



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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**Los Angeles County Department of Mental Health
Office of Administrative Operations - Quality Improvement Division**

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

November 2017

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

February 2019

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

**STATE PERFORMANCE
OUTCOMES AND
COUNTY
PERFORMANCE
OUTCOMES REPORT
NOVEMBER 2017**



**EXECUTIVE
SUMMARY
FEBRUARY 2019**

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Twice annually, the Los Angeles County Department of Mental Health (LACDMH) conducts consumer satisfaction surveys. The Consumer Perception Survey (CPS) formerly known as the Mental Health Statistical Improvement Program (MHSIP) is utilized and administered to consumers seen in randomly selected outpatient clinics. During the period of November 13 to November 17, 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 14,280 surveys returned during the Fall 2017 survey period, 43.9% were from Adults, 4.7% from Older Adults, 34.9% from Families of Youth (YSS-F), and 16.5% from Youth (YSS). Approximately 78.5% of the surveys were returned in English followed by 21.0% in Spanish, and 0.5% 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 95% of respondents reported having written materials available to them in their preferred language and over 96% 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 4.5 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 at 4.4 and 4.5 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 of respondents scoring 3.5 or above (Agree or Strongly Agree) on a five point Likert scale. The November 2017 CPS results show that among the YSS-F and the Adult surveys, the County average was higher than the State and the United States (US) averages (FY 16-17) on all seven subscales. This excludes Perception of Functioning, which was slightly lower for the Adult Survey on both the State and US Averages.

Data trends of CPS data were available for the prior three survey periods (November 2016 through November 2017). For the YSS-F, there was a 0.5 Percentage Point (PP) increase in satisfaction with "Location of services was convenient;" a 0.4 PP increase in satisfaction with "Services were available at times that were convenient;" and a 0.8 PP increase in satisfaction with "Doing better in school and/or work." The YSS-F also showed a 0.9 PP increase in satisfaction with "In a crisis, I would have the support I need from family or friends" and a 1.6 PP increase in satisfaction with "My child/I gets along better with family members." A 0.9 PP increase in satisfaction with "I felt my child/I had someone to talk when troubled" was noted for the YSS. For the Adult survey, there was a 0.9 PP increase in satisfaction with "Services were available at times that were convenient and a 0.4 PP increase in satisfaction with "Doing better in school and/or work." A 1.9 PP increase in satisfaction with "Services were available at times that were convenient" was noted for the Older Adult survey.

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**ANNUAL STATE PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
November 13 - 17, 2017**

PART I – STATE PERFORMANCE OUTCOMES

BACKGROUND

In compliance with the mandated State Performance Outcomes System, Mental Health Consumer Perception Survey (CPS) data was collected at outpatient and day treatment programs in the eight Service Areas (SA) of the Los Angeles County Department of Mental Health (LACDMH), from November 13, 2017 through November 17, 2017.

Part I summarizes the results of the CPS data collected from consumers/families who received face-to-face mental health care services in outpatient and day treatment programs, during the November 2017 survey period. CPS data collection was facilitated via the following forms:

- Youth Services Survey (YSS; ages 13 – 17 years)
- Youth Services Survey for Families (YSS-F; caregivers/family of consumers ages 0 – 17 years)
- Adult MHSIP Consumer Survey (ages 18–59 years)
- Older Adult MHSIP Consumer Survey (ages 60 years and older)

The results are summarized below by Overall Satisfaction and subscale means for each SA. A higher mean score reflects an improved consumer perception of care for that subscale domain. Significance testing for SA and demographic differences was conducted and is reported below.

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

The CPS forms used within the State of California are public domain instruments recommended by the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS) National Advisory Council. The CMHS National Advisory Council was established under Section 502 of the Public Health Service Act, as amended (42 U.S.C. 290aa-1). The council is comprised of mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies.

The CPS data collection requirement was designed to measure: Perception of 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; and Overall Satisfaction. The items for the seven subscales are measured on a five point Likert Scale (5 = Strongly Agree, 4 = Agree, 3 = I am Neutral, 2 = Disagree, and 1 = Strongly Disagree).

METHODOLOGY

A simple random sample of Medi-Cal outpatient and day treatment programs was used for the November 2017 survey period. Outpatient programs were randomly selected within each SA (See Service Area Map on pages 3 through 6), organization type (Directly Operated versus Contracted), and by Age Group. This process ensured adequate representation from each provider type and Age Group. In support of yielding a statistically reliable sample size, nearly one third of the outpatient programs were selected and providers serving Older Adults were over-sampled.

The Quality Improvement Division (QID) conducted trainings on CPS data collection and administration approximately two weeks prior to the survey period. Trainings were mandatory and well-attended by providers from all eight SAs. Surveys were printed and distributed to providers for data collection in advance. All CPS data collection materials (training slides and surveys) were made available for download via the QID website.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect CPS data. In November 2017, nearly all of the randomly selected providers participated in data collection and approximately 29.6% of consumers receiving services from these programs 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 LACDMH outpatient and day treatment programs during the survey period.

Maps for each survey type are presented on the following four pages. The number of surveys received by each of the randomly selected provider locations are also shown.

ELECTRONIC AVAILABILITY OF DATA

Survey data by Legal Entity (LE) and Provider Numbers is distributed annually to SA Quality Improvement Committee (QIC) liaisons for dissemination to the provider agencies. This report is also made available online at <http://psbqi.dmh.lacounty.gov/qi.htm>

CONSUMER PERCEPTION SURVEY (CPS)

CPS Forms Returned by Provider
Fall 2017

YSS: Youth Services Survey
of individuals 13 to 17 years of age.

The collection of Consumer Perception Survey data (formerly known as MHSIP) grants the Los Angeles County Department of Mental Health (LACDMH) an opportunity to measure consumer and family satisfaction with mental health services received.

LACDMH Service Areas

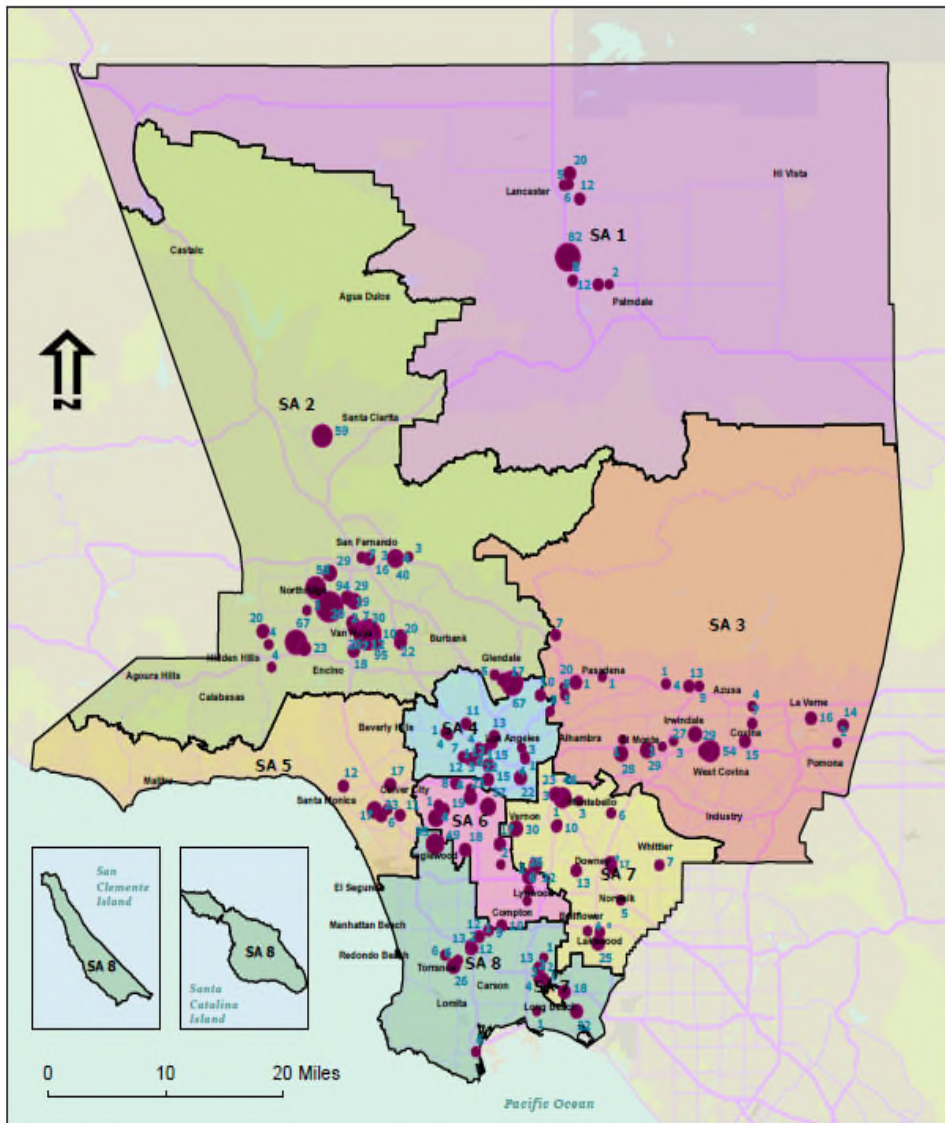
- SA 1
- SA 2
- SA 3
- SA 4
- SA 5
- SA 6
- SA 7
- SA 8

Surveys Returned by Provider



123: Actual number of surveys returned is labeled in blue

ABC: LA County cities are labeled in grey



Map Updated: November 2018
 By: LACDMH-CPS (C.T. Williams)
 Contact: kylli.williams@dmh.lacounty.gov
 Disclaimer: This product is for informational purposes only and may not be suitable for legal, engineering, or survey purposes.
 Users of the information should review or consult the primary data and information sources to ascertain the liability of the information.

CONSUMER PERCEPTION SURVEY (CPS)

CPS Forms Returned by Provider
Fall 2017

Adult: Survey of individuals
18 to 59 years of age.

The collection of Consumer Perception Survey data (formerly known as MHSIP) grants the Los Angeles County Department of Mental Health (LACDMH) an opportunity to measure consumer and family satisfaction with mental health services received.

LACDMH Service Areas

SA 1	SA 5
SA 2	SA 6
SA 3	SA 7
SA 4	SA 8

Surveys Returned by Provider

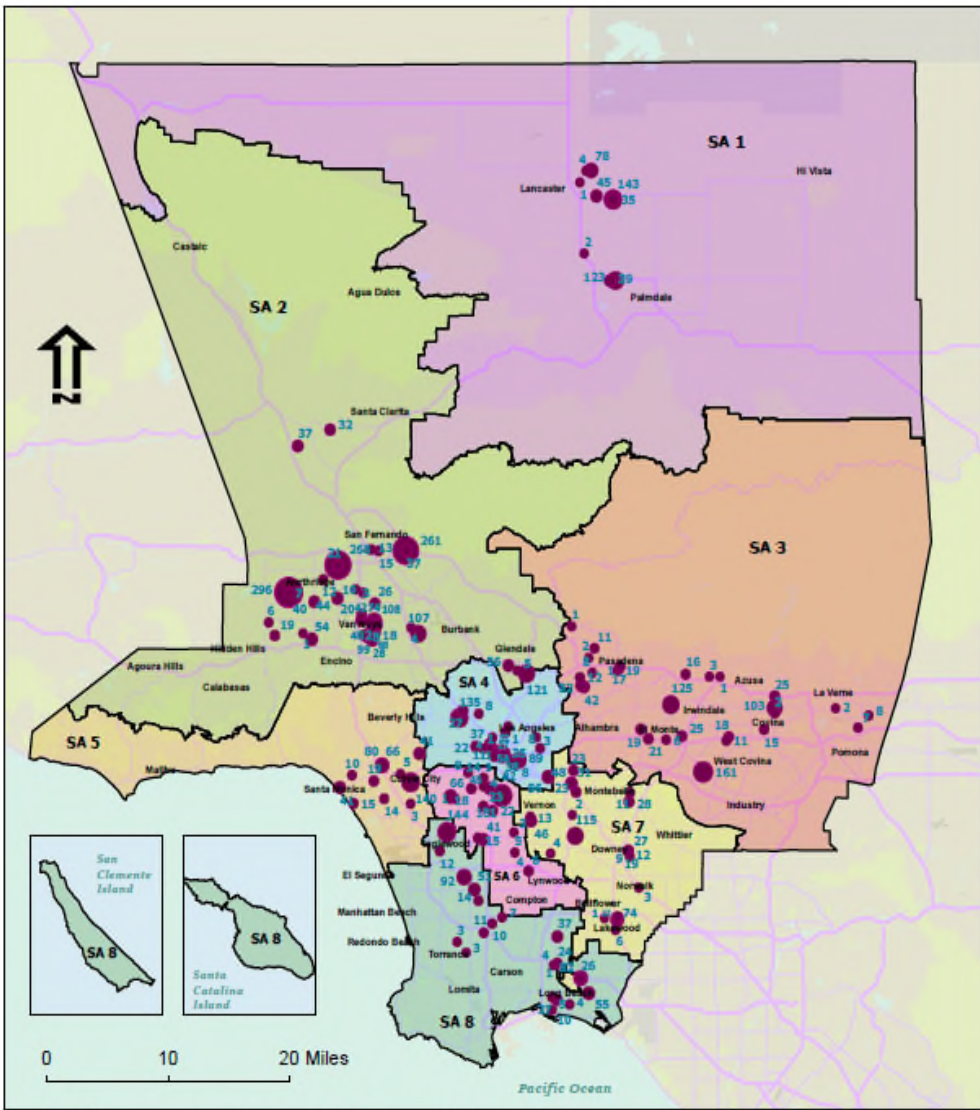
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●

●

123: Actual number of surveys returned is labeled in blue

ABC: LA County cities are labeled in grey



Map updated November 2016
By: LACDMH-CPS (J.T. Wilkins)
Contact: system@laci.lacounty.gov

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CONSUMER PERCEPTION SURVEY (CPS)

CPS Forms Returned by Provider
Fall 2017

Older Adult: Survey of individuals 60 years of age or older.

The collection of Consumer Perception Survey data (formerly known as MHSIP) grants the Los Angeles County Department of Mental Health (LACDMH) an opportunity to measure consumer and family satisfaction with mental health services received.

