



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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Consumer Satisfaction Outcomes Report

Spring 2020 Survey Period

**Los Angeles County - Department of Mental Health
Office of Administrative Operations – Quality, Outcomes, and Training Division
Quality Improvement Unit**

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

February 2021



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OFFICE OF
ADMINISTRATIVE
OPERATIONS
QUALITY, OUTCOMES,
AND TRAINING DIVISION
QUALITY IMPROVEMENT
UNIT

CONSUMER
SATISFACTION
OUTCOMES
REPORT
FOR
SPRING 2020
SURVEY PERIOD

EXECUTIVE
SUMMARY
FEBRUARY 2021

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

The Los Angeles County - Department of Mental Health (DMH) conducts Consumer Perception Survey (CPS) in Fall and Spring. Consumers receiving services in randomly-selected outpatient clinics complete one of four versions of the CPS: Adult (ages 18 to 59), Older Adult (ages 60 and up), Youth (ages 13 to 17) and Families (ages 0 to 17).

Due to the COVID-19 global pandemic, fewer surveys were completed during the Spring 2020 survey period. The majority of surveys most came from Adults (43.9%), followed by Families (39.0%), Youth (11.4%) and Older Adults (5.7%). Surveys were collected from 16.8% of the consumers who received services from outpatient and day treatment programs during the one-week survey period. Most surveys were completed in English or Spanish and respondents indicated high satisfaction with language availability. Females completed more surveys for the Adults, Older Adults and Youth whereas caregivers reported on more Male youth for the Family surveys. Service Area (SA) 2 had the highest amount of completed surveys and SA 5 had the lowest amount of completed surveys. The race/ethnicities of those completing the surveys varied considerably by SA.

For Spring 2020, domain scores were generally higher across all survey types. Families and Youth had the highest scores for the Cultural Sensitivity domain with 98.2% and 97.7% of respondents agreeing or strongly agreeing with the items in that domain. Adults and Older Adults had the highest scores for General Satisfaction with 94.3% and 96.5% of respondents agreeing or strongly agreeing with the items in those domains, respectively followed by Participation in Treatment Planning for Adults (94.2%) and Quality & Appropriateness for Older Adults (96.2%).

About a fifth of both Families (19.2%) and Youth (17.9%) reported being on medication for emotional or behavioral problems. This varied across SA with SA 2 having the highest rates of medication. Of those prescribed medication, the majority of Youth (92.4%) and Families (97.3%) reported they were told about medication side effects.

Trends for the items that are common across all four versions of the survey were similar for the last three survey periods (May 2019, November 2019, June 2020). Families had the highest percentage respondents that agreed or strongly agreed with the cultural sensitivity item and the highest percentage of Youth with the having people with whom to do enjoyable things item. Adults, and Older Adults agreed or strongly agreed that services were available at convenient times. The lowest percentage that agreed or strongly agreed for all age groups except Older Adults was for the functioning item related to doing better in school and/or work, indicating this is an area for improvement. Similarly, getting along better with family members and being better able to do desired things tended to have lower ratings than other items and represent targets for improvement.

The QI unit shares domain-level data trends from the past five survey periods in both the Countywide and SA-specific Quality Improvement Committee (QIC) meetings to identify strengths and areas for improvement. Provider-level domain data reports are also compiled for each survey period and are distributed at SA QIC meetings. The QI unit also creates one-page consumer handouts with a brief overview of target data indicators. These handouts, in addition to these brief reports, are distributed to the QICs and are made publicly available on the QI website.

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Background

Consumer Perception Surveys (CPS) offer important feedback on consumer and family satisfaction with their mental health services. Surveys for this period were administered at outpatient programs in the Department of Mental Health (DMH) in the eight Service Areas (SA) of Los Angeles County from June 22, 2020 through June 26, 2020. The Spring survey period typically occurs in May and was delayed to June as a result of the COVID-19 global pandemic. Due to the COVID-19 pandemic, the majority of surveys were administered using the online survey tool developed by the California Institute for Behavioral Health Solutions (CIBHS) and the inclusion criteria was broadened to include consumers receiving field-based and telehealth services. CPS surveys are collected throughout California and the United States (U.S.) during the same survey period and are used for continuous quality improvement (CQI).

Surveys are given according to the following age groups:

Survey Version	Age Bracket
Adult	Ages 18–59 years
Older Adult	Ages 60 years and older
Youth (Youth Services Survey)	Ages 13 – 17 years
Families (Youth Services Survey for Families)	Caregivers/family members of consumers 0 – 17 years

Data Source: Department of Health Care Services, June 2020.

CPS survey items correspond to eight domains of satisfaction: Overall Satisfaction, 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. Scores are on a Likert scale of 1 to 5 (Strongly Disagree to Strongly Agree) with 5 representing the highest score. A higher mean score for the subscale domain reflects a higher consumer perception of care. The percentage of consumers scoring 3.5 or above are presented by domain as well as the individual items within each domain.

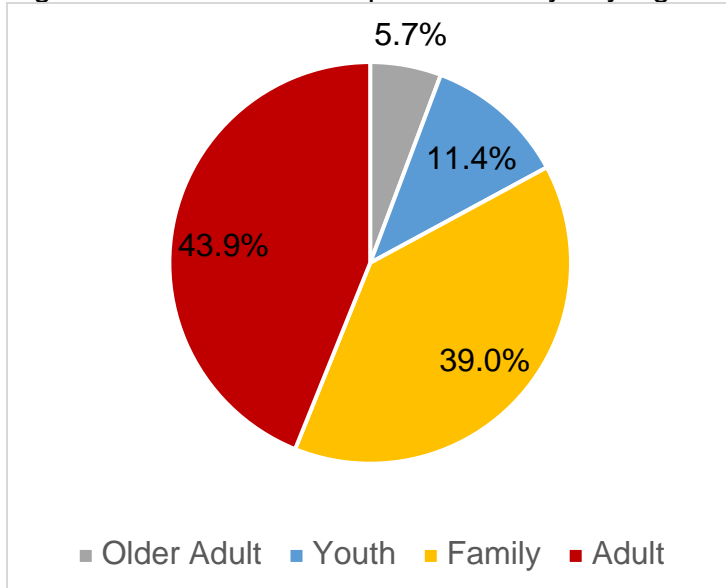
How to Use This Report

This report presents the survey data in various sections. It includes the number of completed surveys by consumer and County demographics (i.e., age, gender, race/ethnicity, SA), the survey domains and the items within those domains according to age group, medication rates by SA, and the common items across age groups over time. You can use this report to examine differences across the demographics and the domains and specific items. For age group, Adults and Older Adults are usually paired together as are Youth and Families as they take similar versions of the same survey. Some of the identical items can be compared across all four age groups and these analyses are included where possible. Tables with more detailed information are available in the Appendix. Please review this section if you want to compare specific numbers and percentages.

Surveys by Consumer Demographics

Age Group

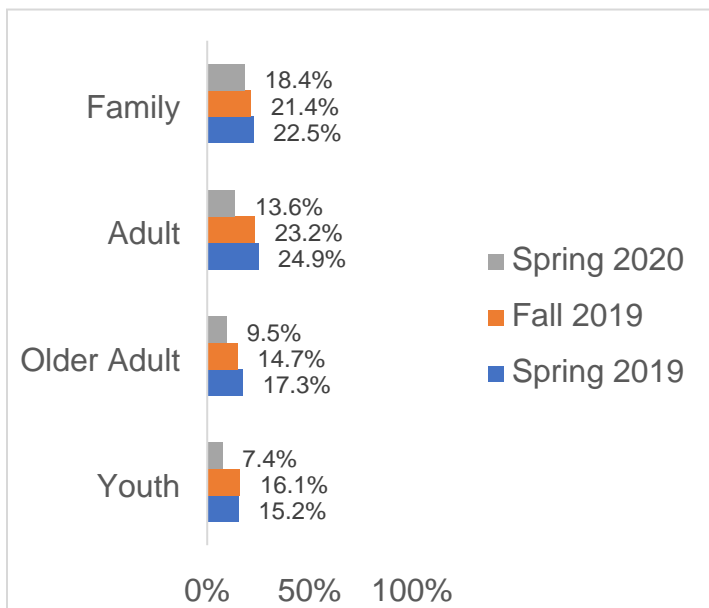
Figure 1. Number of Completed Surveys by Age Group



Of the returned surveys, the majority were completed by Adults and Families. A total of 13,606 surveys were returned for all age groups and 8,615 were completed (63.3%). Adults had the highest percentage of completed surveys at 43.9%, followed by Families at 39.0%, Youth at 11.4% and Older Adults at 5.7%.

Data Source: Consumer Perception Survey data, June 2020

Figure 2. Response Rates for Surveys Completed by Age Group

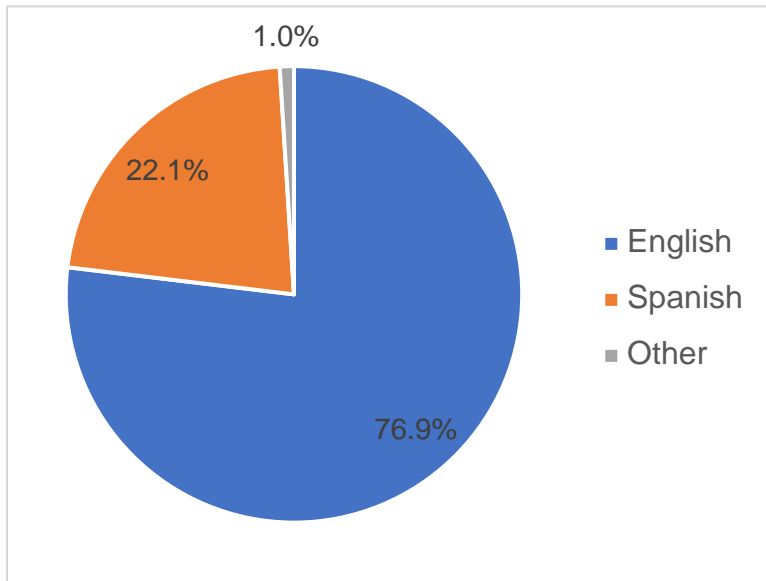


Over the past three survey periods, the percent of consumers who participated in the survey out of those receiving services during survey week has ranged from 7.4% to 24.9% and decreased significantly in Spring 2020 due to the COVID-19 pandemic. Youth and Adult response rates decreased the most during this period. Surveys were collected from 16.8% of the consumers seen in outpatient and day treatment programs during the survey period.

Data Source: Consumer Perception Survey data, May 2019 – June 2020.

