%)	4.2 (82%)	4.1 (73%)	4.1 (84%)
SA 4	4.2 (90%)	4.5 (94%)	4.4 (93%)	4.3 (92%)	4.3 (93%)	3.9 (75%)	4.0 (78%)	3.9 (78%)
SA 5	4.2 (92%)	4.6 (97%)	4.4 (95%)	4.3 (86%)	4.3 (89%)	3.9 (74%)	3.8 (74%)	3.9 (73%)
SA 6	4.2 (89%)	4.5 (94%)	4.2 (89%)	4.4 (88%)	4.3 (94%)	4.1 (75%)	4.1 (88%)	4.2 (88%)
SA 7	4.4 (95%)	4.8 (99%)	4.7 (95%)	4.6 (96%)	4.6 (97%)	4.2 (82%)	4.1 (78%)	4.2 (81%)
SA 8	4.1 (89%)	4.4 (89%)	4.4 (89%)	4.2 (89%)	4.0 (85%)	3.7 (70%)	3.8 (61%)	4.0 (75%)
Average ¹	4.2 (89%)	4.6 (94%)	4.4 (91%)	4.4 (91%)	4.3 (92%)	4.0 (74%)	3.9 (73%)	4.0 (77%)

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

SUMMARY OF SUBSCALE DIFFERENCES ON THE FOUR SURVEYS BETWEEN SERVICE AREAS

YSS-F

Among YSS-F, two of the seven subscales were significantly different across Service Areas, namely Perception of Outcomes (Highest Mean = SA 5), and Perception of Functioning (Highest Mean = SA 5).

YSS

Among YSS, one of the seven subscales were significantly different across Service Areas, namely Perception of Access (Highest Mean = SAs 4, 5, and 6).

Adult

Among Adult surveys, all of the eight subscales were significantly different across Service Areas, namely Overall Satisfaction (Highest Mean = SAs 2, 4, 6 and 7), General Satisfaction (Highest Mean = SA 7), Perception of Access (Highest Mean = SAs 6 and 7), Perception of Quality and Appropriateness (Highest Mean = SAs 2, 5, 6 and 7), Perception of Participation in Treatment Planning (Highest Mean = SAs 2, 5, 6 and 7), Perception of Outcomes (Highest Mean = SA 4), Perception of Functioning (Highest Mean = SAs 4 and 6), and Perception of Social Connectedness (Highest Mean = SA 7).

Older Adult

Among Older Adult, five of the seven subscales were significantly different across the eight Service Areas, namely Overall Satisfaction (Highest Mean = SAs 3 and 7), General Satisfaction (Highest Mean = SA 7), Perception of Access (Highest Mean = SA 7), Perception of Quality and Appropriateness (Highest Mean = SAs 3 and 7), and Perception of Participation in Treatment Planning (Highest Mean = SAs 3 and 7).

**MHSIP SUBSCALE COMPARISON BETWEEN MAY 2016, NOVEMBER 2016 and
MAY 2017 SURVEY**

**TABLE 1.15: YSS-F – SUBSCALE MEANS
MAY 2016 – MAY 2017**

	May 2016			November 2016			May 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	2,442	4.3	0.69	2,785	4.3	0.74	2,258	4.4	0.68
Perception of Access	2,412	4.4	0.72	2,759	4.4	0.79	2,232	4.4	0.73
Perception of Quality and Appropriateness	2,412	4.5	0.67	2,764	4.5	0.70	2,229	4.6	0.65
Perception of Participation in Treatment Planning	2,426	4.3	0.67	2,756	4.3	0.73	2,235	4.3	0.68
Perception of Outcomes	2,346	3.9	0.77	2,704	3.9	0.79	2,169	3.9	0.77
Perception of Functioning	2,335	3.9	0.77	2,685	3.9	0.78	2,161	4.0	0.78
Perception of Social Connectedness	2,335	4.2	0.68	2,678	4.2	0.70	2,132	4.2	0.69

Note: Highest and lowest means are in bold.

In May 2017, the highest mean score among YSS-F was for Perception of Quality and Appropriateness at 4.6. This was similar to mean scores for this subscale in May 2016 and November 2016 at 4.5.

**TABLE 1.16: YSS – SUBSCALE MEANS
MAY 2016 – MAY 2017**

	May 2016			November 2016			May 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	1,240	4.1	0.59	1,354	4.1	0.80	1,147	4.2	0.71
Perception of Access	1,235	4.2	0.74	1,325	4.1	0.86	1,118	4.2	0.76
Perception of Quality and Appropriateness	1,215	4.1	0.82	1,324	4.3	0.76	1,110	4.4	0.67
Perception of Participation in Treatment Planning	1,216	4.3	0.69	1,342	4.0	0.81	1,133	4.0	0.76
Perception of Outcomes	1,224	4.0	0.73	1,300	3.9	0.74	1,096	3.8	0.72
Perception of Functioning	1,195	3.9	0.72	1,295	3.9	0.74	1,089	3.9	0.72
Perception of Social Connectedness	1,190	3.9	0.72	1,270	4.1	0.75	1,057	4.1	0.69

Note: Highest and lowest means are in bold.

In May 2017, the highest mean score among YSS was for Perception of Quality and Appropriateness at 4.4. This was also the highest rated subscale among YSS survey in November 2016 at 4.3. In May 2016, the highest mean score among YSS was for Perception of Participation in Treatment Planning at 4.3.

**TABLE 1.17: ADULT SURVEY – SUBSCALE MEANS
MAY 2016 – MAY 2017**

	May 2016			November 2016			May 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,265	4.4	0.68	3,718	4.4	0.70	3,355	4.5	0.69
Perception of Access	3,256	4.3	0.67	3,692	4.3	0.72	3,348	4.3	0.69
Perception of Quality and Appropriateness	3,233	4.3	0.64	3,651	4.3	0.67	3,315	4.4	0.64
Perception of Participation in Treatment Planning	3,215	4.3	0.73	3,620	4.3	0.74	3,297	4.3	0.72
Perception of Outcomes	3,186	3.9	0.80	3,574	3.9	0.82	3,246	3.9	0.80
Perception of Functioning	3,061	3.9	0.89	3,372	3.8	0.90	3,087	3.9	0.86
Perception of Social Connectedness	3,028	3.9	0.89	3,353	3.9	0.90	3,055	3.9	0.88

Note: Highest and lowest means are in bold.

In May 2017, among Adult survey respondents, the highest rated subscale was for General Satisfaction at 4.5. This was also the highest rated subscale by Adult survey respondents in May 2016 and November 2016 at 4.4.

**TABLE 1.18: OLDER ADULT SURVEY – SUBSCALE MEANS
MAY 2016 – MAY 2017**

	May 2016			November 2016			May 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	392	4.6	0.49	540	4.6	0.64	447	4.6	0.63
Perception of Access	393	4.5	0.57	523	4.4	0.68	445	4.4	0.68
Perception of Quality and Appropriateness	403	4.4	0.63	513	4.4	0.62	439	4.4	0.67
Perception of Participation in Treatment Planning	394	4.4	0.67	509	4.4	0.70	436	4.3	0.72
Perception of Outcomes	356	4.1	0.71	477	4.0	0.84	407	4.0	0.82
Perception of Functioning	357	4.0	0.79	467	3.9	0.91	404	4.0	0.87
Perception of Social Connectedness	354	4.0	0.85	462	3.9	0.94	402	4.0	0.89

Note: Highest and lowest means are in bold.

