

Appendix to Consumer Perception Survey Report – Spring 2019

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Methodology

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/Cultural Sensitivity; Perception of Participation in Treatment Planning; Perception of Outcomes; Perception of Functioning; Perception of Social Connectedness; and Overall Satisfaction. The items for the eight subscales are measured on a five point Likert Scale (5 = Strongly Agree, 4 = Agree, 3 = I am Neutral, 2 = Disagree, and 1 = Strongly Disagree). There is also an option for consumers to report if an item is not applicable (N/A) to them.

A simple random sample of Medi-Cal outpatient and day treatment programs was used for the Spring 2019 survey period. Outpatient programs were randomly selected within each SA and organization type (Directly Operated versus Contracted). This process ensured adequate representation from each provider type. In support of yielding a statistically-reliable sample size, nearly one third of the outpatient programs were selected.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect CPS data. In Spring 2019, nearly all of the randomly selected providers participated in data collection and approximately 27.6% of consumers receiving services from these programs returned surveys.

The Quality Improvement (QI) unit 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. All CPS data collection materials (training slides and surveys) were made available for download via the QI website (<http://dmh.lacounty.gov/qid>).

Survey data by Legal Entity (LE)/contracted providers and Provider Numbers is distributed twice annually to SA Quality Improvement Committee (QIC) Liaisons for dissemination to the provider agencies.

Mean scores were calculated for all 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 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 Spring 2019 survey period is compared with the current available data for State and US averages for the Fiscal Year (FY) 17-18 survey period.

Table 1. Satisfaction Domain Items By Version

Domain	Items by Version
General Satisfaction	Adult/Older Adult 1. I like the services that I received here. 2. If I had other choices, I would still get services from this agency. 3. I would recommend this agency to a friend or family member.
	Youth/Families 1. Overall, I am satisfied with the services my child received 4. The people helping my child stuck with us no matter what. 5. I felt my child had someone to talk to when he/she was troubled. 7. The services my child and/or family received were right for us. 10. My family got the help we wanted for my child. 11. My family got as much help as we needed for my child.
Perception of Access	Adult/Older Adults 4. The location of services was convenient. 5. Staff were willing to see me as often as I felt it was necessary. 6. Staff returned my calls within 24 hours. 7. Services were available at times that were good for me. 8. I was able to get all the services I thought I needed. 9. I was able to see a psychiatrist when I wanted to.
	Youth/Families 8. The location of services was convenient for us. 9. Services were available at times that were convenient for us.
Perception of Quality & Appropriateness	Adult/Older Adults 10. Staff here believe that I can grow, change and recover. 12. I felt free to complain. 13. I was given information about my rights. 14. Staff encouraged me to take responsibility for how I live my life. 15. Staff told what side effects to watch for. 16. Staff respected my wishes about who is, and is not to be given information about my treatment. 18. Staff were sensitive to my cultural/ethnic background. 19. Staff helped me obtain the information needed so that I could take charge of managing my illness. 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
	Youth/Families 12. Staff treated me with respect. 13. Staff respected my family's religious/spiritual beliefs. 14. Staff spoke with me in a way that I understood. 15. Staff were sensitive to my cultural/ethnic background.
Perception of Cultural Sensitivity	Adult/Older Adults 11. I felt comfortable asking questions about my treatment and medication. 17. I, not staff, decided my treatment goals.
	Youth/Families 2. I helped to choose my child's services. 3. I helped to choose my child's treatment goals. 6. I participated in my child's treatment.
Perception of Outcomes of Services	Adult/Older Adults 21. I deal more effectively with daily problems. 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family.

	<p>25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much.</p> <p>Youth/Families</p> <p>16. My child is better at handling daily life. 17. My child gets along better with family members. 18. My child gets along better with friends and other people. 19. My child is doing better in school and/or work. 20. My child is better able to cope when things go wrong. 21. I am satisfied with our family life right now.</p>
Perception of Functioning	<p>Adult/Older Adults</p> <p>29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. 31. I am better able to handle things when they go wrong. 32. I am better able to do things that I want to do. 28. My symptoms are not bothering me as much.</p> <p>Youth/Families</p> <p>22. My child is better able to do things he or she wants to do. 16. My child is better at handling daily life. 17. My child gets along better with family members. 18. My child gets along better with friends and other people. 20. My child is better able to cope when things go wrong.</p>
	<p>Adult/Older Adults</p> <p>33. I am happy with the friendships I have. 34. I have people with whom I can do enjoyable things. 35. I feel I belong in my community. 36. In a crisis, I would have the support I need from family or friends.</p> <p>Youth/Families</p> <p>23. I know people who will listen and understand me when I need to talk. 24. I have people that I am comfortable talking with about my child's problems. 25. In a crisis, I would have the support I need from family or friends. 26. I have people with whom I can do enjoyable things.</p>
Perception of Social Connectedness	