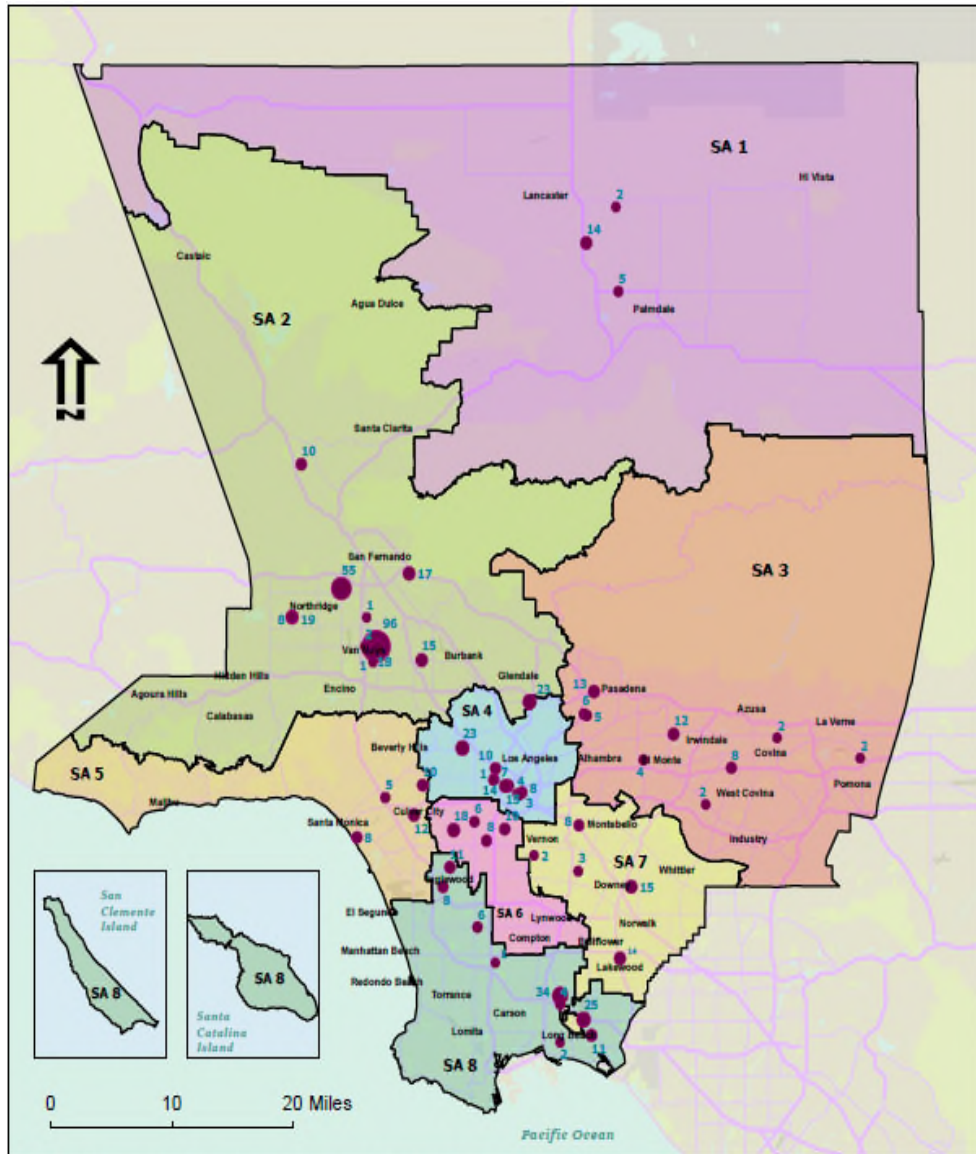
LACDMH Service Areas

- SA 1
- SA 2
- SA 3
- SA 4
- SA 5
- SA 6
- SA 7
- SA 8

Surveys Returned by Provider



123: Actual number of surveys returned is labeled in blue
ABC: LA County cities are labeled in grey



Map updated November 2018 by LACDMH GIS (S. Williams). Contact: (714) 847-4555 or lwilliams@lacounty.gov
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SURVEYS RETURNED

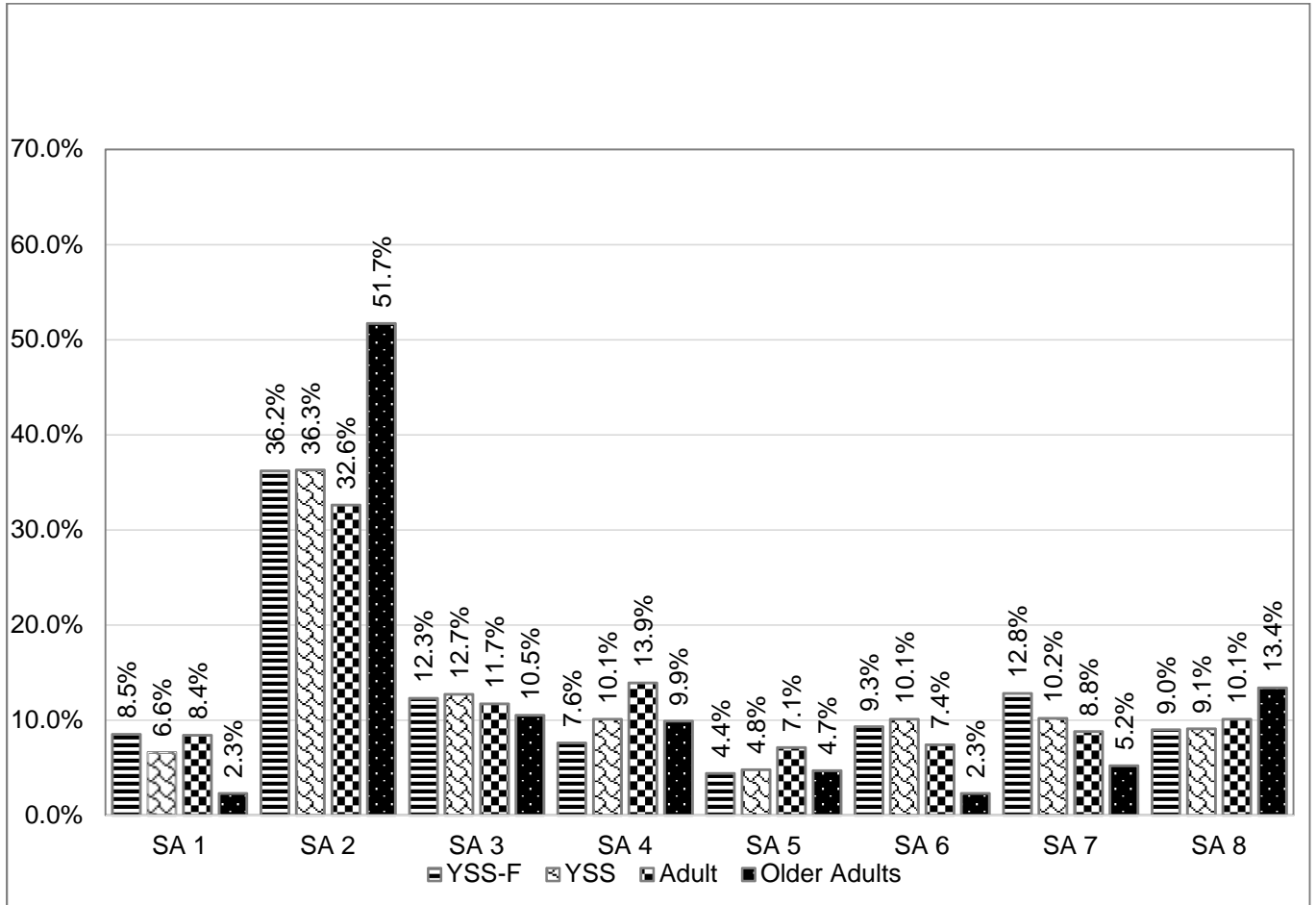
TABLE 1.01A: SURVEYS RETURNED AND COMPLETED

Age Group	Total Surveys Returned		Total Surveys Completed	
	count	percent	count	percent
YSS	2,358	16.5%	1,955	16.6%
YSS-F	4,990	34.9%	4,194	35.6%
Adults	6,263	43.9%	5,120	43.5%
Older Adults	669	4.7%	497	4.2%
Total	14,280	100.0%	11,766	100.0%

Data Source: Consumer Perception Survey data, November 2017.

Table 1.01A shows a total of 14,280 surveys were returned for all Age Groups that received face-to-face mental health services in LACDMH funded outpatient and day treatment programs during the November 13, 2017 to November 17, 2017 survey period. Completed YSS surveys totaled 2,358 surveys (16.5%), YSS-F surveys totaled 4,990 surveys (34.9%), Adults surveys (ages 18 to 59) totaled 6,263 surveys (43.9%) with highest percentage of surveys returned, and Older Adults surveys totaled 669 (4.7%). Of the 14,280 surveys returned, 11,766 surveys were completed and 2,514 surveys reported a reason code for not completing the survey. Providers are prompted to provide one of four reasons (codes) for submitting an incomplete survey: 1) Refused, 2) Impairment, 3) Language not available, or 4) Other Reason.

FIGURE 1.01: SURVEYS RETURNED BY AGE GROUP AND SERVICE AREA



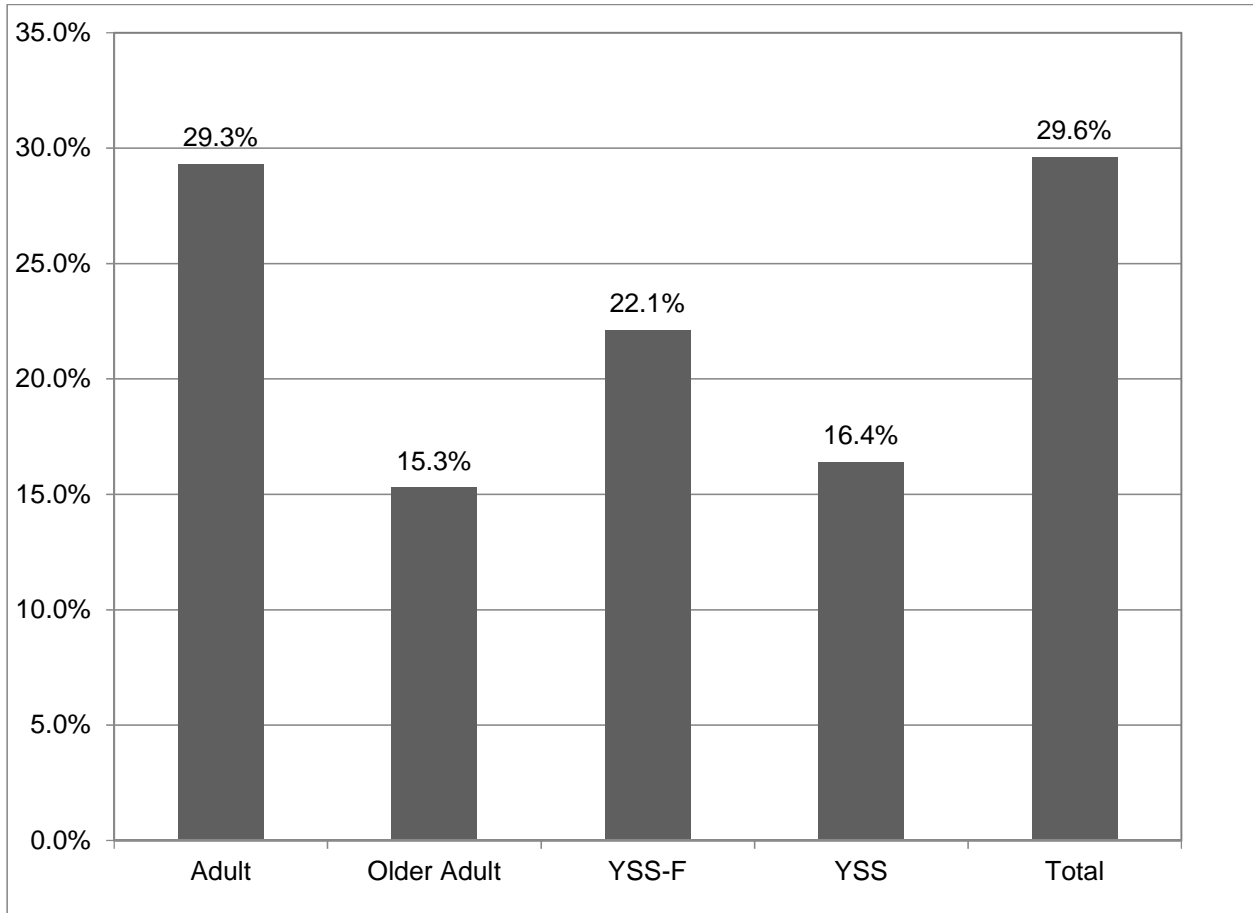
Data Source: Returned CPS Forms, November 2017.

Figure 1.01 shows that SA 2 had the highest number of surveys returned from all Age Groups. SA 2 returned 36.3% of YSS surveys, 36.2% of YSS-F surveys, 32.6% of Adult surveys, and 51.7% of Older Adult surveys.

SURVEYS COMPLETED

RESPONSE RATES

FIGURE 1.02: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP



Data Source: Completed CPS Forms, November 2017.

Figure 1.02 shows the November 2017 CPS response rate for surveys completed from randomly selected LACDMH funded outpatient 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. The response rates, from highest to lowest, was 29.3% for Adults, 22.1% for YSS-F, 16.4% for YSS, and 15.3% for Older Adults.