In May 2017, among Older Adult survey respondents, the highest rated subscale was for General Satisfaction at 4.6. This was also the highest rated subscale by Older Adult survey in May 2016 and November 2016 at 4.6.

MEDICATION AND SIDE EFFECTS – YSS-F AND YSS

TABLE 1.19: YSS-F – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N = 1,871)

	Yes	No	Total
SA 1	101	139	240
<i>Percent</i>	42.1%	57.9%	100%
SA 2	143	382	525
<i>Percent</i>	27.2%	72.8%	100%
SA 3	83	157	240
<i>Percent</i>	34.6%	65.4%	100%
SA 4	45	89	134
<i>Percent</i>	33.6%	66.4%	100%
SA 5	24	98	122
<i>Percent</i>	19.7%	80.3%	100%
SA 6	53	128	181
<i>Percent</i>	29.3%	70.7%	100%
SA 7	81	198	279
<i>Percent</i>	29.0%	71.0%	100%
SA 8	75	75	150
<i>Percent</i>	50.0%	50.0%	100%
Total	605	1,266	1,871
<i>Percent</i>	32.3%	67.7%	100%

Note: Highest and lowest percentages are in bold.

Table 1.19 shows that across all Service Areas, 32.3% of the YSS-F respondents reported that their child was on medication for emotional/behavioral problems as compared with 67.7% that were not. YSS-F respondents in SA 8 had the highest percentage 50.0% reported their child was on medication for emotional/behavioral problems as compared with the lowest percentage in SA 5 at 19.7%.

TABLE 1.20: YSS-F – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N = 697)

	Yes	No	Total
SA 1	71	29	100
<i>Percent</i>	71.0%	29.0%	100%
SA 2	122	49	171
<i>Percent</i>	71.3%	28.7%	100%
SA 3	69	22	91
<i>Percent</i>	75.8%	24.2%	100%
SA 4	33	24	57
<i>Percent</i>	57.9%	42.1%	100%
SA 5	20	16	36
<i>Percent</i>	55.6%	44.4%	100%
SA 6	38	29	67
<i>Percent</i>	56.7%	43.3%	100%
SA 7	69	33	102
<i>Percent</i>	67.6%	32.4%	100%
SA 8	56	17	73
<i>Percent</i>	76.7 %	23.3%	100%
Total	478	219	697
<i>Percent</i>	68.6%	31.4 %	100%

Note: Highest and lowest percentages are in bold.

Table 1.20 shows among the YSS-F survey respondents that reported their child was on medication for emotional and behavioral health problems, across all Service Areas, 68.6% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch for,” as compared with 31.4% that did not. SA 8, at 76.7%, had the highest percentage reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch for,” as compared with the lowest percentage in SA 5 at 55.6%.

TABLE 1.21: YSS – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N = 966)

	Yes	No	Total
SA 1	46	42	88
<i>Percent</i>	52.3%	47.7%	100%
SA 2	104	176	280
<i>Percent</i>	37.1%	62.9%	100%
SA 3	64	71	135
<i>Percent</i>	47.4%	52.6%	100%
SA 4	23	40	63
<i>Percent</i>	36.5%	63.5%	100%
SA 5	24	41	65
<i>Percent</i>	36.9%	63.1%	100%
SA 6	44	78	122
<i>Percent</i>	36.1%	63.9%	100%
SA 7	49	77	126
<i>Percent</i>	38.9%	61.1%	100%
SA 8	42	45	87
<i>Percent</i>	48.3%	51.7%	100%
Total	396	570	966
<i>Percent</i>	41.0%	59.0%	100%

Note: Highest and lowest percentages are in bold.

Table 1.21 shows that across all Service Areas, 41.0% of the YSS respondents reported that they were on medication for emotional/behavioral problems as compared with 59.0% that were not. YSS respondents in SA 1, at 52.3%, had the highest percentage reporting that they were on medication for emotional/behavioral problems as compared with the lowest percentage in SA 6 at 36.1%.

TABLE 1.22: YSS – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N = 491)

	Yes	No	Total
SA 1	36	15	51
<i>Percent</i>	70.6%	29.4%	100%
SA 2	92	44	136
<i>Percent</i>	67.7%	32.4%	100%
SA 3	48	28	76
<i>Percent</i>	63.2%	36.8%	100%
SA 4	19	13	32
<i>Percent</i>	59.4%	40.63%	100%
SA 5	22	10	32
<i>Percent</i>	68.8%	31.3%	100%
SA 6	35	23	58
<i>Percent</i>	60.3%	39.7%	100%
SA 7	45	17	62
<i>Percent</i>	72.6%	27.4%	100%
SA 8	28	16	44
<i>Percent</i>	63.6%	36.4%	100%
Total	325	166	491
<i>Percent</i>	66.2%	33.8%	100%

Note: Highest and lowest percentages are in bold.

Table 1.22 shows that among the YSS respondents who reported they were on medication for emotional and behavioral problems, across all Service Areas, 66.2% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch for,” as compared with 33.8% that did not. SA 7, at 72.6%, had the highest percentage reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch for,” as compared with the lowest percentage in SA 4 at 59.4%.

SUMMARY

Trending data from the past three survey periods reveals no significant changes in survey scores across the Age Groups. The percentages of consumers reporting satisfaction with the subscale domains are consistent with state and national trends. The May 2017 MHSIP survey results show that among the YSS-F surveys, the County average was higher than the State and the US average on all subscales. Among the Adult surveys, the County average was higher than the State and the US average on all subscales except for Perception of Outcomes and Perception of Functioning. The consumer perception related to Satisfaction, Access, Quality, Participation, and Social Connectedness demonstrate these to be areas of relative strengths for LACDMH.

**ANNUAL COUNTY PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
MAY 15, 2017 – MAY 19, 2017**

PART 2 – COUNTY PERFORMANCE OUTCOMES

BACKGROUND

The County Performance Outcomes were developed in compliance with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LACDMH County Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The LACDMH adopted the seven (7) recommended performance measures selected from the State Performance Outcomes surveys of the Mental Health Statistics Improvement Program (MHSIP for Adult, Older Adult, YSS-F, and YSS), in consideration of the following criteria: to support existing consumer/family initiatives and performance outcome measures; to reduce duplicative efforts for data collection; to analyze trends in survey results; and to create opportunities for partnering with providers for Quality Improvement purposes.

Part II summarizes the results of the seven (7) selected survey items as County Performance Outcomes from the MHSIP surveys. These surveys were administered in Outpatient Clinics and Day Treatment Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from May 15, 2017 through May 19, 2017. The County Performance Outcome surveys for the four (4) Age Groups are described on the following:

COUNTY PERFORMANCE OUTCOME SURVEYS

YSS – F

- YSS - F
- I felt my child had someone to talk to when he/she was troubled. (YSS-F, #5).
 - The location of services was convenient for me. (YSS-F, #8)
 - Services were available at times that were convenient for me. (YSS – F, #9)
 - Staff was sensitive to my cultural/ethnic background. (YSS – F, # 15)
 - My child gets along better with family members. (YSS – F, # 17)
 - My child is doing better in school and/or work. (YSS - F, # 19)
 - In a crisis, I would have the support I need from family or friends. (YSS – F, # 25)

YSS

- YSS
- I felt I had someone to talk to when I was troubled. (YSS, #5).
 - The location of services was convenient for me. (YSS, #8)
 - Services were available at times that were convenient for me. (YSS #9)
 - Staff was sensitive to my cultural/ethnic background. (YSS, #15)
 - I get along better with family members. (YSS, # 17)
 - I am doing better in school and/or work. (YSS, #19)
 - In a crisis, I would have the support I need from family or friends. (YSS, #25)