Data Source: Department of Health Care Services, May 2019

Table 2. Response Rate for May 2019

Age Group	Surveys Completed		Total Unique Consumers Seen in OP ¹ and DT ² Programs	Response Rate
	count	percent		
YSS-F	4,622	33.6%	20,560	22.5%
YSS ³	2,176	15.8%	14,362	15.2%
Adult	6,229	45.2%	25,029	24.9%
Older Adult	743	5.4%	4,294	17.3%
Total	13,770	100.0%	49,883	27.6%

Note: ¹OP = Outpatient. ²DT = Day Treatment. ³Youth consumers are a subset of the Family consumers and not included in the total. Data Source: Consumer Perception Survey data, May 2019.

Table 3. Completed Families (YSS-F) Surveys by Service Area and Ethnicity

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	78	20.0	8	2.1	154	39.5	11	2.8	39	10.0	100	25.6	390
SA 2	61	4.5	30	2.2	795	58.7	11	0.8	217	16.0	240	17.7	1,354
SA 3	30	3.2	35	3.7	527	55.6	13	1.4	166	17.5	177	18.7	948
SA 4	11	2.1	11	2.1	349	65.7	9	1.7	90	16.9	61	11.5	531
SA 5	30	10.0	8	2.7	121	40.2	7	2.3	40	13.3	95	31.6	301
SA 6	83	20.0	5	1.2	229	55.2	7	1.7	66	15.9	25	6.0	415
SA 7	30	2.8	13	1.2	641	59.0	25	2.3	212	19.5	165	15.2	1,086
SA 8	110	14.7	18	2.4	371	49.7	11	1.5	120	16.1	116	15.5	746
Total	433	7.5	128	2.2	3,187	55.2	94	1.6	950	16.5	979	17.0	5,771

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, May 2019.

Table 4. Completed Youth (YSS) Surveys by Service Area and Ethnicity

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	26	15.3	6	3.5	67	39.4	9	5.3	34	20.0	28	16.5	170
SA 2	30	3.9	26	3.4	389	50.7	15	2.0	205	26.7	102	13.3	767
SA 3	16	3.8	19	4.5	207	49.5	17	4.1	86	20.6	73	17.5	418
SA 4	13	3.9	5	1.5	178	53.3	10	3.0	91	27.2	37	11.1	334
SA 5	8	5.3	5	3.3	71	47.3	5	3.3	31	20.7	30	20.0	150
SA 6	36	18.7	1	0.5	96	49.7	5	2.6	42	21.8	13	6.7	193
SA 7	5	1.2	8	1.8	234	54.0	13	3.0	108	24.9	65	15.0	433
SA 8	38	10.1	11	2.9	172	45.7	9	2.4	93	24.7	53	14.1	376
Total	172	6.1	81	2.9	1,414	49.8	83	2.9	690	24.3	401	14.1	2,841

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, May 2019.

Table 5. Completed Adult Surveys by Service Area and Ethnicity

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	186	24.5	31	4.1	197	26.0	36	4.7	106	14.0	203	26.7	759
SA 2	140	7.4	100	5.3	685	36.0	72	3.8	341	17.9	564	29.7	1,902
SA 3	69	6.8	71	7.0	389	38.3	38	3.7	211	20.8	238	23.4	1,016
SA 4	81	11.4	67	9.5	281	39.7	23	3.2	154	21.8	102	14.4	708
SA 5	97	7.3	31	5.5	137	24.5	26	4.6	85	15.2	184	32.9	560
SA 6	272	34.7	29	3.7	240	30.7	30	3.8	145	18.5	67	8.6	783
SA 7	24	214	23	2.3	518	52.3	38	3.8	231	23.3	156	15.8	990
SA 8	208	21.8	77	8.1	286	30.0	34	3.6	143	15.0	204	21.4	952
Total	1,077	14.0	429	5.6	2,733	35.6	297	3.9	1,416	18.5	1,718	22.4	7,670

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, May 2019.