Language

Figure 3. Completed Surveys by Language



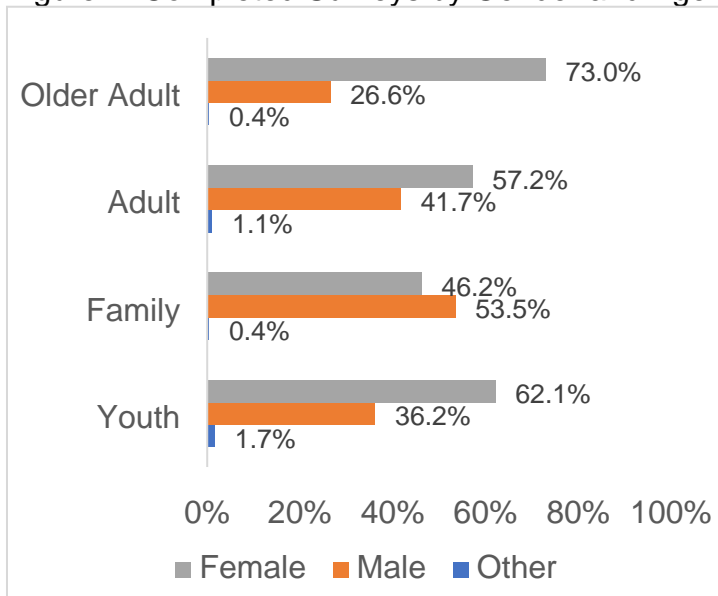
The majority of consumers (76.9%) completed surveys in the English language and 23.1% of consumers completed the survey in a non-English language. Most of the non-English language surveys were completed in Spanish (95.7%). Surveys completed in other languages such as Korean, (N=54), Chinese (N=25), Vietnamese (N=4), and Russian (N=3) accounted for 1% of the total surveys.

Data Source: Consumer Perception Survey data, June 2020.

Across Adults, Older Adults, Youth and Families, 96% of the non-English survey respondents reported that they had written information available to them in their preferred language and that they received services in their preferred language.

Gender

Figure 4. Completed Surveys by Gender and Age Group

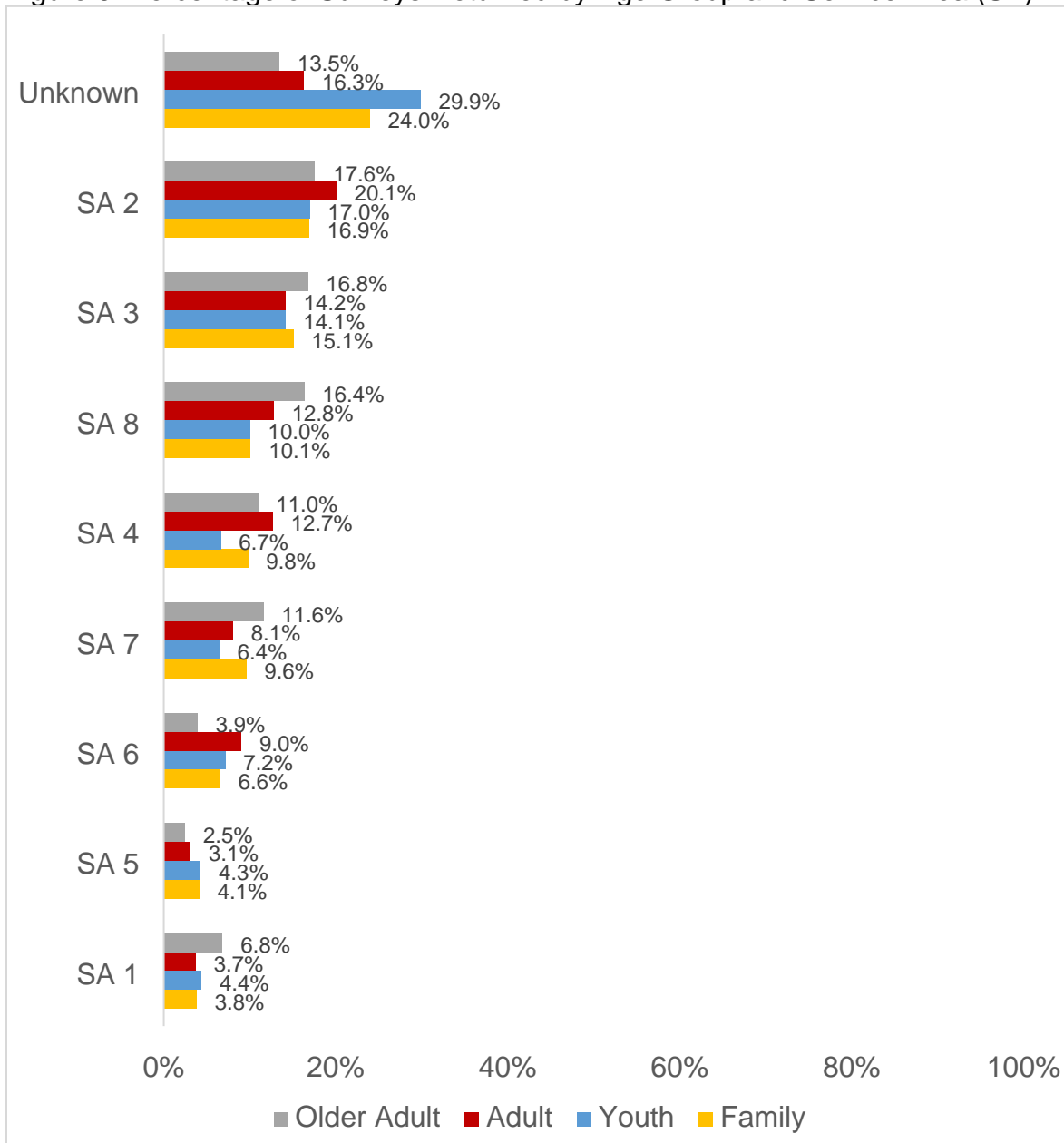


For Older Adults, Adults, and Youth, the majority of surveys were completed by Females. For Family surveys, the majority of caregivers reported on Male youth. A total of 3.6% of all participants indicated an Other gender.

Data Source: Consumer Perception Survey data, June 2020.

Service Area

Figure 5: Percentage of Surveys Returned by Age Group and Service Area (SA)

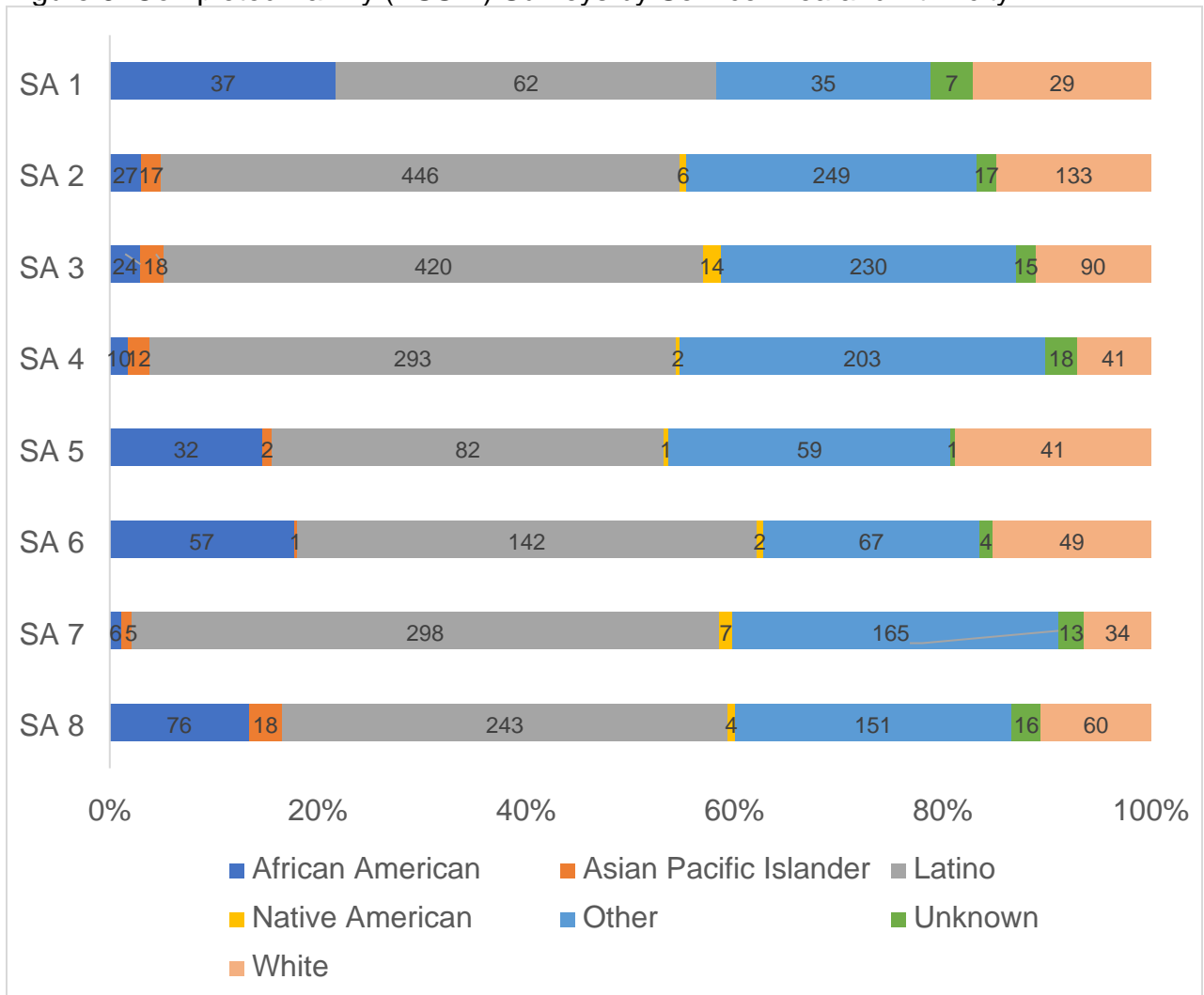


Data Source: Consumer Perception Survey data, June 2020.

SA 2 had the highest number of surveys returned from all age groups. The percentage of each age group of surveys collected varied across the SAs. For example, surveys in SAs 2 and 3 were more equally distributed across the age groups than other SAs. A large percentage of surveys did not have a valid provider number this survey period.