ADULT

- ADULT
- The location of services was convenient for me. (Adult, #4)
 - Staff was willing to see me as often as I felt necessary. (Adult, #5)
 - Services were available at times that were good for me. (Adult, #7)
 - Staff was sensitive to my cultural/ethnic background. (Adult, #18)
 - I deal more effectively with daily problems. (Adult, # 21)
 - I do better in school and/or work. (Adult, #26)
 - My symptoms are not bothering me as much. (Adult, #28)

OLDER ADULT

- OLDER ADULT
- The location of services was convenient for me. (Older Adult, #4)
 - Staff was willing to see me as often as I felt necessary. (Older Adult, #5)
 - Services were available at times that were good for me. (Older Adult, #7)
 - Staff was sensitive to my cultural/ethnic background. (Older Adult, #18)
 - I deal more effectively with daily problems. (Older Adult, # 21)
 - I do better in school and/or work. (Older Adult, #26)
 - My symptoms are not bothering me as much. (Older Adult, #28)

The following four outcome measures are common to all four age-group surveys:

- The location of services was convenient for me.
- Services were available at times that were convenient/good for me/us.
- Staff was sensitive to my cultural/ethnic background.
- I/my child is/am doing better in school and/or work.

The following three outcome measures are common to the YSS-F and the YSS.

- My child/I had someone to talk to when troubled.
- My child/I get along better with family members.
- In a crisis, I would have the support I need from family or friends.

The following three outcome measures are common to the Adult and Older Adult surveys.

- Staff was willing to see me as often as I felt it was necessary.
- I deal more effectively with my daily problems.
- My symptoms are not bothering me as much.

The following tables and figures summarize the Follow-up Data County Performance Outcome results obtained during the May 2017 survey period.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2.01: PERCENTAGE STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES - YSS-F AND YSS

May 2017

Performance Outcome	YSS-F	Among Service Areas*		YSS	Among Service Areas*	
	(N = 2,209)	Highest	Lowest	(N = 1,107)	Highest	Lowest
1 I felt my child/I had someone to talk to when he/she/I was troubled.	92.3%	SA 5 95.5%	SA 1 88.3%	84.1%	SA 6 89.5%	SA 5 79.2%
2 Location of services was convenient for us/me.	92.8%	SA 7 95.7%	SA 5 89.2%	84.3%	SA 6 88.6%	SA 3 81.0%
3 Services were available at times that were convenient for us/me.	93.4%	SA 4 97.6%	SA 7 92.2%	86.3%	SA 8 91.0%	SA 3 80.6%
4 Staff was sensitive to my cultural/ethnic background.	95.4%	SA 4 96.7%	SA 1 93.5%	86.0%	SA 5 91.8%	SA 1 81.1%
5 My child/I get along better with family members.	78.2%	SA 5 85.0%	SA 1 68.8%	67.5%	SA 6 73.2%	SA 1 63.3%
6 My child/I am doing better in school and /or work.	72.3%	SA 5 82.4%	SA 1 61.5%	64.7%	SA 8 70.1%	SA 5 59.2%
7 In a crisis, I would have the support I need from family or friends.	88.0%	SA 5 90.4%	SA 1 85.5%	79.8%	SA 6 84.9%	SA 1 75.6%

¹Highest and lowest percentage are in bold.

The YSS-F percentages from highest to lowest were: (4) “Staff was sensitive to my cultural/ethnic background” at 95.4%; (3) “Services were available at times that were convenient for us/me” at 93.4%; (2) “Location of services was convenient for us/me” at 92.8%; (1) “I felt my child/I had someone to talk to when he/she/I was troubled” at 92.3; (7) “In a crisis, I would have the support I need from family or friends” at 88.0%; (5) “My child/I get along better with family members” at 78.2%; and (6) “My child/I am doing better in school and /or work” at 72.3%.

The YSS percentages from highest to lowest were: (3) “Services were available at times that were convenient” at 86.3%; (4) “Staff was sensitive to my cultural/ethnic background” at 86.0%; (2) “Location of services was convenient for us/me” at 84.3%; (1) “I felt my child/I had someone to talk to when he/she/I was troubled” at 84.1%; (7) “In a crisis, I would have the support I need from family or friends” at 79.8%; (5) “My child/I get along better with family members” at 67.5%; and (6) “My child/I am doing better in school and/or work” at 64.7%.

For both YSS-F and YSS highest and lowest percentages were for the same subscale items, namely: “Services were available at times that were good for me” and “I do better in school and/or work.”

SA 5 had the highest percentages among all SAs on 4 of the 7 County Performance Outcomes on YSS-F.

SA 1 had the lowest percentages among all SAs on 5 of the 7 County Performance Outcomes on YSS-F, and lowest among all SAs on 3 of the 7 County Performance Outcomes on YSS.

TABLE 2.02: PERCENTAGE STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES - ADULT AND OLDER ADULT MHSIP SURVEYS

May 2017

Performance Outcome		Adult Survey (N = 3,299)	Among Service Areas*		Older Adult Survey (N=432)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	83.7%	SA 6 90.5%	SA 5 78.7%	89.5%	SA 1 & 7 100.0%	SA 2 76.4%
2	Staff was willing to see me as often as I felt it was necessary.	87.9%	SA 6 95.2%	SA 1 82.0%	90.7%	SA 5 94.3%	SA 1 79.0%
3	Services were available at times that were good for me.	90.3%	SA 6 96.2%	SA 3 86.5%	94.0%	SA 5 & 6 100.0%	SA 2 89.9%
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	84.5%	SA 6 91.4%	SA 1 79.7%	86.4%	SA 3 96.2%	SA 1 72.2%
5	I deal more effectively with daily problems.	77.9%	SA 4 84.6%	SA 1 66.9%	84.5%	SA 1 94.1%	SA 2 68.8%
6	I do better in school and/or work.	60.6%	SA 6 79.2%	SA 1 50.0%	62.2%	SA 7 80.4%	SA 1 31.3%
7	My symptoms are not bothering me as much.	62.3%	SA 6 77.0%	SA 1 50.5%	68.4%	SA 4 79.2%	SA 2 52.8%

¹Highest and lowest percentage are in bold.

Table 2.02 shows the percentage of Adult and Older Adult surveys that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

The Adult survey percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 90.3%; (2) “Staff was willing to see me as often as I felt it was necessary” at 87.9%; (4) “Staff were sensitive to my cultural background” at 84.5%; (1) “The location of services was convenient” at 83.7%; (5) “I deal more effectively with daily problems” at 77.9%; (7) “My symptoms are not bothering me as much” at 62.3%; and (6) “I do better in school and/or work” at 60.6%.

The Older Adult survey percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 94.0%; (2) “Staff were willing to see me as often as I felt was necessary” at 90.7%; (1) “The location of services was convenient” at 89.5%; (4) “Staff were sensitive to my cultural background” at 86.4%; (5) “I deal more effectively with daily problems” at 84.5%; (7) “My symptoms are not bothering me as much” at 68.4%; and (6) “I do better in school and/or work” at 62.2%.

SA 6 had the highest percentages among all SAs on 6 of the 7 County Performance Outcomes for Adult surveys.

