

Appendix to Consumer Perception Survey Report – Spring 2020

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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 2020 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 2020, nearly all of the randomly selected providers participated in data collection and approximately 16.8% of consumers receiving services from these programs completed 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 2020 survey period is compared with the current available data for State and US averages for the Fiscal Year (FY) 18-19 survey period.

Table 1. Satisfaction Domain Items By Version

Domain	Items by Version
General Satisfaction	<p>Adult/Older Adult</p> <ol style="list-style-type: none"> 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. <p>Youth/Families</p> <ol style="list-style-type: none"> 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	<p>Adult/Older Adults</p> <ol style="list-style-type: none"> 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. <p>Youth/Families</p> <ol style="list-style-type: none"> 8. The location of services was convenient for us. 9. Services were available at times that were convenient for us.
Perception of Quality & Appropriateness	<p>Adult/Older Adults</p> <ol style="list-style-type: none"> 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.).
Perception of Cultural Sensitivity	<p>Youth/Families</p> <ol style="list-style-type: none"> 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 Participation in Treatment Planning	<p>Adult/Older Adults</p> <ol style="list-style-type: none"> 11. I felt comfortable asking questions about my treatment and medication. 17. I, not staff, decided my treatment goals. <p>Youth/Families</p> <ol style="list-style-type: none"> 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	<p>Adult/Older Adults</p> <ol style="list-style-type: none"> 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, June 2020.

Table 2. Response Rate for June 2020

Age Group	Surveys Completed		Total Unique Consumers Seen in OP ¹ and DT ² Programs	Response Rate
	count	percent		
Family	3,359	39.0%	18,229	18.4%
Youth	981	11.4%	13,277	7.4%
Adult	3,782	43.9%	27,858	13.6%
Older Adult	493	5.7%	5,175	9.5%
Total	8,615	100.0%	51,262	16.8%

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, June 2020.

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

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
SA 1	37	21.8	0	0.0	62	36.5	0	0.0	35	20.6	29	17.1	7	4.1	170
SA 2	27	3.0	17	1.9	446	49.8	6	0.7	249	27.8	133	14.9	17	1.9	895
SA 3	24	3.0	18	2.2	420	51.8	14	1.7	230	28.4	90	11.1	15	1.8	811
SA 4	10	1.7	12	2.1	293	50.6	2	0.3	203	35.1	41	7.1	18	3.1	579
SA 5	32	14.7	2	0.9	82	37.6	1	0.5	59	27.1	41	18.8	1	0.5	218
SA 6	57	17.7	1	0.3	142	44.1	2	0.6	67	20.8	49	15.2	4	1.2	322
SA 7	6	1.1	5	0.9	298	56.4	7	1.3	165	31.3	34	6.4	13	2.5	528
SA 8	76	13.4	18	3.2	243	42.8	4	0.7	151	26.6	60	10.6	16	2.8	568
Total	269	6.6	73	1.8	1,986	48.5	36	0.9	1,159	28.3	477	11.7	91	2.2	4,091

Note: Categories are not mutually exclusive. 804 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, June 2020.

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

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	10	14.7	1	1.5	21	30.9	3	4.4	14	20.6	17	25.0	2	2.9	68
SA 2	8	3.0	7	2.6	124	45.9	5	1.9	78	28.9	40	14.8	8	3.0	270
SA 3	0	0.0	12	5.1	113	47.9	5	2.1	76	32.2	19	8.1	11	4.7	236
SA 4	1	0.9	6	5.1	57	48.7	1	0.9	39	33.3	11	9.4	2	1.7	117
SA 5	8	12.1	1	1.5	30	45.5	1	1.5	19	28.8	7	10.6	0	0.0	66
SA 6	13	10.6	0	0.0	58	47.2	1	0.8	38	30.9	10	8.1	3	2.4	123
SA 7	4	3.5	1	0.9	55	48.2	1	0.9	37	32.5	6	5.3	10	8.8	114
SA 8	14	8.6	2	1.2	77	47.5	2	1.2	50	30.9	10	6.2	7	4.3	162
Total	58	5.0	30	2.6	535	46.3	19	1.6	351	30.4	120	10.4	43	3.7	1,156

Note: Categories are not mutually exclusive. 292 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, June 2020.