Table 6. Completed Older Adult Surveys by Service Area and Ethnicity

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	16	25.4	1	1.6	18	28.6	3	4.8	8	12.7	17	27.0	63
SA 2	13	6.8	5	2.6	53	27.9	7	3.7	30	15.8	82	43.2	190
SA 3	7	8.0	2	2.3	31	35.6	3	3.4	19	21.8	25	28.7	87
SA 4	14	14.3	4	4.1	46	46.9	2	2.0	17	17.3	15	15.3	98
SA 5	14	19.2	1	1.4	6	8.2	4	5.5	7	9.6	41	56.2	73
SA 6	45	51.1	3	3.4	20	22.7	4	4.5	9	10.2	7	8.0	88
SA 7	3	3.8	1	1.3	42	52.5	2	2.5	20	25.0	12	15.0	80
SA 8	31	16.8	22	12.0	42	22.8	9	4.9	24	13.0	56	30.4	184
Total	143	16.6	39	4.5	258	29.9	34	3.9	134	15.5	255	29.5	863

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, May 2019.

Table 7. Family (YSS-F) Domain Statistics and Comparison to Benchmarks

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	4,658	4.2	0.64	93.0%	N/A	N/A
General Satisfaction	4,648	4.3	0.74	92.1%	85%	87%
Perception of Access	4,606	4.4	0.78	93.1%	80%	85%
Perception of Quality and Appropriateness	4,608	4.5	0.70	96.8%	92%	94%
Perception of Participation in Treatment Planning	4,636	4.3	0.75	91.6%	82%	88%
Perception of Outcomes	4,489	3.9	0.79	76.8%	68%	72%
Perception of Functioning	4,473	3.9	0.78	75.2%	69%	69%
Perception of Social Connectedness	4,398	4.2	0.73	92.6%	83%	85%

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 17-18 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, May 2019.

Table 8. Youth (YSS) Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	2,209	4.1	0.55	90.4%
General Satisfaction	2,205	4.2	0.69	89.5%
Perception of Access	2,165	4.2	0.76	88.6%
Perception of Quality and Appropriateness	2,158	4.4	0.64	95.6%
Perception of Participation in Treatment Planning	2,192	4.1	0.72	83.6%
Perception of Outcomes	2,128	3.8	0.69	75.4%
Perception of Functioning	2,127	3.9	0.68	74.1%
Perception of Social Connectedness	2,046	4.1	0.67	89.8%

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, May 2019.

Table 9. Adult Domain Statistics with Comparison to Benchmark

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	6,282	4.2	0.62	86.8%	N/A	N/A
General Satisfaction	6,267	4.5	0.69	91.3%	90%	90%
Perception of Access	6,255	4.3	0.70	89.6%	86%	87%
Perception of Quality and Appropriateness	6,190	4.4	0.65	90.3%	90%	90%
Perception of Participation in Treatment Planning	6,139	4.3	0.72	91.8%	81%	85%
Perception of Outcomes	6,021	3.9	0.80	73.5%	71%	74%
Perception of Functioning	5,711	3.9	0.87	69.1%	71%	71%
Perception of Social Connectedness	5,680	3.9	0.87	75.0%	69%	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 17-18 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, May 2019.

Table 10. Older Adult Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	747	4.3	0.61	91.6%
General Satisfaction	747	4.6	0.61	96.3%
Perception of Access	745	4.4	0.64	92.9%
Perception of Quality and Appropriateness	741	4.4	0.64	93.3%
Perception of Participation in Treatment Planning	728	4.4	0.70	92.6%
Perception of Outcomes	690	4.0	0.79	78.6%
Perception of Functioning	681	4.0	0.87	75.2%
Perception of Social Connectedness	686	4.0	0.87	77.8%

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, May 2019.

Table 11. Family (YSS-F) Domain Means from Spring 2018 to Spring 2019

Subscale	May 2018			November 2018			May 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	4,307	4.4	0.70	3,127	4.3	0.77	4,658	4.3	0.74
Perception of Access	4,252	4.4	0.73	3,076	4.4	0.80	4,648	4.4	0.78
Perception of Quality and Appropriateness	4,256	4.5	0.66	3,077	4.5	0.71	4,606	4.5	0.70
Perception of Participation in Treatment Planning	4,263	4.3	0.70	3,081	4.3	0.75	4,608	4.3	0.75
Perception of Outcomes	4,154	3.9	0.79	3,003	3.9	0.81	4,636	3.9	0.79
Perception of Functioning	4,134	3.9	0.79	2,983	3.9	0.80	4,489	3.9	0.78
Perception of Social Connectedness	4,086	4.2	0.70	2,957	4.2	0.75	4,473	4.2	0.73

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2018, and November 2018, and May 2019.