TABLE 1.01B RESPONSE RATE FOR NOVEMBER 2017

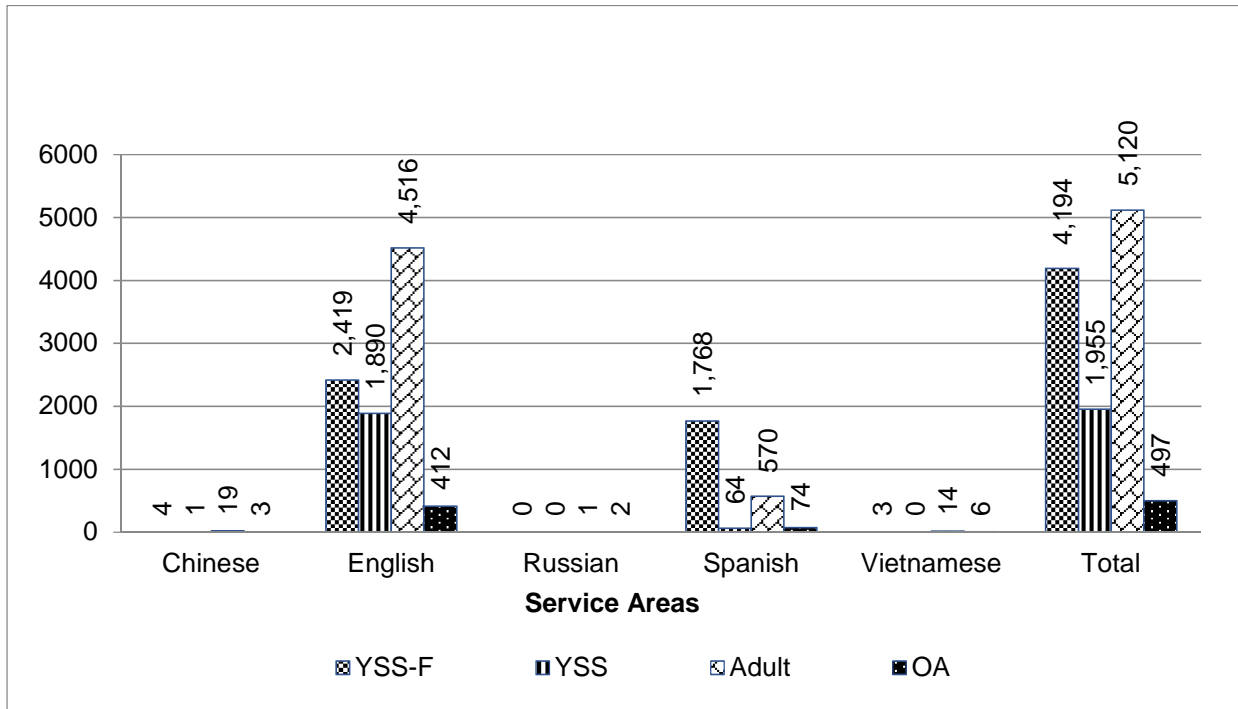
Age Group	Surveys Completed		Total Unique Consumers Seen in OP ¹ and DT ² Programs	Response Rate
	count	percent		
YSS ³	1,955	16.6%	11,892	16.4%
YSS-F	4,194	35.6%	18,970	22.1%
Adult	5,120	43.5%	17,501	29.3%
Older Adult	497	4.2%	3,240	15.3%
Total	11,766	100.0%	39,711²	29.6%

Note: ¹OP = Outpatient. ²DT = Day Treatment. ³YSS consumers are a subset of the YSS-F consumers and not included in the total. Data Source: Consumer Perception Survey data, November 2017.

Table 1.01B shows the total response rate for the November 2017 CPS data collection was 29.6%.

SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

FIGURE 1.03 SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

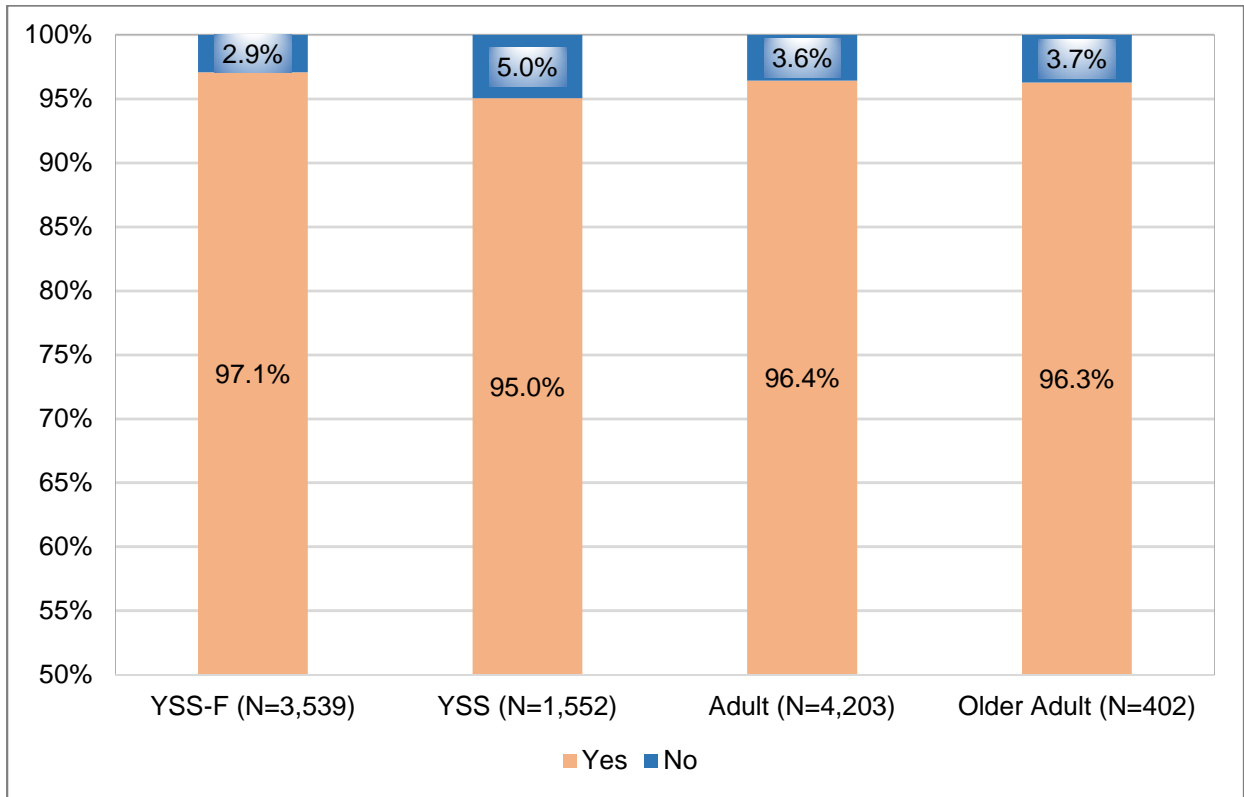


Data Source: Consumer Perception Survey data, November 2017.

Figure 1.03 shows that 78.5% of consumers completed surveys in English (N=9,237). Twenty-one percent of the consumers completed surveys in Spanish (N=2,476). Sixty-four Youth completed the YSS survey in Spanish. Majority of Spanish language surveys were completed by the Families of Youth (N=1,768), followed by Adults (N=570), and Older Adults (N=74).

Surveys completed in other languages accounted for 0.5% of the completed surveys. Other languages included Chinese (N=27), Russian (N=3), and Vietnamese (N=23).

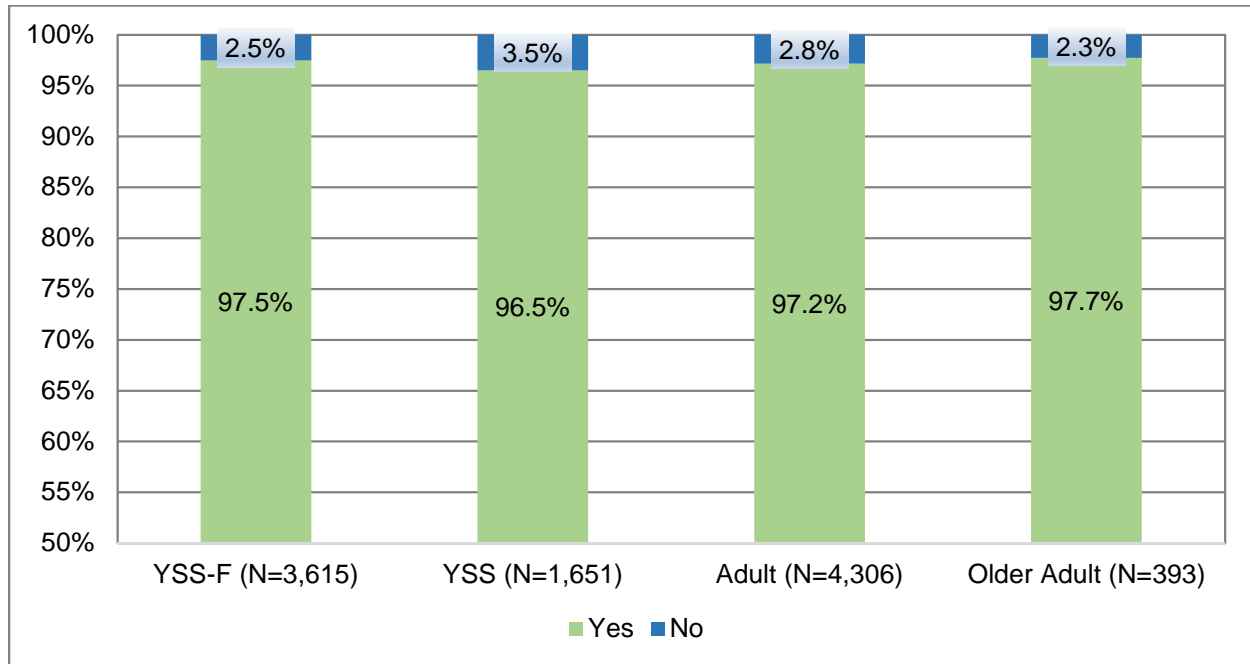
FIGURE 1.04: "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?"



Data Source: Consumer Perception Survey data, November 2017.

Figure 1.04 shows that across all Age Groups, over 95% of the survey respondents reported that they had written information available to them in their preferred language. Written materials included brochures describing available services, rights as a consumer, and mental health education materials.

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



Data Source: Consumer Perception Survey data, November 2017.

Figure 1.05 shows that across Age Groups, over 96% of the survey respondents reported that they received services in their preferred language.

SUMMARY

A total of 14,280 surveys were received from LACDMH outpatient and day treatment programs. Out of which, 11,766 were completed and 2,514 reported a reason (Refused, Impaired, Language not available, or Other Reason) for not completing the surveys. Surveys continued to be completed primarily in English and Spanish. This survey period also included consumers who completed surveys in Chinese, Russian, and Vietnamese languages. As the surveys remained unavailable in many of Los Angeles County's threshold languages, consumer participation in CPS data collection continued to be limited.

This survey period indicated that language capacity was a relative strength for LACDMH. Over 95% of respondents reported having written materials available to them in their preferred language and over 96% reported receiving services in their preferred language.

SURVEYS COMPLETED BY ETHNICITY

TABLE 1.02: YSS SURVEYS COMPLETED BY SERVICE AREA AND ETHNICITY

YSS	African American	Asian Pacific Islander	Latino	Native American	Other Ethnicity	White	Total
SA 1	31	9	68	9	42	39	198
Percent	15.7%	4.5%	34.3%	4.5%	21.2%	19.7%	100.0%
SA 2	40	32	415	17	204	103	811
Percent	4.9%	3.9%	51.2%	2.1%	25.2%	12.7%	100.0%
SA 3	20	17	168	14	76	57	352
Percent	5.7%	4.8%	47.7%	4.0%	21.6%	16.2%	100.0%
SA 4	21	3	154	7	88	24	297
Percent	7.1%	1.0%	51.9%	2.4%	29.6%	8.1%	100.0%
SA 5	8	4	71	3	31	25	142
Percent	5.6%	2.8%	50.0%	2.1%	21.8%	17.6%	100.0%
SA 6	38	4	117	7	63	16	245
Percent	15.5%	1.6%	47.8%	2.9%	25.7%	6.5%	100.0%
SA 7	11	7	166	7	77	32	300
Percent	3.7%	2.3%	55.3%	2.3%	25.7%	10.7%	100.0%
SA 8	36	8	105	13	45	34	241
Percent	14.9%	3.3%	43.6%	5.4%	18.7%	14.1%	100.0%
Total	205	84	1264	77	626	330	2586
Percent	7.9%	3.2%	48.9%	3.0%	24.2%	12.8%	100.0%

Note: Highest and lowest percentages in bold. Data Source: Consumer Perception Survey data, November 2017.

Table 1.02 shows the number and percent of completed YSS surveys by SA and Ethnicity.

African Americans completed the highest percentage of YSS surveys in SA 1 (15.7%) when compared to SA 7 (3.7%) with the lowest percentage.

Asian Pacific Islanders completed the highest percentage of YSS surveys in SA 3 (4.8%) when compared to SA 4 (1.0%) with the lowest percentage.

Latinos completed the highest percentage of YSS surveys in SA 7 (55.3%) when compared to SA 1 (34.3%) with the lowest percentage.

Native Americans completed the highest percentage of YSS surveys in SA 8 (5.4%) when compared to SA 2 (2.1%) and SA 5 (2.1%) with lowest percentage.

Consumers who identified as an Other Ethnicity completed the highest percentage of YSS surveys in SA 4 (29.6%) when compared to SA 8 (18.7%) with the lowest percentage.

Whites completed the highest percentage of YSS surveys in SA 1 (19.7%) when compared to SA 6 (6.5%) with the lowest percentage.

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

YSS-F	African American	Asian Pacific Islander	Latino	Native American	Other Ethnicity	White	Total
SA 1	101	6	173	14	55	138	487
Percent	20.7%	1.2%	35.5%	2.9%	11.3%	28.3%	100.0%
SA 2	57	51	914	21	231	307	1,581
Percent	3.6%	3.2%	57.8%	1.3%	14.6%	19.4%	100.0%
SA 3	24	18	424	14	109	164	753
Percent	3.2%	2.4%	56.3%	1.9%	14.5%	21.8%	100.0%
SA 4	10	7	288	4	113	33	455
Percent	2.2%	1.5%	63.3%	0.9%	24.8%	7.3%	100.0%
SA 5	20	7	118	4	40	59	248
Percent	8.1%	2.8%	47.6%	1.6%	16.1%	23.8%	100.0%
SA 6	101	4	249	7	75	32	468
Percent	21.6%	0.9%	53.2%	1.5%	16.0%	6.8%	100.0%
SA 7	14	17	475	15	139	123	783
Percent	1.8%	2.2%	60.7%	1.9%	17.8%	15.7%	100.0%
SA 8	79	14	237	11	98	91	530
Percent	14.9%	2.6%	44.7%	2.1%	18.5%	17.2%	100.0%
Total	406	124	2,878	90	860	947	5,305
Percent	7.7%	2.3%	54.3%	1.7%	16.2%	17.9%	100.0%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Table 1.03 shows the number and percent of completed YSS-F surveys by SA and Ethnicity.

African Americans completed the highest percentage of YSS-F surveys in SA 6 (21.6%) when compared to SA 7 (1.8%) with the lowest percentage.

Asian Pacific Islanders completed the highest percentage of YSS-F surveys in SA 2 (3.2%) when compared to SA 6 (0.9%) with the lowest percentage.

Latinos completed the highest percentage of YSS-F surveys in SA 4 (63.3%) when compared to SA 1 (35.5%) with the lowest percentage.

Native Americans completed the highest percentage of YSS-F surveys in SA 1 (2.9%) when compared to SA 4 (0.9%) with lowest percentage.

Consumers who identified as an Other Ethnicity completed the highest percentage of YSS-F surveys in SA 4 (24.8%) when compared to SA 1 (11.3%) with the lowest percentage.

Whites completed the highest percentage of YSS-F surveys in SA 1 (28.3%) when compared to SA 6 (6.8%) with the lowest percentage.