Table 5. Completed Adult Surveys by Service Area and Ethnicity

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	43	23.0	0	0.0	58	31.0	2	1.1	39	20.9	38	20.3	7	3.7	187
SA 2	73	8.1	29	3.2	314	34.8	20	2.2	216	23.9	233	25.8	17	1.9	902
SA 3	40	5.0	64	8.0	320	39.9	20	2.5	226	28.1	118	14.7	15	1.9	803
SA 4	69	10.2	68	10.0	243	35.8	15	2.2	170	25.0	96	14.1	18	2.7	679
SA 5	26	18.1	8	5.6	36	25.0	4	2.8	19	13.2	50	34.7	1	0.7	144
SA 6	119	28.5	11	2.6	148	35.4	12	2.9	80	19.1	44	10.5	4	1.0	418
SA 7	15	3.0	9	1.8	231	46.2	35	7.0	128	25.6	69	13.8	13	2.6	500
SA 8	118	18.4	68	10.6	218	34.1	15	2.3	104	16.3	101	15.8	16	2.5	640
Total	503	11.8	257	6.0	1,568	36.7	123	2.9	982	23.0	749	17.5	91	2.1	4,273

Note: Categories are not mutually exclusive. 613 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, June 2020.

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

	African American		Asian Pacific Islander		Latino		Native American		Other		White		Unknown		Total
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
SA 1	9	23.1	1	2.6	10	25.6	1	2.6	9	23.1	9	23.1	0	0.0	39
SA 2	5	6.7	1	1.3	15	20.0	3	4.0	12	16.0	38	50.7	1	1.3	75
SA 3	12	12.5	27	28.1	16	16.7	1	1.0	17	17.7	22	22.9	1	1.0	96
SA 4	11	14.7	7	9.3	25	33.3	1	1.3	18	24.0	13	17.3	0	0.0	75
SA 5	2	12.5	0	0.0	1	6.3	1	6.3	0	0.0	11	68.8	1	6.3	16
SA 6	5	16.7	0	0.0	13	43.3	1	3.3	9	30.0	1	3.3	1	3.3	30
SA 7	2	2.3	0	0.0	42	48.8	4	4.7	25	29.1	12	14.0	1	1.2	86
SA 8	16	18.2	18	20.5	26	29.5	1	1.1	8	9.1	19	21.6	0	0.0	88
Total	62	12.3	54	10.7	148	29.3	13	2.6	98	19.4	125	24.8	5	1.0	505

Note: Categories are not mutually exclusive. 65 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, June 2020.

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	3,359	4.3	0.58	96.7%	N/A	N/A
General Satisfaction	3,355	4.4	0.65	96.6%	89%	89%
Perception of Access	3,328	4.4	0.66	96.8%	87%	88%
Perception of Cultural Sensitivity	3,314	4.5	0.62	98.2%	95%	95%
Perception of Participation in Treatment Planning	3,340	4.3	0.67	93.9%	88%	90%
Perception of Outcomes	3,266	4.1	0.73	89.8%	68%	71%
Perception of Functioning	3,230	4.2	0.73	90.5%	69%	69%
Perception of Social Connectedness	3,273	4.3	0.67	94.6%	88%	87%

Note: ¹ Variables for subscales coded on a 5-point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data for the State and US average is from California FY 18-19 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, June 2020.

Table 8. Youth (YSS) Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	980	4.3	0.53	96.5%
General Satisfaction	978	4.4	0.60	96.5%
Perception of Access	959	4.4	0.64	95.9%
Perception of Cultural Sensitivity	966	4.5	0.60	97.7%
Perception of Participation in Treatment Planning	967	4.3	0.64	92.6%
Perception of Outcomes	956	4.2	0.66	91.9%
Perception of Functioning	952	4.2	0.64	92.2%
Perception of Social Connectedness	956	4.3	0.63	93.9%

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, June 2020.