Ethnicity

Figure 6. Completed Family (YSS-F) Surveys by Service Area and Ethnicity

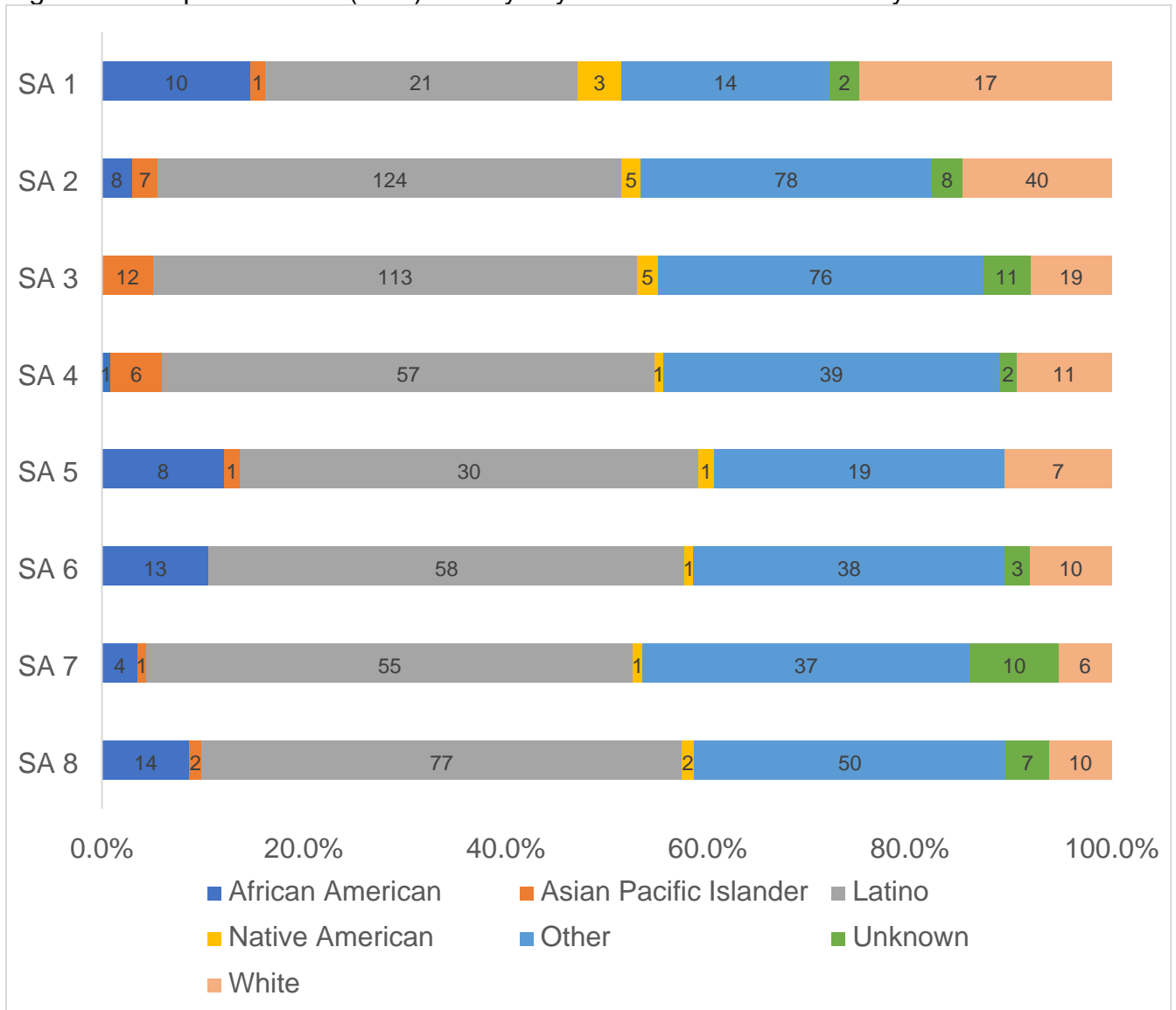


Data Source: Consumer Perception Survey data, June 2020.

Figure 6 shows the number and percent of completed Family (YSS-F) Surveys by SA and ethnicity. Racial and ethnic categories are determined by the American Community Survey conducted by the US Census Bureau in Calendar Year (CY) 2019. The completed surveys by race/ethnicity varied widely for different SAs. The breakdown of percent of surveys completed by race/ethnicity is as follows:

- African Americans (6.6%, Range: 1.1%-21.8%)
- Asian/Pacific Islanders (1.8%, Range: 0%-3.2%)
- Latino (48.5%, Range: 36.5%-56.4%)
- Native Americans (0.9%, Range: 0%-1.7%)
- Consumers that identify as Other (28.3%, Range: 20.6%-35.1%)
- Consumers that identify as Unknown (2.2%, Range: 0.5%-4.1%)
- Whites (11.7%, Range: 6.4%-18.8%)

Figure 7. Completed Youth (YSS) Surveys by Service Area and Ethnicity

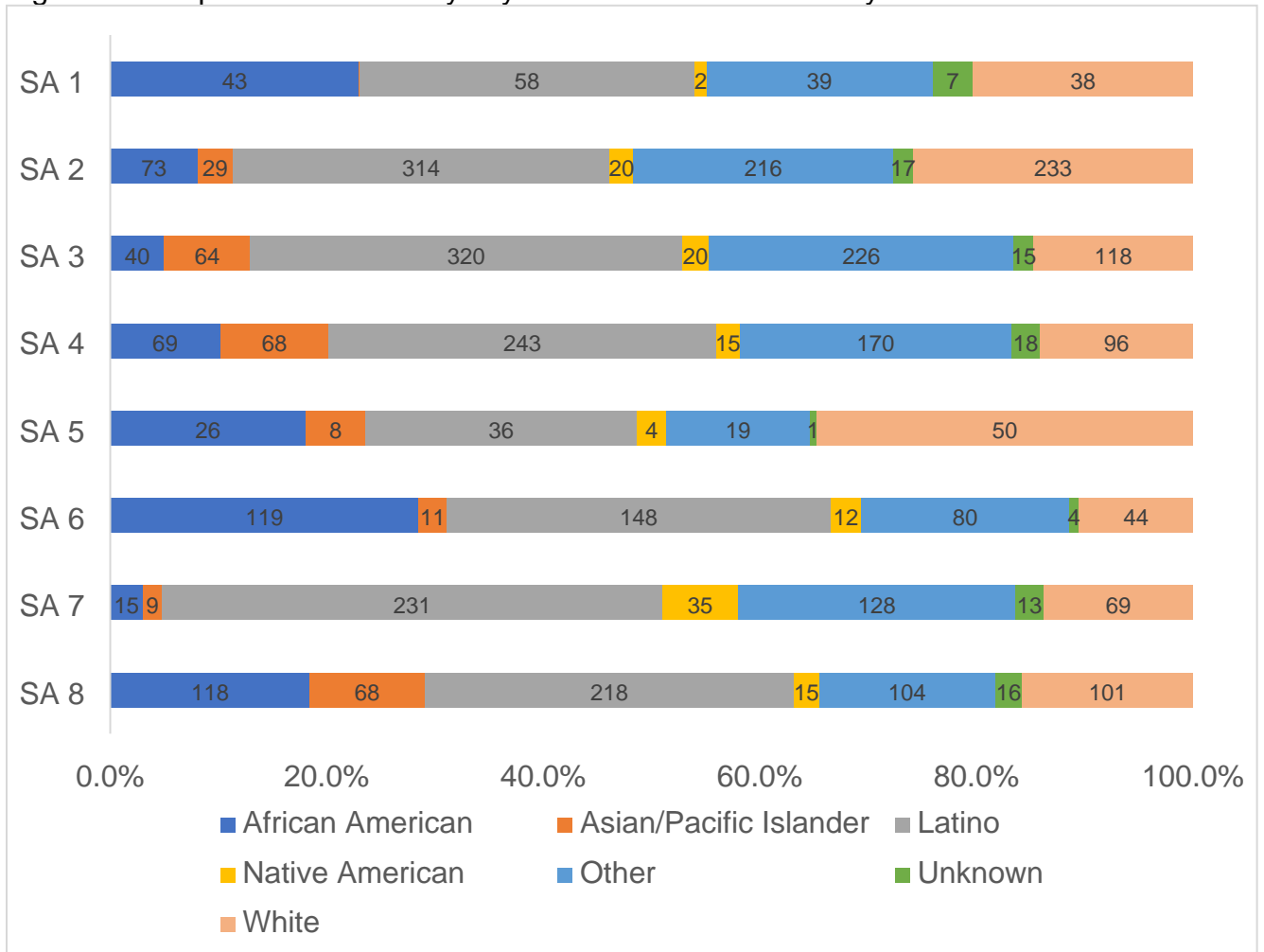


Data Source: Consumer Perception Survey data, June 2020.

Figure 7 shows the number and percent of completed Youth (YSS) Surveys by SA and ethnicity. The completed surveys by ethnicity varied widely for different SAs. For Youth surveys, the breakdown is as follows:

- African Americans (5.0%, Range: 0%-14.7%)
- Asian/Pacific Islanders (2.6%, Range: 0%-5.1%)
- Latinos (46.3%, Range: 30.9%-48.7%)
- Native Americans (1.6%, Range: 0.8%-4.4%)
- Consumers that identify as Other (30.4%, Range: 20.6%-33.3%)
- Consumers that identify as Unknown (3.7%, Range: 0%-8.8%)
- Whites (10.4%, Range: 5.3%-25.0%)

Figure 8. Completed Adult Surveys by Service Area and Ethnicity

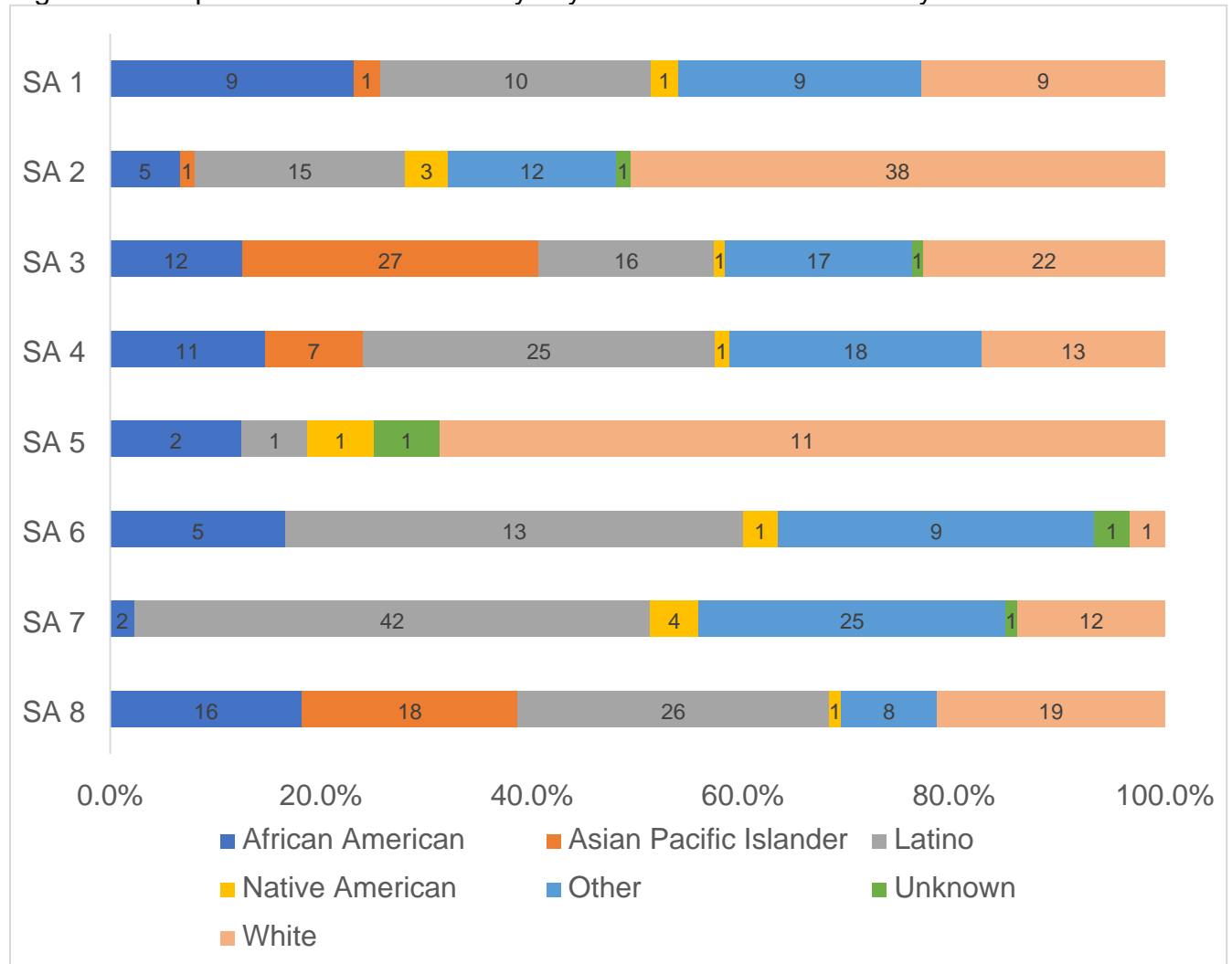


Data Source: Consumer Perception Survey data, June 2020.