SA 1 had the lowest percentages among all SAs on 5 of the 7 County Performance Outcomes for Adult surveys and on 3 of the 7 county Performance Outcomes for Older Adult surveys.

SA 2 had the lowest percentages on 4 of the 7 County Performance Outcomes for Older Adult surveys.

**TABLE 2.03: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES
COMMON AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT MHSIP
SURVEYS**

May 2016

Outcome Measure	YSS-F (N = 2,622)	YSS (N = 1,223)	Adult Survey (N = 3,346)	Older Adult Survey (N = 427)	Average for All Age Groups
1. Location of services was convenient	92.4%	80.8%	84.2%	91.5%	87.2%
2. Services were available at times that were convenient	94.0%	82.3%	90.6%	95.1%	90.5%
3. Staff were sensitive to cultural/ethnic background	94.9%	81.5%	86.0%	91.2%	88.4%
4. Doing better in school and/or work	72.0%	68.5%	59.9%	65.1%	66.4%

November 2016

Outcome Measure	YSS-F (N = 2,684)	YSS (N = 1,263)	Adult Survey (N = 3,620)	Older Adult Survey (N = 514)	Average for All Age Groups
1. Location of services was convenient	91.2%	83.7%	83.9%	88.7%	86.9%
2. Services were available at times that were convenient	92.3%	83.3%	89.3%	93.3%	89.6%
3. Staff were sensitive to cultural/ethnic background	94.7%	84.7%	84.1%	92.0%	88.9%
4. Doing better in school and/or work	71.6%	68.0%	59.9%	65.6%	66.3%

May 2017

Outcome Measure	YSS-F (N = 2,209)	YSS (N = 1,107)	Adult Survey (N = 3,299)	Older Adult Survey (N = 432)	Average for All Age Groups
1. Location of services was convenient	92.8%	84.3%	83.7%	89.5%	87.0%
2. Services were available at times that were convenient	93.4%	86.3%	90.3%	94.0%	90.8%
3. Staff were sensitive to cultural/ethnic background	95.4%	86.0%	84.5%	86.4%	88.2%
4. Doing better in school and/or work	72.3%	64.7%	60.6%	62.2%	65.0%

Table 2.03 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult, and Older Adult surveys from May 2016 to May 2017. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree, and 5 = Strongly Agree, and the percentages above reflect the number selecting either Agree or Strongly Agree. The measures across each Age Group were compared and a combined average for all Age Groups was computed.

The highest percentages on three of the four common County Performance Outcomes Items were for YSS-F as compared to other three survey types. Older Adult surveys had the highest percentage compared to the other three survey types on the County Performance item, "Services were available at times that were convenient." The highest percentage for all Age Groups for the three survey periods was for the "Services were available at times that were convenient" at 90.8%.

TABLE 2.04: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES ONLY MEASURED FOR YOUTH AND THEIR FAMILIES

YSS-F

Outcome Measure	May-16	Nov-16	May-17	Average for all Three Survey Periods-YSS-F
1. I felt my child/I had someone to talk to when He/She/I was troubled.	92.5%	91.5%	92.3%	92.1%
2. My child/I gets along better with family members.	75.4%	75.8%	78.2%	76.5%
3. In a crisis, I would have the support I need from family or friends.	87.3%	87.3%	88.0%	87.5%

YSS

Outcome Measure	May-16	Nov-16	May-17	Average for all Three Survey Periods - YSS
1. I felt my child/I had someone to talk to when He/She/I was troubled.	82.1%	82.4%	84.1%	82.9%
2. My child/I gets along better with family members.	70.1%	70.1%	67.5%	69.2%
3. In a crisis, I would have the support I need from family or friends.	78.7%	81.5%	79.8%	76.2%

Table 2.04 shows the percentages for County Outcome Measures for three survey periods between May 2016 and May 2017 among YSS-F and YSS surveys.

Compared to the May 2016 survey, for the May 2017 survey Families of Youth (YSS-F) receiving services reported a slight decrease (0.2%) in satisfaction with “I felt my child/I had someone to talk to when He/She/I was troubled” and a 2.0% increase in satisfaction on YSS. YSS-F shows a 2.8% increase in satisfaction with “My child/I gets along better with family members” and a 2.6% decrease in satisfaction on YSS. YSS-F and YSS shows an increase in satisfaction at 0.7% and 1.1%, respectively

with “In a crisis, I would have the support I need from family or friends” as compared to surveys for May 2016.

On all three common County Performance Outcome items listed, the percentages were higher for YSS-F as compared to YSS.

For both YSS-F and YSS, the highest rated over the three survey periods was for: “I felt my child had someone to talk to when he/she was troubled” at 92.1% and 82.9% respectively.

TABLE 2.05: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES ONLY MEASURED FOR ADULTS AND OLDER ADULTS

ADULT

Outcome Measure	May-16	Nov-16	May-17	Average for All Three Survey Periods - Adults
1. Staff was willing to see me as often as I felt was necessary.	87.8%	86.7%	87.9%	87.5%
2. I deal more effectively with daily problems.	78.3%	77.9%	77.9%	78.0%
3. My symptoms are not bothering me as much.	61.5%	59.7%	62.3%	61.2%

OLDER ADULT

Outcome Measure	May-16	Nov-16	May-17	Average for All Three Survey Periods - Older Adults
1. Staff was willing to see me as often as I felt was necessary.	93.2%	91.6%	90.7%	90.8%
2. I deal more effectively with daily problems.	84.7%	81.9%	84.5%	83.7%
3. My symptoms are not bothering me as much.	74.0%	68.3%	68.4%	70.2%

Table 2.05 shows the percentages for County Outcome Measures for three survey periods between May 2016 and May 2017 among Adult and Older Adult surveys.

Compared to the May 2016 survey, for the May 2017 survey Adults receiving services show a 0.1% increase in satisfaction with “Staff was willing to see me as often as I felt was necessary” and a 2.5% decrease in satisfaction on Older Adult. Adults receiving services show a decrease in satisfaction of 0.4% with “I deal more effectively with daily problems” while Older Adult also shows a decrease of 0.2%. For, “My symptoms are not bothering me as much” Adults receiving services show an increase of 0.8% and Older Adults show a slight decrease of 5.6% as compared to surveys for May 2016.

On all three common County Performance Outcome items listed, the percentages were higher for Older Adult as compared to Adult. For both Adult and Older Adult surveys,

the highest rated over the three survey periods was for “Staff was willing to see me as often as I felt was necessary” at 87.5% and 90.8%.