TABLE 1.04: ADULT SURVEYS COMPLETED BY SERVICE AREA AND ETHNICITY

Adult	African American	Asian Pacific Islander	Latino	Native American	Other Ethnicity	White	Total
SA 1	145	22	137	26	71	159	559
Percent	25.9%	3.9%	24.4%	4.7%	12.7%	28.3%	100.0%
SA 2	115	91	541	44	346	486	1,623
Percent	7.1%	5.6%	33.3%	2.7%	21.3%	29.9%	100.0%
SA 3	31	47	312	32	173	192	787
Percent	3.9%	6.0%	39.6%	4.1%	22.0%	24.4%	100.0%
SA 4	148	94	290	26	214	138	910
Percent	16.3%	10.3%	31.9%	2.9%	23.5%	15.2%	100.0%
SA 5	71	24	86	12	69	185	447
Percent	15.9%	5.4%	19.2%	2.7%	15.4%	41.4%	100.0%
SA 6	205	8	141	11	79	33	477
Percent	43.0%	1.7%	29.6%	2.3%	16.8%	6.9%	100.0%
SA 7	13	21	359	31	154	103	681
Percent	1.9%	3.1%	52.7%	4.6%	22.6%	15.1%	100.0%
SA 8	191	72	169	16	102	126	676
Percent	28.3%	10.7%	25.0%	2.4%	15.1%	18.6%	100.0%
Total	919	379	2035	198	1208	1421	6160
Percent	15.0%	6.2%	33.1%	3.2%	19.5%	23.0%	100.0%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Table 1.04 shows the number and percent of completed Adult surveys by SA and Ethnicity.

African Americans completed the highest percentage of Adult surveys in SA 6 (43.0%) when compared to SA 7 (1.9%) with the lowest percentage.

Asian Pacific Islanders completed the highest percentage of Adult surveys in SA 8 (10.7%) when compared to SA 6 (1.7%) with the lowest percentage.

Latinos completed the highest percentage of Adult surveys in SA 7 (52.7%) when compared to SA 5 (19.2%) with the lowest percentage.

Native Americans completed the highest percentage of Adult surveys in SA 1 (4.7%) when compared to SA 6 (2.3%) with lowest percentage.

Consumers who identified as an Other Ethnicity completed the highest percentage of Adult surveys in SA 4 (23.5%) when compared to SA 1 (12.7%) with the lowest percentage.

Whites completed the highest percentage of Adult surveys in SA 5 (41.4%) when compared to SA 6 (6.9%) with the lowest percentage.

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

Older Adult	African American	Asian Pacific Islander	Latino	Native American	Other Ethnicity	White	Total
SA 1	2	0	7	0	6	8	23
Percent	8.7%	0.0%	30.4%	0.0%	26.1%	34.8%	100.0%
SA 2	4	9	42	4	31	77	167
Percent	2.4%	5.4%	25.1%	2.4%	18.6%	46.1%	100.0%
SA 3	6	2	11	1	8	13	41
Percent	14.6%	4.9%	26.8%	2.4%	19.5%	31.7%	100.0%
SA 4	17	5	12	1	11	17	63
Percent	27.0%	7.9%	19.0%	1.6%	17.5%	27.0%	100.0%
SA 5	3	1	2	1	2	14	23
Percent	13.0%	4.3%	8.7%	4.3%	8.7%	60.9%	100.0%
SA 6	23	0	9	0	6	3	41
Percent	56.1%	0.0%	22.0%	0.0%	14.6%	7.3%	100.0%
SA 7	0	2	19	2	6	11	40
Percent	0.0%	5.0%	47.5%	5.0%	15.0%	27.5%	100.0%
SA 8	21	17	10	2	6	26	82
Percent	25.6%	20.7%	12.2%	2.4%	7.3%	31.7%	100.0%
Total	76	36	112	11	76	169	480
Percent	15.8%	7.5%	23.3%	2.3%	15.8%	35.2%	100.0%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Table 1.05 shows the number and percent of completed Older Adult surveys by SA and Ethnicity.

African Americans completed the highest percentage of Older Adult surveys in SA 6 (56.1%) when compared to SA 7 where there were no completed surveys.

Asian Pacific Islanders completed the highest percentage of Older Adult surveys in SA 8 (20.7%) when compared to SA 1 and SA 6 where there were no completed surveys.

Latinos completed the highest percentage of Older Adult surveys in SA 7 (47.5%) when compared to SA 5 (8.7%) with the lowest percentage.

Native Americans completed the highest percentage of Older Adult surveys in SA 7 (5.0%) when compared to SA 1 and SA 6 where there were no completed surveys.

Consumers who identified as an Other Ethnicity completed the highest percentage of Older Adult surveys in SA 1 (26.1%) when compared to SA 8 (7.3%) with the lowest percentage.

Whites completed the highest percentage of Older Adult surveys in SA 5 (60.9%) when compared to SA 6 (7.3%) with the lowest percentage.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.06: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

YSS & YSS-F Surveys	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)

Data Source: Consumer Perception Survey data, November 2017.

Table 1.06 presents the number of items included in each subscale. The number of subscale items for YSS and YSS-F surveys differ from the number of subscale items for Adult and Older Adult surveys. For example, the total number of items for the overall satisfaction scale for YSS and YSS-F surveys is 30 and for the Adult and Older Adult surveys the total is 37. The mean score for each subscale cannot be compared between Adult and Older Adult surveys and the YSS and YSS-F surveys. Scale reliability was assessed by calculating the Cronbach's coefficient alpha. Reliability estimates were greater than 0.7 on all subscales with the exception of Perception of Functioning for the Adult surveys. This may be attributed to this subscale having only two items on the Adult and Older Adult surveys and three items on the YSS and YSS-F surveys.

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 averages is from California 2017 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System and is available only for YSS-F and the Adult survey. County data for the November 2017 survey period is compared with the current available data for State and US averages for the Fiscal Year (FY) 16-17 survey period.

TABLE 1.07: YSS - MEAN, STANDARD DEVIATION, AND PERCENT OF RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	2,057	4.1	0.59	87.0%
General Satisfaction	2,027	4.2	0.73	87.4%
Perception of Access	1,972	4.1	0.79	87.1%
Perception of Quality and Appropriateness	1,977	4.4	0.67	94.0%
Perception of Participation in Treatment Planning	1,994	4.1	0.73	82.5%
Perception of Outcomes	1,969	3.9	0.73	75.6%
Perception of Functioning	1,953	3.9	0.72	73.8%
Perception of Social Connectedness	1,909	4.1	0.69	89.3%

Note: 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 Source: Consumer Perception Survey data, November 2017.

TABLE 1.08: YSS-F - MEAN, STANDARD DEVIATION, AND PERCENT OF RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	4,313	4.2	0.62	92.4%	N/A	N/A
General Satisfaction	4,267	4.3	0.72	91.9%	89%	87%
Perception of Access	4,201	4.4	0.78	93.0%	87%	86%
Perception of Quality and Appropriateness	4,213	4.5	0.68	96.8%	95%	94%
Perception of Participation in Treatment Planning	4,216	4.3	0.71	92.7%	88%	88%
Perception of Outcomes	4,124	3.9	0.79	77.2%	68%	69%
Perception of Functioning	4,081	3.9	0.78	75.9%	73%	71%
Perception of Social Connectedness	4,038	4.2	0.70	93.3%	86%	86%

Note: 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 16-17 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, November 2017.

Tables 1.07 and 1.08 present the mean, standard deviation, and percent of respondents scoring 3.5 or higher on the YSS and YSS-F subscale satisfaction domains. The mean scores for overall satisfaction for the YSS-F is 4.2 and 4.1 on the YSS. The mean score for subscales such as General Satisfaction; Perception of Access; Perception of Quality and Appropriateness; Perception of Participation in Treatment Planning; and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F.

Across subscale satisfaction domains, the highest percentage of YSS respondents scoring 3.5 or above was for Perception of Quality and Appropriateness (94.0%). The lowest percentage was for Perception of Functioning (73.8%).

Across subscale satisfaction domains, the highest percentage of YSS-F respondents scoring 3.5 or above was noted for Perception of Quality and Appropriateness (96.8%). Perception of Functioning (75.9%) represented the lowest percentage of YSS-F respondents scoring 3.5 or above.

For State averages, the highest percentage of YSS-F respondents scoring 3.5 or above was for Perception of Quality and Appropriateness (95%) and the lowest percentage was for the Perception of Outcomes (68%).

When the US averages were reviewed, the highest percentage on YSS-F respondents scoring 3.5 or higher was for the Perception of Quality and Appropriateness (94%) and the lowest percentage was for Perception of Outcomes (69%). The percentage of respondents scoring 3.5 or above was higher than those obtained for the US and State averages on all subscales of YSS-F surveys.

TABLE 1.09: ADULT - MEAN, STANDARD DEVIATION, AND PERCENT OF RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	5,300	4.1	0.62	86.7%	N/A	N/A
General Satisfaction	5,241	4.4	0.69	90.8%	90%	89%
Perception of Access	5,235	4.3	0.7	89.5%	86%	86%
Perception of Quality and Appropriateness	5,206	4.3	0.64	90.6%	89%	89%
Perception of Participation in Treatment Planning	5,143	4.3	0.73	90.9%	80%	83%
Perception of Outcomes	5,072	3.9	0.79	72.6%	69%	71%
Perception of Functioning	4,801	3.9	0.87	69.2%	70%	71%
Perception of Social Connectedness	4,777	3.9	0.86	73.9%	67%	70%

Note: 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 16-17 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, November 2017.

TABLE 1.10: OLDER ADULT – MEAN, STANDARD DEVIATION, AND PERCENT OF RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE SATISFACTION DOMAINS

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	522	4.2	0.63	88.9%
General Satisfaction	512	4.5	0.65	94.0%
Perception of Access	513	4.4	0.65	91.9%
Perception of Quality and Appropriateness	504	4.4	0.65	92.6%
Perception of Participation in Treatment Planning	497	4.4	0.69	94.6%
Perception of Outcomes	453	3.9	0.84	73.8%
Perception of Functioning	445	3.9	0.90	74.5%
Perception of Social Connectedness	435	3.9	0.92	72.7%

Note: 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 Source: Consumer Perception Survey data, November 2017.

Tables 1.09 and 1.10 present the mean, standard deviation, and percent of respondents scoring 3.5 or above on subscale satisfaction domains for the Adult and Older Adult surveys. The mean score for overall satisfaction was 4.1 for Adult surveys 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 (90.9%). The lowest percentage was for Perception of Functioning (69.2%).

For the state average, the highest percentage of Adult respondents scoring 3.5 or above was for General Satisfaction (90%) and the lowest percentage was for the Perception of Social Connectedness (67%).

For the US Average, the highest percentage of Adult respondents scoring 3.5 or above was for General Satisfaction (89%) and for the Perception of Quality and Appropriateness (89%). The lowest percentage was for Perception of Social Connectedness (70%).

The percentage of respondents scoring 3.5 or above was higher than those obtained for State and US averages on all subscales of Adults; with the exception of the Perception of Functioning subscale.

Across subscale satisfaction domains, the highest percentage of Older Adult respondents scoring 3.5 or above was for Perception of Participation in Treatment Planning (94.6%). The lowest percentage was for Perception of Social Connectedness (72.7%).

Tables 1.11 through 1.14 present the differences in subscale means for each survey (YSS, YSS-F, Adult, and Older Adult) and by SA. The percentages reflect the number of consumers that 'Agreed' or 'Strongly Agreed' with the subscale statements.

TABLE 1.11: YSS SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

Service Area	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 (87%)	4.2 (87%)	4.1 (86%)	4.3 (97%)	4.1 (82%)	3.9 (71%)	3.9 (70%)	4.2 (90%)
SA 2	4.1 (85%)	4.2 (87%)	4.2 (86%)	4.4 (94%)	4.1 (83%)	3.8 (75%)	3.9 (73%)	4.1 (90%)
SA 3	4.1 (88%)	4.2 (90%)	4.2 (88%)	4.4 (94%)	4.0 (81%)	3.9 (79%)	3.9 (76%)	4.1 (90%)
SA 4	4.0 (85%)	4.0 (80%)	3.9 (82%)	4.2 (89%)	3.9 (81%)	3.9 (78%)	3.9 (73%)	4.1 (90%)
SA 5	4.2 (93%)	4.3 (95%)	4.2 (89%)	4.5 (98%)	4.1 (88%)	3.9 (73%)	3.9 (72%)	4.1 (89%)
SA 6	4.1 (86%)	4.1 (86%)	4.1 (85%)	4.4 (94%)	4.1 (82%)	3.8 (73%)	3.8 (73%)	4.1 (87%)
SA 7	4.0 (88%)	4.2 (88%)	4.1 (89%)	4.4 (95%)	4.0 (81%)	3.7 (69%)	3.8 (69%)	4.1 (86%)
SA 8	4.2 (90%)	4.3 (91%)	4.3 (94%)	4.5 (94%)	4.1 (84%)	4.0 (83%)	4.0 (83%)	4.2 (92%)
Average	4.1 (87%)	4.2 (87%)	4.1 (87%)	4.4 (94%)	4.1 (82%)	3.9 (75%)	3.9 (74%)	4.1 (89%)

Note: * Significant differences by SA at $p \leq 0.05$. Highest means are in bold. Data Source: Consumer Perception Survey data, November 2017.

TABLE 1.12: YSS-F SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

Service Area	*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 (91%)	4.3 (88%)	4.3 (91%)	4.5 (98%)	4.3 (92%)	3.8 (71%)	3.8 (67%)	4.3 (94%)
SA 2	4.2 (91%)	4.4 (91%)	4.4 (93%)	4.5 (96%)	4.3 (93%)	4.0 (80%)	4.0 (79%)	4.2 (93%)
SA 3	4.3 (95%)	4.4 (94%)	4.5 (96%)	4.6 (98%)	4.4 (94%)	3.9 (77%)	3.9 (75%)	4.3 (95%)
SA 4	4.2 (91%)	4.3 (93%)	4.3 (91%)	4.5 (95%)	4.2 (90%)	3.9 (78%)	3.9 (78%)	4.1 (90%)
SA 5	4.3 (97%)	4.5 (95%)	4.5 (96%)	4.7 (99%)	4.4 (95%)	3.9 (77%)	4.0 (78%)	4.3 (97%)
SA 6	4.2 (91%)	4.3 (91%)	4.4 (92%)	4.5 (96%)	4.3 (92%)	3.8 (74%)	3.8 (72%)	4.2 (93%)
SA 7	4.2 (93%)	4.3 (92%)	4.3 (93%)	4.5 (97%)	4.3 (92%)	3.9 (77%)	3.9 (77%)	4.2 (92%)
SA 8	4.3 (95%)	4.4 (93%)	4.4 (94%)	4.6 (98%)	4.4 (95%)	3.9 (76%)	3.9 (73%)	4.3 (95%)
Average	4.2 (92%)	4.3 (92%)	4.4 (93%)	4.5 (97%)	4.3 (93%)	3.9 (77%)	3.9 (76%)	4.2 (93%)

Note: * Significant differences by SA at $p \leq 0.05$. Highest means are in bold. Data Source: Consumer Perception Survey data, November 2017.