Table 9. Adult Domain Statistics with Comparison to Benchmark

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	3,780	4.2	0.56	92.8%	N/A	N/A
General Satisfaction	3,768	4.5	0.63	94.3%	90%	90%
Perception of Access	3,763	4.4	0.63	93.4%	86%	87%
Perception of Quality and Appropriateness	3,680	4.4	0.59	94.1%	90%	91%
Perception of Participation in Treatment Planning	3,637	4.4	0.67	94.2%	81%	85%
Perception of Outcomes	3,623	4.0	0.71	81.6%	70%	74%
Perception of Functioning	3,538	4.0	0.77	78.9%	70%	72%
Perception of Social Connectedness	3,530	4.0	0.79	82.5%	68%	71%

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 18-19 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, June 2020.

Table 10. Older Adult Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	492	4.2	0.51	93.1%
General Satisfaction	492	4.5	0.55	96.5%
Perception of Access	490	4.4	0.58	94.9%
Perception of Quality and Appropriateness	470	4.4	0.53	96.2%
Perception of Participation in Treatment Planning	464	4.4	0.59	94.6%
Perception of Outcomes	464	4.0	0.68	81.7%
Perception of Functioning	458	3.9	0.75	77.7%
Perception of Social Connectedness	453	3.9	0.82	77.5%

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, June 2020.

Table 11. Family (YSS-F) Domain Means from Spring 2019 to Spring 2020

Subscale	May 2019			November 2019			November 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	4,658	4.3	0.74	4,283	4.2	0.62	3,355	4.4	0.65
Perception of Access	4,648	4.4	0.78	4,238	4.4	0.73	3,328	4.4	0.66
Perception of Quality and Appropriateness	4,606	4.5	0.70	4,233	4.4	0.78	3,314	4.5	0.62
Perception of Participation in Treatment Planning	4,608	4.3	0.75	4,253	4.5	0.70	3,340	4.3	0.67
Perception of Outcomes	4,636	3.9	0.79	4,107	4.3	0.73	3,266	4.1	0.73
Perception of Functioning	4,489	3.9	0.78	4,094	3.9	0.80	3,230	4.2	0.73
Perception of Social Connectedness	4,473	4.2	0.73	4,017	3.9	0.79	3,273	4.3	0.67

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

Table 12. Youth (YSS) Domain Means from Spring 2019 to Spring 2020

Subscale	May 2019			November 2019			June 2020		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	2,205	4.2	0.69	2,292	4.2	0.58	978	4.4	0.60
Perception of Access	2,165	4.2	0.76	2,252	4.2	0.70	959	4.4	0.64
Perception of Quality and Appropriateness	2,158	4.4	0.64	2,250	4.4	0.76	966	4.5	0.60
Perception of Participation in Treatment Planning	2,192	4.1	0.72	2,264	4.1	0.65	967	4.3	0.64
Perception of Outcomes	2,128	3.8	0.69	2,212	3.9	0.71	956	4.2	0.66
Perception of Functioning	2,127	3.9	0.68	2,209	3.9	0.69	952	4.2	0.64
Perception of Social Connectedness	2,046	4.1	0.67	2,090	4.1	0.69	956	4.3	0.63

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

Table 13. Adult Domain Means from Spring 2019 to Spring 2020

Subscale	May 2019			November 2019			June 2020		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	6,267	4.4	0.69	6,250	4.2	0.66	3,768	4.5	0.63
Perception of Access	6,255	4.3	0.70	6,240	4.5	0.68	3,763	4.4	0.63
Perception of Quality and Appropriateness	6,190	4.3	0.65	6,166	4.3	0.63	3,680	4.4	0.59
Perception of Participation in Treatment Planning	6,139	4.3	0.72	6,112	4.4	0.71	3,637	4.4	0.67
Perception of Outcomes	6,021	3.9	0.80	5,990	4.4	0.80	3,623	4.0	0.71
Perception of Functioning	5,711	3.9	0.87	5,644	3.9	0.88	3,538	4.0	0.77
Perception of Social Connectedness	5,680	3.9	0.87	5,592	3.9	0.89	3,530	4.0	0.79