TABLE 2.06: RANK ORDER OF COUNTY OUTCOME MEASURES¹

Outcome Measure	Average Percent¹ Nov 2016	Rank Order Nov 2016	Average Percent¹ May 2017	Rank Order May 2017
Services were available at times that were convenient for us/me ²	89.6%	2	91.0%	1
Staff were willing to see me as often as I felt necessary ⁴	89.9%	1	89.7%	2
Staff were sensitive to cultural/ethnic background ²	88.9%	3	88.1%	3
I felt my child had someone to talk to when he/she was troubled ³	87.3%	4	87.5%	5
Location of services was convenient ²	86.9%	5	87.6%	4
In a crisis, I would have the support I need from family and friends ³	83.3%	6	81.9%	6
I deal more effectively with daily problems ⁴	80.4%	7	80.9%	7
My child/I get along better with family members ³	72.8%	8	72.9%	8
Doing better in school and/or work ²	66.3%	9	65.0%	10
Symptoms are not bothering me as much ⁴	65.6%	10	65.7%	9

¹ Percentage “Strongly Agree” or “Agree”

² Outcomes for YSS-F, YSS, Adult, and Older Adult surveys

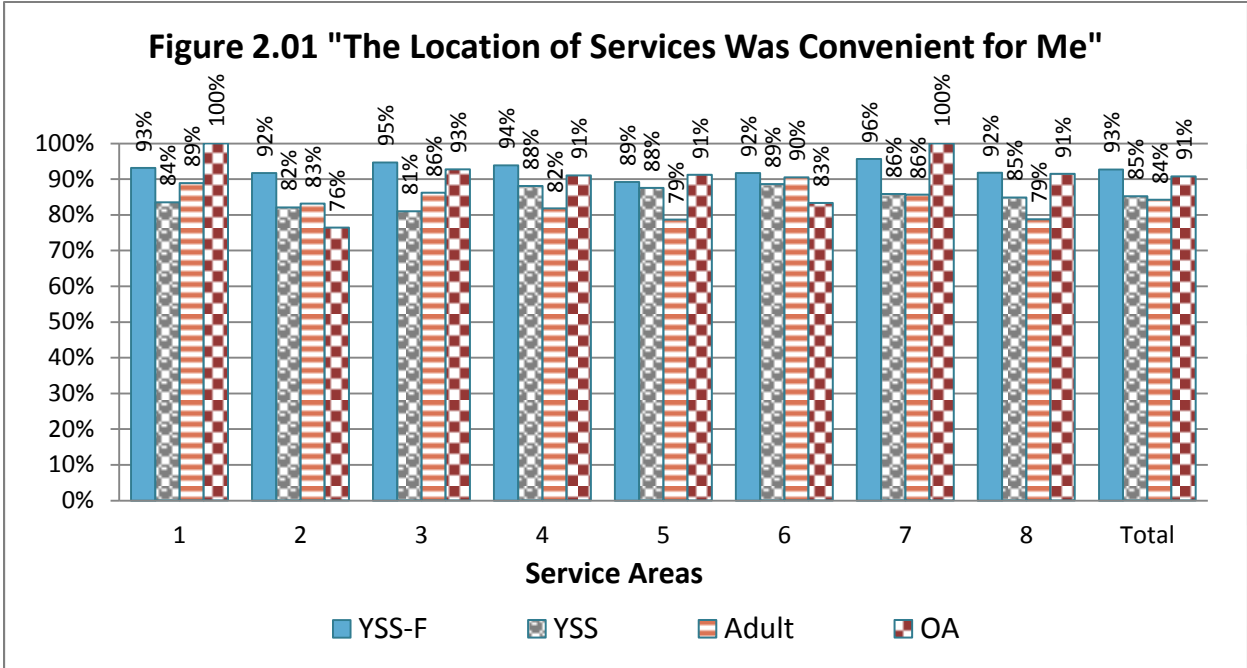
³ Outcomes for YSS-F and YSS only

⁴ Outcomes for Adults and Older Adults surveys only

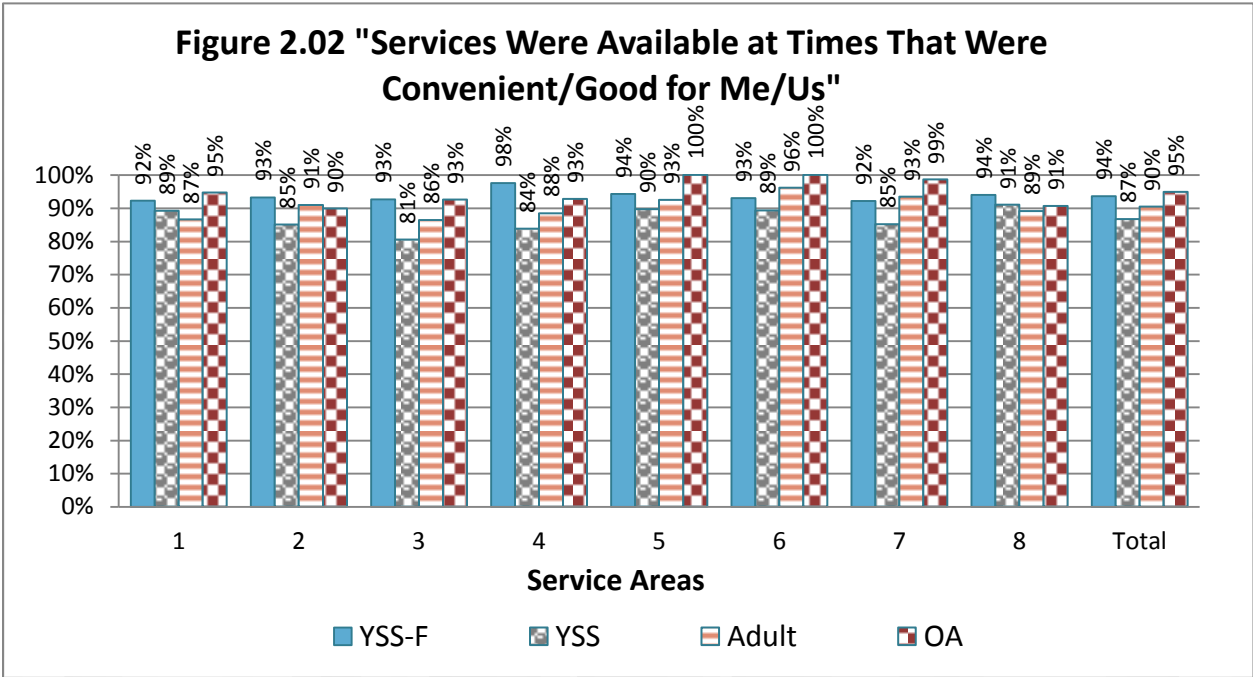
SUMMARY

The data for County Outcome Measures for LACDMH show a pattern of higher scores relating to perception of access, cultural sensitivity, and social connectedness as compared to measures of outcomes and functioning. These trends are consistent with State and US data.