TABLE 1.13: ADULT SUBSCALE MEAN DIFFERENCES BETWEEN SERVICE AREAS

Service Area	*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 (80%)	4.4 (87%)	4.2 (87%)	4.3 (88%)	4.3 (90%)	3.8 (66%)	3.7 (61%)	3.9 (72%)
SA 2	4.2 (88%)	4.5 (91%)	4.3 (91%)	4.4 (91%)	4.4 (92%)	4.0 (77%)	3.9 (73%)	4.0 (77%)
SA 3	4.1 (87%)	4.5 (94%)	4.3 (89%)	4.3 (93%)	4.3 (93%)	3.9 (72%)	3.9 (68%)	3.9 (75%)
SA 4	4.1 (84%)	4.4 (91%)	4.2 (89%)	4.3 (89%)	4.2 (89%)	3.9 (75%)	3.9 (74%)	3.9 (73%)
SA 5	4.1 (85%)	4.4 (91%)	4.2 (89%)	4.3 (90%)	4.2 (90%)	3.9 (70%)	3.8 (68%)	3.8 (66%)
SA 6	4.1 (86%)	4.4 (90%)	4.2 (88%)	4.2 (89%)	4.2 (87%)	3.8 (72%)	3.8 (69%)	3.9 (73%)
SA 7	4.2 (89%)	4.5 (95%)	4.3 (92%)	4.4 (93%)	4.4 (93%)	3.9 (70%)	3.9 (67%)	4.0 (76%)
SA 8	4.1 (86%)	4.4 (89%)	4.3 (88%)	4.3 (89%)	4.3 (89%)	3.9 (69%)	3.8 (65%)	3.9 (74%)
Average	4.1 (86%)	4.4 (91%)	4.3 (89%)	4.3 (90%)	4.3 (91%)	3.9 (73%)	3.9 (69%)	3.9 (74%)

Note: * Significant differences by SA at $p \leq 0.05$. Highest means are in bold. Data Source: Consumer Perception Survey data, November 2017.

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

Service Area	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 (78%)	4.5 (88%)	4.2 (83%)	4.3 (88%)	4.2 (88%)	3.6 (59%)	3.7 (69%)	3.6 (59%)
SA 2	4.3 (87%)	4.6 (94%)	4.4 (90%)	4.4 (92%)	4.4 (94%)	4.0 (77%)	3.9 (72%)	3.9 (73%)
SA 3	4.2 (88%)	4.6 (100%)	4.4 (93%)	4.4 (98%)	4.4 (92%)	3.9 (63%)	3.9 (73%)	3.8 (62%)
SA 4	4.1 (87%)	4.4 (94%)	4.3 (88%)	4.3 (94%)	4.4 (97%)	3.9 (70%)	3.9 (70%)	3.7 (70%)
SA 5	4.0 (75%)	4.3 (75%)	4.2 (82%)	4.1 (79%)	4.1 (89%)	3.8 (63%)	4.0 (73%)	3.8 (73%)
SA 6	4.2 (92%)	4.4 (95%)	4.4 (92%)	4.4 (92%)	4.4 (97%)	4.0 (83%)	4.1 (83%)	4.1 (86%)
SA 7	4.3 (89%)	4.6 (91%)	4.5 (97%)	4.4 (92%)	4.5 (94%)	4.0 (81%)	3.9 (81%)	3.9 (71%)
SA 8	4.3 (90%)	4.5 (98%)	4.5 (95%)	4.4 (92%)	4.5 (95%)	4.0 (74%)	4.0 (78%)	4.1 (76%)
Average	4.2 (87%)	4.5 (96%)	4.4 (91%)	4.4 (92%)	4.4 (94%)	3.9 (74%)	3.9 (75%)	3.9 (72%)

Note: Significant differences by SA at $p \leq 0.05$. Highest means are in bold. Data Source: Consumer Perception Survey data, November 2017.

SUMMARY OF SUBSCALE DIFFERENCES ON THE FOUR SURVEYS BETWEEN SERVICE AREAS

YSS

Among YSS, five of the seven subscales were significantly different across SAs, namely General Satisfaction (highest mean in SA 5 and SA 8); Perception of Access (highest mean in SA 8); Perception of Quality and Appropriateness (highest mean in SA 5 and SA 8); Perception of Outcomes (highest mean in SA 8); Perception of Functioning (highest Mean in SA 8).

YSS-F

Among YSS-F, all seven subscales and Overall Satisfaction were significantly different across SAs; namely Overall Satisfaction (highest mean in SA 3, SA 5, and SA 8); General Satisfaction (highest mean in SA 5); Perception of Access (highest mean in SA 3 and SA 5); Perception of Quality and Appropriateness (highest mean in SA 5); Perception of

Participation in Treatment Planning (highest mean in SA 3, SA 5, and SA 8); Perception of Outcomes (highest mean in SA 2); Perception of Functioning (highest mean in SA 2 and SA 5); and Perception of Social Connectedness (highest mean in SA 1, SA 3, SA 5, and SA 8).

Adult

Among Adult surveys, all of the seven subscales and Overall Satisfaction were significantly different across SAs, namely Overall Satisfaction (highest mean in SA 2 and SA 7), General Satisfaction (highest mean in SA 2, SA 3, and SA 7); Perception of Access (highest mean in SA 2, SA 3, SA 7, and SA 8); Perception of Quality and Appropriateness (highest mean in SA 2 and SA 7); Perception of Participation in Treatment Planning (highest mean in SA 2 and SA 7); Perception of Outcomes (highest mean in SA 2), Perception of Functioning (highest mean in SA 2, SA 3, SA 4, and SA 7); and Perception of Social Connectedness (highest mean in SA 2 and SA 7).

Older Adult

Among Older Adult surveys, none of the seven subscales were significantly different across the eight SAs.

SUBSCALE COMPARISONS FOR NOVEMBER 2016, MAY 2017 AND NOVEMBER 2017 CPS DATA

**TABLE 1.15: YSS SUBSCALE MEANS
NOVEMBER 2016 – NOVEMBER 2017**

Subscale	November 2016			May 2017			November 2017		
	N	Mean	SD*	N	Mean	SD	N	Mean	SD
General Satisfaction	1,354	4.1	0.80	1,147	4.2	0.71	2,027	4.2	0.73
Perception of Access	1,325	4.1	0.86	1,118	4.2	0.76	1,972	4.1	0.79
Perception of Quality and Appropriateness	1,324	4.3	0.76	1,110	4.4	0.67	1,977	4.4	0.67
Perception of Participation in Treatment Planning	1,342	4.0	0.81	1,133	4.0	0.76	1,994	4.1	0.73
Perception of Outcomes	1,300	3.9	0.74	1,096	3.8	0.72	1,969	3.9	0.73
Perception of Functioning	1,295	3.9	0.74	1,089	3.9	0.72	1,953	3.9	0.72
Perception of Social Connectedness	1,270	4.1	0.75	1,057	4.1	0.69	1,909	4.1	0.69

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

Table 1.15 shows in November 2017, the highest mean score among the YSS surveys was for Perception of Quality and Appropriateness (4.4). This was also the highest rated subscale among YSS respondents in November 2016 (4.3) and May 2017(4.4). For both November 2016 and November 2017, the lowest mean scores among the YSS surveys were noted for Perception of Outcomes (3.9) and Perception of Functioning (3.9).

**TABLE 1.16: YSS-F SUBSCALE MEANS
NOVEMBER 2016 – NOVEMBER 2017**

Subscale	November 2016			May 2017			November 2017		
	N	Mean	SD*	N	Mean	SD	N	Mean	SD
General Satisfaction	2,785	4.3	0.74	2,258	4.4	0.68	4,267	4.3	0.72
Perception of Access	2,759	4.4	0.79	2,232	4.4	0.73	4,201	4.4	0.78
Perception of Quality and Appropriateness	2,764	4.5	0.70	2,229	4.6	0.65	4,213	4.5	0.68
Perception of Participation in Treatment Planning	2,756	4.3	0.73	2,235	4.3	0.68	4,216	4.3	0.71
Perception of Outcomes	2,704	3.9	0.79	2,169	3.9	0.77	4,124	3.9	0.79
Perception of Functioning	2,685	3.9	0.78	2,161	4.0	0.78	4,081	3.9	0.78
Perception of Social Connectedness	2,678	4.2	0.70	2,132	4.2	0.69	4,038	4.2	0.70

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

Table 1.16 shows in November 2017, the highest mean score among YSS-F surveys was for Perception of Quality and Appropriateness (4.5). This was similar to mean scores for this subscale in November 2016 (4.5) and May 2017 (4.6). For both November 2016 and November 2017, the lowest mean scores on the YSS-F surveys were noted for Perception of Outcomes (3.9) and Perception of Functioning (3.9).

**TABLE 1.17: ADULT SUBSCALE MEANS
NOVEMBER 2016 – NOVEMBER 2017**

Subscale	November 2016			May 2017			November 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,718	4.4	0.70	3,355	4.5	0.69	5,241	4.4	0.69
Perception of Access	3,692	4.3	0.72	3,348	4.3	0.69	5,235	4.3	0.70
Perception of Quality and Appropriateness	3,651	4.3	0.67	3,315	4.4	0.64	5,206	4.3	0.64
Perception of Participation in Treatment Planning	3,620	4.3	0.74	3,297	4.3	0.72	5,143	4.3	0.73
Perception of Outcomes	3,574	3.9	0.82	3,246	3.9	0.80	5,072	3.9	0.79
Perception of Functioning	3,372	3.8	0.90	3,087	3.9	0.86	4,801	3.9	0.87
Perception of Social Connectedness	3,353	3.9	0.90	3,055	3.9	0.88	4,777	3.9	0.86

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

Table 1.17 shows in November 2017, the highest mean score among the Adult surveys was for General Satisfaction (4.4). This was also the highest rated subscale by Adult survey respondents in November 2016 (4.4) and May 2017 (4.5). For November 2017, the lowest mean scores among the Adult surveys were noted for Perception of Outcomes (3.9); Perception of Functioning (3.9); and Perception of Social Connectedness (3.9). In November 2016, the lowest mean score was Perception of Functioning (3.8).

**TABLE 1.18: OLDER ADULT SUBSCALE MEANS
NOVEMBER 2016 – NOVEMBER 2017**

Subscale	November 2016			May 2017			November 2017		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	540	4.6	0.64	447	4.6	0.63	512	4.5	0.65
Perception of Access	523	4.4	0.68	445	4.4	0.68	513	4.4	0.65
Perception of Quality and Appropriateness	513	4.4	0.62	439	4.4	0.67	504	4.4	0.65
Perception of Participation in Treatment Planning	509	4.4	0.70	436	4.3	0.72	497	4.4	0.69
Perception of Outcomes	477	4.0	0.84	407	4.0	0.82	453	3.9	0.84
Perception of Functioning	467	3.9	0.91	404	4.0	0.87	445	3.9	0.90
Perception of Social Connectedness	462	3.9	0.94	402	4.0	0.89	435	3.9	0.92

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2016., May 2017, and November 2017.

Table 1.18 shows in November 2017, the highest mean score among the Older Adult surveys was for General Satisfaction (4.5). This was also the highest rated subscale by Older Adult survey respondents in November 2016 and May 2017 (4.6). In November 2017, the lowest mean scores among the Older Adult surveys were noted for Perception of Outcomes (3.9); Perception of Functioning (3.9); and Perception of Social Connectedness (3.9). In November 2016, the lowest mean scores were noted for Perception of Functioning (3.9) and Perception of Social Connectedness (3.9).

MEDICATION AND SIDE EFFECTS – YSS AND YSS-F

**TABLE 1.19: YSS – “ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS?”
(N = 1,749)**

Service Area (SA)	Yes	No	Total
SA 1	44	85	129
Percent	34.1%	65.9%	100%
SA 2	213	346	559
Percent	38.1%	61.9%	100%
SA 3	90	132	222
Percent	40.5%	59.5%	100%
SA 4	64	138	202
Percent	31.7%	68.3%	100%
SA 5	31	66	97
Percent	32.0%	68.0%	100%
SA 6	78	100	178
Percent	43.8%	56.2%	100%
SA 7	78	124	202
Percent	38.6%	61.4%	100%
SA 8	65	95	160
Percent	40.6%	59.4%	100%
Total	663	1,086	1,749
Percent	37.9%	62.1%	100%

Note: Highest and lowest percentages are in bold. Data Source: Completed CPS Forms, November 2017.

Table 1.19 shows that across all SAs, 37.9% of the YSS respondents reported that they were on medication for emotional/behavioral problems as compared with 62.1% that reported they were not. YSS respondents in SA 6 (43.8%) had the highest percentage reporting that they were on medication for emotional/behavioral problems as compared with the lowest percentage in SA 4 (31.7%).

**TABLE 1.20: YSS – “DID THE DOCTOR OR NURSE TELL YOU WHAT SIDE EFFECTS TO WATCH FOR?”
(N = 896)**

Service Area (SA)	Yes	No	Total
SA 1	34	26	60
Percent	56.7%	43.3%	100%
SA 2	175	116	291
Percent	60.1%	39.9%	100%
SA 3	64	49	113
Percent	56.6%	43.4%	100%
SA 4	48	51	99
Percent	48.5%	51.5%	100%
SA 5	26	22	48
Percent	54.2%	45.8%	100%
SA 6	53	41	94
Percent	56.4%	43.6%	100%
SA 7	67	37	104
Percent	64.4%	35.6%	100%
SA 8	55	32	87
Percent	63.2%	36.8%	100%
Total	522	374	896
Percent	58.3%	41.7%	100%

Note: Highest and lowest percentages are in bold.
Data Source: Consumer Perception Survey data, November 2017.

Table 1.20 shows that among the YSS respondents who reported they were on medication for emotional/behavioral problems, across all SAs, 58.3% reported “yes” to “Did the doctor or nurse tell you what side effects to watch for?” as compared with 41.7% that reported they did not. SA 7 (64.4%) had the highest percentage reporting “yes” as compared with the lowest percentage in SA 4 (48.5%).

