



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

November 2018 Survey Period

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

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

March 2020



**OFFICE OF ADMINISTRATIVE
OPERATIONS
QUALITY, OUTCOMES, AND
TRAINING DIVISION**

**CONSUMER SATISFACTION
OUTCOMES
REPORT
FOR
NOVEMBER 2018
SURVEY PERIOD**

**EXECUTIVE
SUMMARY
MARCH 2020**

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

General Satisfaction Outcomes

Out of 12,460 surveys returned during the Fall 2018 survey period, most came from Adults (52.1%), followed by Families (28.8%), Youth (13.7%), and Older Adults (5.4%). Most surveys were completed in English or Spanish and respondents indicated high satisfaction with language availability. Over 96% of respondents reported receiving services in their preferred language and having written information available in their preferred language.

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.

For Fall 2018, Families and Youth had the highest scores for the Cultural Sensitivity domain, at 4.5 and 4.4 out of 5, respectively. Adults had the highest scores for Access, Quality & Appropriateness, and Participation in Treatment Planning, all at 4.3 out of 5. Older Adults had the highest score for the General Satisfaction domain at 4.5 out of 5.

Trends for the last three survey periods (November 2017, May 2018, November 2018) reveal that domain means have been relatively steady for all age groups. The domains that have fluctuated the most over time differ by age group and may relate to unique issues.

For Fall 2018, the percent of DMH respondents scoring 3.5 or above was higher than the State and U.S. averages for all domains for Families. For Adults, this percent was higher than State averages on all domains except for General Satisfaction and Perception of Functioning, which were slightly below benchmarks. For U.S., benchmarks, these two domains as well as the Perception of Outcomes percentage were higher than the Los Angeles county.

Performance Outcomes

Seven items considered to be particularly important for Los Angeles County were selected from each version by a group of stakeholders as performance outcomes. These items demonstrated similar patterns to the General Satisfaction outcomes. The highest percentage of Families agreed or strongly agreed with the cultural sensitivity item and the highest percentage of Youth with the location 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 was for the functioning item related to doing better in school and/or work, indicating this is an area for improvement.

Contents

- Part 1. General Satisfaction Outcomes 1**
- Background..... 1
 - Table 1. Age Ranges by Survey Version 1
 - Table 2. Survey Domains by Version and Number of Items 1
 - Table 3. Satisfaction Domain Items By Version 2
- Methodology 4
- How to Use This Report..... 5
- Completed and Returned Survey Statistics..... 6
 - Figure 1. Number of Completed and Declined Surveys by Age Group 6
 - Figure 2. Declined Surveys by Reason and Age Group 7
 - Figure 3: Percentage of Surveys Returned by Age Group and Service Area from Highest to Lowest 8
 - Figure 4. Response Rates for Surveys Completed by Age Group..... 9
- Surveys by Consumer Demographics..... 10
 - Figure 5. Completed Surveys by Language and Age Group 10
 - Figure 6. Completed Family (YSS-F) Surveys by Service Area and Ethnicity 11
 - Figure 7. Completed Youth (YSS) Surveys by Service Area and Ethnicity..... 12
 - Figure 8. Completed Adult Surveys by Service Area and Ethnicity..... 13
 - Figure 9. Completed Older Adult Surveys by Service Area and Ethnicity..... 14
- Domain Statistics and Benchmarks 15
 - Figure 10. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Family (YSS-F) Survey as Compared to Benchmarks..... 15
 - Figure 11. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Youth (YSS) Survey as Compared to Benchmarks 16
 - Figure 12. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Adult Survey as Compared to Benchmarks 17
 - Figure 13. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Older Adult Survey as Compared to Benchmarks 18
- Trends in CPS Data 19
 - Figure 14. Family (YSS-F) Domain Means from Fall 2017 to Fall 2018..... 19
 - Figure 15. Youth (YSS) Domain Means from Fall 2017 to Fall 2018 20
 - Figure 16. Adult Domain Means from Fall 2017 to Fall 2018..... 21
 - Figure 17. Older Adult Domain Means from Fall 2017 to Fall 2018 22
- Medication and Side Effects – Family and Youth..... 23
 - Figure 18. Percent of Family Responses Regarding Medications 23

Figure 19. Percent of Family Responses Regarding Notice of Medication Side Effects.....	23
Figure 20. Percent of Youth on Medication for Emotional or Behavioral Problems	24
Figure 21. Percent of Youth (YSS) Responses Regarding Medication Side Effects	24
Summary.....	25
Part II – Performance Outcomes	26
Background.....	26
Performance Outcome Measures Trends Data.....	28
Figure 1: Families Percent Strongly Agree or Agree with County Performance Outcomes from Fall 2017 to Fall 2018.....	28
Figure 2: Youth Percent Strongly Agree or Agree with Performance Outcomes from Fall 2017 to Fall 2018	29
Figure 3. Adult Percent Strongly Agree or Agree with Performance Outcomes from Fall 2017 to Fall 2018	30
Figure 4. Older Adult Percent Strongly Agree or Agree with County Performance Outcomes from Fall 2017 to Fall 2018.....	31
Figure 5. Age Group Comparison of Common County Performance Outcome Measures.....	32
Figure 6. Youth and Families Comparison of County Performance Outcome Measures.....	33
Figure 7. Adults and Older Adults Comparison of County Performance Outcome Measures.....	34
County Performance Outcomes by Service Area.....	35
Figure 8. Percent Agree or Strongly Agree with Location Item by Service Area and Age Group	35
Figure 9. Percent Agree or Strongly Agree with Time Item by Service Area and Age Group.....	36
Figure 10. Percent Agree or Strongly Agree with Cultural Sensitivity Item by Service Area and Age Group.....	37
Figure 11. Percent Agree or Strongly Agree with Improvement Item by Service Area and Age Group	38
Figure 12. Percent Agree or Strongly Agree with the Support Item by Service Area and Age Group	39
Figure 13. Percent Agree or Strongly Agree with the Relationships with Family Members Item by Service Area and Age Group	40
Figure 14. Percent Agree or Strongly Agree with the Support in Crisis Item by Service Area and Age Group.....	41
Figure 15. Percent Agree or Strongly Agree with the Willingness to Serve Item by Service Area and Age Group.....	42
Figure 16. Percent Agree or Strongly Agree with the Managing Problems Item by Service Area and Age Group.....	43

Figure 17. Percent Agree or Strongly Agree with Symptom Item by Service Area and Age Group	44
Summary	45
Appendix A	46
Table 1. Response Rate for November 2018	46
Table 2. Declined Survey Reason Codes	46
Table 3. Completed Family (YSS-F) Surveys by Service Area and Ethnicity	47
Table 4. Completed Youth (YSS) Surveys by Service Area and Ethnicity	47
Table 5. Completed Adult Surveys by Service Area and Ethnicity	48
Table 6. Completed Older Adult Surveys by Service Area and Ethnicity	48
Table 7. Family (YSS-F) Domain Statistics and Comparison to Benchmarks.....	49
Table 8. Youth (YSS) Domain Statistics	49
Table 9. Adult Domain Statistics with Comparison to Benchmark	50
Table 10. Older Adult Domain Statistics	50
Table 11. Family (YSS-F) Domain Means from Fall 2017 to Fall 2018.....	51
Table 12. Youth (YSS) Domain Means from Fall 2017 to Fall 2018	51
Table 13. Adult Domain Means from Fall 2017 to Fall 2018	52
Table 14. Older Adult Domain Means from Fall 2017 to Fall 2018	52
Appendix B	53
Table 1: Performance Outcomes Youth and Families Percent Strongly Agree or Agree	53
Table 2. Performance Outcomes Adult and Older Adult Percent Strongly Agree or Agree	54
Table 3. Comparison of Performance Outcome Measures Common Among Youth, Families, Adult, and Older Adult Versions.	55
Table 4. Comparison of Performance Outcome Measures for Youth and Families	56
Table 5. Comparison of Performance Outcome Measures for Adults and Older Adults.....	56
Table 6. Rank Order of Performance Outcome Measures.....	57

Part 1. General Satisfaction Outcomes

Background

Consumer Perception Surveys (CPS) are an important source of information regarding consumer/family satisfaction with their mental health services and perceived outcomes. This report presents CPS data from Fall 2018. Surveys were administered at outpatient and day treatment programs in the Department of Mental Health (DMH) in the eight Service Areas (SA) of Los Angeles County from November 5, 2018 through November 9, 2018. These surveys are collected throughout California and the United States (U.S.) during the same survey period and are used to perform continuous quality improvement (CQI).

Part I of this report 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 Fall 2018 survey period. CPS forms are distributed by age group and are analyzed by survey type (Table 1). This report also compares the findings across different SAs and consumer demographics.

Table 1. Age Ranges by Survey Version

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, November 2018

The items on each survey version correspond to higher level domains of satisfaction, which differ slightly by survey type (Table 2). A description of the specific items included in each domain by survey version is listed below in Table 3. A higher mean score for the subscale domain reflects a higher consumer perception of care. Mean scores and percentage of consumers scoring 3.5 or above are reported as well as State and U.S. benchmarks.

Table 2. Survey Domains by Version and Number of Items

YSS-F & YSS Domains	Adult & Older Adult Domains
General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (6 items)
*Cultural Sensitivity (4 items)	*Quality & Appropriateness (9 items)
Treatment Planning (3 items)	Treatment Planning (2 items)
Outcomes (6 items)	Outcomes (8 items)
Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)

*Note: These two domains differ by age groups

Table 3. 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.).
Perception of Cultural Sensitivity	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 Participation in Treatment Planning	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, November 2018

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 November 2018 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 November 2018, nearly all of the randomly selected providers participated in data collection and approximately 20.9% 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 November 2018 survey period is compared with the current available data for State and US averages for the Fiscal Year (FY) 17-18 survey period.

How to Use This Report

This report is separated into two sections, consumer satisfaction outcomes according to State-identified domains and County-identified performance outcomes.

Part I represents the DMH outcomes that are consistent with State parameters. The outcomes for this section are divided into the following subsections: Completed and Returned Survey Statistics, Surveys by Consumer Demographics, Domain Statistics and Benchmarks, Summary of Subscale Differences between Service Areas by Age Group, Trends in CPS Data, and Medication and Side Effects – Family and Youth.

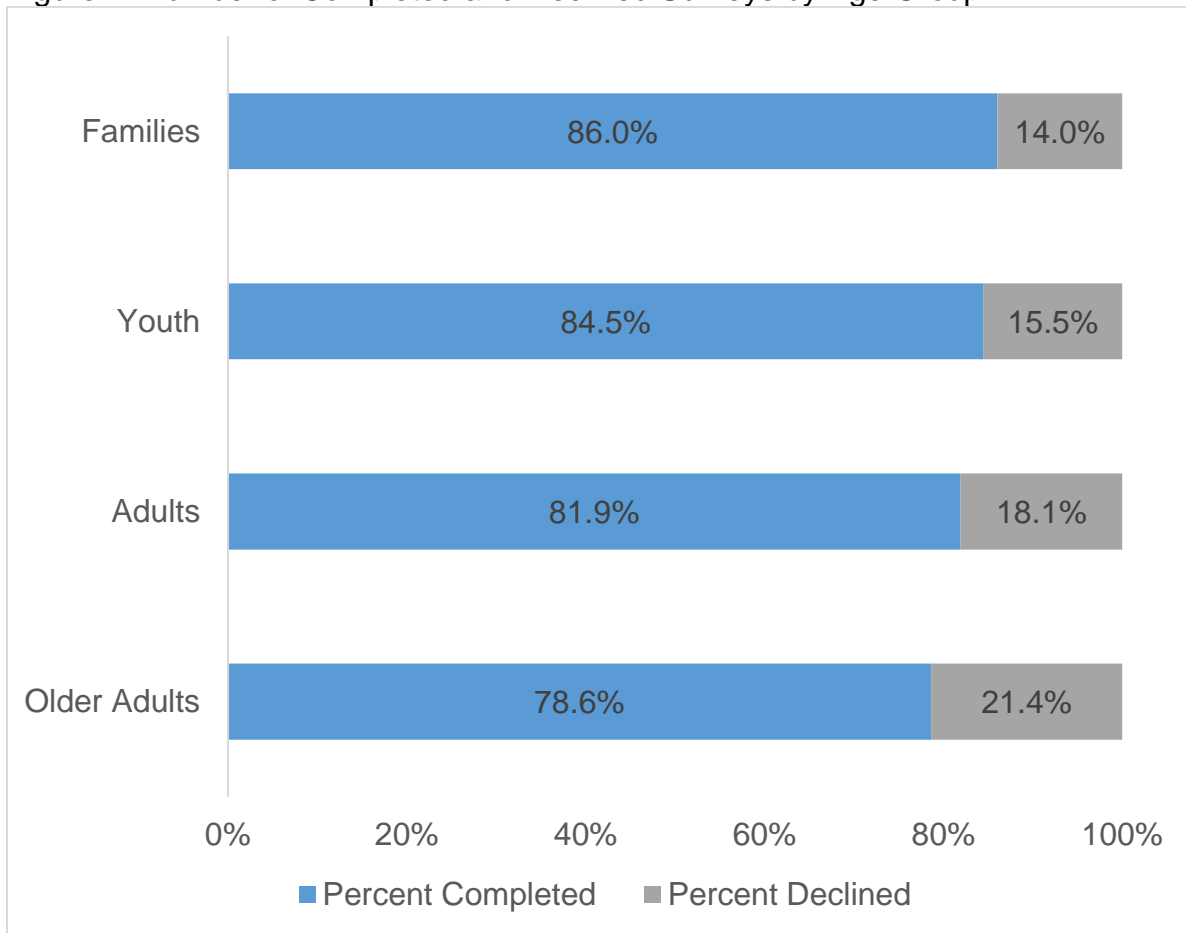
The figures in this section represent the data visually and indicate whether there are differences by consumer and County variables, including age group, ethnicity, SA, or time period. The Domain Statistics and Benchmarks section looks specifically at how the County data compare to State and U.S. benchmarks.

Part II represents the DMH outcomes that are consistent with the Board of Supervisor-nominated County Performance Outcomes. The outcomes for this section are divided into the following subsections: County Performance Outcome Measures and County Performance Outcome Measures by Service Area.

Tables with more detailed information are available in the Appendix. Appendix A corresponds to the data in Part I: General Satisfaction Outcomes and Appendix B corresponds to the data in Part II: Performance Outcomes. Please review this section if you want to compare specific numbers and percentages.

Completed and Returned Survey Statistics

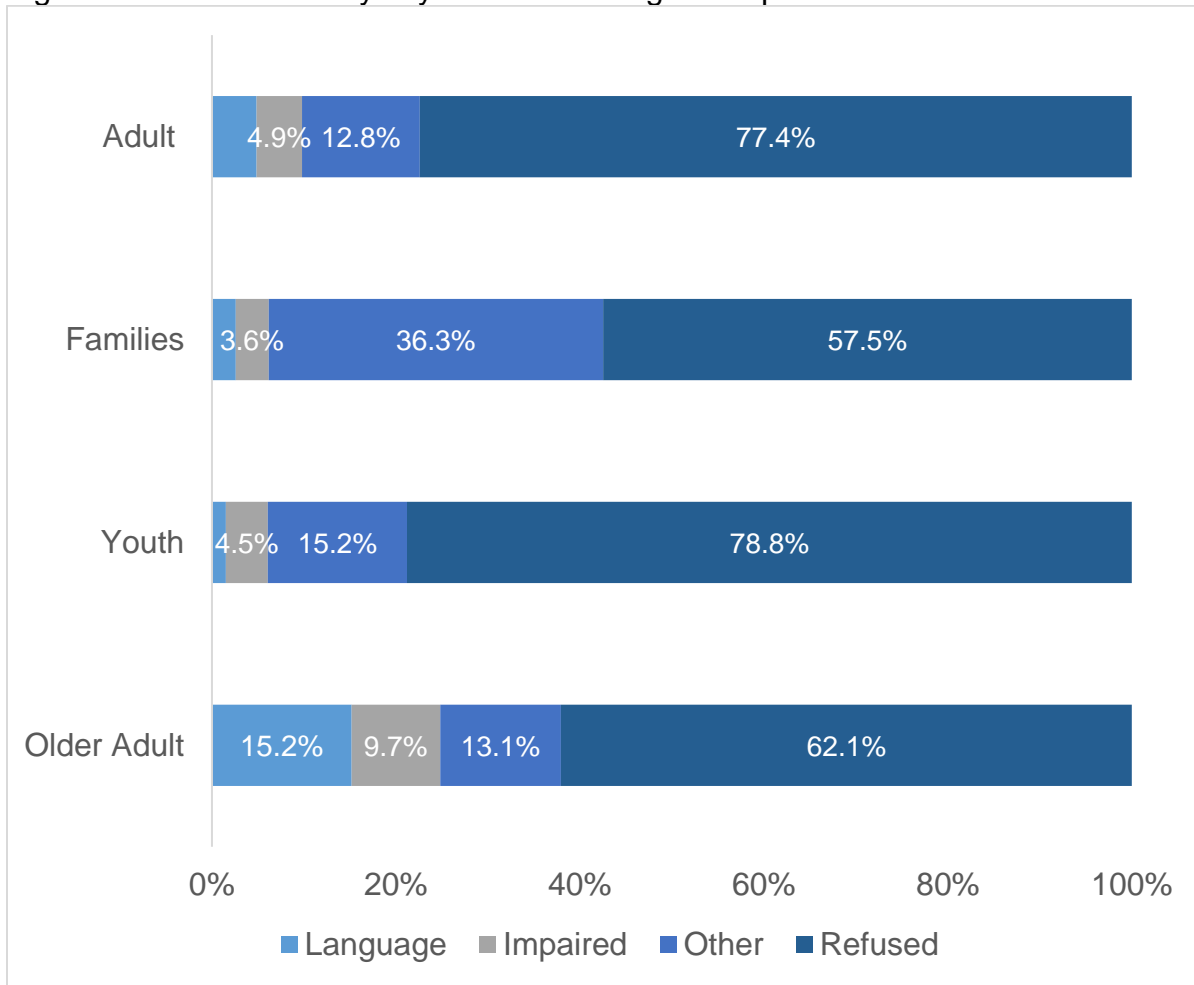
Figure 1. Number of Completed and Declined Surveys by Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 1 shows that, of the returned surveys, the majority were completed and a smaller percentage were declined. A total of 12,460 surveys were returned for all age groups. Families had the highest percentage of completed surveys at 86.0% (N = 3,088/3,589), followed by Youth at 84.5% (N = 1,438/1,702), Adults at 81.9% (N = 5,317/6,491) and Older Adults at 78.6% (N = 533/678). In terms of number of surveys completed by age group, Adults had the greatest number followed by Families, Youth, and Older Adults. Of the collected surveys, 16.7% (2,084/12,460) were declined. See Table 1 in Appendix A for more information.