Figure 8 shows the number and percent of completed Adult Surveys by SA and ethnicity. Adults surveys demonstrated more variability by ethnicity. The completed surveys by ethnicity varied widely for different SAs. The breakdown is as follows:

- African Americans (11.8%, Range: 3.0%-28.5%)
- Asian/Pacific Islanders (6%, Range: 0%-10.6%)
- Latinos (36.7%, Range: 25.0%-46.2%)
- Native Americans (2.9%, Range: 1.1%-7.0%)
- Consumers that identify as Other (23.0%, Range: 13.2%-28.1%)
- Consumers that identify as Unknown (2.1%, Range: 0.7%-3.7%)
- Whites (17.5%, Range: 10.5%-34.7%)

Figure 9. Completed Older Adult Surveys by Service Area and Ethnicity



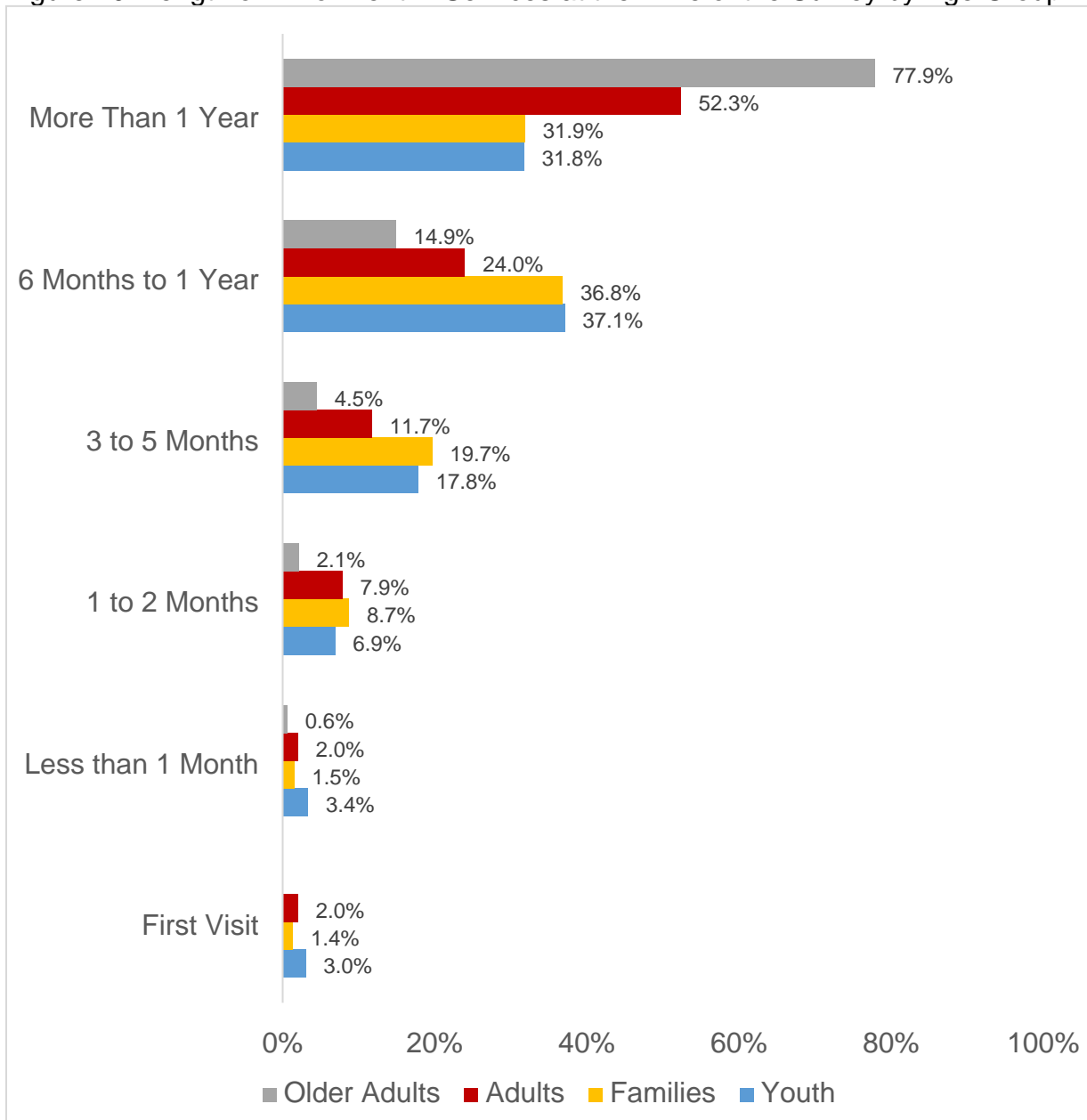
Data Source: Consumer Perception Survey data, June 2020.

Figure 9 shows the number and percent of completed Older Adult Surveys by SA and ethnicity. The completed surveys by ethnicity varied widely for different SAs. The breakdown by ethnicity is as follows:

- African Americans (12.3%, Range: 2.3%-23.1%)
- Asian/Pacific Islanders (10.7%, Range: 0%-28.1%)
- Latinos (29.3%, Range: 6.3%-48.8%)
- Native Americans (2.6%, Range: 1.0%-6.3%)
- Consumers that identify as Other (19.4%, Range: 0%-30%)
- Consumers that identify as Unknown (1%, Range: 0%-6.3%)
- Whites (24.8%, Range: 3.3%-68.8%)

Length of Enrollment

Figure 10. Length of Enrollment in Services at the Time of the Survey by Age Group



Most of the survey respondents had been in services for six months to over a year at the time they completed the survey. The majority of Older Adults respondents and a little over half of Adults had been in services over a year. For Families and Youth, the largest percentages had been in services six months to a year at the time of the survey.

Survey Domains and Items

General Satisfaction Domain

On the General Satisfaction domain, Families were the most satisfied with 96.6% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 96.5%, followed by Youth with 96.5% and Adults with 94.3%.

Figure 11. Percent Agree or Strongly Agree with Adult and Older Adult General Satisfaction Items

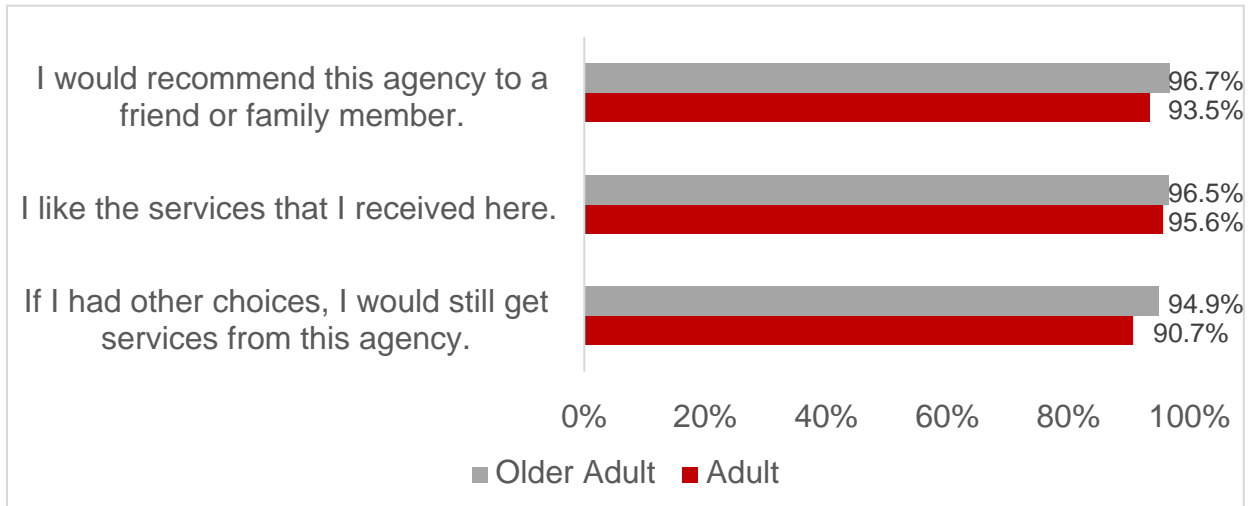
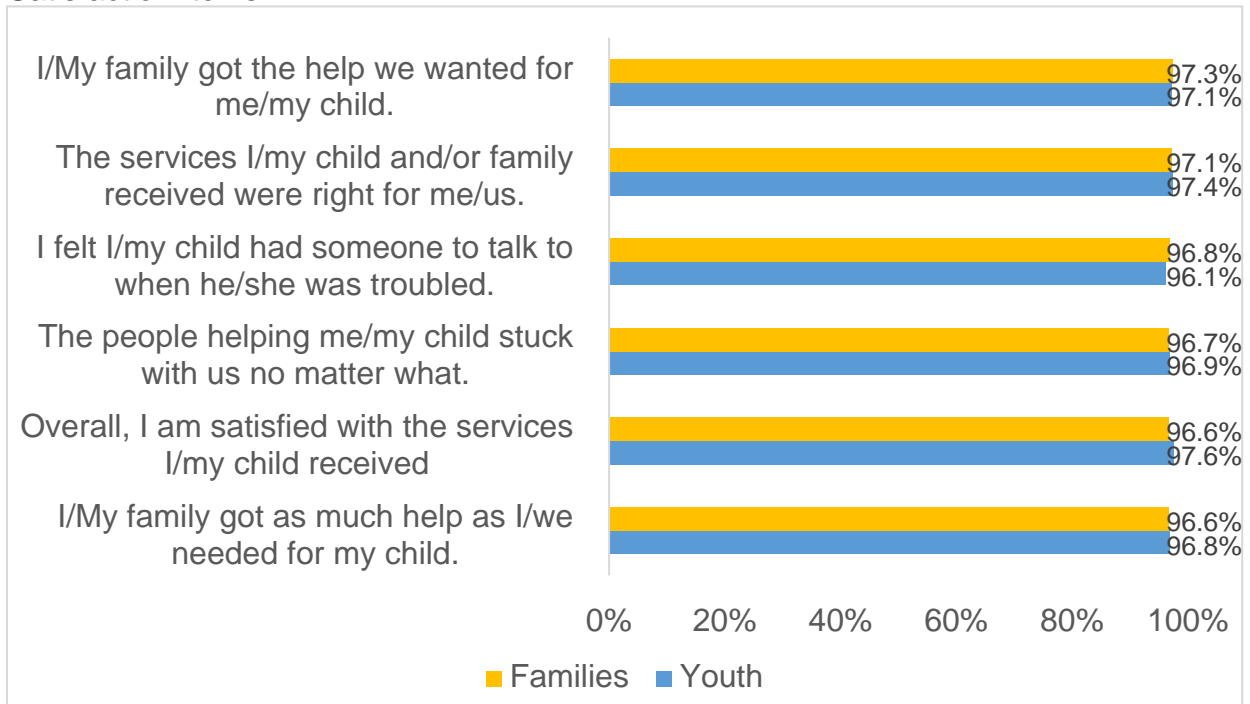


Figure 12. Percent Agree or Strongly Agree with Youth and Families General Satisfaction Items



Access

On the Access domain, Families were the most satisfied with 96.8% agreeing or strongly agreeing with the items. Youth were the next highest group with 95.9%, followed by Older Adults with 94.9% and Adults with 93.4%.