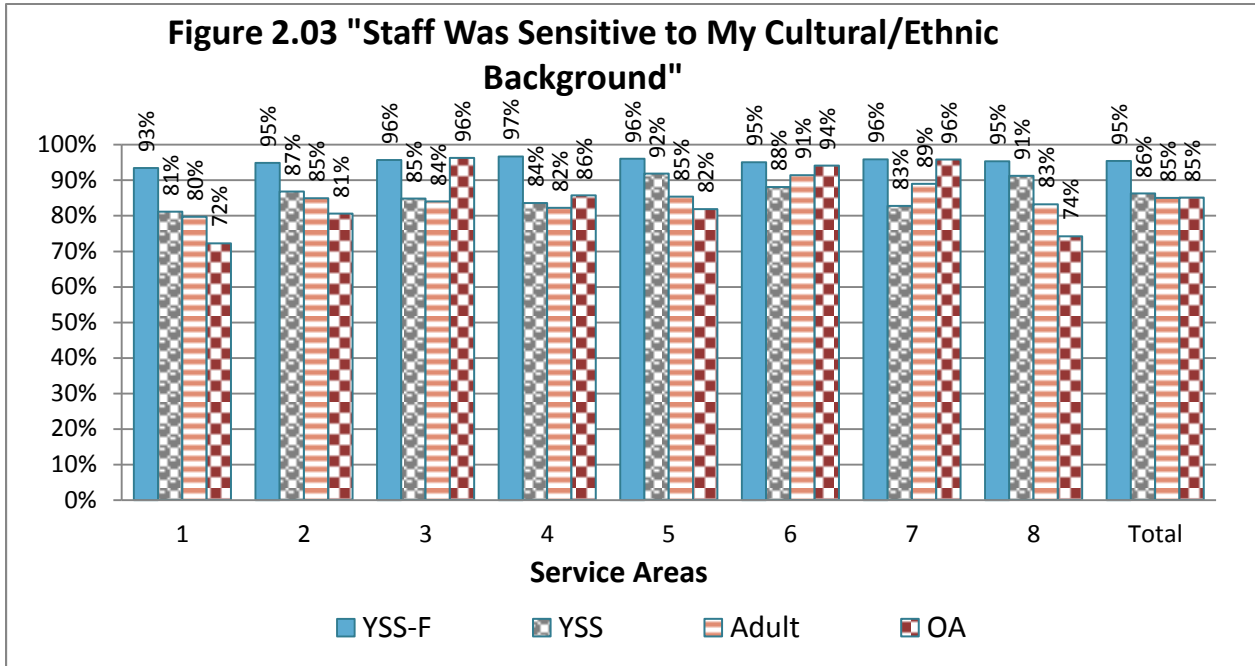
For the November 2016, the highest rank order for County Outcome Measures was for the “Staff were willing to see me as often as I felt necessary” (Adult and Older Adult) with an average percentage of 89.9%. In May 2017, the highest rank order was for the “Services were available at times that were convenient for us/me” (YSS-F, YSS, Adult and Older Adult surveys) with an average percentage of 91.0%.



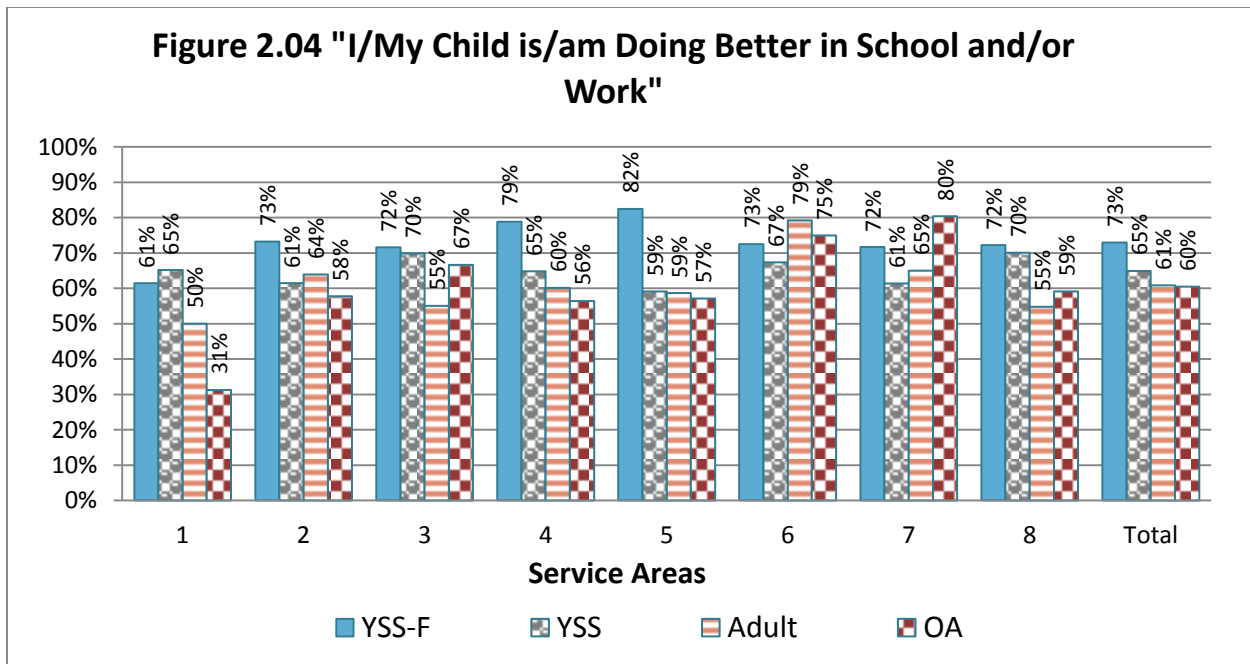
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “the location of services was convenient for me” was in SA 7 at 96% for YSS-F, in SA 6 at 89% for YSS, in SA 6 at 90% for Adults, in SA 1 and SA 7 at 100% for Older Adults.



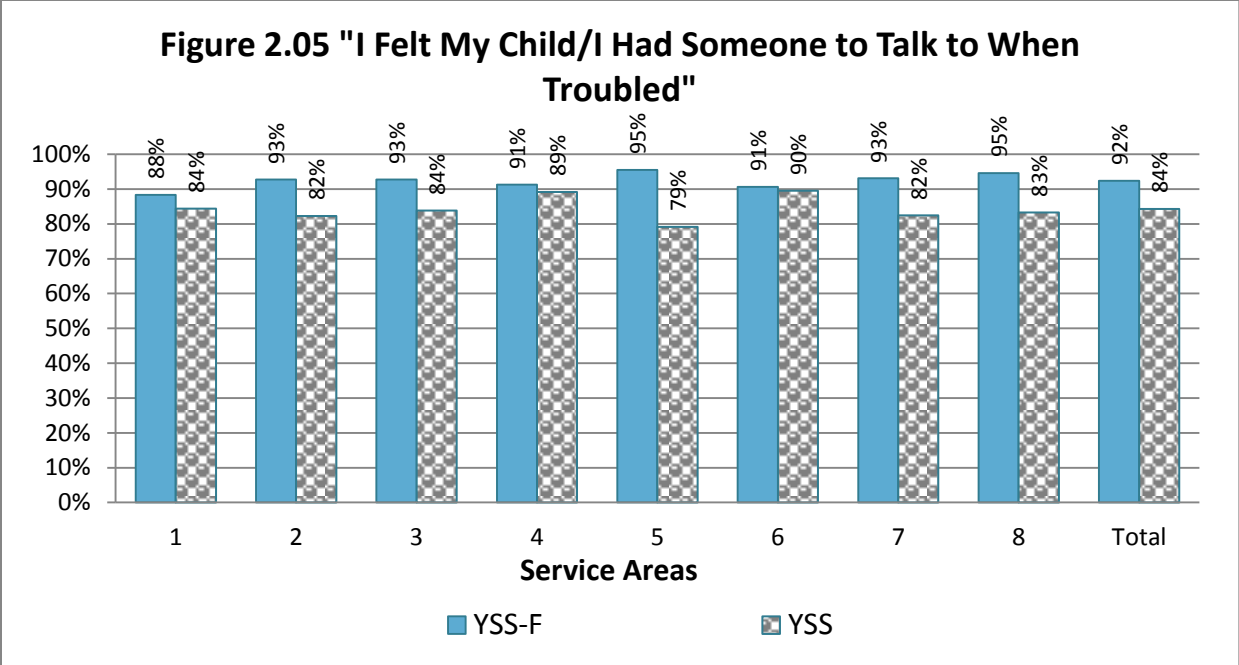
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “services were available at times that were convenient/good for me/us” was in SA 4 at 98% for YSS-F, in SA 8 at 91% for YSS, in SA 6 at 96% for Adults and in SA 5 and SA 6 at 100% for Older Adults.