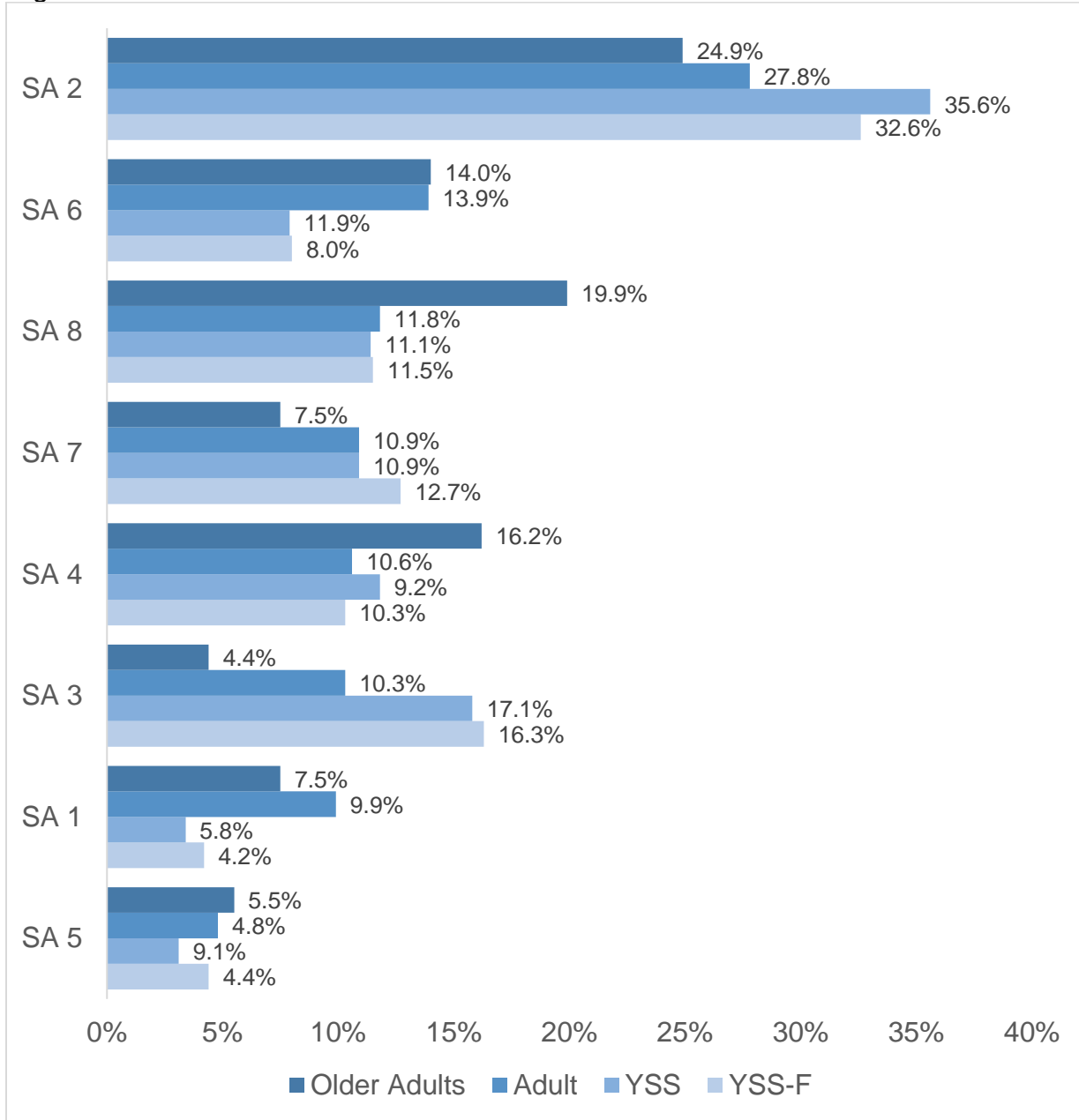
Figure 2. Declined Surveys by Reason and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 2 shows the breakdown of reasons that consumers declined to complete the survey by age group. The most common reason Adults declined the survey was due to refusal (77.4%), followed by other (12.8%), impairment (4.9%), and the survey being unavailable in preferred languages (4.9%). For Families, 57.5% of the surveys were refused and smaller percentages were declined due to other reasons (36.3%), impairment (3.6%), and language (2.6%). For Youth, 78.8% of the surveys were refused, 15.2% were declined for other reasons, 4.5% for impairment, and 1.5% for language availability. For Older Adults, the majority of declined surveys were refused (62.1%) and a larger percentage were declined based on language than in other age groups (15.2%). As with Youth and Families, smaller percentages were declined based on other reasons (13.1%) and impairment (9.7%). See Table 2 in Appendix A for more information.

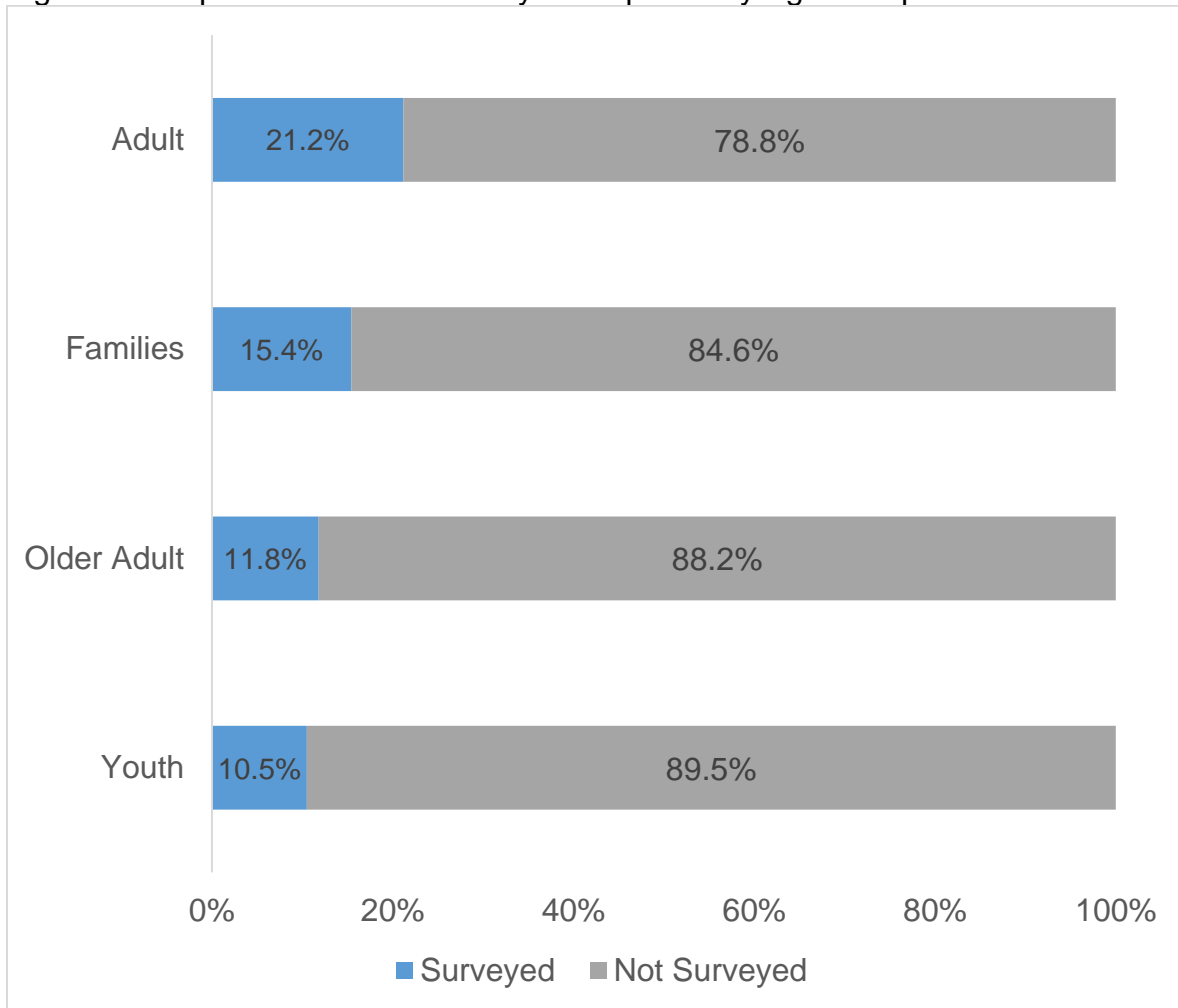
Figure 3: Percentage of Surveys Returned by Age Group and Service Area from Highest to Lowest



Data Source: Consumer Perception Survey data, November 2018.

Figure 3 shows that 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, SA 3 had a higher percentage of Youth and Family surveys as opposed to Adult and Older Adult and SA 1 had a higher percentage of Adult and Older Adult surveys as opposed to Youth and Families. See Tables 3 to 6 in Appendix A for more information.

Figure 4. Response Rates for Surveys Completed by Age Group



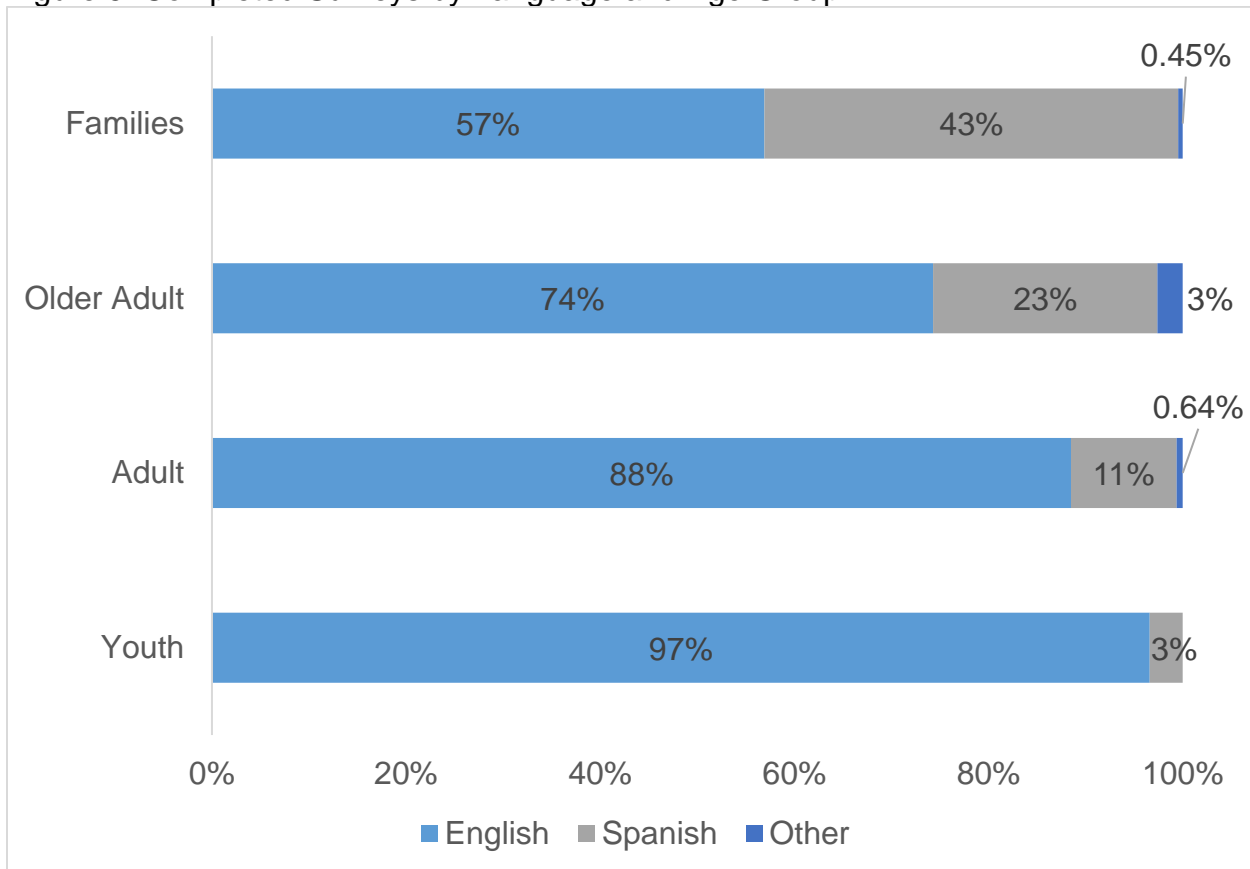
Data Source: Consumer Perception Survey data, November 2018.

Figure 4 shows the number of surveys returned compared to the number of consumers seen in outpatient settings during the survey period by age group. Surveys were collected from 20.9% (10,376/49,646) of the consumers seen in outpatient and day treatment programs during the survey period. Adults had the highest response rate (number of surveys collected/number of consumers seen) at 21.2% followed by Families at 15.4%, Older Adults at 11.8%, and Youth at 10.5%.

Of note, the number of consumers that received services during the survey period does not include those served in the field (e.g., community settings, their residences). These numbers are only reflective of those seen in outpatient and day treatment settings. See Table 1 in Appendix A for more information.

Surveys by Consumer Demographics

Figure 5. Completed Surveys by Language and Age Group



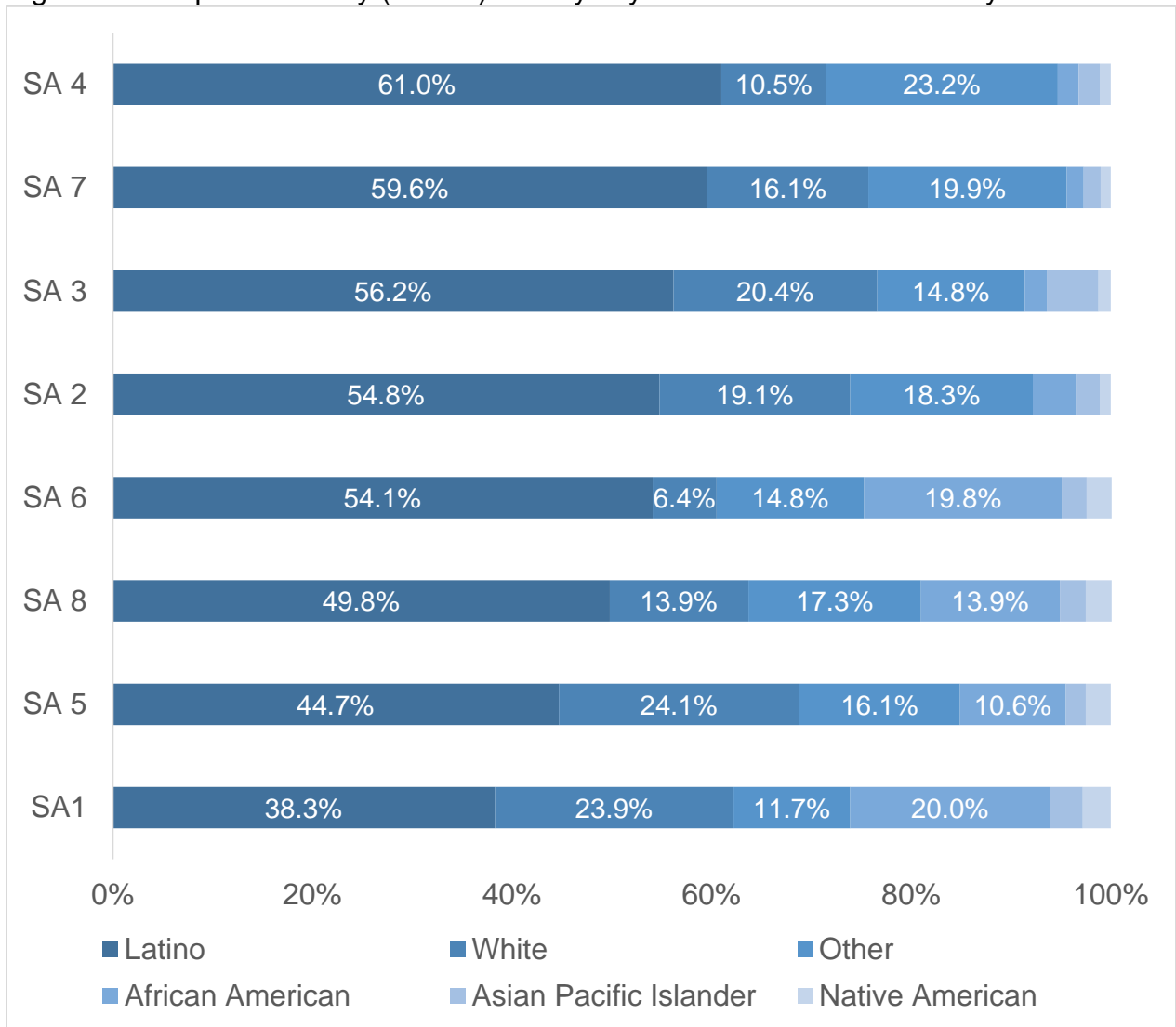
Data Source: Consumer Perception Survey data, November 2018.

Figure 5 shows that the majority of consumers (N=8,247) or 79.5% completed surveys in the English language. A total of 2,067 or 19.9% of the consumers completed surveys in the Spanish language. Most of the Spanish language surveys were completed by the families of Youth (N=1,317), followed by Adults (N=578), Older Adults (N=123) and Youth (N = 49).

Surveys completed in other languages such as Chinese (N=45), Russian (N=2), and Vietnamese (N=15) accounted for 0.6% of the completed surveys.