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

Table 14. Older Adult Domain Means from Spring 2019 to Spring 2020

Subscale	May 2019			November 2019			June 2020		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	747	4.6	0.61	702	4.5	0.63	492	4.5	0.55
Perception of Access	745	4.4	0.64	702	4.4	0.66	490	4.4	0.58
Perception of Quality and Appropriateness	741	4.4	0.64	688	4.4	0.58	470	4.4	0.53
Perception of Participation in Treatment Planning	728	4.4	0.70	686	4.4	0.66	464	4.4	0.59
Perception of Outcomes	690	4.0	0.79	605	4.0	0.80	464	4.0	0.68
Perception of Functioning	681	4.0	0.87	596	4.0	0.83	458	3.9	0.75
Perception of Social Connectedness	686	4.0	0.87	593	3.9	0.86	453	3.9	0.82

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, May 2019, November 2019, and June 2020.

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

May 2019

Outcome Measure	Family YSS-F (N=4,573)	Youth 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. Have people with whom I can do enjoyable things	89.6%	87.7%	72.3%	74.0%	80.9%
5. In crisis, have support I need from family and friends	85.8%	82.3%	72.6%	73.6%	78.6%
6. Get along better with family members	73.4%	68.6%	69.0%	72.9%	71.0%
7. Better able to do the things I want to do	72.2%	69.0%	67.3%	74.4%	70.7%
8. 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.

November 2019

Outcome Measure	Family YSS-F (N=4,133)	Youth YSS (N=2,193)	Adult Survey (N=5,811)	Older Adult Survey (N = 618)	Average for All Age Groups
1. Location of services was convenient	91.0%	84.1%	82.1%	85.3%	85.6%
2. Services were available at times that were convenient	92.0%	84.7%	90.0%	93.2%	90.0%
3. Staff were sensitive to cultural/ethnic background	91.9%	83.4%	86.0%	89.7%	87.8%
4. Have people with whom I can do enjoyable things	89.3%	86.5%	72.5%	73.1%	80.4%
5. In crisis, have support I need from family and friends	86.3%	82.1%	73.0%	72.2%	78.4%
6. Get along better with family members	73.6%	67.5%	68.5%	69.6%	69.8%
7. Better able to do the things I want to do	73.2%	67.4%	68.6%	71.9%	70.3%
8. Doing better in school and/or work	70.6%	65.2%	61.9%	61.4%	64.8%

Data Source: Consumer Perception Survey data, November 2019.

June 2020

Outcome Measure	Family YSS-F (N=3,359)	Youth YSS (N=981)	Adult Survey (N=3,782)	Older Adult Survey (N = 493)	Average for All Age Groups
1. Location of services was convenient	97.3%	96.1%	87.6%	87.2%	92.1%
2. Services were available at times that were convenient	97.2%	96.9%	94.5%	95.9%	96.1%
3. Staff were sensitive to cultural/ethnic background	98.0%	94.3%	90.9%	94.6%	94.5%
4. Have people with whom I can do enjoyable things	97.0%	96.9%	81.0%	75.2%	87.5%
5. In crisis, have support I need from family and friends	95.3%	96.4%	80.9%	78.9%	87.9%
6. Get along better with family members	93.5%	92.2%	78.0%	76.7%	85.1%
7. Better able to do the things I want to do	93.7%	93.9%	79.0%	74.0%	85.2%
8. Doing better in school and/or work	89.2%	91.7%	71.7%	74.6%	81.8%

Data Source: Consumer Perception Survey data, June 2020.