Figure 13. Percent Agree or Strongly Agree with Adult and Older Adult Access Items

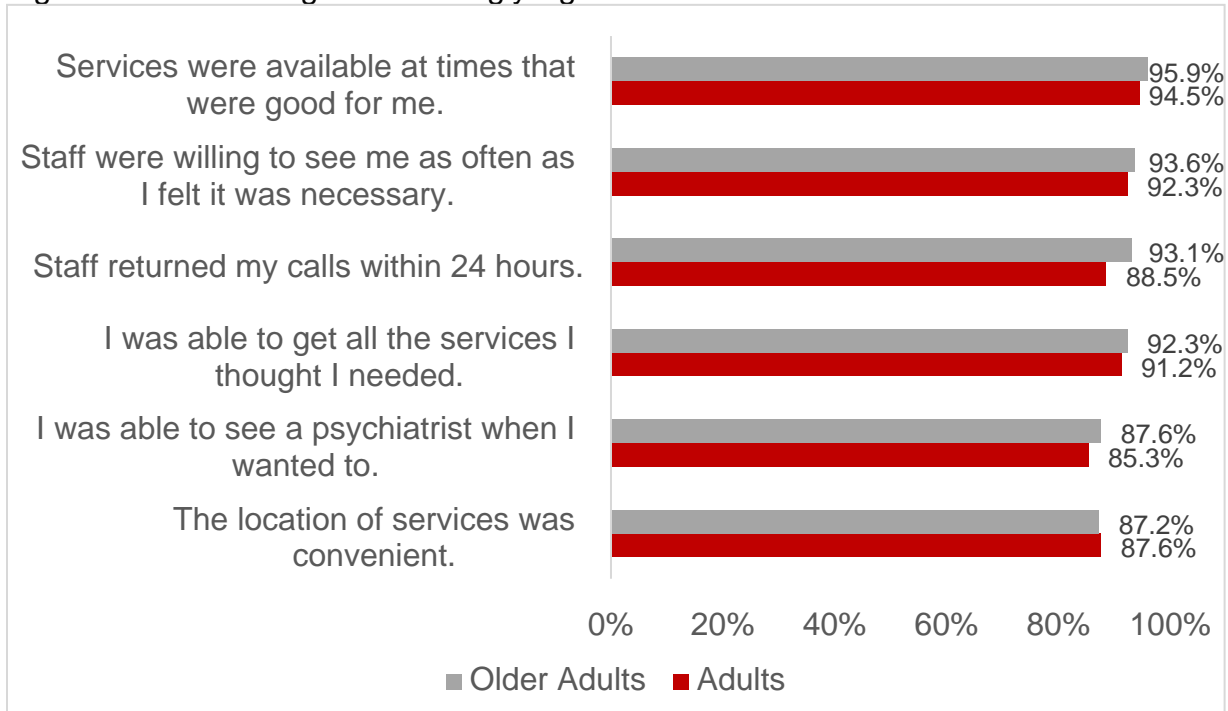
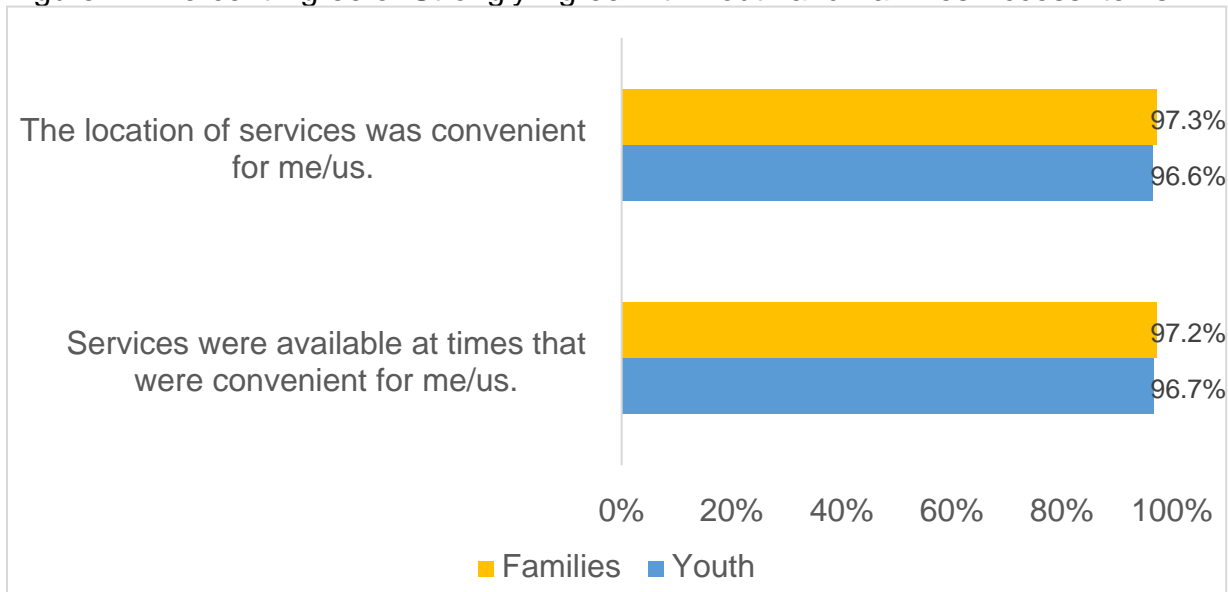


Figure 14. Percent Agree or Strongly Agree with Youth and Families Access Items



Participation in Treatment Planning

On the Participation in Treatment Planning domain, Older Adults were the most satisfied with 94.6% agreeing or strongly agreeing with the items. Adults were the next highest group with 94.2%, followed by Families with 93.9% and Youth with 92.6%.

Figure 15. Percent Agree or Strongly Agree with Adult and Older Adult Treatment Planning Items

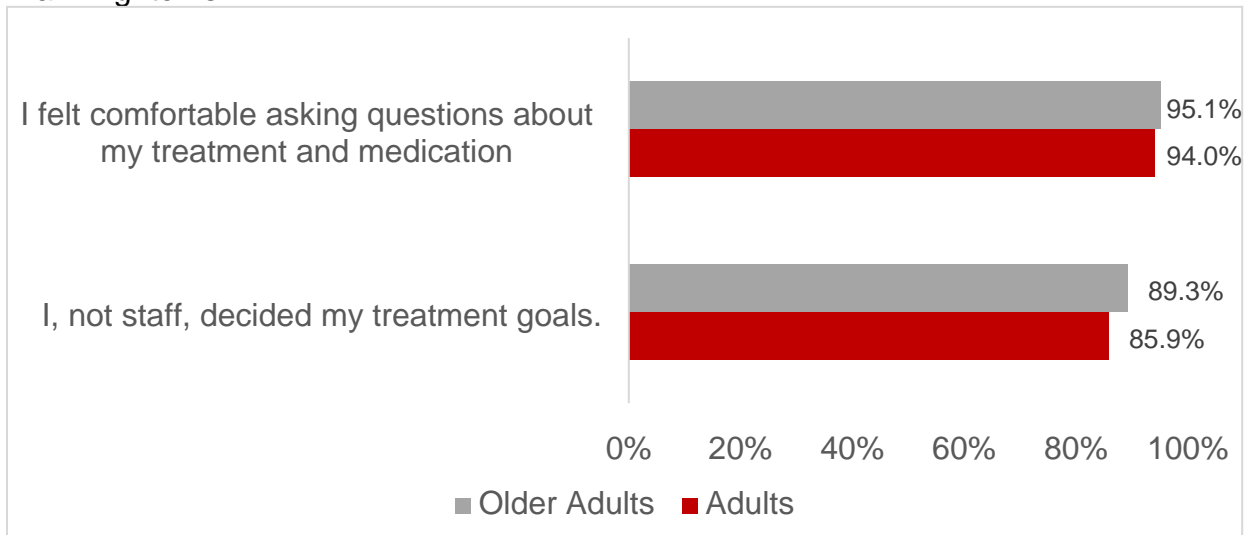
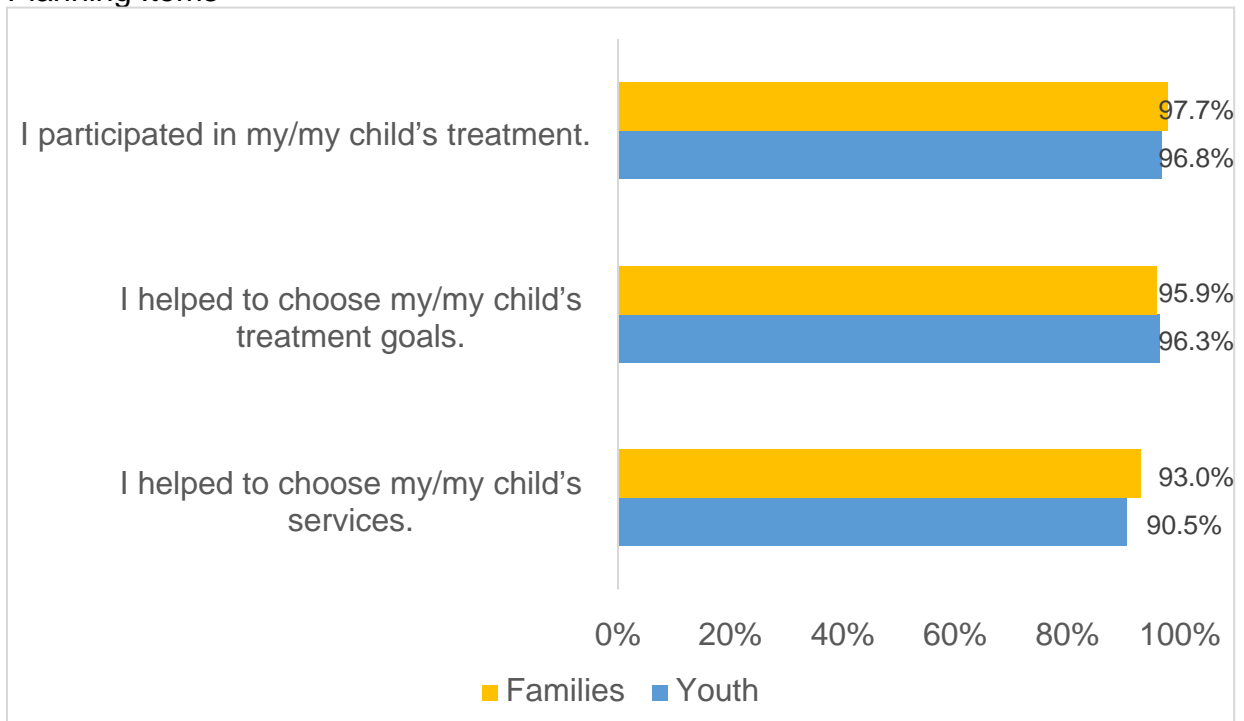