Regarding consumer satisfaction with resources and services available in their preferred languages, an overwhelming majority were satisfied. Across all age groups, over 96% of the survey respondents reported that they had written information available to them in their preferred language and that they received services in their preferred language.

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



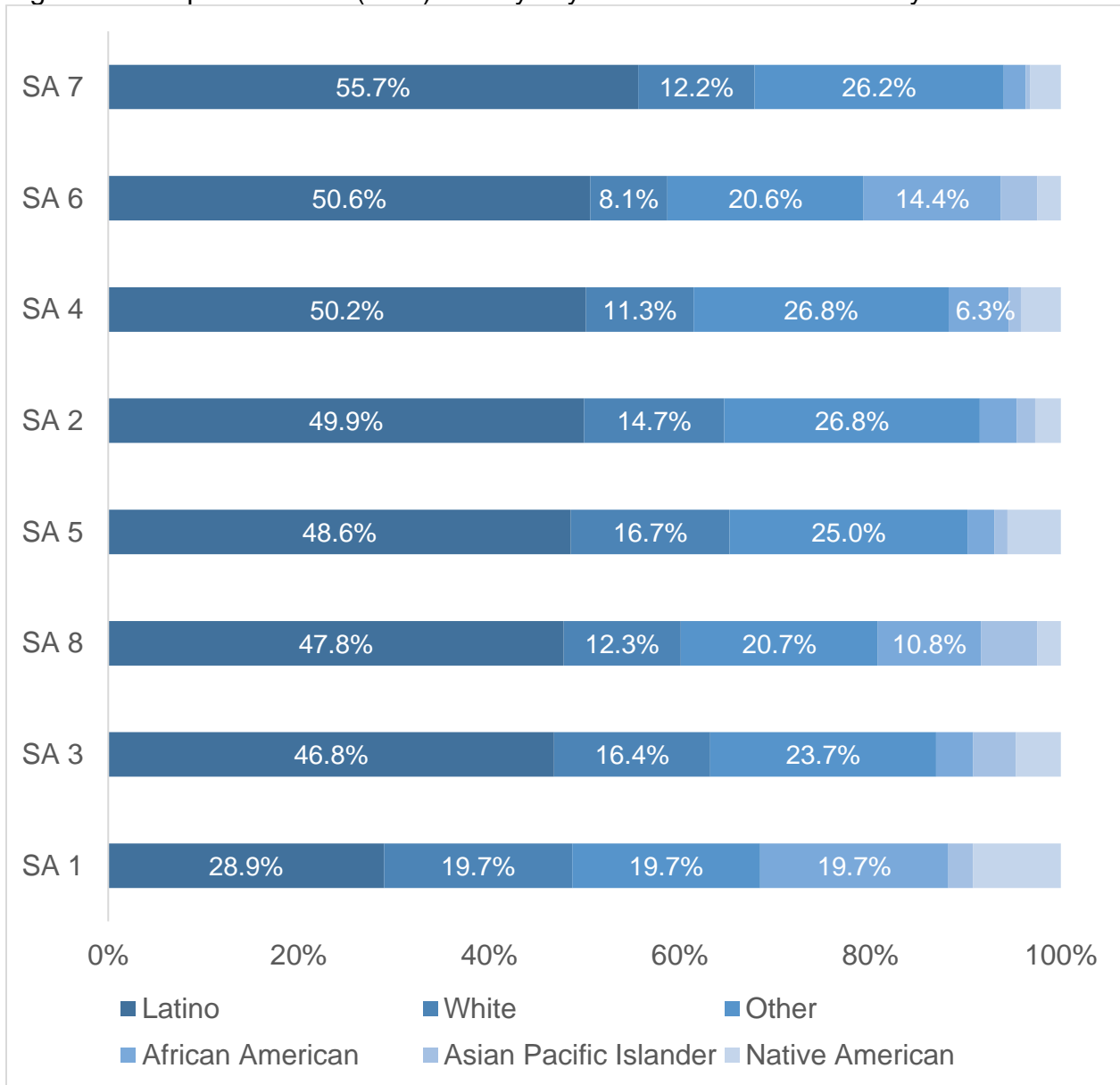
Data Source: Consumer Perception Survey data, November 2018.

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) 2017. The breakdown of percent of surveys completed by race/ethnicity is as follows:

- Latino (54.5%, Range: 38.3%-61.0%)
- Whites (16.9%, Range: 6.4%-24.1%)
- Consumers that identify as Other (17.7%, Range: 11.7%-23.2%)
- African Americans (6.6%, Range: 1.7%-20.0%)
- Asian/Pacific Islanders (2.8%, Range: 1.7%-5.2%)
- Native Americans (1.5%, Range: 1.0%-2.8%).

The completed surveys by race/ethnicity varied widely for different SAs. See Table 3 in Appendix A for more detailed information.

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



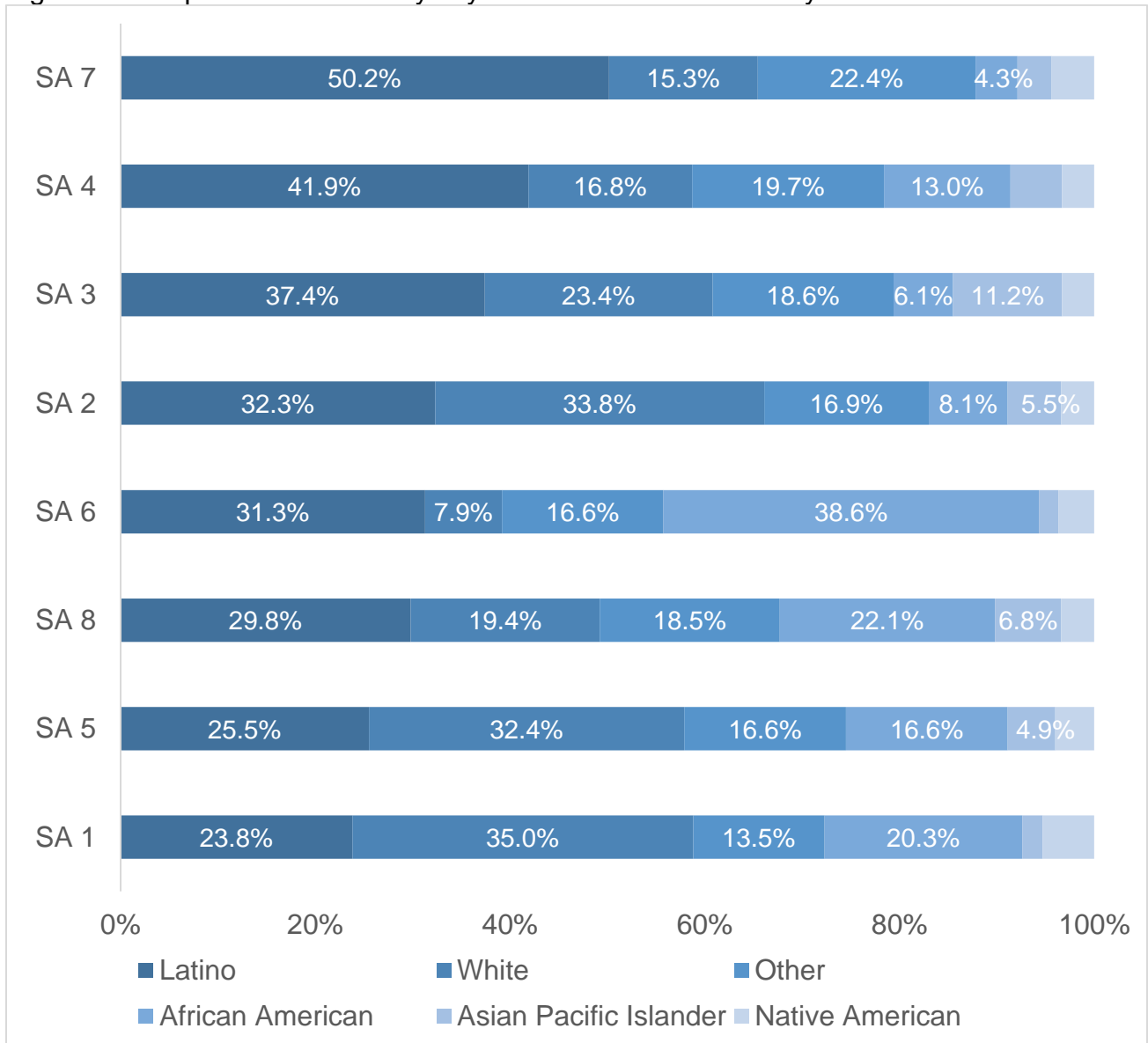
Data Source: Consumer Perception Survey data, November 2018.

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

- Latinos (49.0%, Range: 28.9%-55.7%)
- Consumers that identify as Other (24.7%, Range: 19.7%-26.8%)
- Whites (13.8%, Range: 8.1%-19.7%)
- African Americans (6.2%, Range: 2.3%-19.7%)
- Asian/Pacific Islanders (2.7%, Range: 0.5%-5.9%)
- Native Americans (3.6%, Range: 2.5%-9.2%).

The completed surveys by ethnicity varied widely for different SAs. See Table 4 in Appendix A for more detailed information.

Figure 8. Completed Adult Surveys by Service Area and Ethnicity



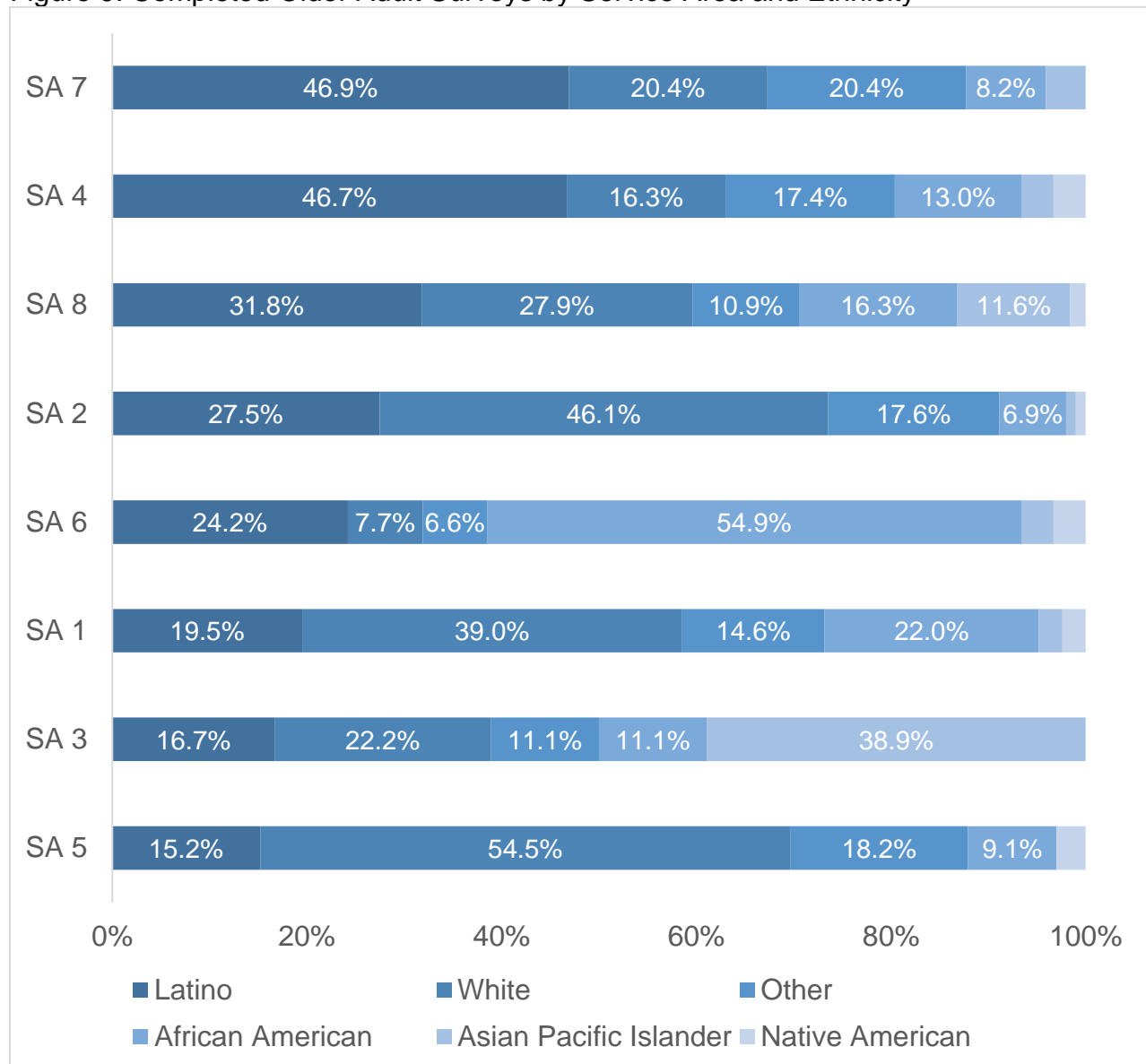
Data Source: Consumer Perception Survey data, November 2018.

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

- Latinos (34.6%, Range: 23.8%-50.2%)
- Whites (22.9%, Range: 7.9%-35.0%)
- Consumers that identify as Other (17.9%, Range: 13.5%-22.4%)
- African Americans (15.6%, Range: 4.3%-38.6%)
- Asian/Pacific Islanders (5.1%, Range: 2.0%-11.2%)
- Native Americans (3.8%, Range: 3.3%-5.3%).

The completed surveys by ethnicity varied widely for different SAs. See Table 5 in Appendix A for more detailed information.

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



Data Source: Consumer Perception Survey data, November 2018.

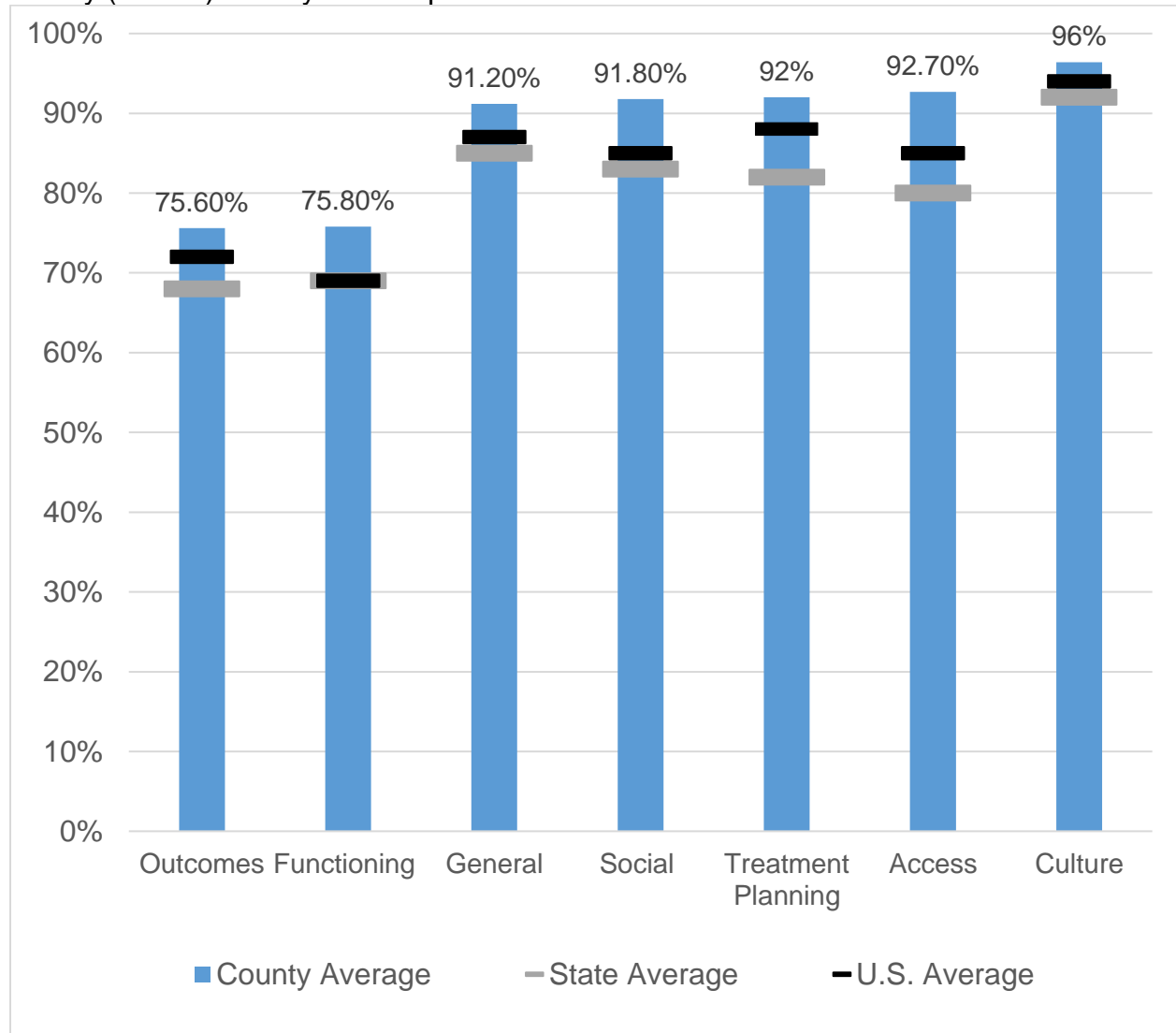
Figure 9 shows the number and percent of completed Older Adult Surveys by SA and ethnicity. The breakdown by ethnicity is as follows:

- Whites (27.6%, Range: 7.7%-54.5%)
- Latinos (31.2%, Range: 15.2%-46.9%)
- Consumers that identify as Other (14.1%, Range: 6.6%-20.4%)
- African Americans (19.5%, Range: 6.9%-54.9%)
- Asian/Pacific Islanders (5%, Range: 1.3%-13%)
- Native Americans (4.2%, Range: 2.4%-6.3%).

The completed surveys by ethnicity varied widely for different SAs. See Table 6 in Appendix A for more detailed information.