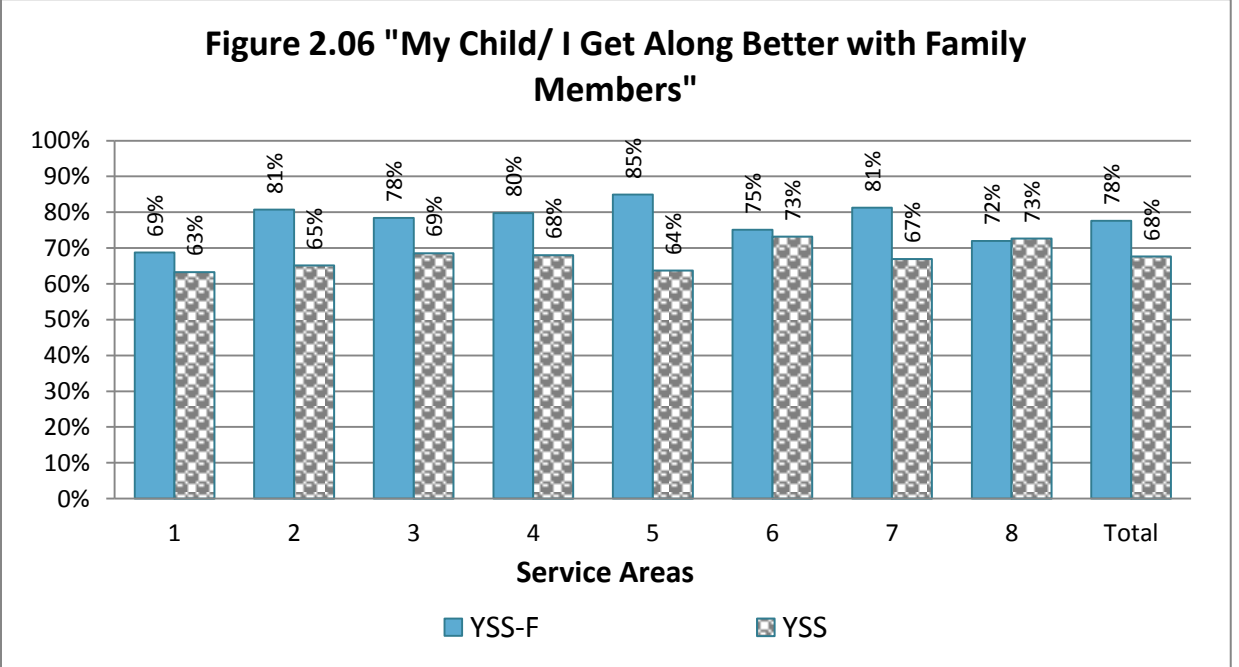
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “staff was sensitive to my cultural/ethnic background” was in SA 4 at 97% for YSS-F, in SA 5 at 92% for YSS, in SA 6 at 91% for Adults and in SA 3 and SA 7 at 96% for Older Adults.



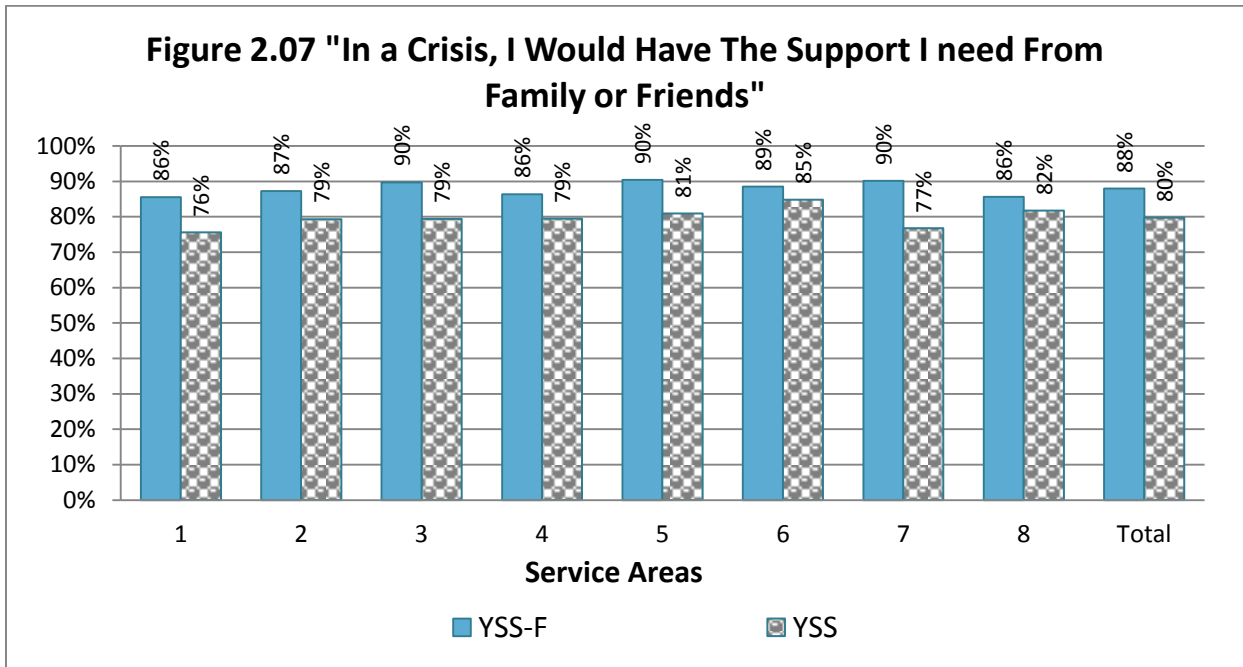
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “I/My child is/am doing better in school and/or work” was in SA 5 at 82% for YSS-F, in SA 3 and SA 8 at 70% for the YSS, in SA 6 at 79% for Adults and in SA 7 at 80% for Older Adults.



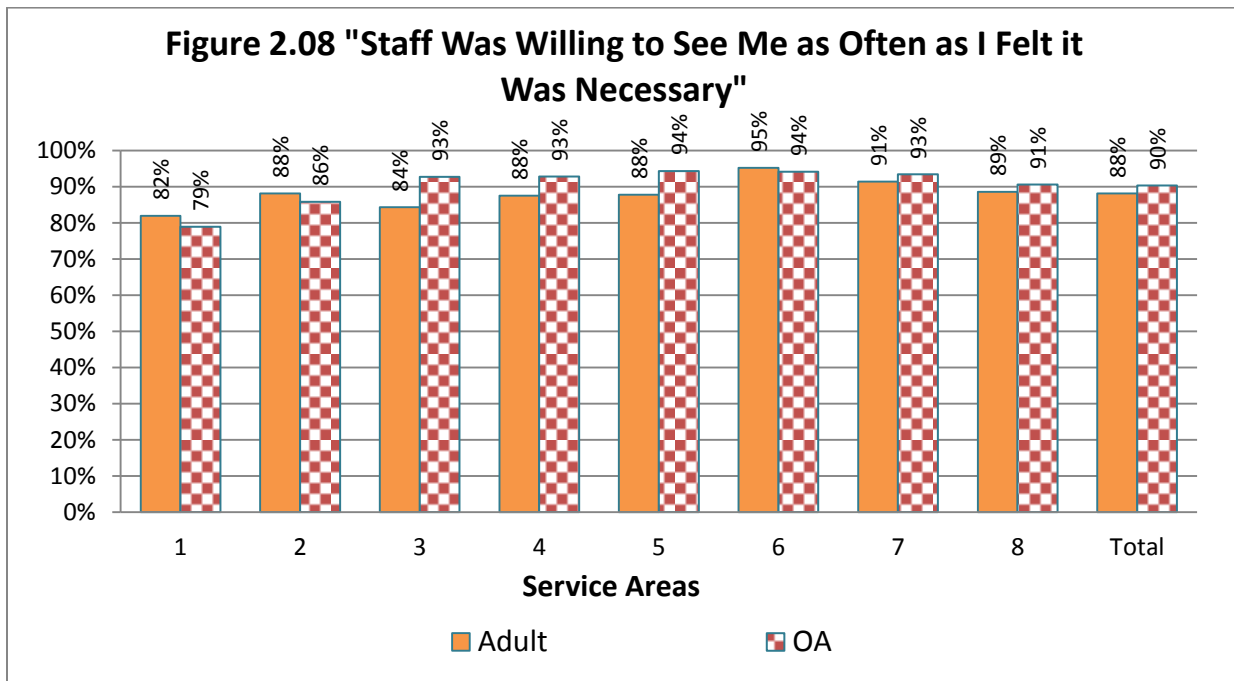
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “My child/I had someone to talk to when troubled” was in SA 5 and SA 8 at 95% for the YSS-F and in SA 6 at 90% for the YSS.