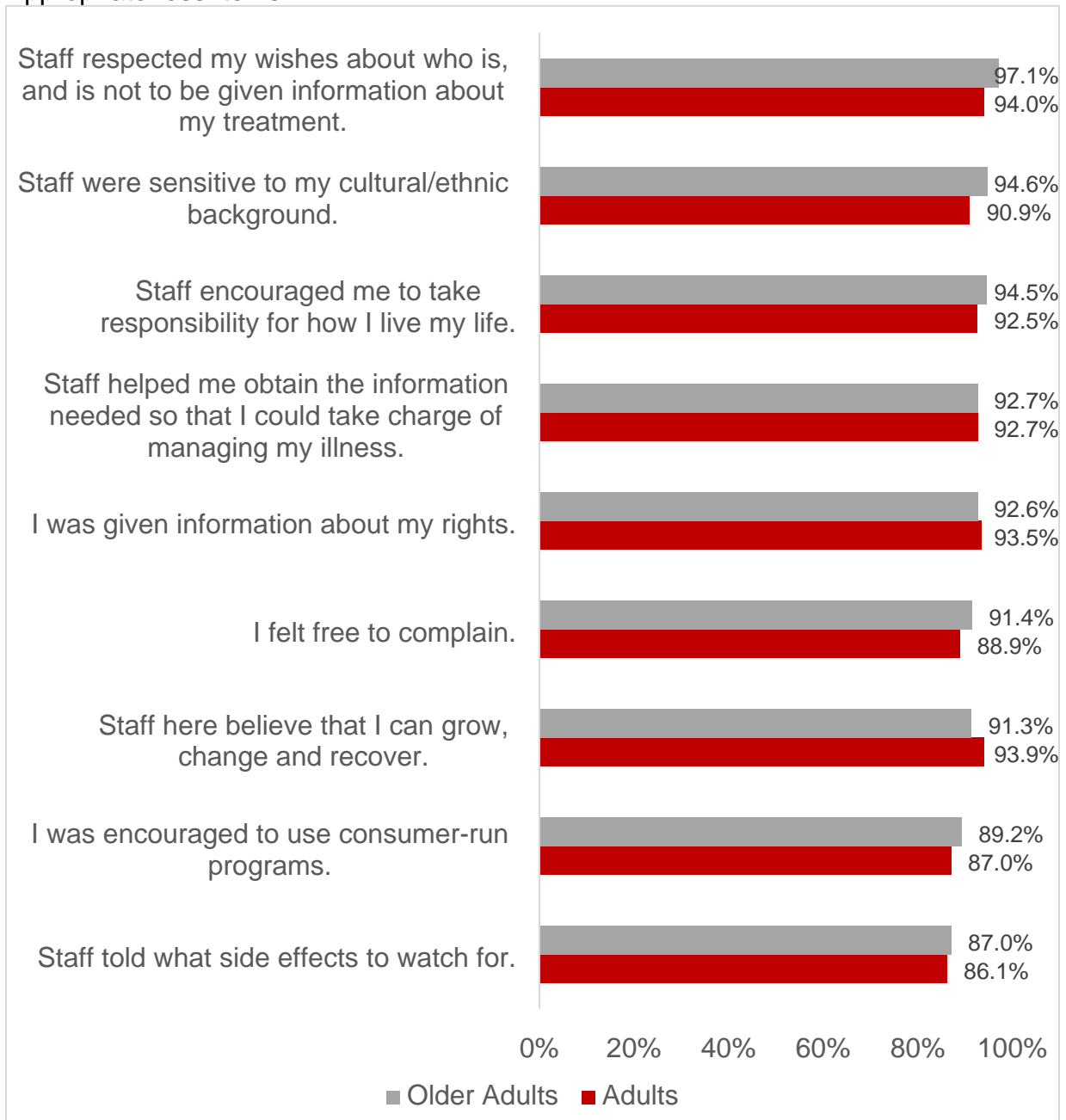
Figure 16. Percent Agree or Strongly Agree with Youth and Families Treatment Planning Items



Quality & Appropriateness/Cultural Sensitivity

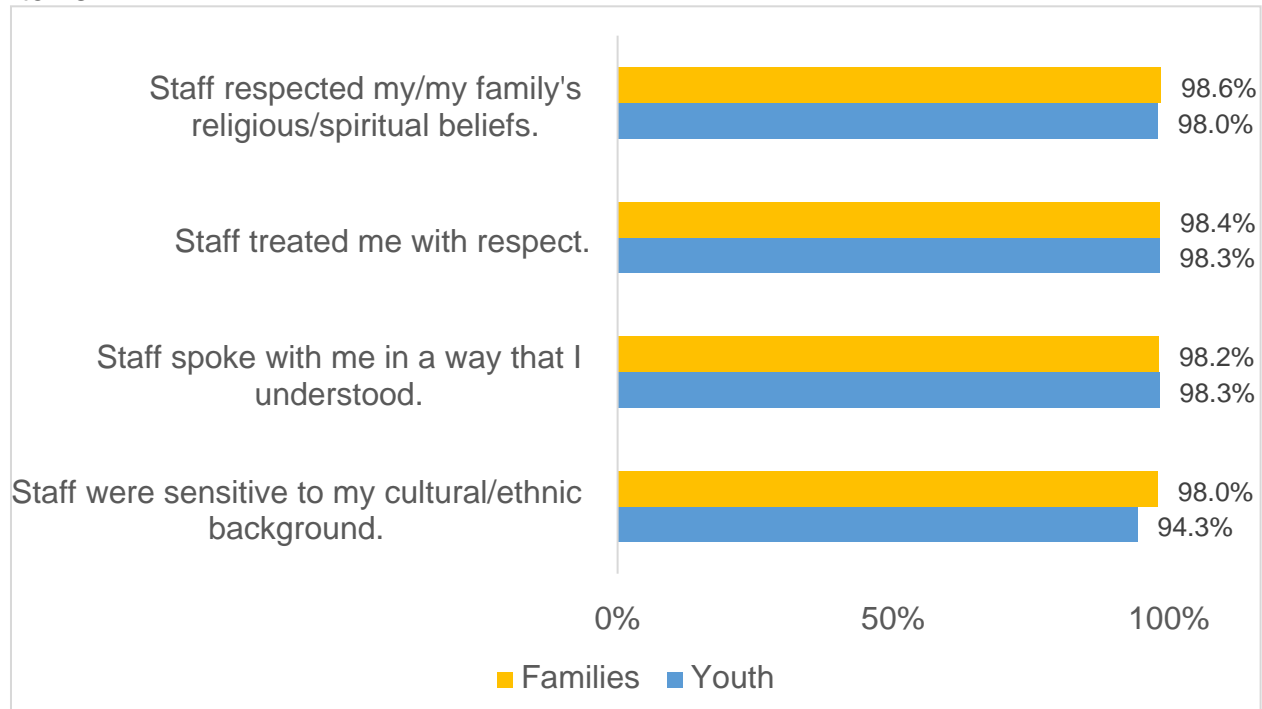
On the Quality & Appropriateness domain, 96.2% of Older Adults and 94.1% of Adults agreed or strongly agreed with the items.

Figure 17. Percent Agree or Strongly Agree with Adult and Older Adult Quality & Appropriateness Items



On the corresponding Cultural Sensitivity domain, 98.2% of Families and 97.7% of Youth agreed or strongly agreed with the items.

Figure 18. Percent Agree or Strongly Agree with Youth and Families Cultural Sensitivity Items



Perception of Outcomes

On the Outcomes domain, Youth were the most satisfied with 91.9% agreeing or strongly agreeing with the items. Families were the next highest group with 89.8%, followed by Older Adults with 81.7% and Adults with 81.6%.

Figure 19. Percent Agree or Strongly Agree with Adult and Older Adult Outcomes Items

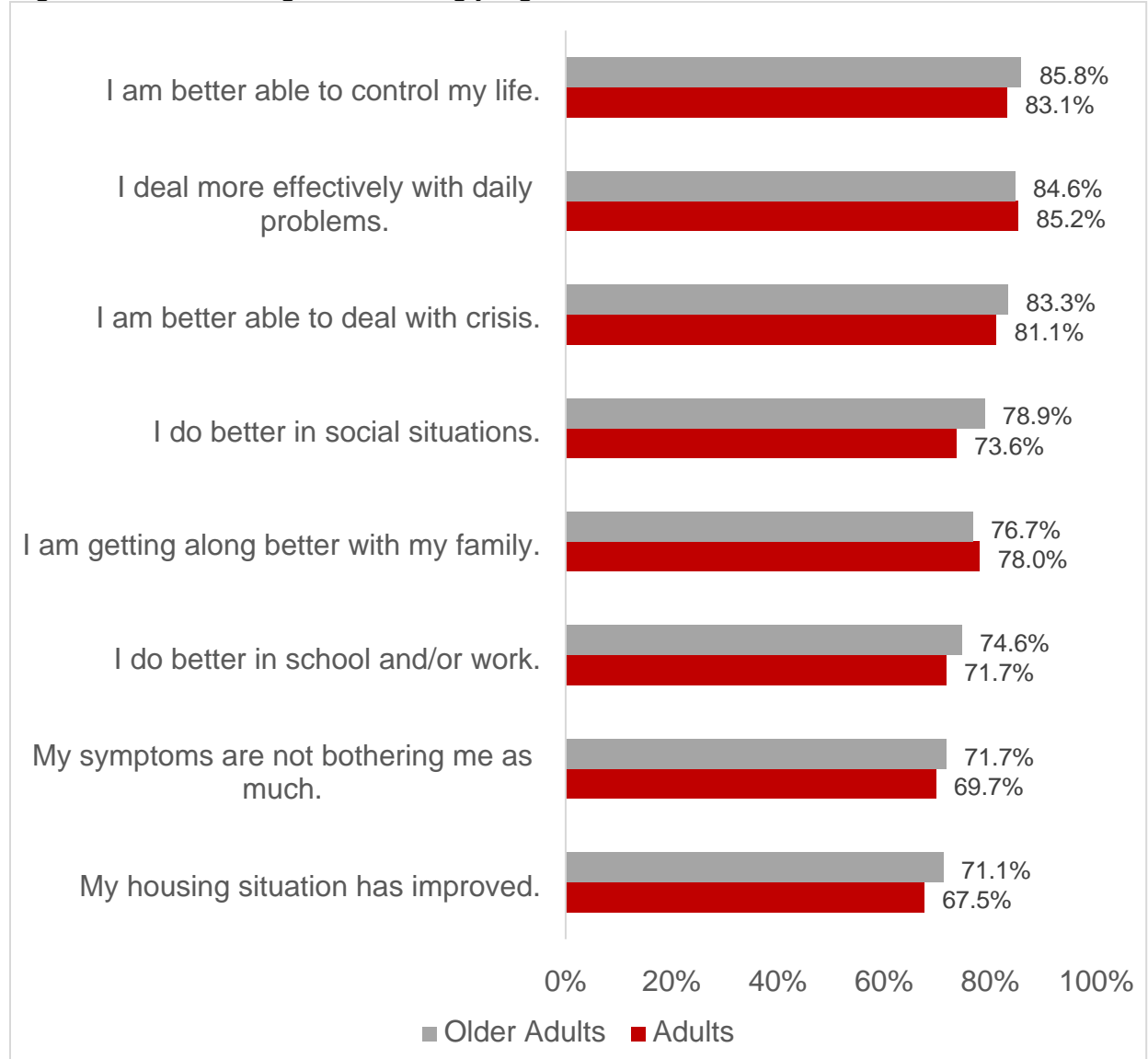
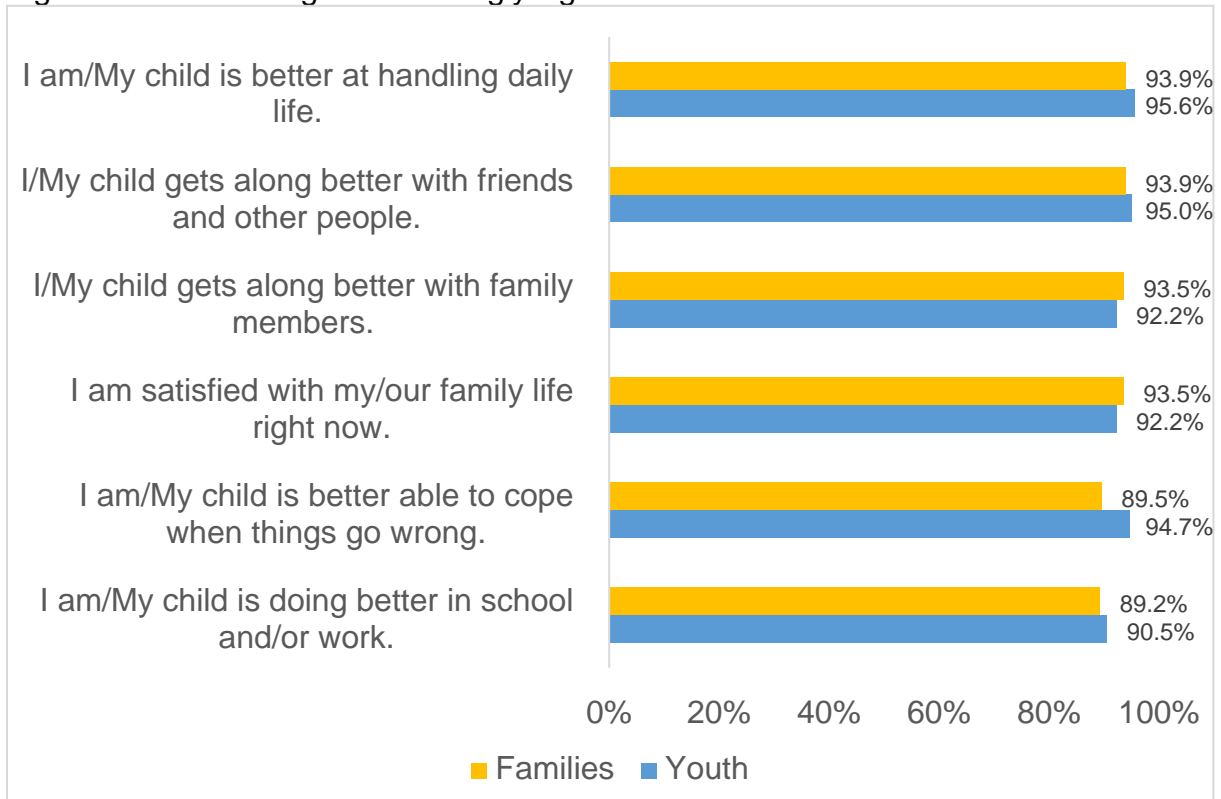