Domain Statistics and Benchmarks

Figure 10. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Family (YSS-F) Survey as Compared to Benchmarks

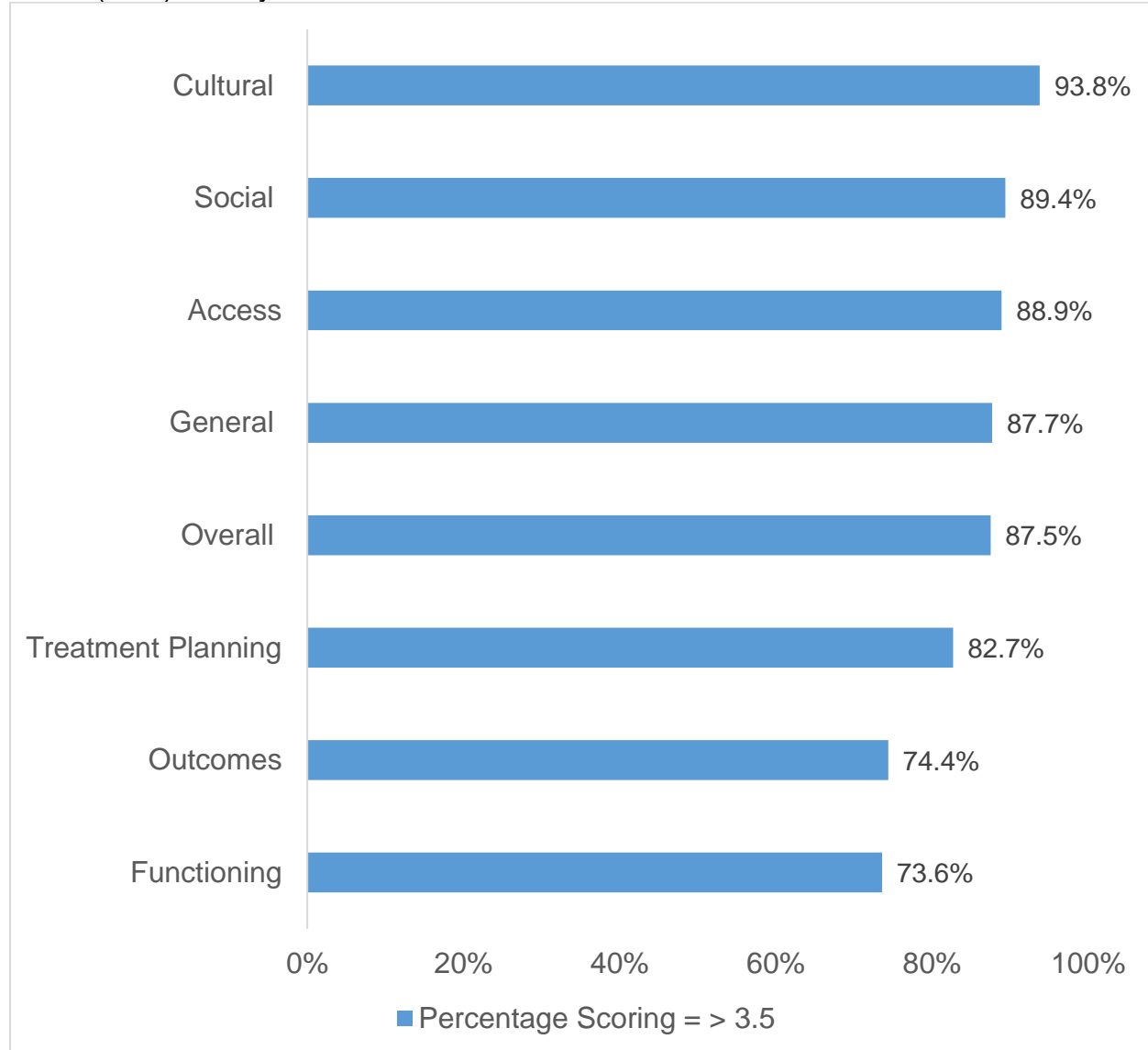


Data Source: Consumer Perception Survey data, November 2018.

Figure 10 demonstrates that the percentage of consumers that completed Family surveys and scored at least a 3.5 out of 5 on the domain was highest for Cultural Sensitivity (96.4%). Families similarly were more highly satisfied with Access (92.7%), Participation in Treatment Planning (92.0%), and Social Connectedness (91.8%). Families were less satisfied with their perception of Outcomes (75.6%) and Functioning (75.8%).

Of note, the percentage of consumers scoring at least 3.5 on each domain was higher in Los Angeles County than both the State and U.S. averages for all domains. The mean score for overall satisfaction for the YSS-F is 4.2. See Table 7 in Appendix A for more detailed information.

Figure 11. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Youth (YSS) Survey

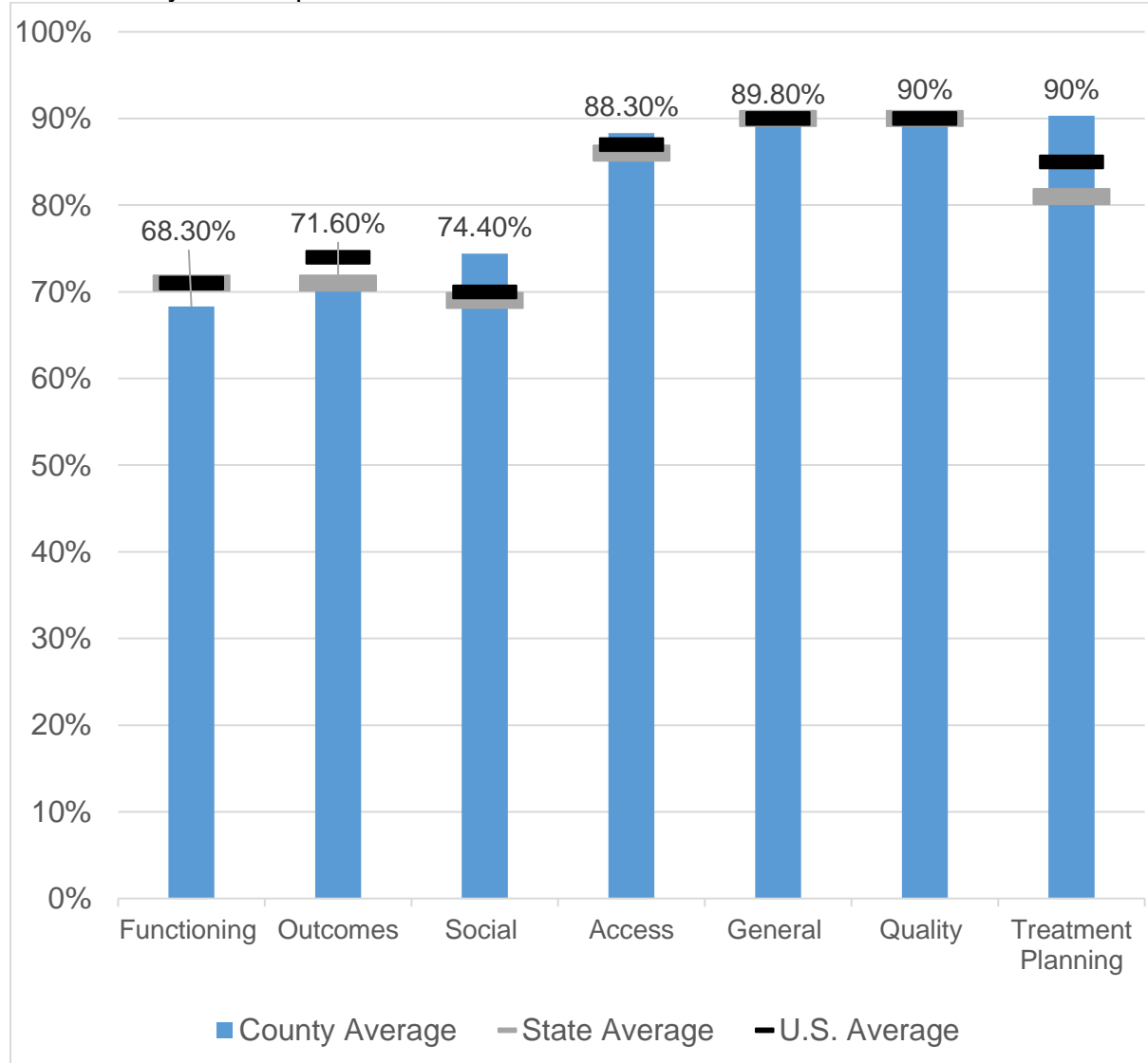


Data Source: Consumer Perception Survey data, November 2018.

Figure 11 demonstrates the percentage of Youth scoring at least 3.5 out of 5 on the domains. Youth reported being highly satisfied with Cultural Sensitivity (93.8%), Social Connectedness (89.4%), and Access (88.9%). Youth were relatively less satisfied with their Participation in Treatment Planning (82.7%), their Outcomes (74.4%) and their Functioning (73.6%).

The mean score for Overall Satisfaction for Youth is 4.1. The mean score for subscales such as General Satisfaction; Perception of Access; Perception of Cultural Sensitivity; Perception of Participation in Treatment Planning; and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F. State and U.S. averages were not available for Youth surveys in this period. See Table 8 in Appendix A for more detailed information.

Figure 12. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Adult Survey as Compared to Benchmarks

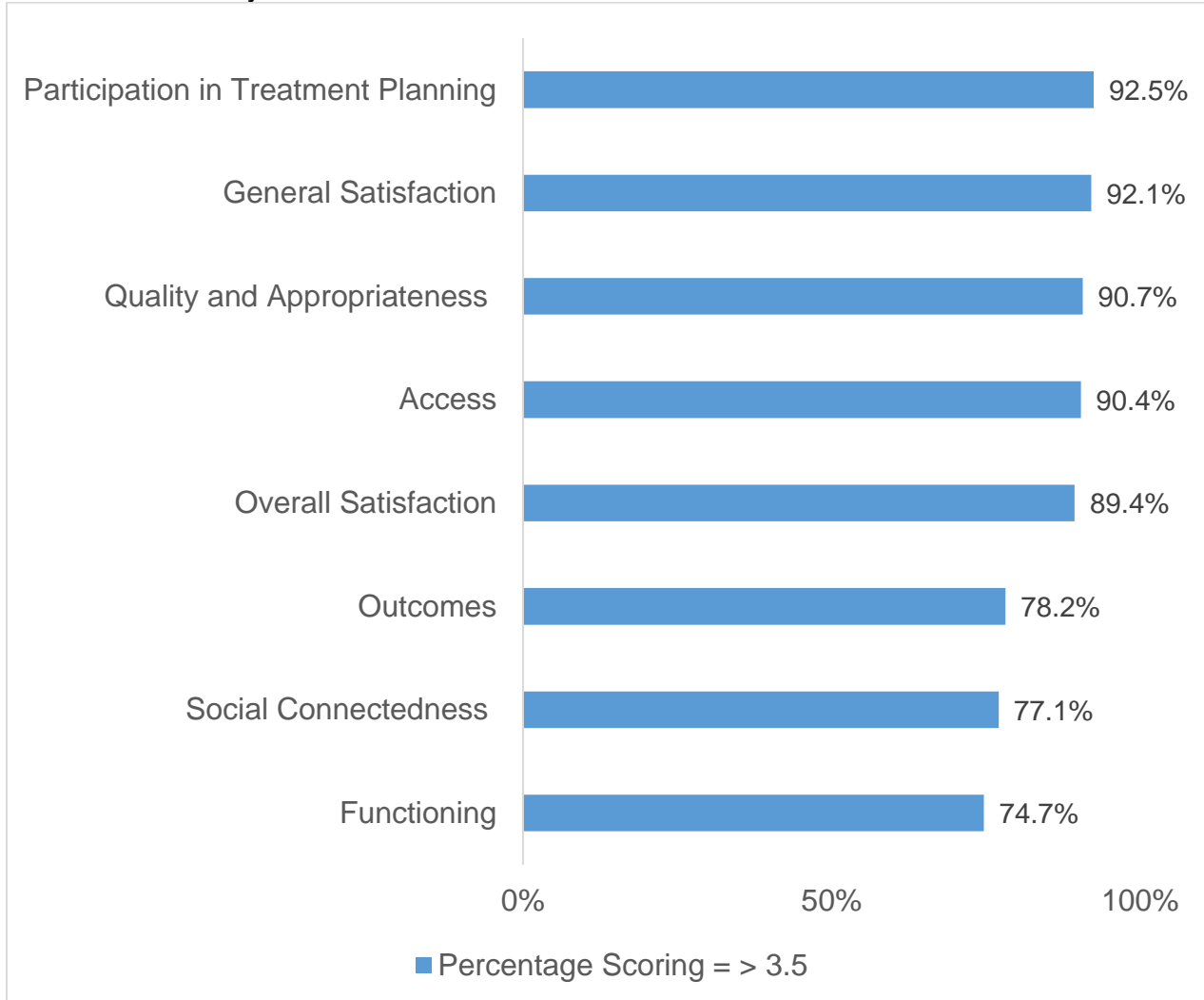


Data Source: Consumer Perception Survey data, November 2018.

Figure 12 demonstrates that the percentage of consumers that completed Adult surveys and scored at least a 3.5 out of 5 on the domain was highest for the Participation in Treatment Planning (90.3%) and Quality and Appropriateness (90.3%). Adults were similarly highly satisfied with Access (88.3%). Adults were less satisfied with their Perception of Social Connectedness (74.4%), their Outcomes (71.6%), and their Functioning (68.3%). The mean score for Overall Satisfaction for the Adults is 4.1.

The percentage of consumers scoring at least 3.5 on each domain was higher in Los Angeles County than both the State and U.S. averages for all domains except for Perception of Outcomes and Perception of Functioning. See Table 9 in Appendix A for more detailed information.

Figure 13. Percentage of Consumers Scoring 3.5 or Greater on the Subscales of the Older Adult Survey

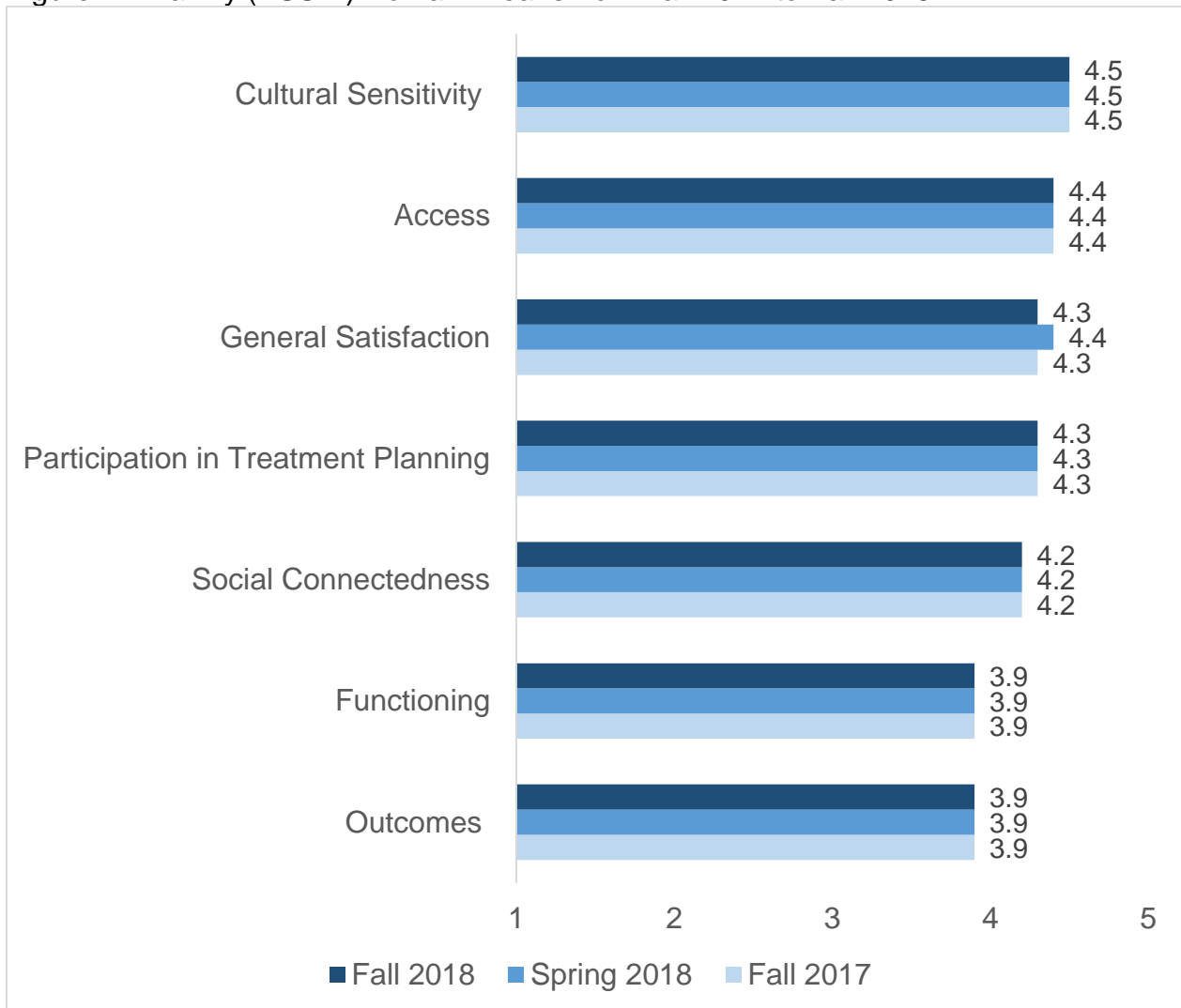


Data Source: Consumer Perception Survey data, November 2018.

Figure 13 demonstrates that the percentage of consumers that completed Older Adult surveys and scored at least a 3.5 out of 5 on the domain was highest for Participation in Treatment Planning (92.5 %). Older Adults were also highly satisfied with General Satisfaction (92.1%), Quality and Appropriateness (90.7%), and Access (90.4%). Older Adults were relatively less satisfied with their perception of Outcomes (78.2%), Social Connectedness (77.1%) and their Functioning (74.7%). The mean score for Overall Satisfaction for Older Adults is 4.2. The mean scores on the subscale domains were slightly higher for Older Adults compared to the mean scores for Adults. State and U.S. averages were not available for Older Adult surveys in this period. See Table 10 in Appendix A for more detailed information.