Table 12. Youth (YSS) Domain Means from Spring 2018 to Spring 2019

Subscale	May 2018			November 2018			May 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	2,041	4.2	0.74	1,480	4.2	0.78	2,205	4.2	0.69
Perception of Access	1,997	4.2	0.79	1,444	4.2	0.77	2,165	4.2	0.76
Perception of Quality and Appropriateness	2,010	4.4	0.69	1,443	4.4	0.71	2,158	4.4	0.64
Perception of Participation in Treatment Planning	2,029	4.0	0.76	1,460	4.1	0.75	2,192	4.1	0.72
Perception of Outcomes	1,994	3.8	0.74	1,432	3.8	0.74	2,128	3.8	0.69
Perception of Functioning	1,986	3.9	0.74	1,430	3.9	0.74	2,127	3.9	0.68
Perception of Social Connectedness	1,933	4.1	0.74	1,380	4.1	0.72	2,046	4.1	0.67

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2018, November 2018, and May 2019.

Table 13. Adult Domain Means from Spring 2018 to Spring 2019

Subscale	May 2018			November 2018			May 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	5,520	4.4	4.4	5,375	4.4	0.71	6,267	4.4	0.69
Perception of Access	5,510	4.3	4.3	5,365	4.3	0.71	6,255	4.3	0.70
Perception of Quality and Appropriateness	5,475	4.3	4.3	5,330	4.3	0.65	6,190	4.3	0.65
Perception of Participation in Treatment Planning	5,431	4.3	4.3	5,263	4.3	0.74	6,139	4.3	0.72
Perception of Outcomes	5,375	3.9	3.9	5,185	3.9	0.82	6,021	3.9	0.80
Perception of Functioning	5,134	3.9	3.9	4,921	3.9	0.89	5,711	3.9	0.87
Perception of Social Connectedness	5,094	3.9	3.9	4,872	3.9	0.89	5,680	3.9	0.87

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2018, November 2018, and May 2019.

Table 14. Older Adult Domain Means from Spring 2018 to Spring 2019

Subscale	May 2018			November 2018			May 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	617	4.6	0.64	545	4.5	0.64	747	4.6	0.61
Perception of Access	614	4.4	0.66	543	4.3	0.66	745	4.4	0.64
Perception of Quality and Appropriateness	612	4.4	0.65	544	4.3	0.63	741	4.4	0.64
Perception of Participation in Treatment Planning	606	4.4	0.71	534	4.3	0.70	728	4.4	0.70
Perception of Outcomes	576	4.1	0.78	502	4.0	0.78	690	4.0	0.79
Perception of Functioning	567	4.0	0.85	498	4.0	0.80	681	4.0	0.87
Perception of Social Connectedness	564	4.0	0.88	495	4.0	0.84	686	4.0	0.87

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2018, November 2018, and May 2019.

Table 15. Comparison of Performance Outcome Measures Common Among Youth, Families, Adult, and Older Adult Versions.

May 2018

Outcome Measure	YSS-F (N=4,213)	YSS (N=1,979)	Adult Survey (N=5,422)	Older Adult Survey (N = 609)	Average for All Age Groups
1. Location of services was convenient	92.8%	84.3%	83.7%	86.6%	86.9%
2. Services were available at times that were convenient	93.5%	84.5%	90.5%	93.8%	90.6%
3. Staff were sensitive to cultural/ethnic background	94.9%	82.4%	86.1%	89.6%	88.3%
4. Doing better in school and/or work	71.1%	64.6%	60.1%	65.9%	65.4%

Data Source: Consumer Perception Survey data, May 2018.

November 2018

Outcome Measure	YSS-F (N=3,051)	YSS (N=1,429)	Adult Survey (N=5,228)	Older Adult Survey (N = 531)	Average for All Age Groups
1. Location of services was convenient	90.3%	84.9%	82.2%	85.6%	85.8%
2. Services were available at times that were convenient	91.8%	84.4%	89.3%	92.8%	89.6%
3. Staff were sensitive to cultural/ethnic background	94.6%	82.9%	85.5%	88.8%	88.0%
4. Doing better in school and/or work	70.3%	65.7%	60.6%	68.5%	66.3%

Data Source: Consumer Perception Survey data, November 2018.

May 2019

Outcome Measure	YSS-F (N=4,573)	YSS (N=2,142)	Adult Survey (N=6,148)	Older Adult Survey (N = 730)	Average for All Age Groups
1. Location of services was convenient	91.2%	84.8%	83.6%	89.1%	87.2%
2. Services were available at times that were convenient	92.7%	85.2%	90.3%	90.3%	89.6%
3. Staff were sensitive to cultural/ethnic background	94.3%	82.9%	85.6%	89.7%	88.1%
4. Doing better in school and/or work	71.3%	63.5%	62.0%	63.1%	65.0%

Data Source: Consumer Perception Survey data, May 2019.