**TABLE 1.21: YSS-F – “IS YOUR CHILD ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS?”
(N = 3,658)**

Service Area (SA)	Yes	No	Total
SA 1	114	240	354
Percent	32.2%	67.8%	100%
SA 2	323	820	1,143
Percent	28.3%	71.7%	100%
SA 3	171	303	474
Percent	36.1%	63.9%	100%
SA 4	70	220	290
Percent	24.1%	75.9%	100%
SA 5	29	138	167
Percent	17.0%	83.0%	100%
SA 6	152	213	365
Percent	41.6%	58.40%	100%
SA 7	184	339	523
Percent	35.2%	64.8%	100%
SA 8	129	213	342
Percent	37.7%	62.3%	100%
Total	1,172	2,486	3,658
Percent	32.0%	68.0%	100%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Table 1.21 shows that across all SAs, 32.0% of the YSS-F respondents reported that their child was on medication for emotional/behavioral problems as compared with 68.0% that were not. YSS-F respondents in SA 6 (41.6%) had the highest percentage reporting their child was on medication for emotional/behavioral problems as compared with the lowest percentage in SA 5 (17.0%).

**TABLE 1.22: YSS-F – “DID THE DOCTOR
OR NURSE TELL YOU AND/OR YOUR
CHILD WHAT
MEDICATION SIDE EFFECTS TO
WATCH FOR?”
(N = 1,330)**

Service Area (SA)	Yes	No	Total
SA 1	88	27	115
Percent	76.5%	23.5%	100%
SA 2	263	121	384
Percent	68.5%	31.5%	100%
SA 3	137	49	186
Percent	73.7%	26.3%	100%
SA 4	55	52	107
Percent	51.4%	48.6%	100%
SA 5	24	14	38
Percent	63.2%	36.8%	100%
SA 6	116	42	158
Percent	73.4%	26.6%	100%
SA 7	148	52	200
Percent	74.0%	26.0%	100%
SA 8	104	38	142
Percent	73.2%	26.8%	100%
Total	935	395	1,330
Percent	70.3%	29.7 %	100%

Note: Highest and lowest percentages are in bold.
Data Source: Consumer Perception Survey data, November 2017.

Table 1.22 shows among the YSS-F survey respondents that reported their child was on medication for emotional/behavioral health problems, 70.3% reported, “yes” to “Did the doctor or nurse tell you and/or your child what Medication side effects to watch for?” as compared with 29.7% that reported, “no.” SA 1 (76.5%) had the highest percentage reporting “yes” as compared with the lowest percentage in SA 4 (51.4%).

SUMMARY

Trending data from the past three survey periods reveals no significant changes in survey scores across the Age Groups. The percent of consumers reporting satisfaction with the subscale domains are consistent with State and national trends. The November 2017 CPS 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 averages on all subscales except for Perception of Functioning. CPS data related to Satisfaction; Access; Quality; Participation; Outcomes; and Social Connectedness demonstrate these to be areas of relative strengths for LACDMH.

**ANNUAL COUNTY PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
NOVEMBER 13, 2017 – NOVEMBER 17, 2017**

PART II – COUNTY PERFORMANCE OUTCOMES

BACKGROUND

The County Performance Outcomes were developed in compliance with the Los Angeles County Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LACDMH County Performance Outcomes were selected by an interdisciplinary team of stakeholders that was created in 2007 and included representatives from Directly Operated (DO) and Contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The Outcomes were created to be consistent with the State Performance Outcomes System. The LACDMH adopted the seven recommended performance measures selected from the State Performance Outcomes of the Consumer Perception Survey forms (YSS, YSS-F, Adult, and Older Adult) and 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 selected subscale items as County Performance Outcomes from the CPS. These surveys were administered in outpatient and day treatment programs. Data sets constitute County Performance Outcomes and were administered in the eight SAs of Los Angeles County, from November 13, 2017 through November 17, 2017. The County Performance Outcome surveys for the four Age Groups are described on the subsequent pages.

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)

Four outcome measures are shared across the four Age Groups:

- 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.

Three outcome measures are common to the YSS and the YSS-F:

- 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.

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 successive tables and figures summarize the County Performance Outcome results obtained during the November 2017 survey period.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2.01: PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES - YSS AND YSS-F NOVEMBER 2017

Performance Outcome		YSS	Among Service Areas		YSS-F	Among Service Areas	
		(N=1,916)	Highest	Lowest	(N=4,102)	Highest	Lowest
1	I felt my child/I had someone to talk to when he/she/I was troubled.	83.3%	SA 8 89.1%	SA 4 73.3%	91.1%	SA 5 95.0%	SA 7 88.3%
2	Location of services was convenient for us/me.	82.3%	SA 8 88.5%	SA 4 72.8%	91.7%	SA 3 95.7%	SA 4 86.8%
3	Services were available at times that were convenient for us/me.	83.0%	SA 8 88.4%	SA 4 79.5%	92.7%	SA 5 98.4%	SA 4 91.3%
4	Staff were sensitive to my cultural/ethnic background.	82.5%	SA 8 85.6%	SA 1 76.4%	94.7%	SA 5 98.8%	SA 4 92.8%
5	My child/I get along better with family members.	68.8%	SA 8 75.7%	SA 7 64.9%	77.2%	SA 4 79.5%	SA 1 71.4%
6	My child/I am doing better in school and /or work.	67.8%	SA 8 74.9%	SA 7 62.6%	72.3%	SA 5 77.3%	SA 1 61.1%
7	In a crisis, I would have the support I need from family or friends.	80.5%	SA 1 84.4%	SA 5 72.6%	88.2%	SA 5 93.7%	SA 1 81.9%

Note: Highest and lowest percentages are in bold. Data Source: Completed CPS Forms, November 2017.

The YSS survey percentages from highest to lowest were: (1) “I felt my child/I had someone to talk to when he/she/I was troubled” (83.3%); (3) “Services were available at times that were convenient” (83.0%); (4) “Staff were sensitive to my cultural/ethnic background” (82.5%); (2) “Location of services was convenient for us/me” (82.3%); (7) “In a crisis, I would have the support I need from family or friends” (80.5%); (5) “My child/I get along better with family members” (68.8%); and (6) “My child/I am doing better in school and/or work” (67.8%).

The YSS-F survey percentages from highest to lowest were: (4) “Staff was sensitive to my cultural/ethnic background” (94.7%); (3) “Services were available at times that were convenient for us/me” (92.7%); (2) “Location of services was convenient for us/me” (91.7%); (1) “I felt my child/I had someone to talk to when he/she/I was troubled” (91.1%); (7) “In a crisis, I would have the support I need from family or friends” (88.2%); (5) “My

child/I get along better with family members” (77.2%); and (6) “My child/I am doing better in school and /or work” (72.3%).

For YSS surveys, the highest percentage was for “I felt my child/I had someone to talk to when he/she/I was troubled” and YSS-F surveys was for “Staff were sensitive to my cultural/ethnic background”. For both YSS-F and YSS surveys, the lowest percentages were for the same subscale items, specifically “My child/I am doing better in school and/or work.”

Among all SAs, SA 4 had the lowest percentages on three of the seven County Performance Outcomes for the YSS surveys. SA 5 had the highest percentages for YSS-F surveys on four of the seven County Performance Outcomes. SA 1 and SA 4 shared the lowest percentages on three of the seven County Performance Outcomes of the YSS-F surveys.

TABLE 2.02: PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES - ADULT AND OLDER ADULT SURVEYS NOVEMBER 2017

Performance Outcome		Adult Survey (N=5,037)	Among Service Areas		Older Adult Survey (N=481)	Among Service Areas	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.5%	SA 3 88.6%	SA 5 78.9%	88.0%	SA 3 94.9%	SA 1 76.5%
2	Staff was willing to see me as often as I felt it was necessary.	87.5%	SA 3 & 7 88.4%	SA 1 84.5%	91.0%	SA 7 100.0%	SA 5 81.5%
3	Services were available at times that were good for me.	90.3%	SA 7 93.4%	SA 1 88.1%	95.0%	SA 3 & 7 100.0%	SA 1 88.9%
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	85.3%	SA 7 88.7%	SA 1 83.1%	90.7%	SA 1 100.0%	SA 5 77.8%
5	I deal more effectively with daily problems.	78.5%	SA 2 82.0%	SA 1 73.3%	82.4%	SA 8 87.0%	SA 1 56.3%
6	I do better in school and/or work.	60.3%	SA 2 64.1%	SA 1 53.2%	62.1%	SA 6 75.0%	SA 1 22.2%
7	My symptoms are not bothering me as much.	60.7%	SA 4 65.1%	SA 1 51.3%	67.0%	SA 6 77.1%	SA 7 58.6%

Note: Highest and lowest percentages are in bold. Data Source: Completed CPS Forms, November 2017.

Table 2.02 shows the percent of Adult and Older Adult survey respondents that “Strongly Agree” or “Agree” with the seven County Performance Outcome Measures.

The Adult survey percentages from highest to lowest were: (3) “Services were available at times that were good for me” (90.3%); (2) “Staff was willing to see me as often as I felt it was necessary” (87.5%); (4) “Staff were sensitive to my cultural background” (85.3%); (1) “The location of services was convenient” (82.5%); (5) “I deal more effectively with daily problems” (78.5%); (7) “My symptoms are not bothering me as much” (60.7%); and (6) “I do better in school and/or work” (60.3%).

The Older Adult survey percentages from highest to lowest were: (3) “Services were available at times that were good for me” (95.0%); (2) “Staff were willing to see me as often as I felt was necessary” (91.0%); (4) “Staff were sensitive to my cultural background” (90.7%); (1) “The location of services was convenient” (88.0%); (5) “I deal more effectively with daily problems” (82.4%); (7) “My symptoms are not bothering me as much” (67.0%); and (6) “I do better in school and/or work” (62.1%).

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

SA 1 had the lowest percentages among all SAs on six of the seven County Performance Outcomes for Adult surveys and on four of the seven County Performance Outcomes for Older Adult surveys.

SA 5 had the lowest percentages on two of the seven 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 SURVEYS

November 2016

Outcome Measure	YSS (N=1,223)	YSS-F (N=2,684)	Adult Survey (N=3,620)	Older Adult Survey (N = 514)	Average for All Age Groups
1. Location of services was convenient	83.7%	91.2%	83.9%	88.7%	86.9%
2. Services were available at times that were convenient	83.3%	92.3%	89.3%	93.3%	89.6%
3. Staff were sensitive to cultural/ethnic background	84.7%	94.7%	84.1%	92.0%	88.9%
4. Doing better in school and/or work	68.0%	71.6%	59.9%	65.6%	66.3%

Data Source: Consumer Perception Survey data, November 2016.

May 2017

Outcome Measure	YSS (N=1,107)	YSS-F (N = 2,209)	Adult Survey (N=3,299)	Older Adult Survey (N = 432)	Average for All Age Groups
1. Location of services was convenient	84.3%	92.8%	83.7%	89.5%	87.0%
2. Services were available at times that were convenient	86.3%	93.4%	90.3%	94.0%	91.0%
3. Staff were sensitive to cultural/ethnic background	86.0%	95.4%	84.5%	86.4%	88.2%
4. Doing better in school and/or work	64.7%	72.3%	60.6%	62.2%	65.0%

Data Source: Consumer Perception Survey data, May 2017.

November 2017

Outcome Measure	YSS (N=1,944)	YSS-F (N=4,158)	Adult Survey (N=5,119)	Older Adult Survey (N = 499)	Average for All Age Groups
1. Location of services was convenient	82.5%	91.7%	82.5%	88.4%	86.0%
2. Services were available at times that were convenient	83.1%	92.7%	90.2%	95.2%	90.0%
3. Staff were sensitive to cultural/ethnic background	82.6%	94.7%	85.2%	91.0%	88.3%
4. Doing better in school and/or work	67.8%	72.4%	60.3%	62.7%	66.4%

Data Source: Consumer Perception Survey data, November 2017.

Table 2.03 shows the four County Performance Outcome Measures that were common to the YSS-F, YSS, Adult, and Older Adult surveys from November 2016 to November 2017. The four measures used a five-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = I am Neutral, 4 = Agree, and 5 = Strongly Agree and the percentages above reflect the number of respondents 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 surveys 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" (95.2%).

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

YSS-F Outcome Measure	November 2016	May 2017	November 2017	Average across all Three Survey Periods
1. I felt my child /I had someone to talk to when he/she/I was troubled.	91.5%	92.3%	91.2%	91.7%
2. My child/I gets along better with family members.	75.8%	78.2%	77.4%	77.1%
3. In a crisis, I would have the support I need from family or friends.	87.3%	88.0%	88.2%	87.8%

Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

YSS Outcome Measure	November 2016	May 2017	November 2017	Average across all Three Survey Periods
1. I felt my child /I had someone to talk to when he/she/I was troubled.	82.4%	84.1%	83.3%	83.3%
2. My child/I gets along better with family members.	70.1%	67.5%	69.0%	68.9%
3. In a crisis, I would have the support I need from family or friends.	81.5%	79.8%	80.6%	80.6%

Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

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

Compared to the November 2016 survey, the November 2017 data demonstrates a slight decrease (0.3 PP) in satisfaction with “I felt my child/I had someone to talk to when He/She/I was troubled” on the YSS-F survey and a 0.9 PP increase in satisfaction on the YSS survey. The YSS-F survey shows a 1.6 PP increase in satisfaction with “My child/I gets along better with family members” and a 1.1 PP decrease in satisfaction on YSS survey. The YSS-F survey also shows a 0.9 PP increase in satisfaction with “In a crisis, I would have the support I need from family or friends” and a 0.9 PP decrease in satisfaction on YSS survey as compared to surveys for November 2016.

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

For both YSS and YSS-F surveys, the highest rated subscale over the three survey periods was for “I felt my child had someone to talk to when he/she was troubled” at 91.7% and 83.3% respectively.

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

Adult Outcome Measure	November 2016	May 2017	November 2017	Average across all Three Survey Periods
1. Staff was willing to see me as often as I felt was necessary.	86.7%	87.9%	87.3%	87.3%
2. I deal more effectively with daily problems.	77.9%	77.9%	78.4%	78.1%
3. My symptoms are not bothering me as much.	59.7%	62.3%	60.6%	60.9%

Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

Older Adult Outcome Measure	November 2016	May 2017	November 2017	Average across all Three Survey Periods
1. Staff was willing to see me as often as I felt was necessary.	91.6%	90.7%	91.1%	91.1%
2. I deal more effectively with daily problems.	81.9%	84.5%	81.9%	82.8%
3. My symptoms are not bothering me as much.	68.3%	68.4%	66.5%	67.7%

Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

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

Compared to the November 2016 survey, Adults receiving services during the November 2017 reported a 0.6 PP increase in satisfaction with “Staff was willing to see me as often as I felt was necessary;” a 0.5 PP increase in satisfaction with “I deal more effectively with daily problems; and a 0.9 PP increase for “My symptoms are not bothering me as much”” In November 2017, Older Adults, reported a 0.5 PP decline in satisfaction for “Staff was willing to see me as often as I felt was necessary;” and a 1.8 PP decline for “My symptoms are not bothering me as much.”