Trends in CPS Data

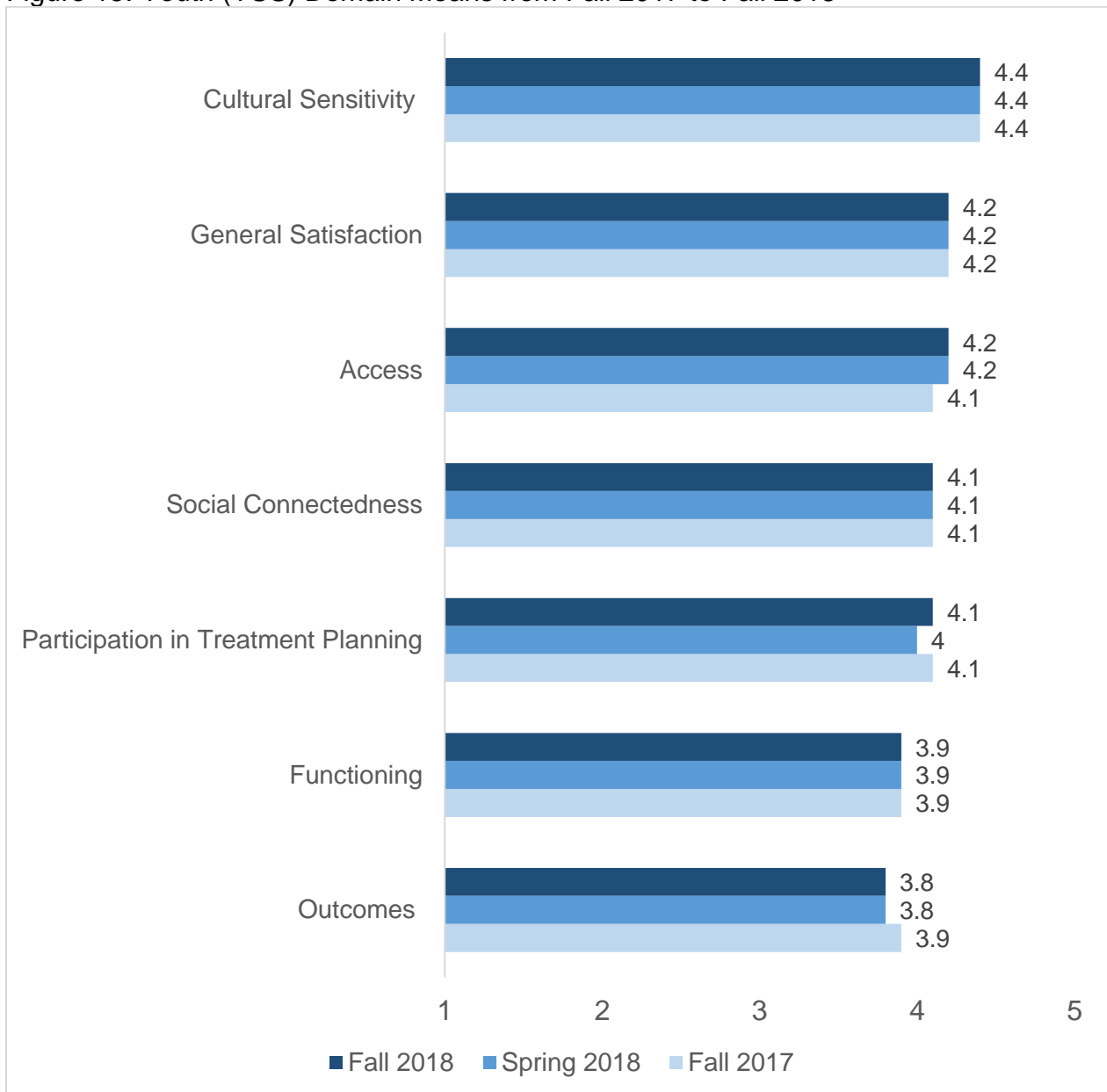
Figure 14. Family (YSS-F) Domain Means from Fall 2017 to Fall 2018



Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 14 shows the domain averages for Family surveys over the past three survey periods. Trends for the Family survey have been relatively steady over time. In November 2018, the highest mean score among Families was for Cultural Sensitivity at 4.5 and this was the same in May 2017 and November 2017. For all three survey periods, the lowest mean scores for Families were noted for Perception of Outcomes at 3.9 and Perception of Functioning at 3.9 as well. See Table 11 in Appendix A for more detailed information.

Figure 15. Youth (YSS) Domain Means from Fall 2017 to Fall 2018

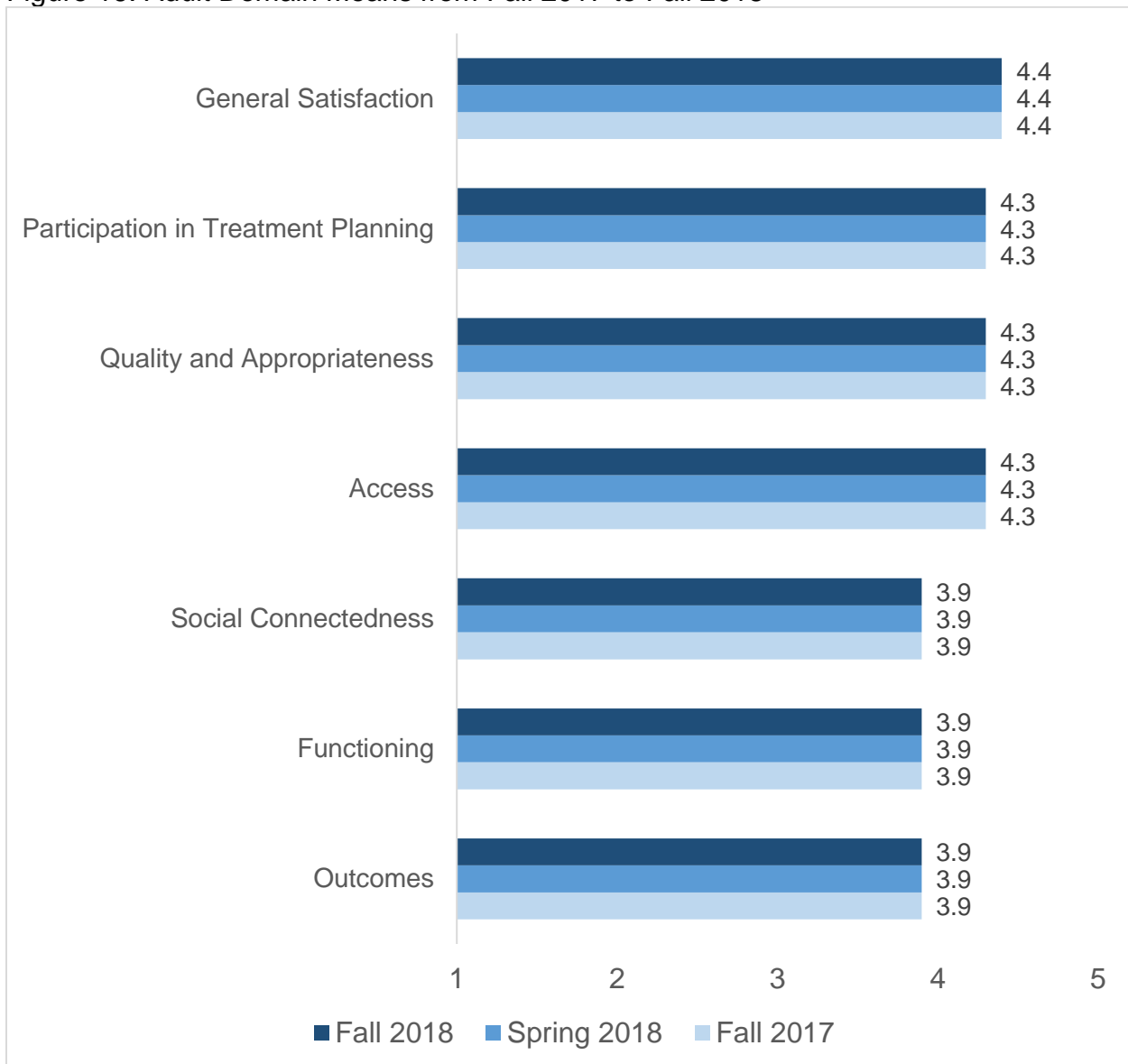


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 15 shows the domain averages for Youth surveys over the past three survey periods. Youth survey domain means have also been relatively steady over time. Over the past three survey periods, the highest mean score among Youth was for Cultural Sensitivity at 4.4.

For both November 2018 and May 2018 the lowest mean scores among Youth were noted for Perception of Outcomes at 3.8. See Table 12 in Appendix A for more detailed information.

Figure 16. Adult Domain Means from Fall 2017 to Fall 2018

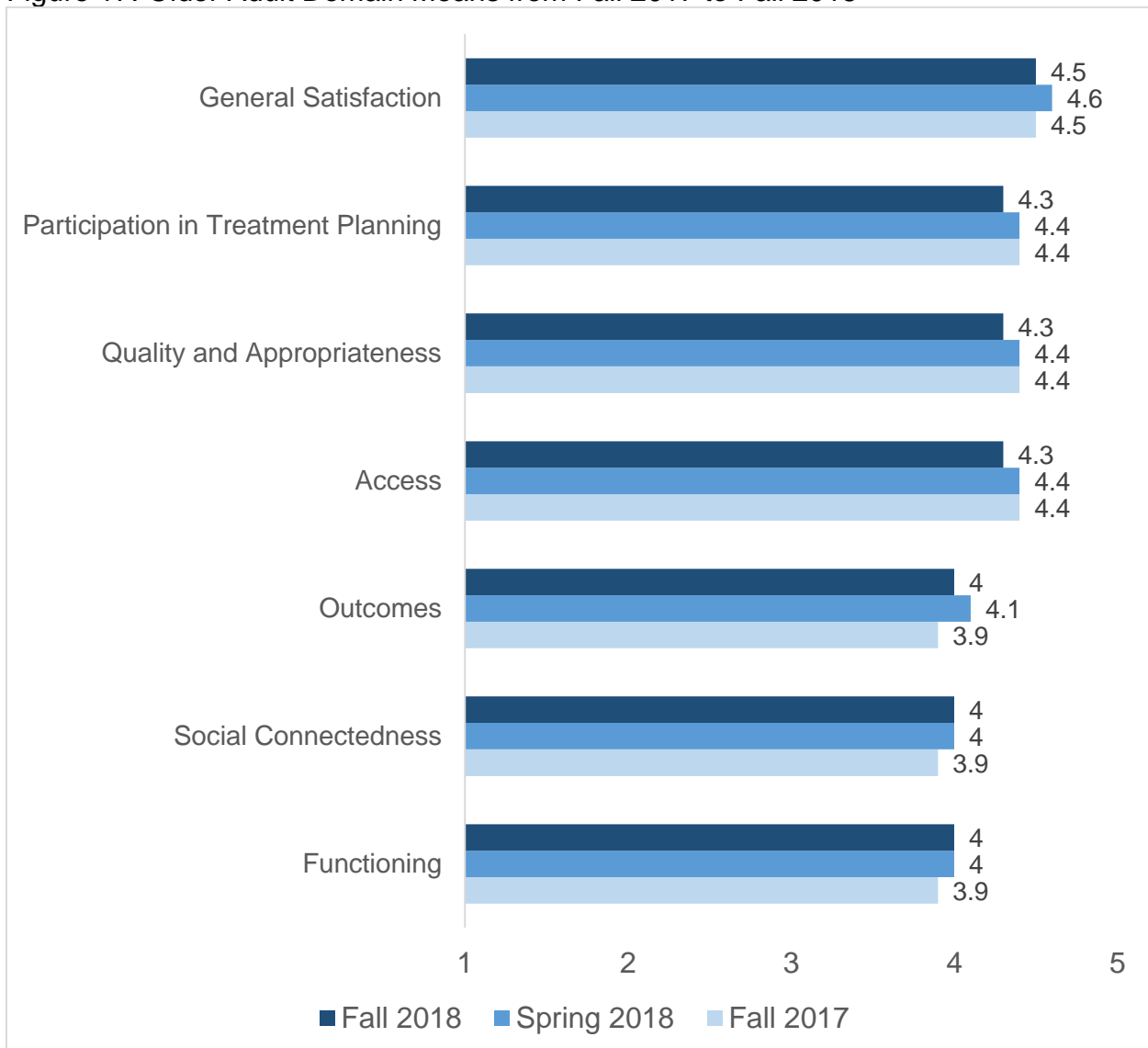


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 16 shows the domain averages for Adult surveys over the past three survey periods. For the last three survey periods, the highest mean score among the Adult survey was for General Satisfaction at 4.4.

For the past three survey periods, 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). See Table 13 in Appendix A for more detailed information.

Figure 17. Older Adult Domain Means from Fall 2017 to Fall 2018



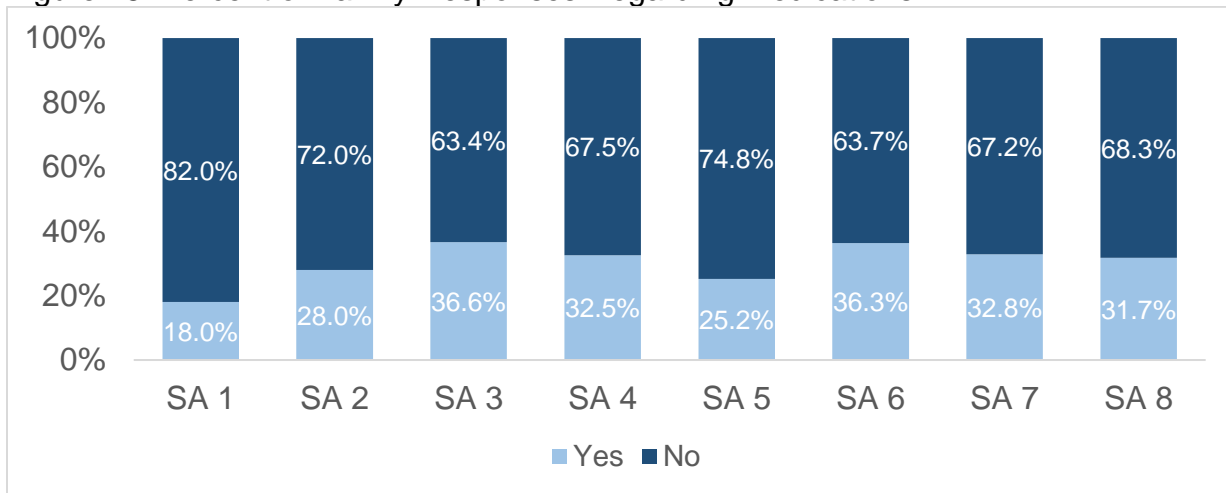
Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 17 shows the domain averages for Older Adult surveys over the past three survey periods. In November 2018, the highest mean score among the Older Adult survey was for General Satisfaction at 4.5. This was also the highest rated subscale by Older Adult survey respondents in May 2018 at 4.6 and November 2017 at 4.5.

In November 2018, the lowest mean score among the Older Adult surveys were noted for Perception of Functioning, Perception of Outcomes, and Perception of Social Connectedness at 4.0. This was similar to May 2018, in which the lowest mean scores were for Perception of Functioning and Perception of Social Connectedness at 4.0 and November 2017 in which Perception of Functioning, Perception of Outcomes and Perception of Social Connectedness were all 3.9. See Table 14 in Appendix A for more detailed information.

Medication and Side Effects – Family and Youth

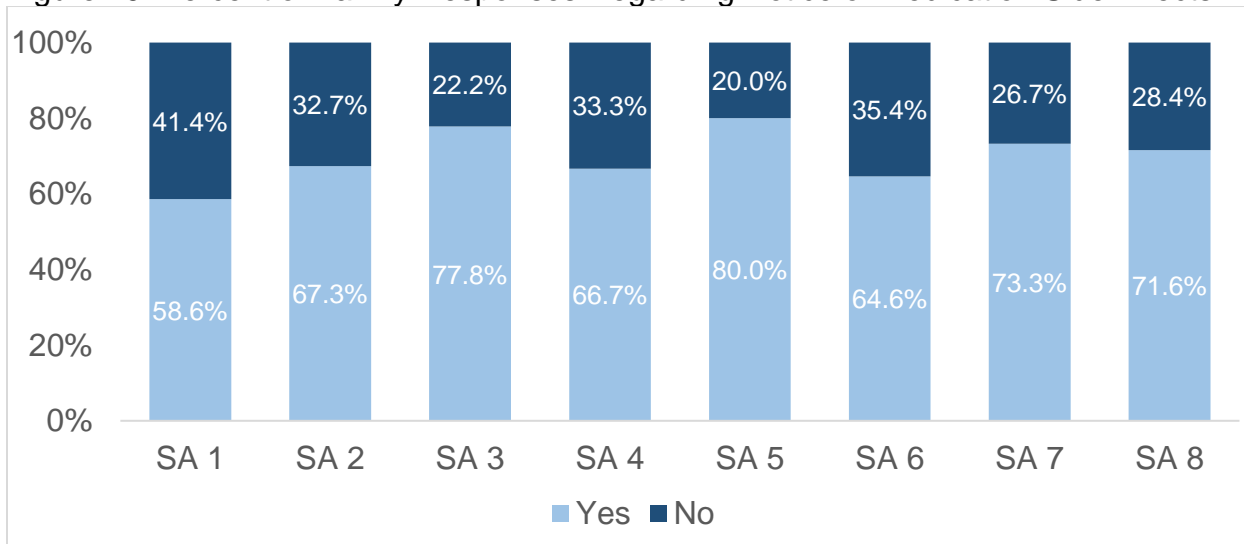
Figure 18. Percent of Family Responses Regarding Medications



Data Source: Consumer Perception Survey data, November 2018.