Figure 20. Percent Agree or Strongly Agree with Youth and Families Outcomes Items



Perception of Functioning

On the Functioning domain, Youth were the most satisfied with 92.2% agreeing or strongly agreeing with the items. Families were the next highest group with 90.5%, followed by Adults with 78.9% and Older Adults with 77.7%.

Figure 21. Percent Agree or Strongly Agree with Adult and Older Adult Functioning Items

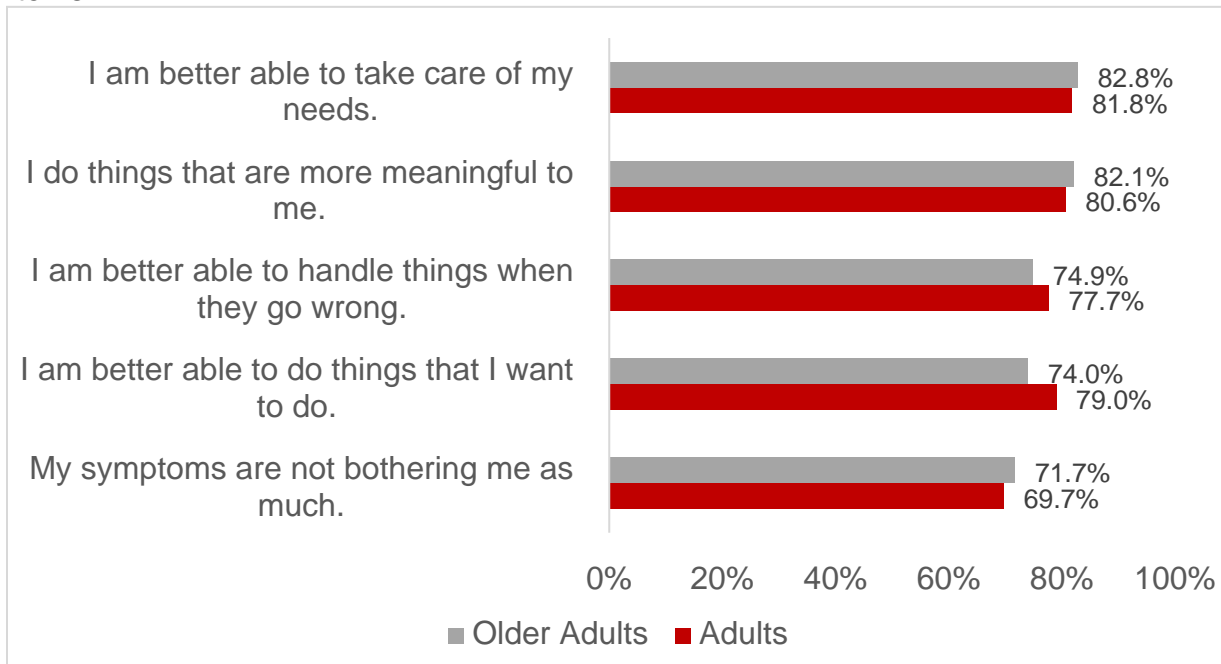
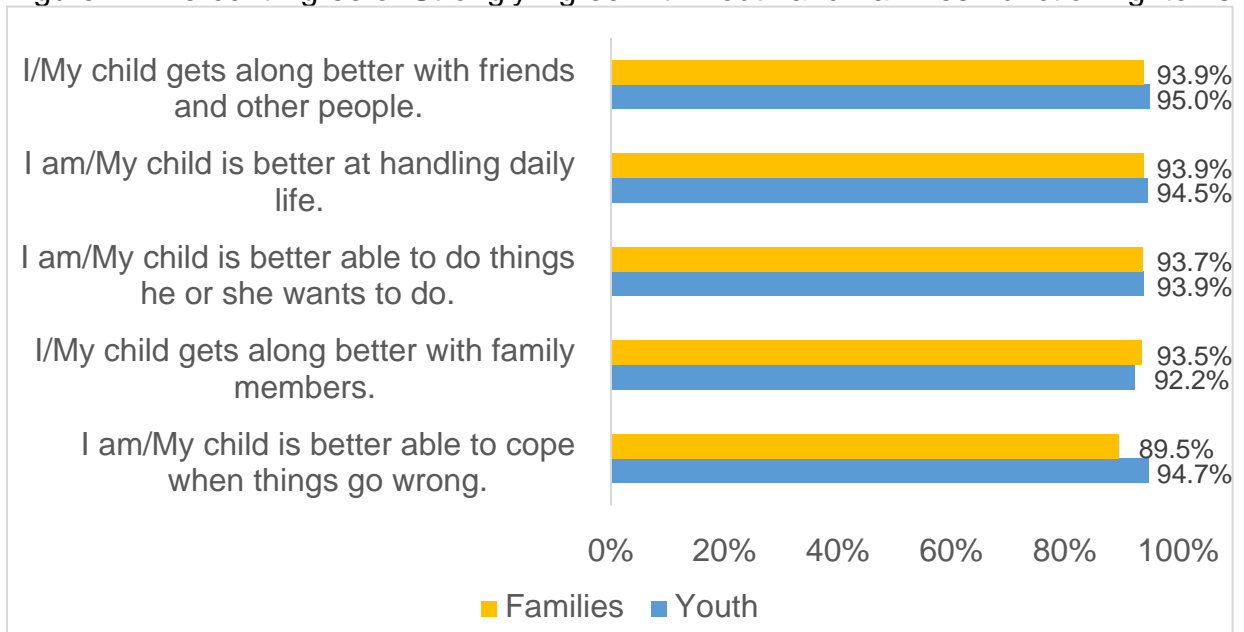


Figure 22. Percent Agree or Strongly Agree with Youth and Families Functioning Items



Social Connectedness

On the Social Connectedness domain, Families were the most satisfied with 94.6% agreeing or strongly agreeing with the items. Youth were the next highest group with 93.9%, followed by Adults with 82.5% and Adults with 77.5%.

Figure 23. Percent Agree or Strongly Agree with Adult and Older Adult Social Connectedness Items

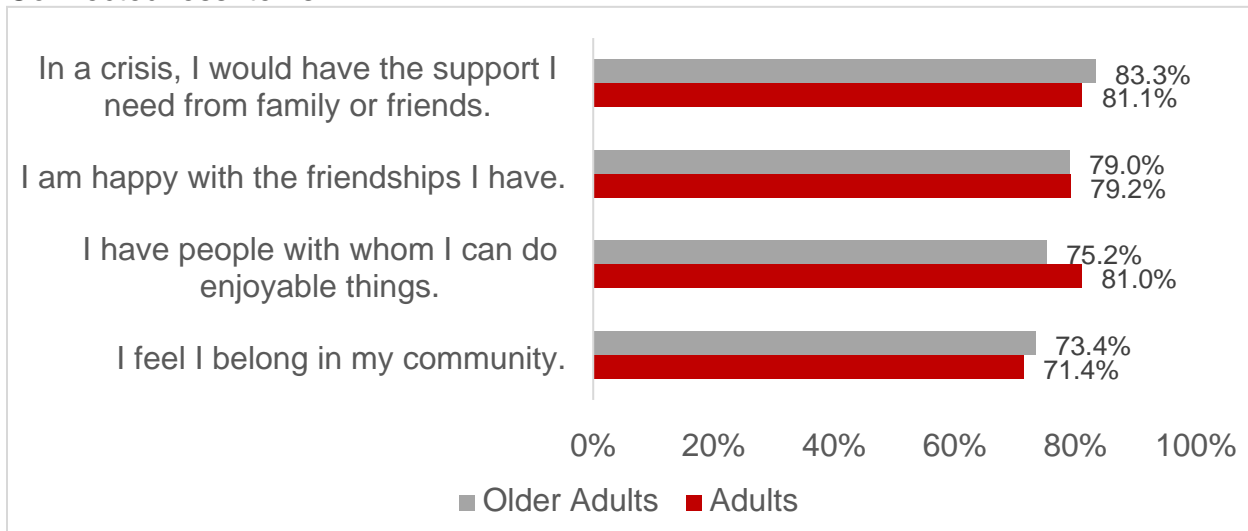
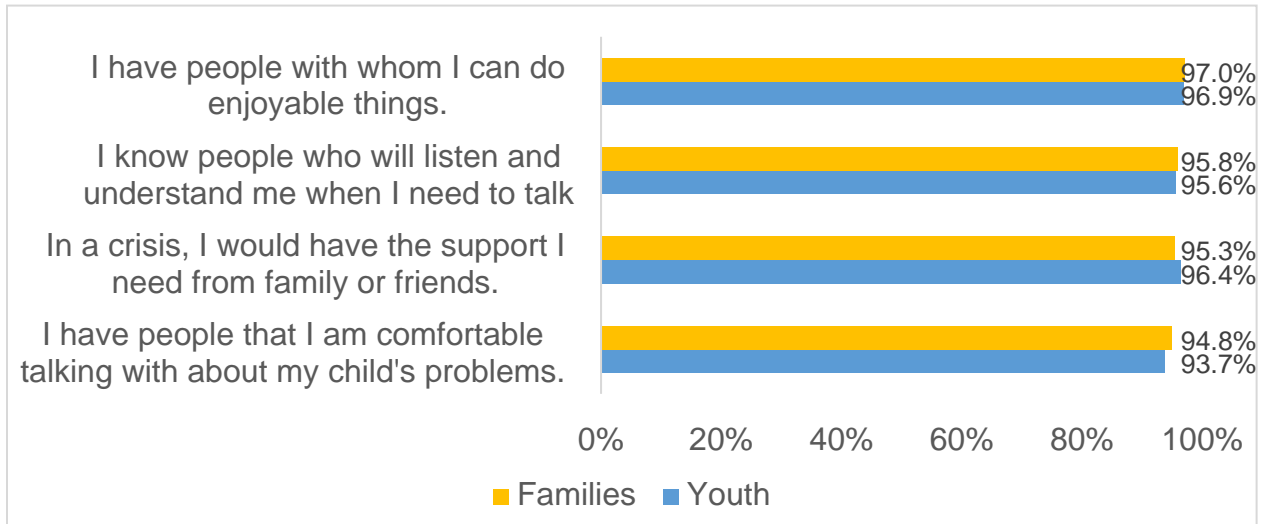