On all three of the common County Performance Outcome items listed, the percentages were higher for Older Adult surveys as compared to Adult surveys. 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 87.3% and 91.1% respectively.

TABLE 2.06: RANK ORDER OF COUNTY OUTCOME MEASURES¹

Outcome Measure	Average Percent ¹ Nov 2016	Rank Order Nov 2016	Average Percent ¹ May 2017	Rank Order May 2017	Average Percent ¹ Nov 2017	Rank Order Nov 2017
Services were available at times that were convenient for us/me ²	89.6%	2	91.0%	1	90.3%	1
Staff were willing to see me as often as I felt necessary ⁴	89.9%	1	89.7%	2	89.2%	2
Staff were sensitive to cultural/ethnic background ²	88.9%	3	88.1%	3	88.4%	3
I felt my child had someone to talk to when he/she was troubled ³	87.3%	4	87.5%	5	87.3%	4
Location of services was convenient ²	86.9%	5	87.6%	4	86.3%	5
In a crisis, I would have the support I need from family and friends ³	83.3%	6	81.9%	6	84.4%	6
I deal more effectively with daily problems ⁴	80.4%	7	80.9%	7	80.2%	7
My child/I get along better with family members ³	72.8%	8	72.9%	8	73.2%	8
Doing better in school and/or work ²	66.3%	9	65.0%	10	65.8%	9
Symptoms are not bothering me as much ⁴	65.6%	10	65.7%	9	63.6%	10

Note: ¹ Percentage of “Strongly Agree” or “Agree” responses. ² Outcomes for YSS-F, YSS, Adult, and Older Adult surveys. ³ Outcomes for YSS-F and YSS surveys only. ⁴ Outcomes for Adults and Older Adults surveys only. Data Source: Consumer Perception Survey data, November 2016, May 2017, and November 2017.

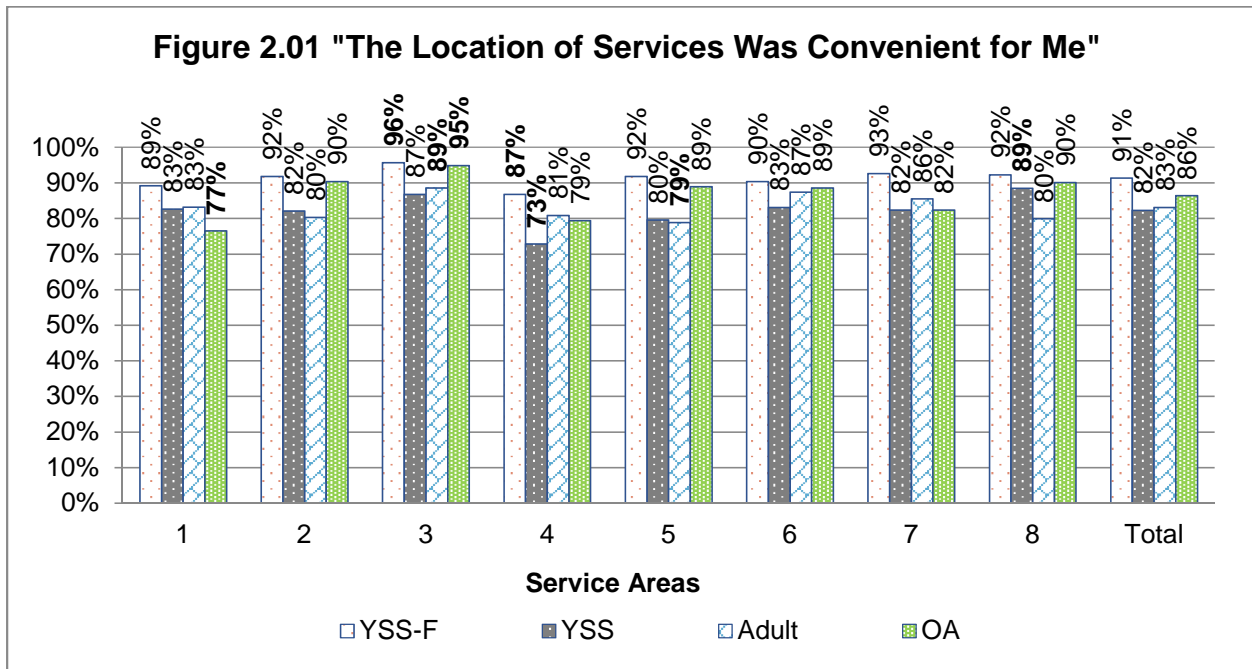
SUMMARY

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 November 2017, the highest rank order for County Outcome Measures 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 90.3%.

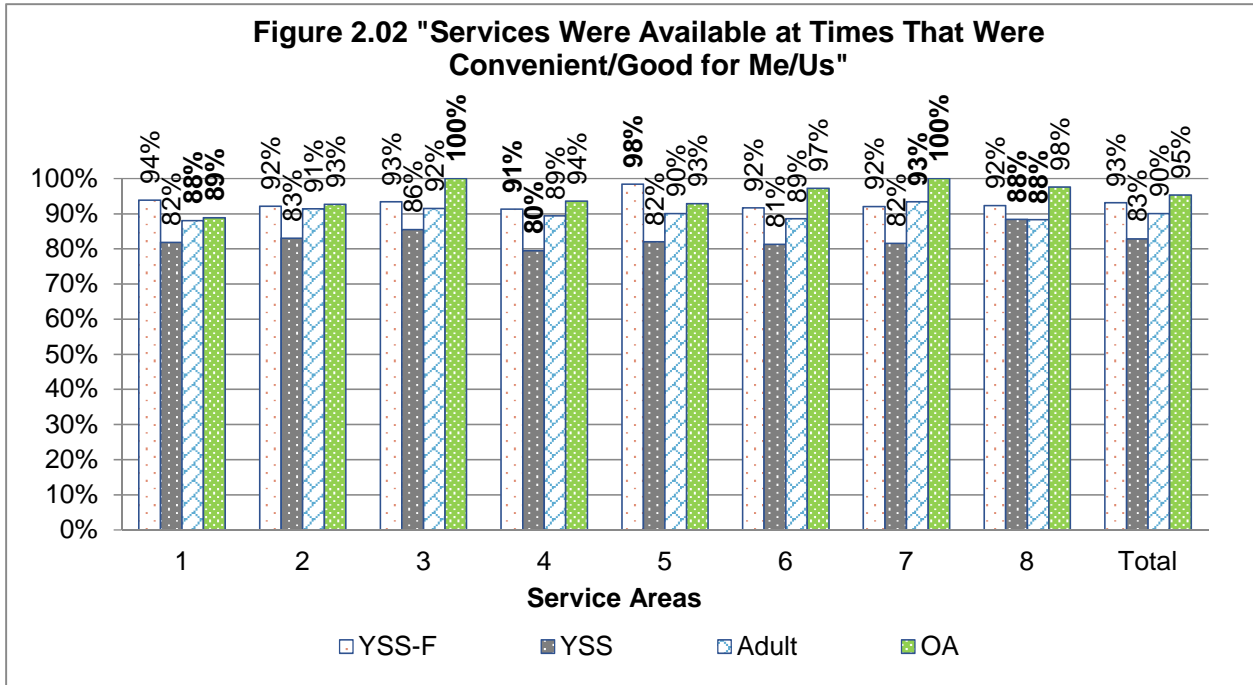
In November 2016, the highest rank order was for “Staff were willing to see me as often as I felt necessary” (Adult and Older Adult surveys) with an average percentage of 89.9%.

In May 2017, the highest rank order was for “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%.



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

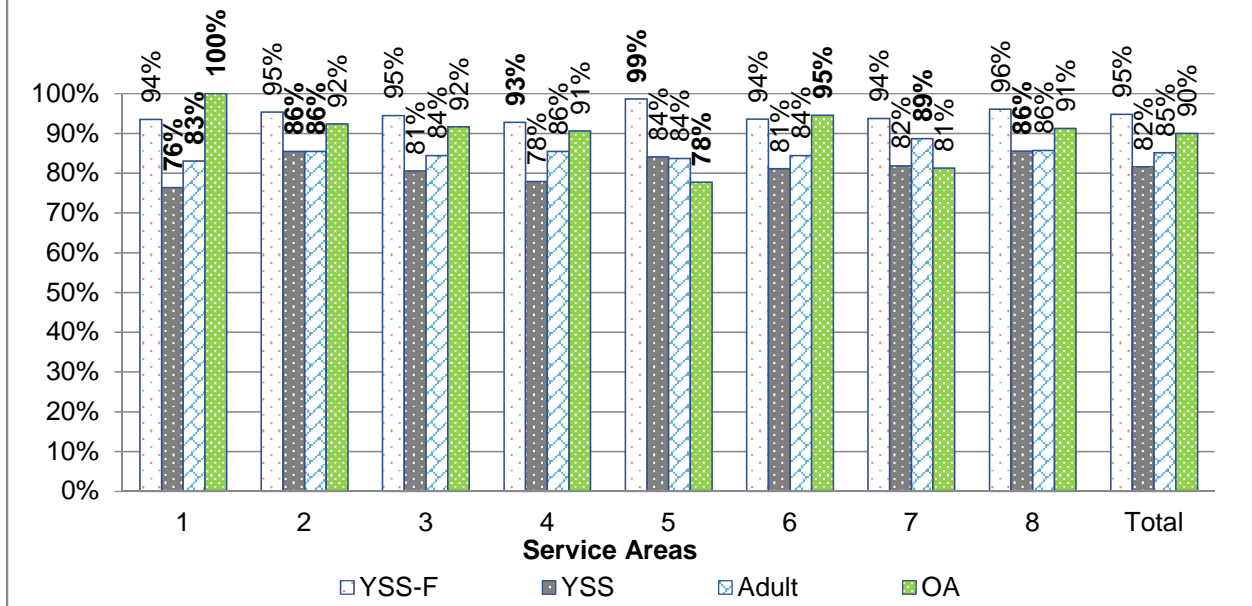
Figure 2.01 shows the highest percentage of consumers who ‘Agreed’ or ‘Strongly Agreed’ with “The location of services was convenient for me” was in SA 8 for YSS surveys (89%), and SA 3 for YSS-F surveys (96%), Adult surveys (89%), and Older Adult surveys (95%).



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.02 shows 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 8 (88%) for YSS surveys, SA 5 (98%) for YSS-F surveys, SA 7 (93%) for Adult surveys, and SA 3 and SA 7 (100%) for Older Adult surveys.

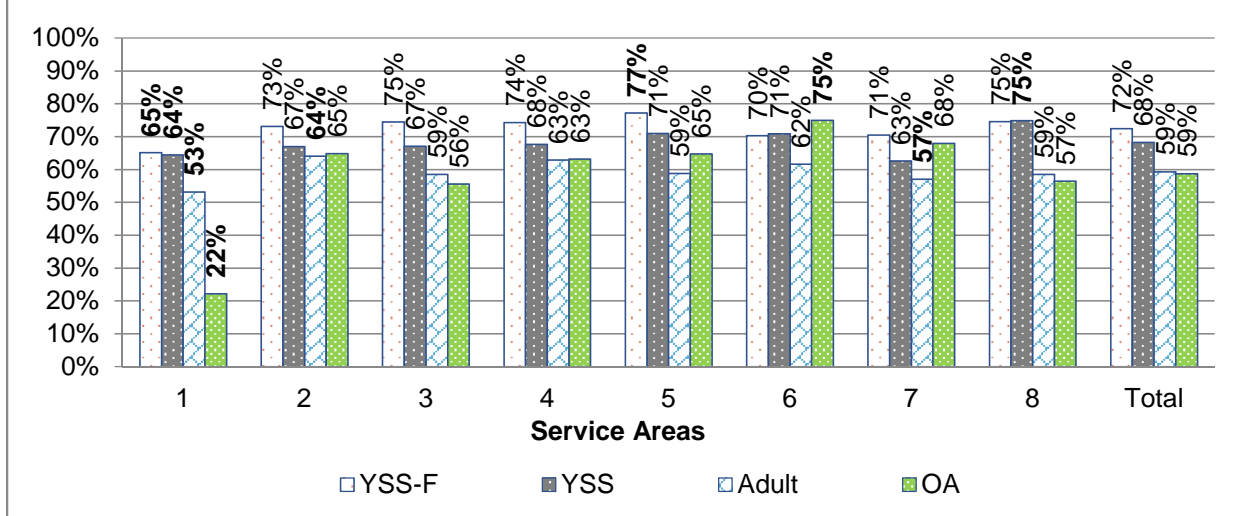
Figure 2.03 "Staff Was Sensitive to My Cultural/Ethnic Background"



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

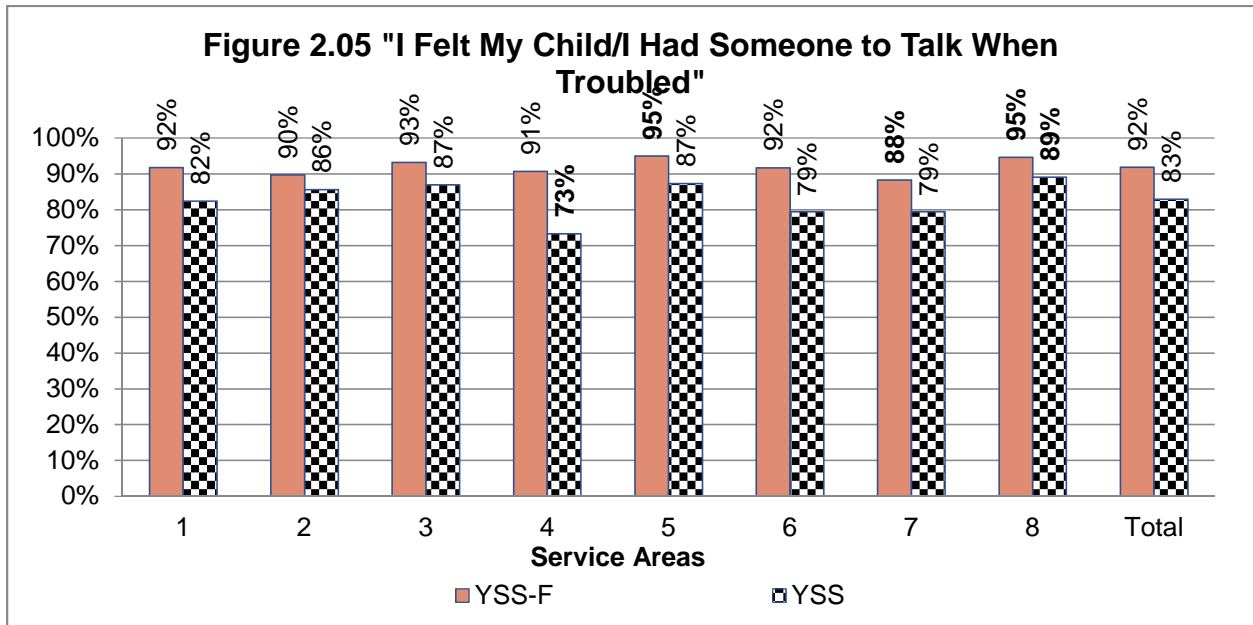
Figure 2.03 shows the highest percentage of consumers who ‘Agreed’ or ‘Strongly Agreed’ with “Staff were sensitive to my cultural/ethnic background” was in SA 2 and SA 8 (86%) for YSS surveys, SA 5 (99%) for YSS-F surveys, SA 7 (89%) for Adults, and SA 1 (100%) for Older Adult surveys.