Figure 18 shows that, across all SAs, 31.1% of Families reported that their child was on medication for emotional/behavioral problems (survey item: “Is Your Child on Medication for Emotional/Behavioral Problems?”). Rates of medication were varied across the SAs. YSS-F respondents in SA 3 (36.6%) had the highest percentage reporting their child was on medication for emotional/behavioral problems as compared with the lowest percentage in SA 1 (18.0%). This item was answered by 2,687 Families.

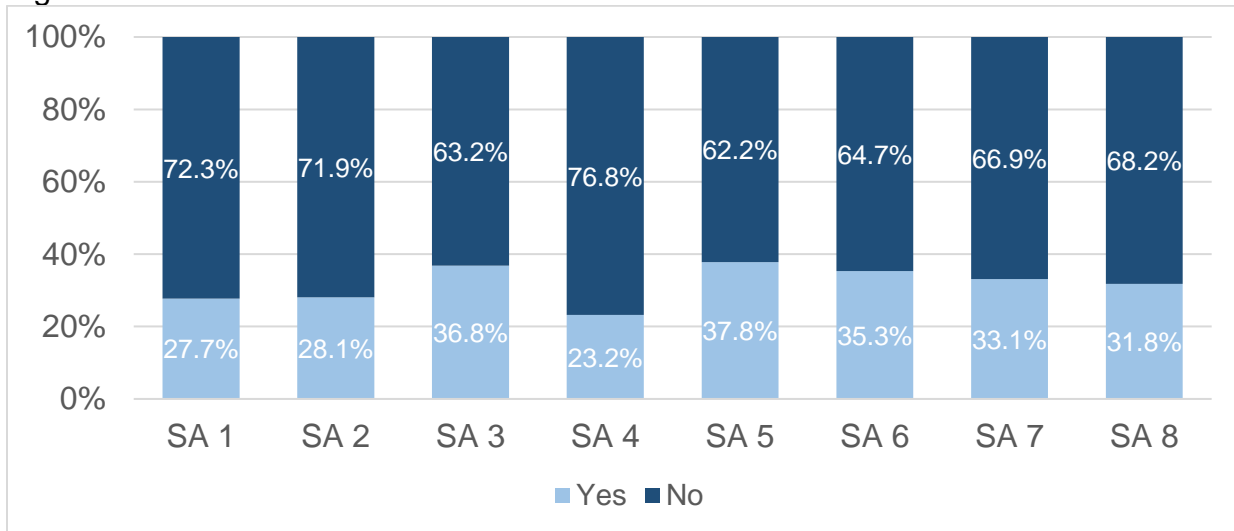
Figure 19. Percent of Family Responses Regarding Notice of Medication Side Effects



Data Source: Consumer Perception Survey data, November 2018.

Figure 19 shows that, across all SAs, 70.6% of Families responded positively to the item “Did the doctor or nurse tell you and/or your child what medication side effects to watch for?”. SA 5 (80.0%) had the highest percentage reporting “yes” as compared with the lowest percentage in SA 1 (58.6%). This item was answered by 949 Families.

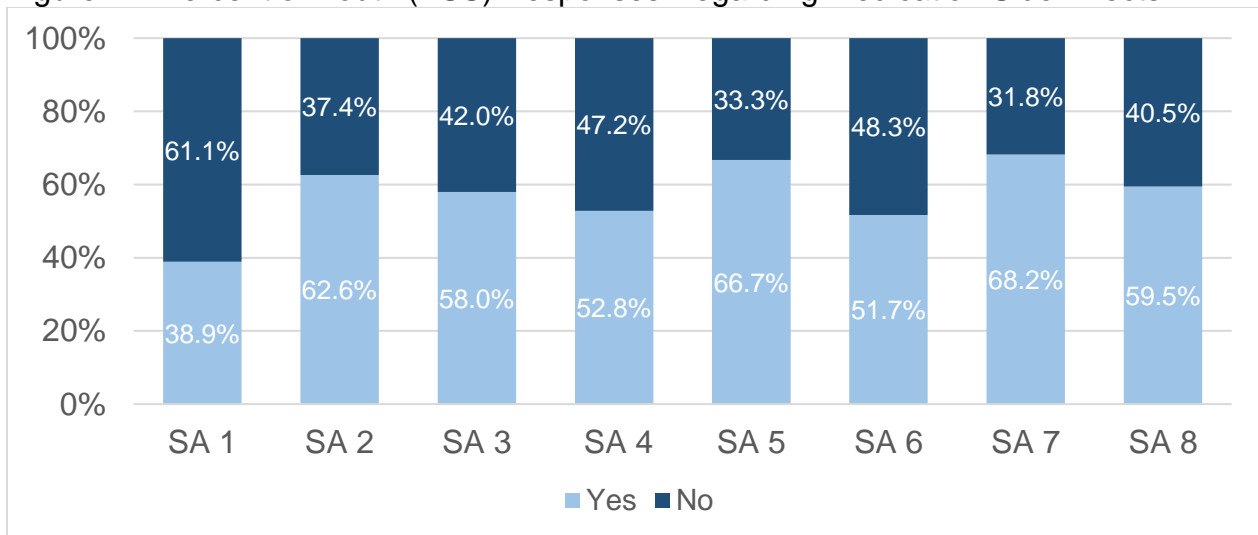
Figure 20. Percent of Youth on Medication for Emotional or Behavioral Problems



Data Source: Consumer Perception Survey data, November 2018.

Figure 20 shows that, across all SAs, 30.8% of the YSS respondents reported that they were on medication for emotional/behavioral problems. YSS respondents in SA 5 (37.8%) had the highest percentage reporting that they were on medication for emotional/behavioral problems as compared with the lowest percentage in SA 4 (23.2%). This item was answered by 1,275 Youth.

Figure 21. Percent of Youth (YSS) Responses Regarding Medication Side Effects



Data Source: Consumer Perception Survey data, November 2018.

Figure 21 shows that, among the YSS respondents who reported they were on medication for emotional/behavioral problems, across all SAs, 59.1% reported “yes” to “did the doctor or nurse tell you what side effects to watch for”. SA 7 (68.2%) had the highest percentage reporting “yes” as compared with the lowest percentage in SA 1 (38.9%). This item was answered by 584 Youth.

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 2018 CPS results show that among the Family surveys, the County average was higher than the State and U.S. averages on all subscales. Among the Adult surveys, the County average was higher than the State and U.S. averages on all subscales except for Perception of Functioning and Perception of Outcomes. CPS data related to Satisfaction, Access, Quality & Appropriateness, Treatment Planning, Outcomes, and Social Connectedness demonstrate these to be areas of relative strengths for DMH.

Part II – 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 DMH Performance Outcomes were selected consistent with the State by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from Directly Operated (DO) and Contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. DMH adopted the seven recommended performance measures selected from the State Performance Outcomes of the Consumer Perception Survey (CPS) forms (YSS-F, YSS, 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 Performance Outcomes from the CPS. These surveys were administered in outpatient and day treatment programs. Data sets constitute Performance Outcomes and were administered in the eight SAs of Los Angeles County, from November 5, 2018 through November 9, 2018. The County Performance Outcome surveys for the four age groups are described on the following pages (Table 1).

Table 1. County Performance Outcome Items by Age Group

YSS-F/YSS	
Item	#
I felt my child/I had someone to talk to when he/she was troubled	5
The location of services was convenient for me	8
Services were available at times that were convenient for me	9
Staff was sensitive to my cultural/ethnic background	15
My child/I get(s) along better with family members	17
My child is/I am doing better in school and/or work	19
In a crisis, I would have the support I need from family or friends	25
Adult/Older Adult	
Item	#
The location of services was convenient for me	4
Staff was willing to see me as often as I felt necessary	5
Services were available at times that were good for me	7
Staff was sensitive to my cultural/ethnic background	18
I deal more effectively with daily problems	21
I do better in school and/or work	26
My symptoms are not bothering me as much	28

The following 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.

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

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

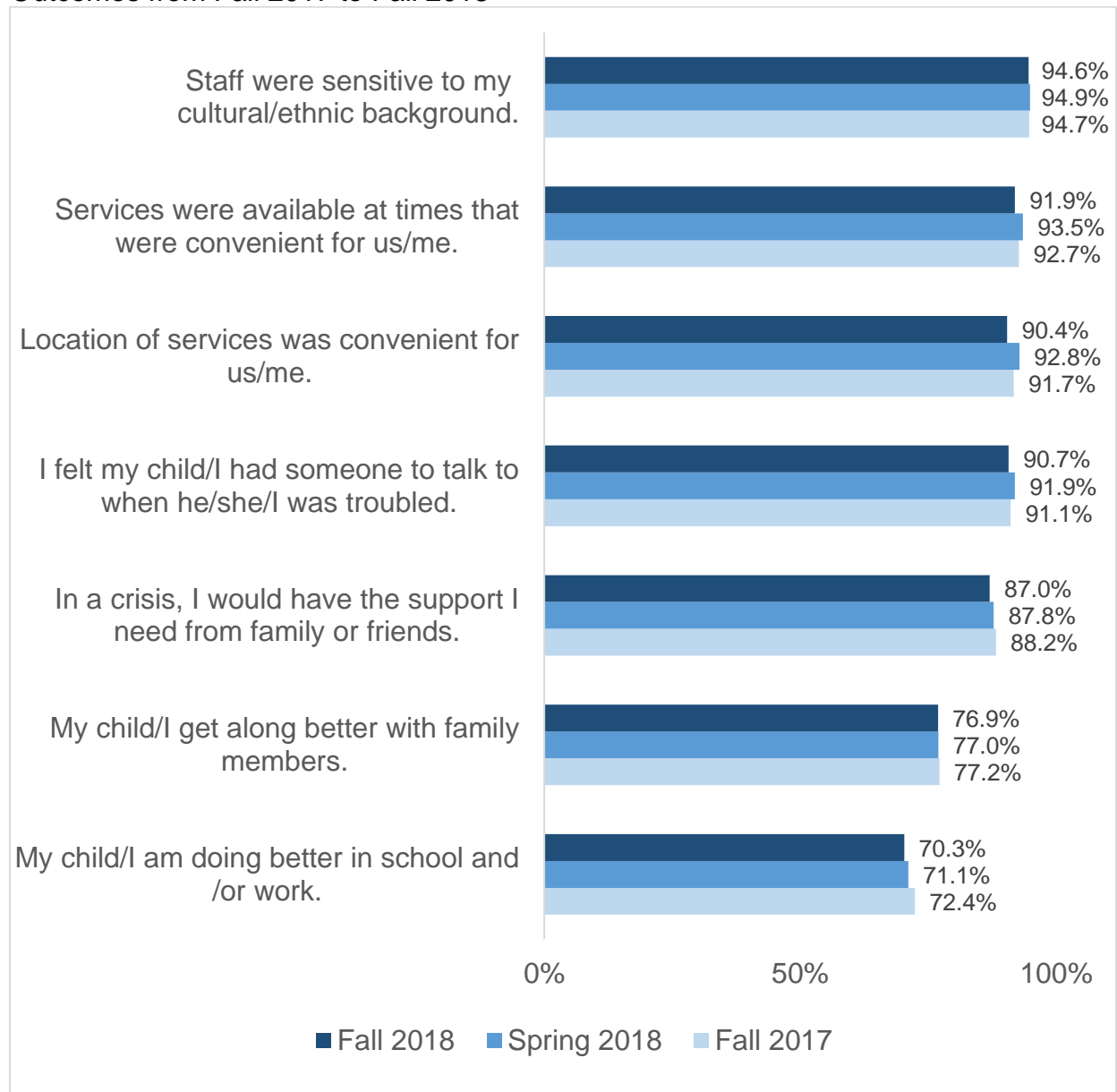
The following three outcome measures are common to the Adult and Older Adult surveys.

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

The following tables and figures summarize the County Performance Outcome results obtained during the November 2018 survey period.

Performance Outcome Measures Trends Data

Figure 1: Families Percent Strongly Agree or Agree with County Performance Outcomes from Fall 2017 to Fall 2018

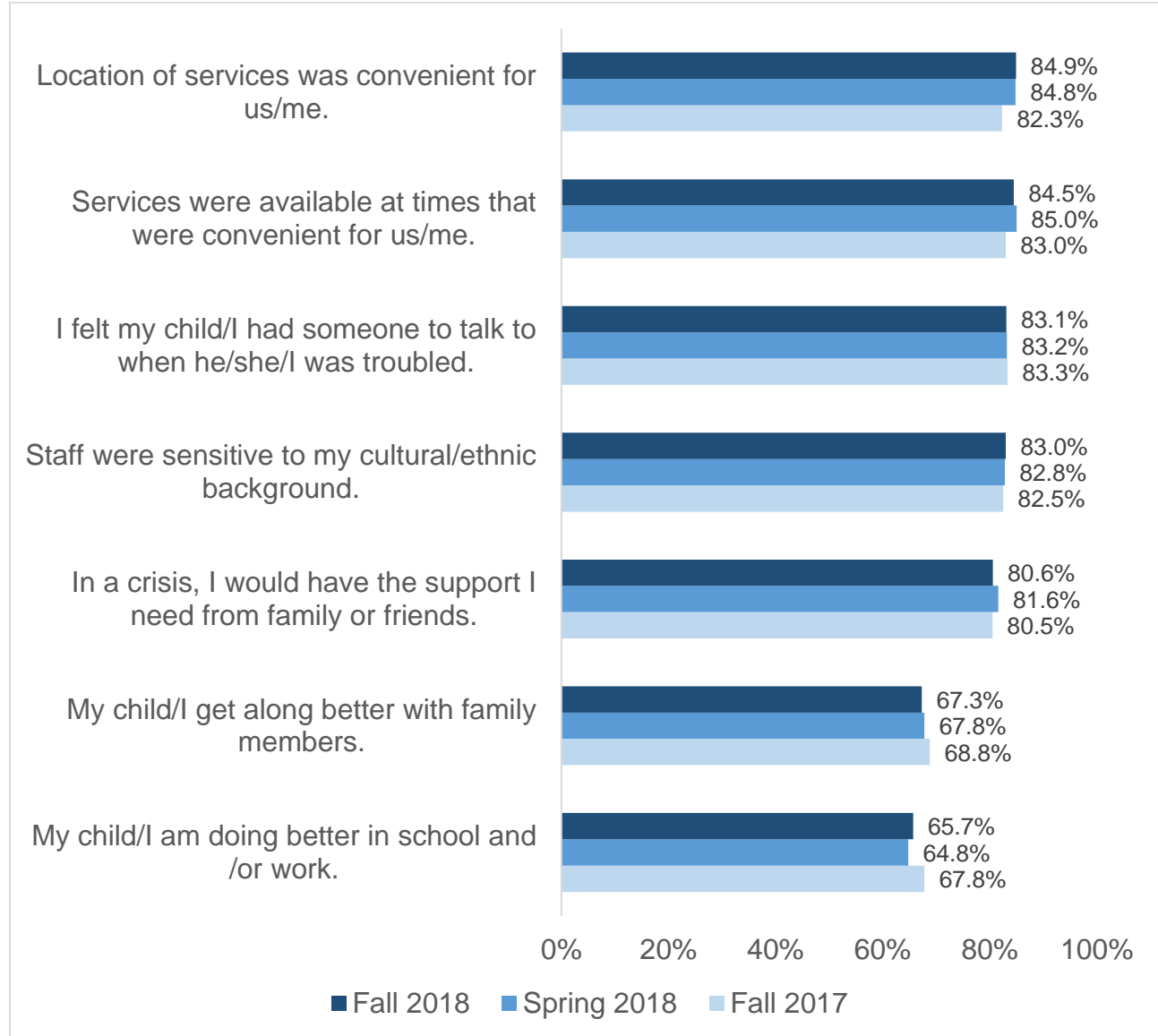


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 1 shows the percentage of Families that agree or strongly agreed with the Performance Outcome items over the past three survey periods.

Overall, the Family percentages were highest for “Staff was sensitive to my cultural/ethnic background” and lowest for “My child/I am doing better in school and /or work”. The percentage of Families that agreed or strongly agreed was relatively steady over the past three survey periods. See Table 1 in Appendix B for more detailed information.

Figure 2: Youth Percent Strongly Agree or Agree with Performance Outcomes from Fall 2017 to Fall 2018

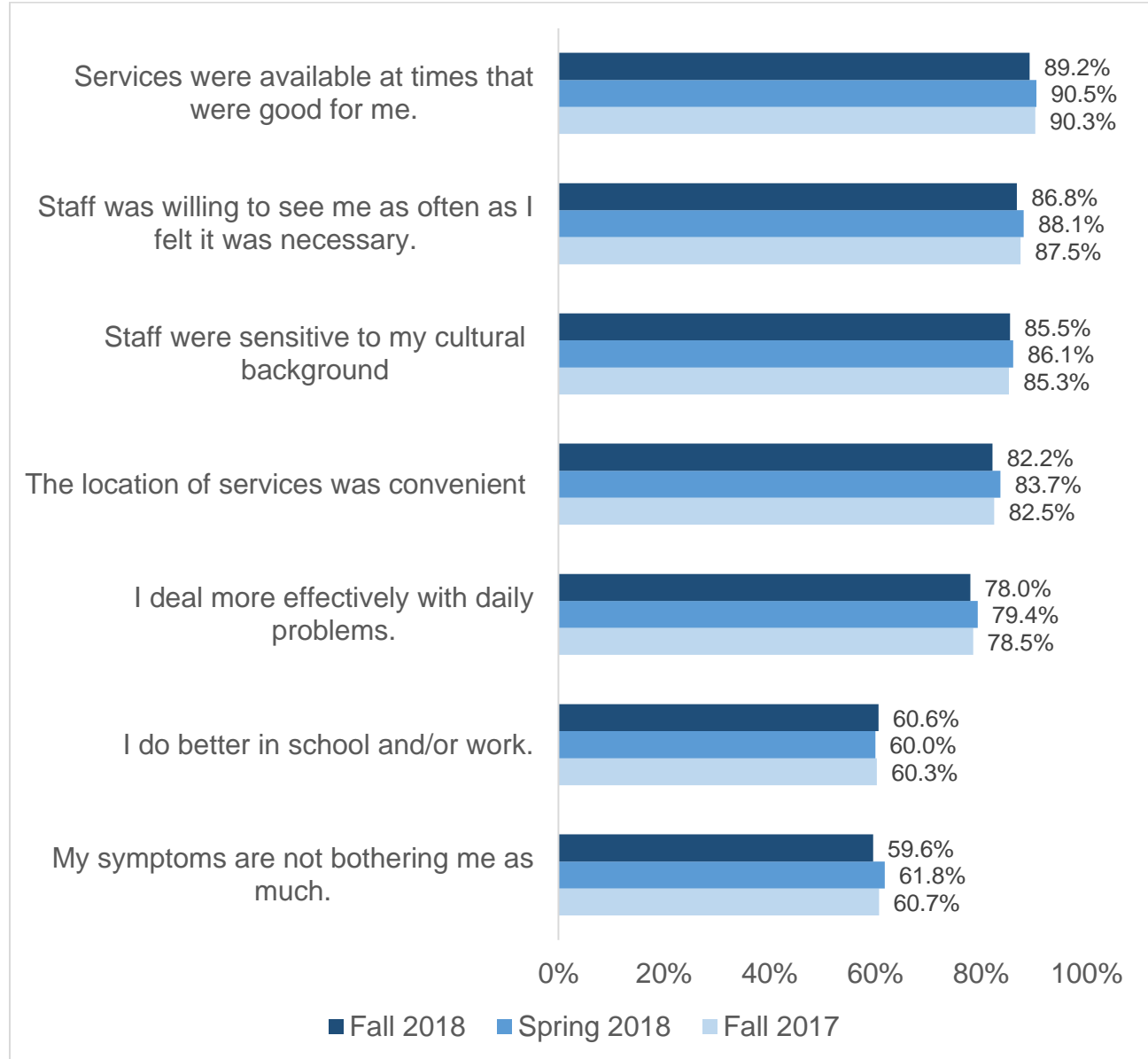


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 2 shows the percentage of Youth that agreed or strongly agreed with the Performance Outcome items over the past three survey periods.