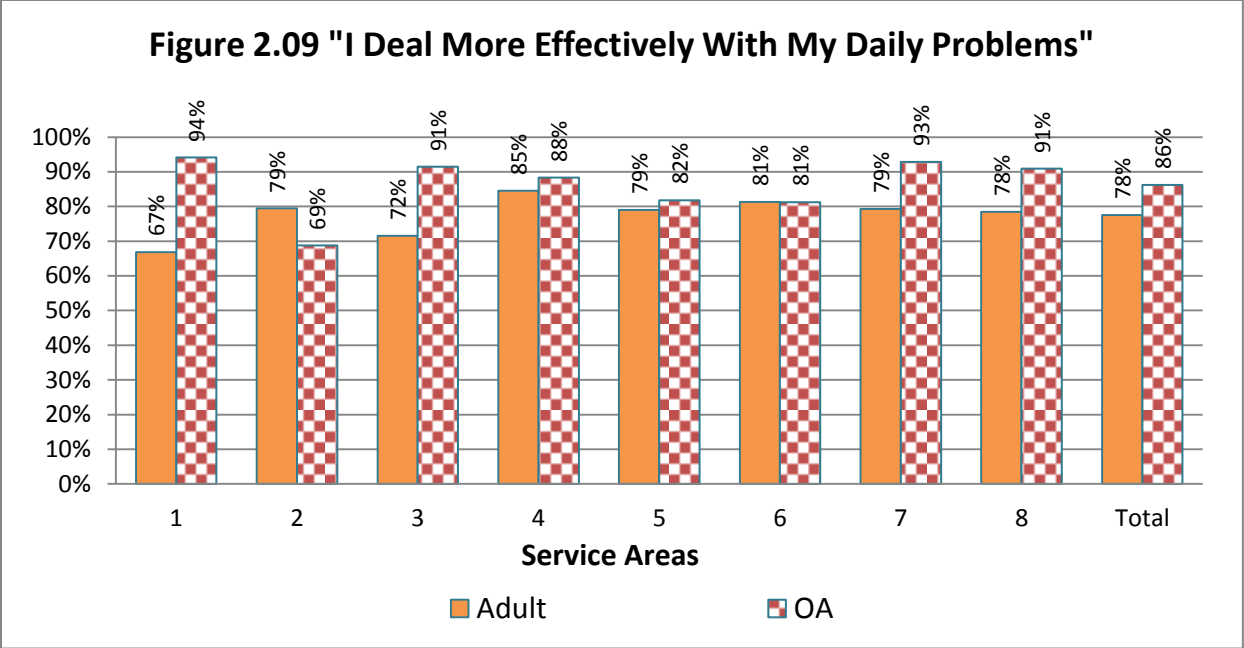
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “My child/I get along better with family members” was in SA 5 at 85% for the YSS-F and in SA 6 and SA 8 at 73% for the YSS.



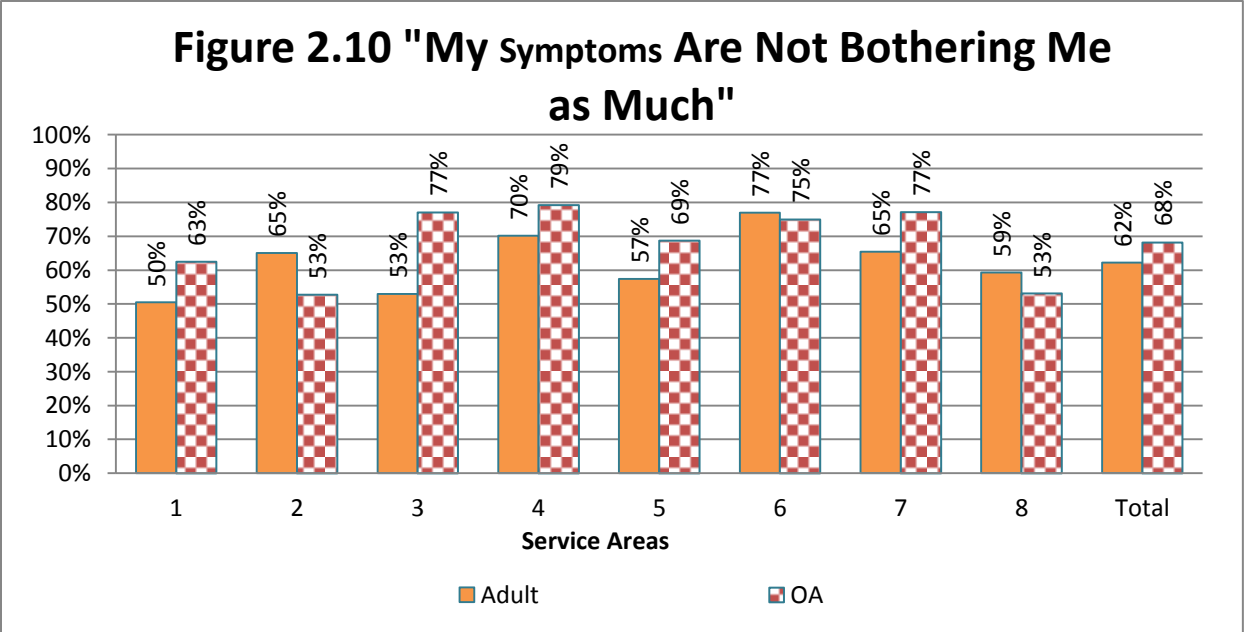
The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “In a crisis, I would have the support I need from family or friends” was in SA 3, SA 5, and SA 7 at 90% for the YSS-F and in SA 6 at 85% for the YSS.



The highest percentage of consumers who ‘agreed’ or ‘strongly agreed’ with “Staff was willing to see me as often as I felt it was necessary” was in SA 6 at 95% for Adults and in SA 5 and SA 6 at 94% for Older Adults.



The highest percentage of consumers who 'agreed' or 'strongly agreed' with "I deal more effectively with my daily problems" was in SA 4 at 85% for Adults and in SA 1 at 94% for Older Adults.



The highest percentage of consumers who 'agreed' or 'strongly agreed' with "My symptoms are not bothering me as much" was in SA 6 at 77% for Adults and in SA 4 at 79% for Older Adults.