Figure 2.04 "I/My Child is/am Doing Better in School and/or Work"



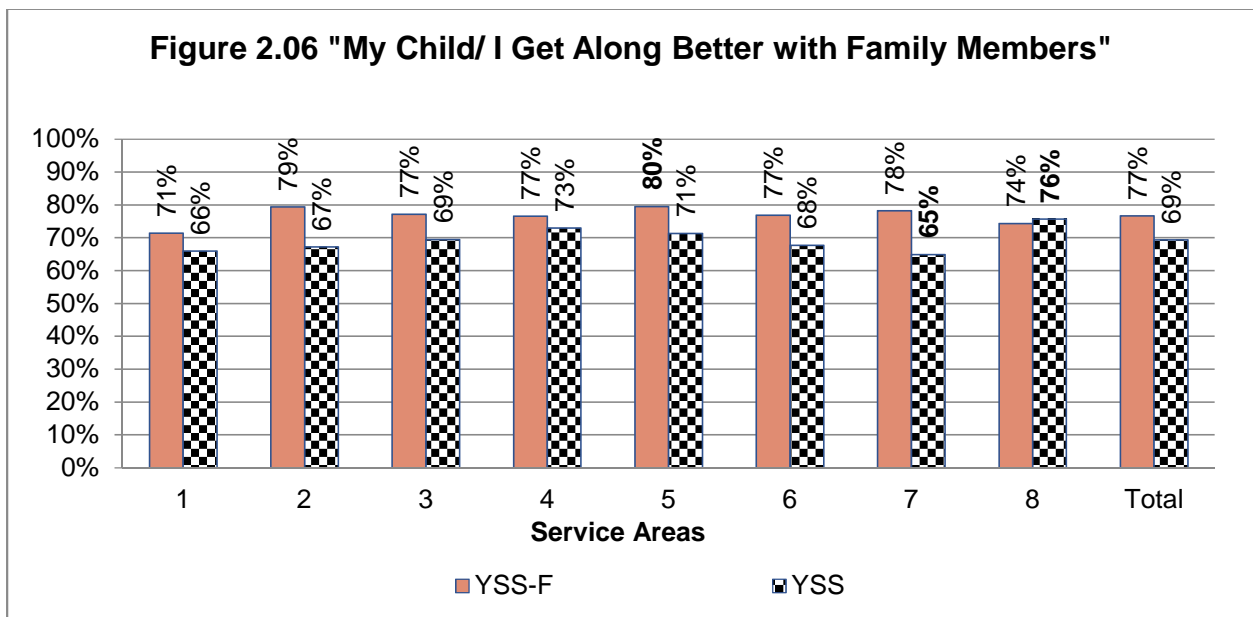
Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.04 shows 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 8 (75%) for YSS surveys, SA 5 (77%) for YSS-F surveys, SA 2 (64%) for Adult surveys, and SA 6 (75%) for Older Adult surveys.



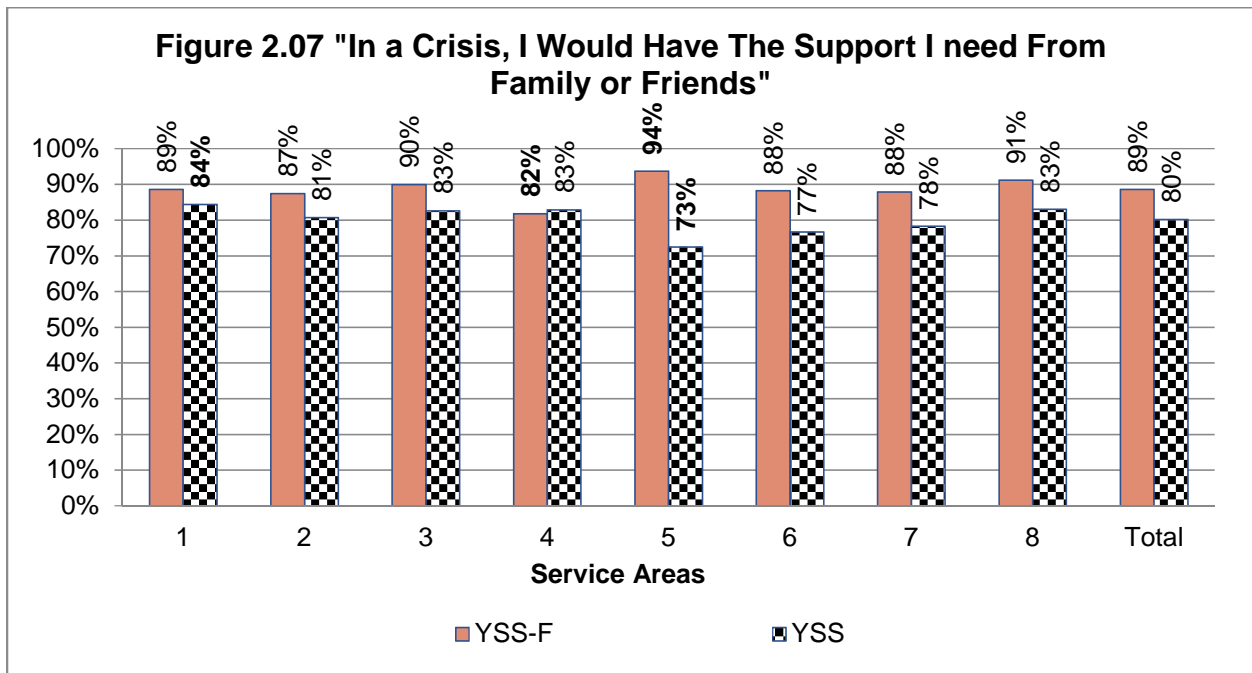
Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.05 shows the highest percentage of consumers who ‘Agreed’ or ‘Strongly Agreed’ with “My child/I had someone to talk to when troubled” was in SA 8 (89%) for YSS surveys and SA 5 and SA 8 (95%) for YSS-F surveys.



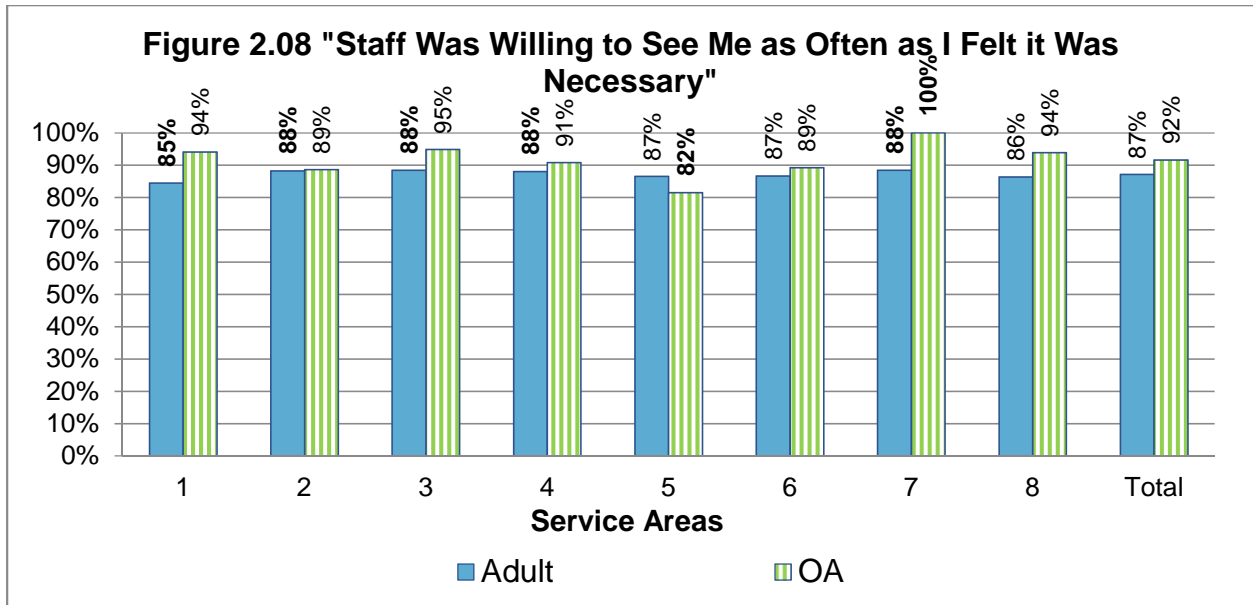
Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.06 shows 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 80% for the YSS-F surveys and in SA 8 at 76% for the YSS surveys.



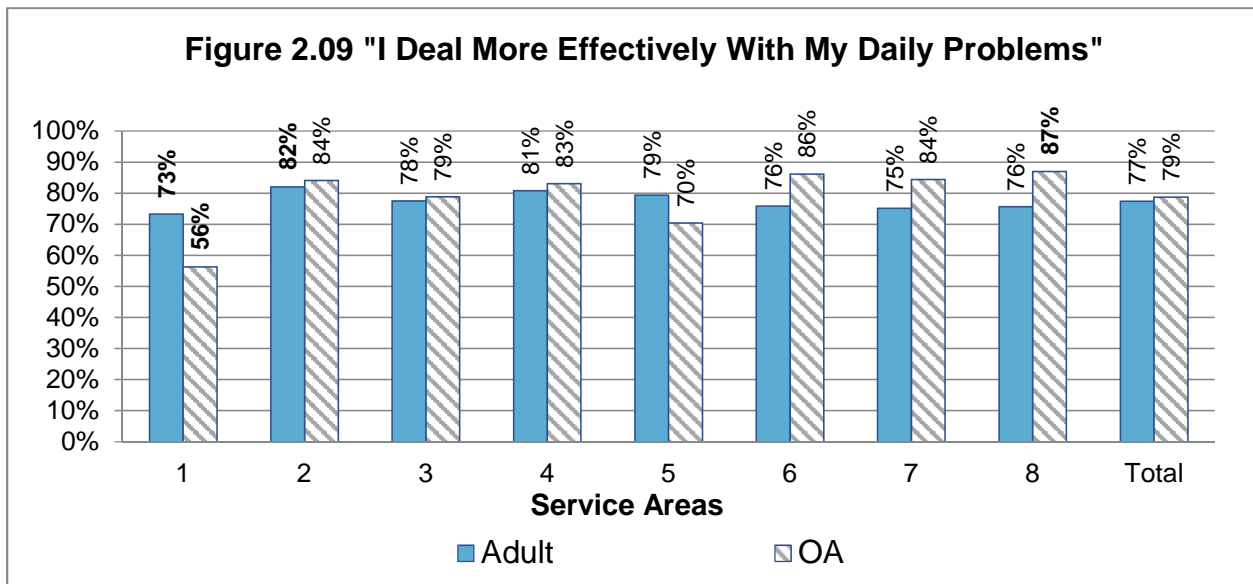
Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.07 shows 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 1 (84%) for YSS surveys and SA 5 (94%) for YSS-F surveys.



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

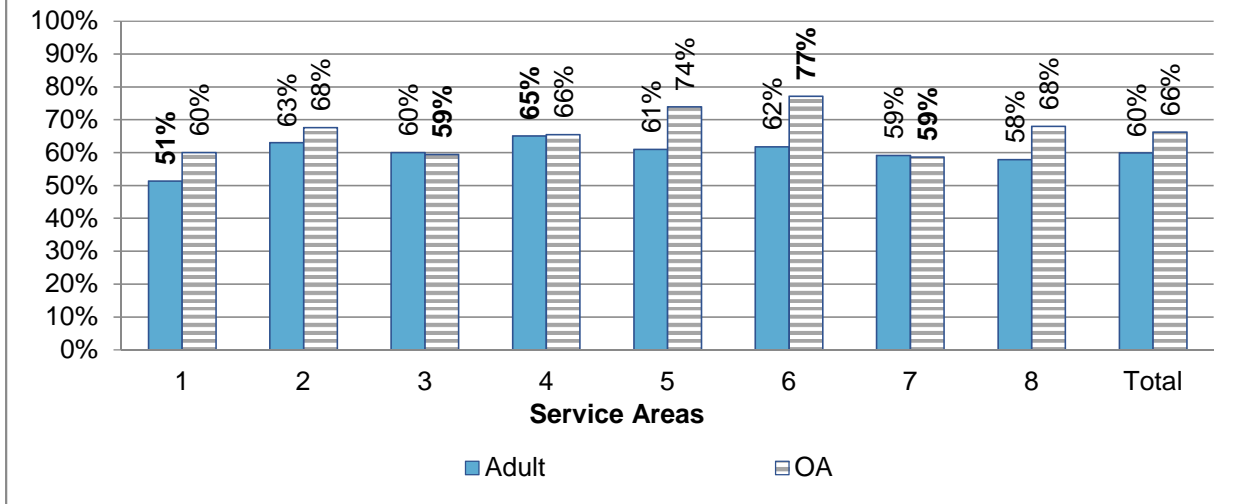
Figure 2.08 shows the highest percentage of consumers who ‘Agreed’ or ‘Strongly Agreed’ with “Staff was willing to see me as often as I felt it was necessary” was in SA 2, SA 3, SA 4 and SA 7 (88%) for Adult surveys and SA 7 (100%) for Older Adult surveys.



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.09 shows the highest percentage of consumers who ‘Agreed’ or ‘Strongly Agreed’ with “I deal more effectively with my daily problems” was in SA 2 (82%) for Adult surveys and SA 8 (87%) for Older Adult surveys.

Figure 2.10 "My Symptoms Are Not Bothering Me as Much"



Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2017.

Figure 2.10 shows the highest percentage of consumers who 'Agreed' or 'Strongly Agreed' with "My symptoms are not bothering me as much" was in SA 4 (65%) for Adult surveys and SA 6 (77%) for Older Adult surveys.