In the Fall 2018 survey period, the Youth percentages were highest for “Location of services was convenient for me” and, similar to Families, lowest for “My child/I am doing better in school and/or work”. The percentage of Youth that agreed or strongly agreed was somewhat varied over time. The percentage for the item “Staff were sensitive to my cultural background” and the Location item increased over the three survey periods whereas the other items stayed the same, decreased or changed trajectories at different survey periods. See Table 1 in Appendix B for more detailed information.

Figure 3. Adult Percent Strongly Agree or Agree with Performance Outcomes from Fall 2017 to Fall 2018

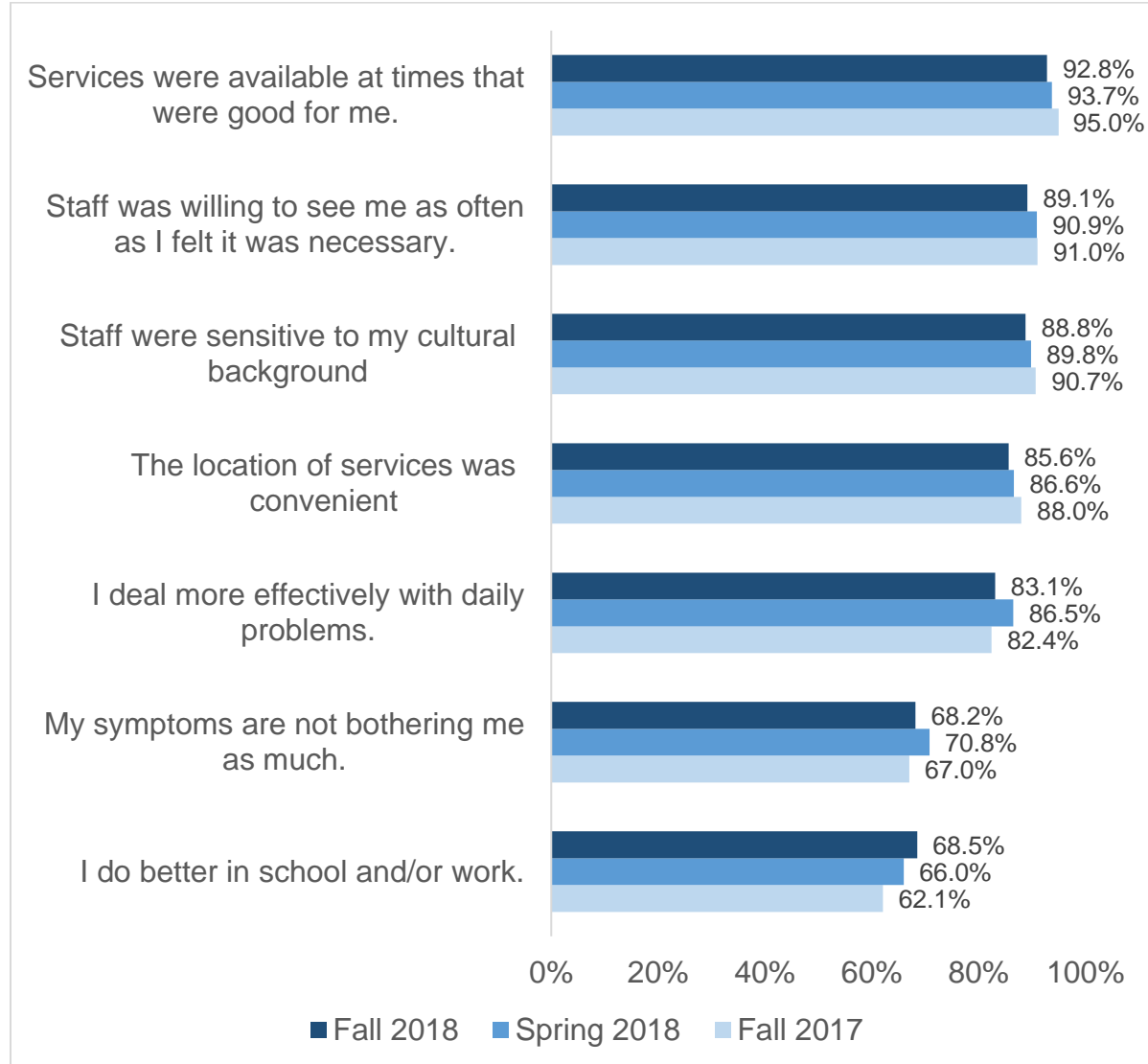


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 3 shows the percent of Adult survey respondents that agree or strongly agreed with the seven County Performance Outcome Measures over the last three survey periods.

The Adult survey percentages were highest for “Services were available at times that were good for me” and lowest for “I do better in school and/or work.” The percentage of Adults that agreed or strongly agreed was relatively steady over time. Most of the items either stayed the same or changed trajectories at different survey periods. See Table 2 in Appendix B for more detailed information.

Figure 4. Older Adult Percent Strongly Agree or Agree with County Performance Outcomes from Fall 2017 to Fall 2018

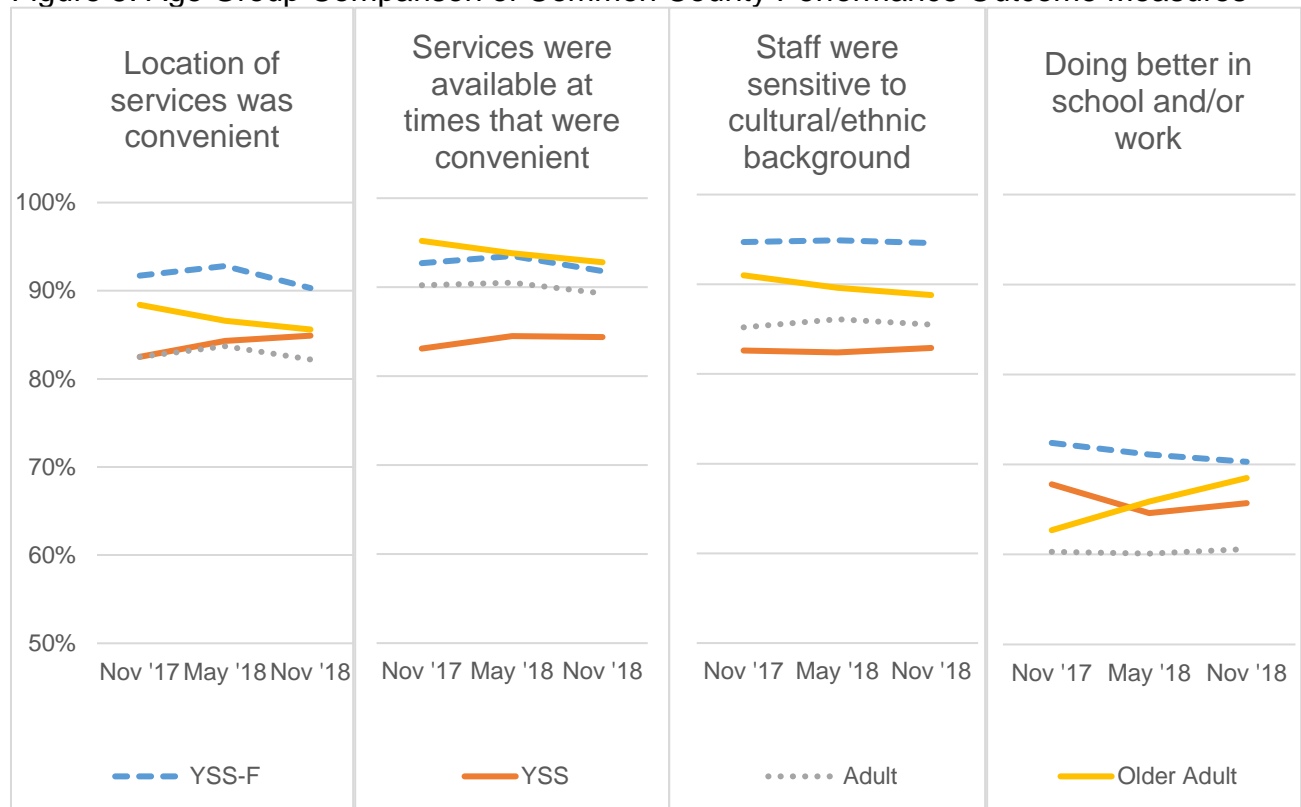


Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Figure 4 shows the percent of Older Adult survey respondents that agree or strongly agreed with the seven County Performance Outcome Measures over the last three survey periods.

Similar to Youth and Adults, the Older Adult survey percentages were highest for “Services were available at times that were good for me” and lowest for “I do better in school and/or work.” Older Adults had higher percentages than Adults for all items. The percentage of Older Adults that agreed or strongly agreed was somewhat varied over time. No items increased over the three survey periods. Several items decreased over the three survey periods whereas the remaining items fluctuated over time at the different survey periods. See Table 2 in Appendix B for more detailed information.

Figure 5. Age Group Comparison of Common County Performance Outcome Measures



Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

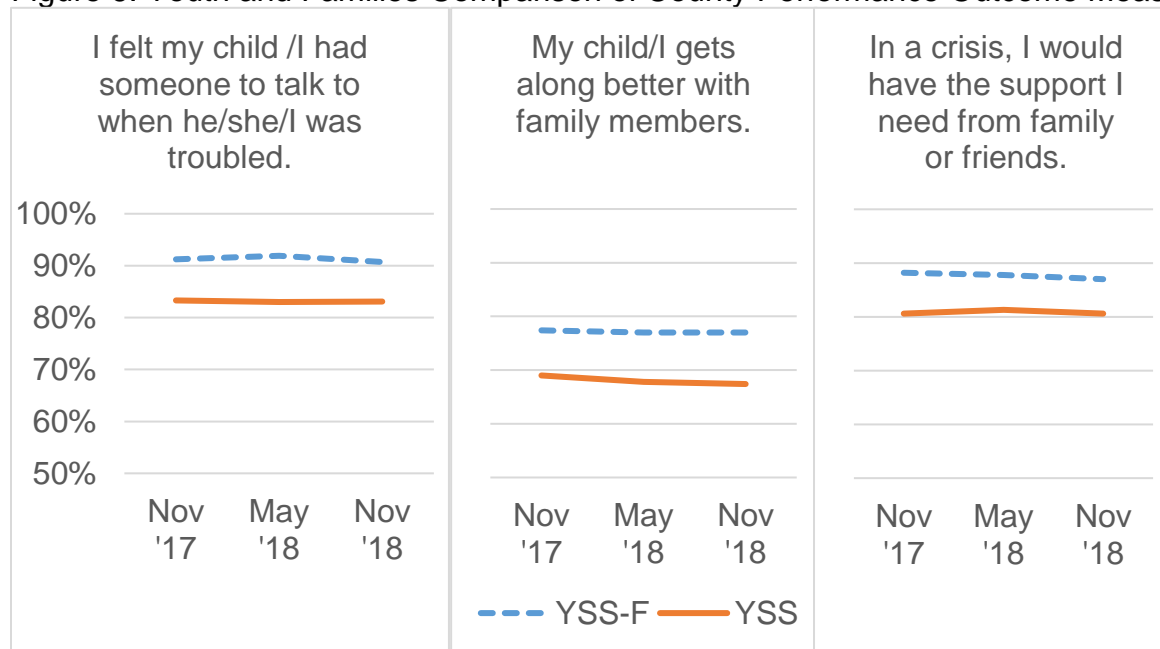
Figure 5 shows the four County Performance Outcome Measures that were common to the Families, Youth, Adult, and Older Adult surveys from November 2017 to November 2018. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Families had the highest percentages on three of the four common County Performance Outcomes Items (i.e., Location of Services was convenient, Staff were sensitive to cultural/ethnic background, Doing better in school and/or work) as compared to other three age groups for all three time periods.

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” on all three time periods.

Youth and Adults tended to have the lowest percentages over all three time periods. Youth had the lowest percentage on the “Services were available at times that were convenient” at all three time periods. Adult had the lowest percentage on the “Location of services was convenient” and “Doing better in school and/or work” items at all three time periods. The “Doing better in school and/or work” measure had much lower percentages overall, ranging from 60.1% to 72.4% as compared to the other three measures, which ranged from 82.4% to 95.2% across age ranges and time periods. See Table 3 in Appendix B for more detailed information.

Figure 6. Youth and Families Comparison of County Performance Outcome Measures



Data Source: Consumer Perception Survey data, November 2017, May 2018 and November 2018.

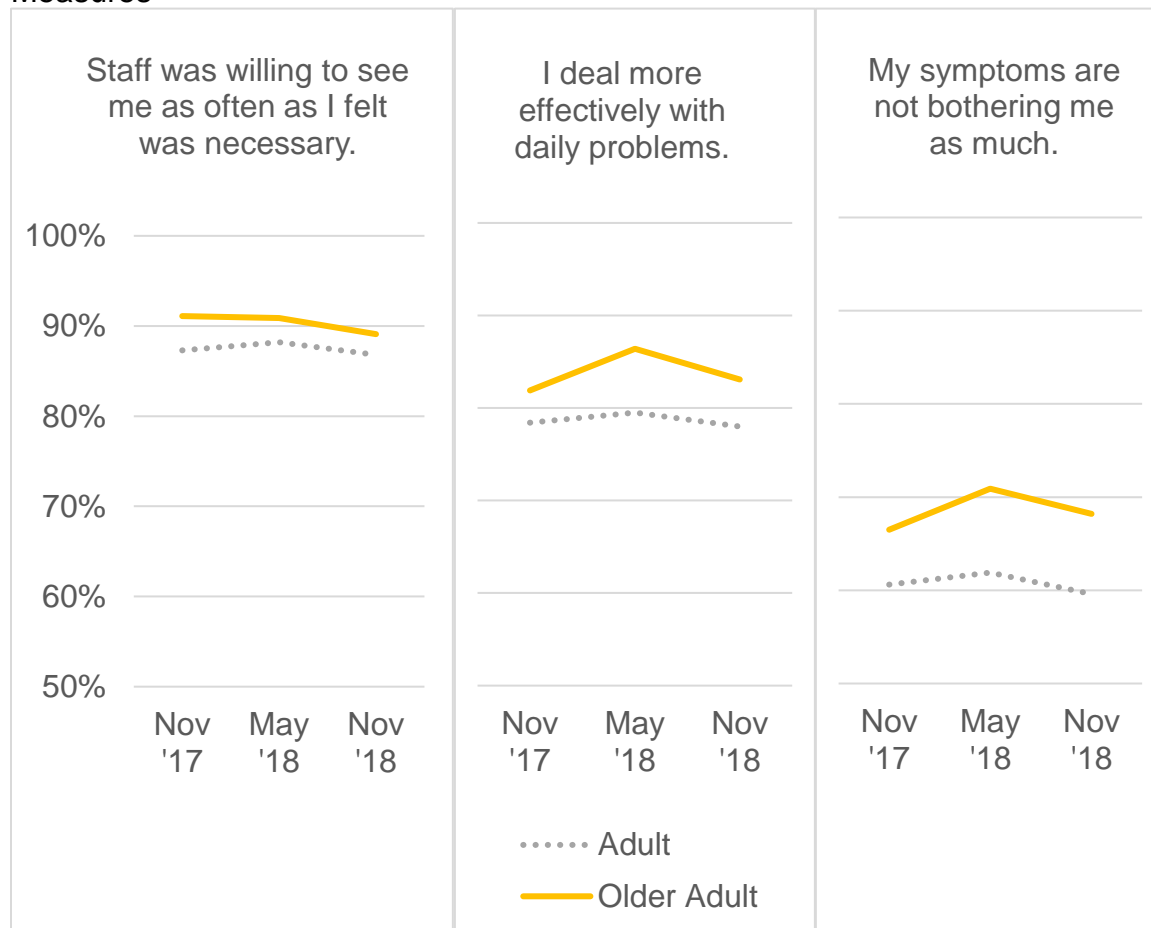
Figure 6 shows the percentages for County Performance Outcome Measures for three survey periods between November 2017 and November 2018 among YSS-F and YSS surveys.

On all three of the common County Performance Outcome items listed, the percentages were higher for Families as compared to Youth.

For both Families and Youth, the highest rated item over the three survey periods was for: “I felt my child had someone to talk to when he/she was troubled” ranging from 83% to 91.9%. The lowest rated item for all three periods was “My child/I gets along better with family members” ranging from 67.4% to 77.4%.