Figure 24. Percent Agree or Strongly Agree with Youth and Families Social Connectedness Items



Overall Satisfaction

The Overall Satisfaction score is an average of all of the satisfaction items on the survey. Families were the most satisfied with 96.7% agreeing or strongly agreeing with the items. Youth were the next highest group with 96.5%, followed by Older Adults with 93.1% and Adults with 92.8%.

Medication and Side Effects – Family and Youth

Figure 25. Percent of Family Responses Regarding Medications

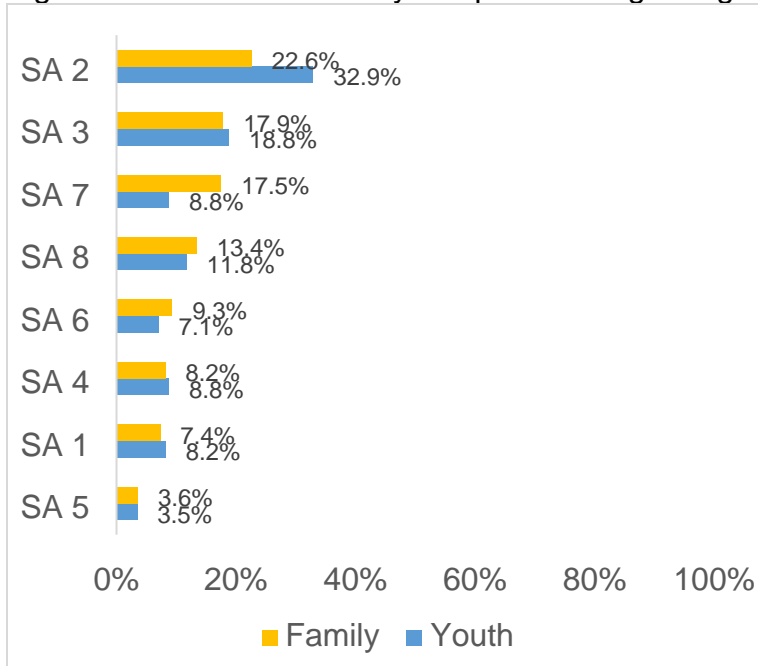


Figure 25 shows that, across all SAs, 17.9% of Youth and 19.2% of Families reported that they were on medication for emotional or behavioral problems. Rates of medication were varied across the SAs. Family (22.6%) and Youth (32.9%) respondents in SA 2 had the highest percentage reporting they were on medication for emotional or behavioral problems. Families (3.6%) and Youth (3.5%) had the lowest percentages in SA 5.

Data Source: Consumer Perception Survey data, June 2020.

Figure 26. Percent of Family Responses Regarding Notice of Medication Side Effects

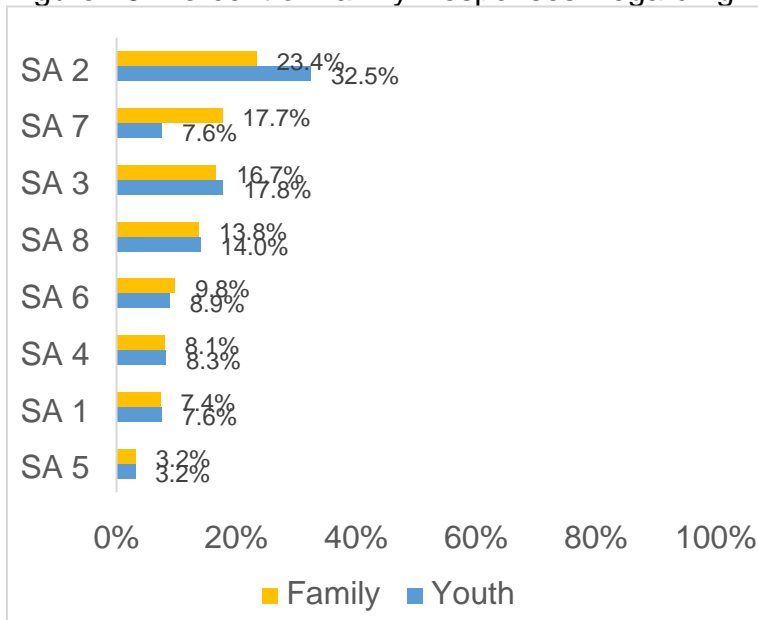
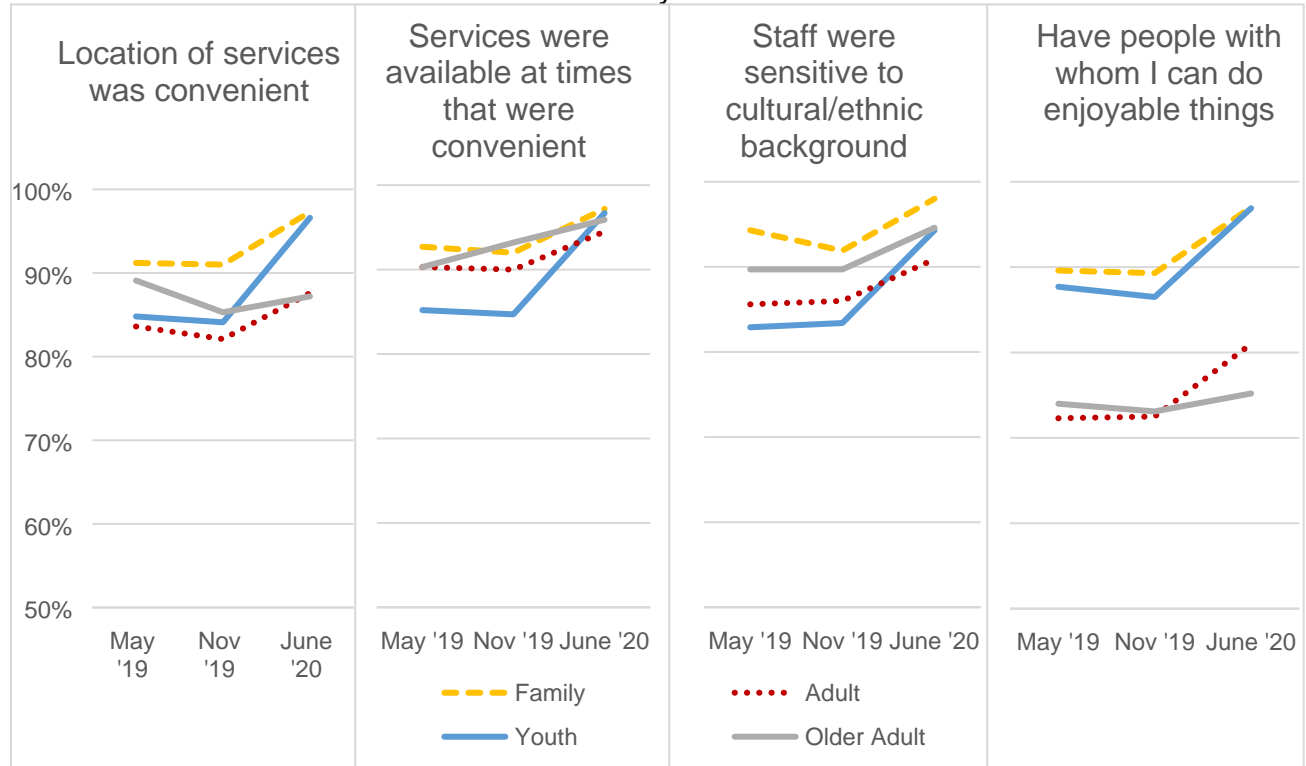


Figure 26 shows that, across all SAs, 97.3% of Families and 92.4% of Youth reported that their doctor or nurse told them the medication side effects to watch for. Families (23.4%) and Youth (32.5%) in SA 2 had the highest percentage reporting “yes” as compared with the lowest percentage in SA 5 (Families & Youth: 3.2%).

Data Source: Consumer Perception Survey data, June 2020.

Age Group Comparison of Common Survey Items

Figure 27. Age Group Comparison of Access, Cultural Sensitivity, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

Figure 27 shows four of the CPS items that are common to the Families, Youth, Adult, and Older Adult surveys from May 2019 to June 2020. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Families had the highest percentages on all four items as compared to other three age groups for all three time periods except for November 2019 where Older Adults were higher on “Services were available at convenient times.” Youth also had high percentages for three of the four items (“Location of services was convenient”, “Services were available at convenient times”, and “I have people with whom I can do enjoyable things”).

Adults tended to have the lower percentages over all three time periods. Youth had the lowest percentage on the “Services were available at times that were convenient” and “Staff were sensitive to my cultural/ethnic background” in May and November 2019. In June 2020, this was lowest for Adults. Adult also had the lowest percentage on the “Location of services was convenient” item at all three time periods except for June 2020, where they were slightly higher than Older Adults. Adult and Older Adults also had much lower percentages on the “I have people with whom I can do enjoyable things” item as compared to Youth and Families.

Figure 28. Age Group Comparison of Outcomes, Functioning, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

Figure 28 shows the other four of the CPS items that are common to the Families, Youth, Adult, and Older Adult surveys from May 2019 to June 2020. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

In June 2020, Youth had the highest percentage on all items except for “I get along better with family members.” In previous survey periods, Families tended to have the highest percentages of agreement with these items. Given the lower number of surveys collected across all groups and especially for Youth, it is difficult to assess if this reflects a larger change.

Adults and Older Adults tended to have the lower percentages over all three time periods. Adults and Older Adults had the lowest percentage on the “In a crisis, I have the support I need from family and friends” across all three time periods. Adults were lowest on the “I am doing better in school and/or work” item except for the November 2019 period, in which they were slightly higher than Older Adults. The “Doing better in school and/or work” measure had much lower percentages overall, ranging from 60.6% to 71.3% prior to the June 2020 survey period. Youth and Families percent agreement increased significantly for this item in June 2020. Again, given the much lower response rate, it is difficult to assess if this reflects true improvement. These items will continue to be monitored at future survey periods to evaluate trends over time.