The percentages of those who agreed or strongly agreed with these statements was relatively steady over time, generally staying within a percentage point of the prior two periods. See Table 4 in Appendix B for more detailed information.

Figure 7. Adults and Older Adults Comparison of County Performance Outcome Measures



Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

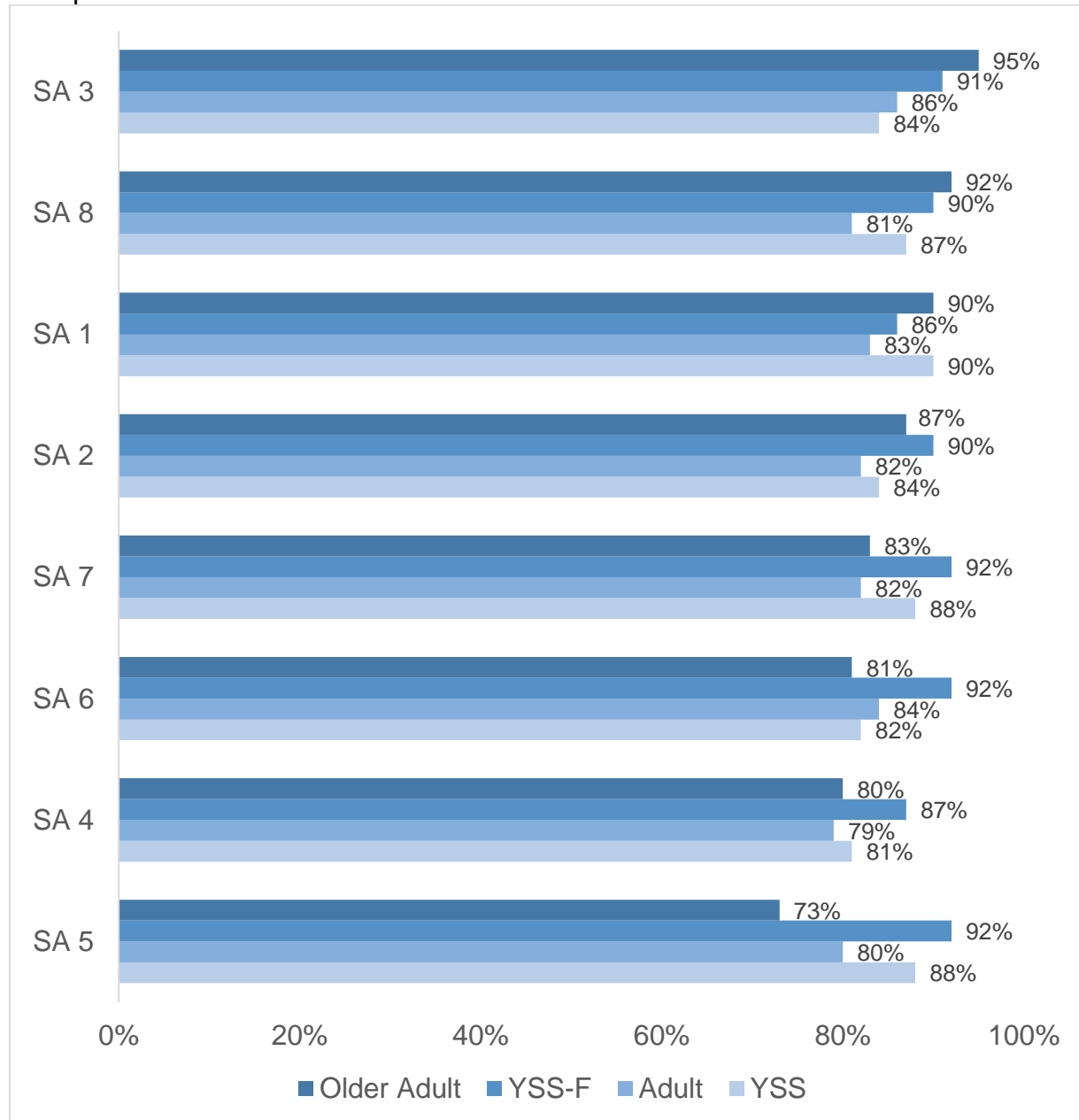
Figure 7 shows the percentages for County Performance Outcome Measures for for three survey periods between November 2017 and November 2018 among Adult and Older Adult surveys.

Compared to the November 2017 survey, Older Adults reported a 1.2 PP increase in satisfaction for “I deal more effectively with daily problems;” and a 1.7 PP increase for “My symptoms are not bothering me as much.” The remaining items decreased slightly between the survey periods.

On all three of the common County Performance Outcome items listed, the percentages were higher for Older Adult as compared to Adult. For both Adult and Older Adult surveys, the highest rated over the three survey periods was for “Staff was willing to see me as often as I felt was necessary” at 88.2 % and 91.1 % respectively. See Table 5 in Appendix B for more detailed information.

County Performance Outcomes by Service Area

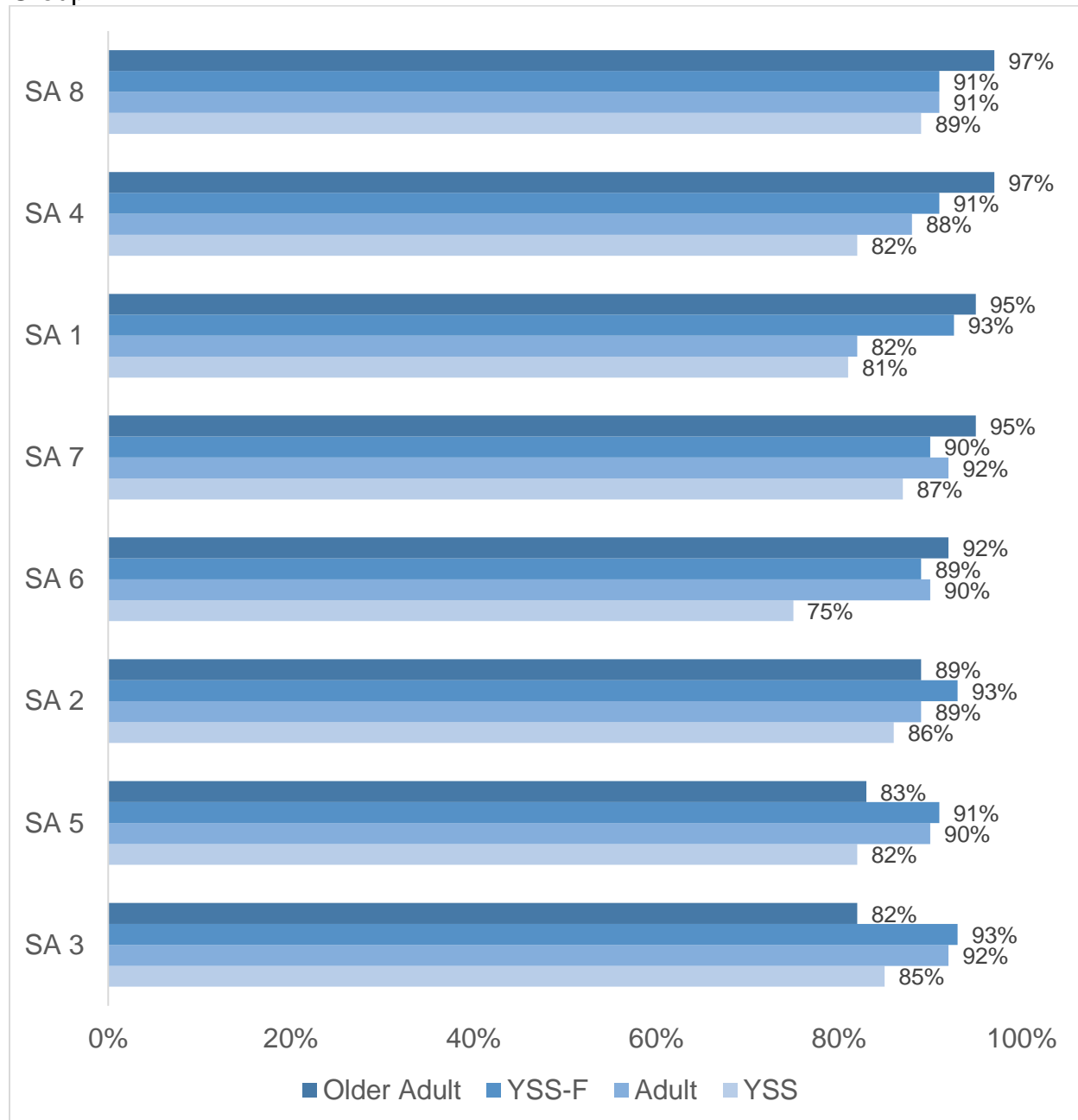
Figure 8. Percent Agree or Strongly Agree with Location Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 8 shows that the percent of consumers who agreed or strongly agreed with the item “The location of services was convenient for me” differed by SA and age group. The highest percentage of consumers was in SAs 5, 6, and 7 at 92% for Families, in SA 1 at 90% for Youth, in SA 3 at 86% for Adult, and in SA 3 at 95% for Older Adult. The lowest percentage of consumers was in SA 1 at 86% for Families, in SA 4 at 81% for Youth, in SA 4 at 79% for Adults and in SA 5 at 73% for Older Adults.

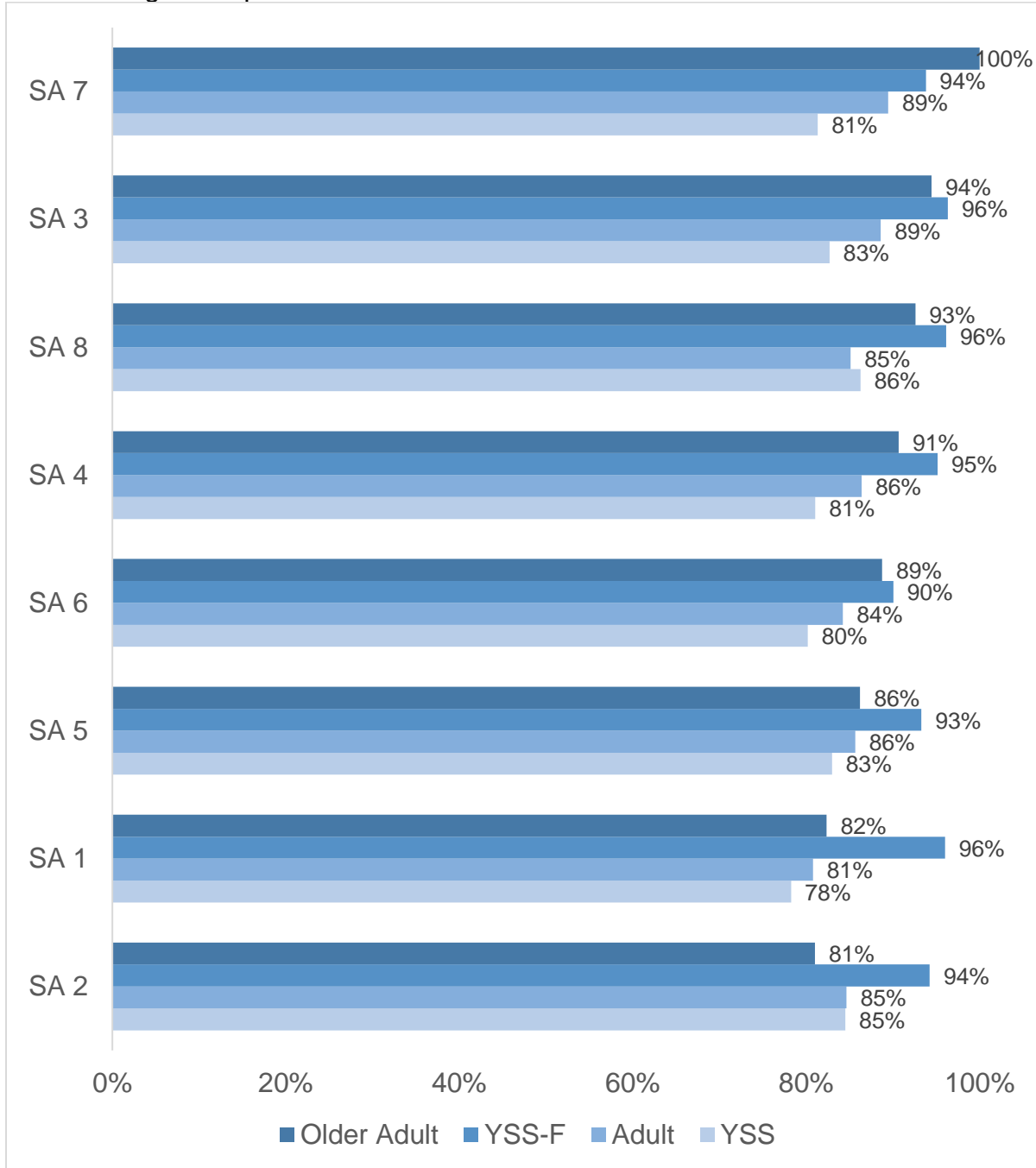
Figure 9. Percent Agree or Strongly Agree with Time Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 9 demonstrates that the percent of consumers who agreed or strongly agreed with the item "Services Were Available at Times That Were Convenient/Good for Me/Us" also differed by SA and age group. The highest percentage of consumers was in SA 1, 2, and 3 at 93% for Families, in SA 8 at 89% for Youth, in SAs 3 and 7 at 92% for Adult, and in SAs 4 and 8 at 97% for Older Adults. The lowest percentage of consumers were in SA 6 at 89% for Families, in SA 6 at 75% for Youth, in SA 1 at 82% for Adults and in SA 3 at 82% for Older Adults.

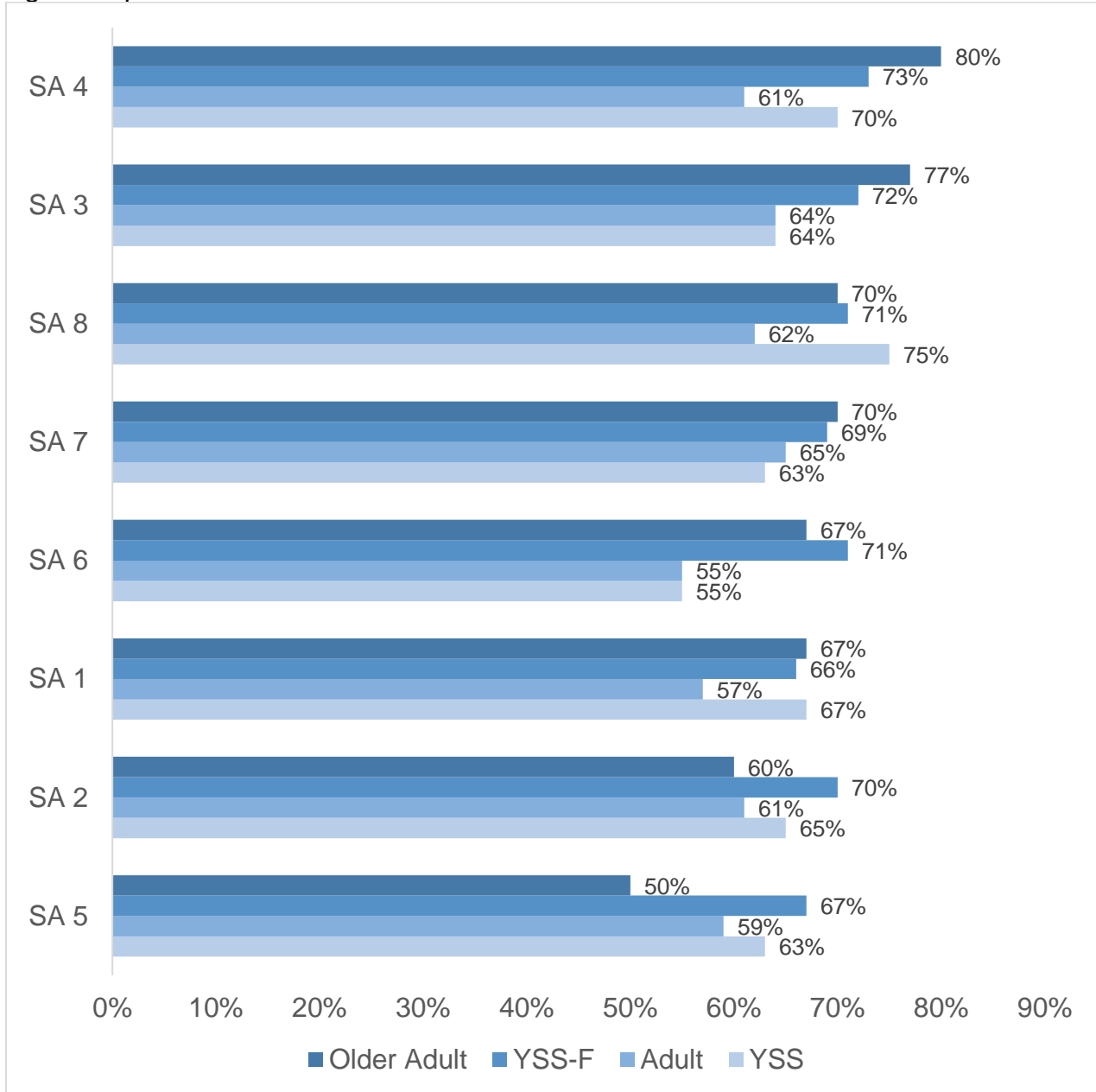
Figure 10. Percent Agree or Strongly Agree with Cultural Sensitivity Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 10 shows that the percent of consumers who agreed or strongly agreed with the item “Staff Was Sensitive to My Cultural/Ethnic Background” varied by SA and age group. The highest percentages of consumers were in SAs 1, 3 and 8 at 96% for Families, SA 8 at 86% for Youth, SAs 3 and 7 at 89% for Adult, and SA 7 at 100% for Older Adults. The lowest percentage of consumers was in SA 6 at 90% for Families, in SA 1 at 78% for Youth, in SA 1 at 81% for Adults and in SA 2 at 81% for Older Adults.

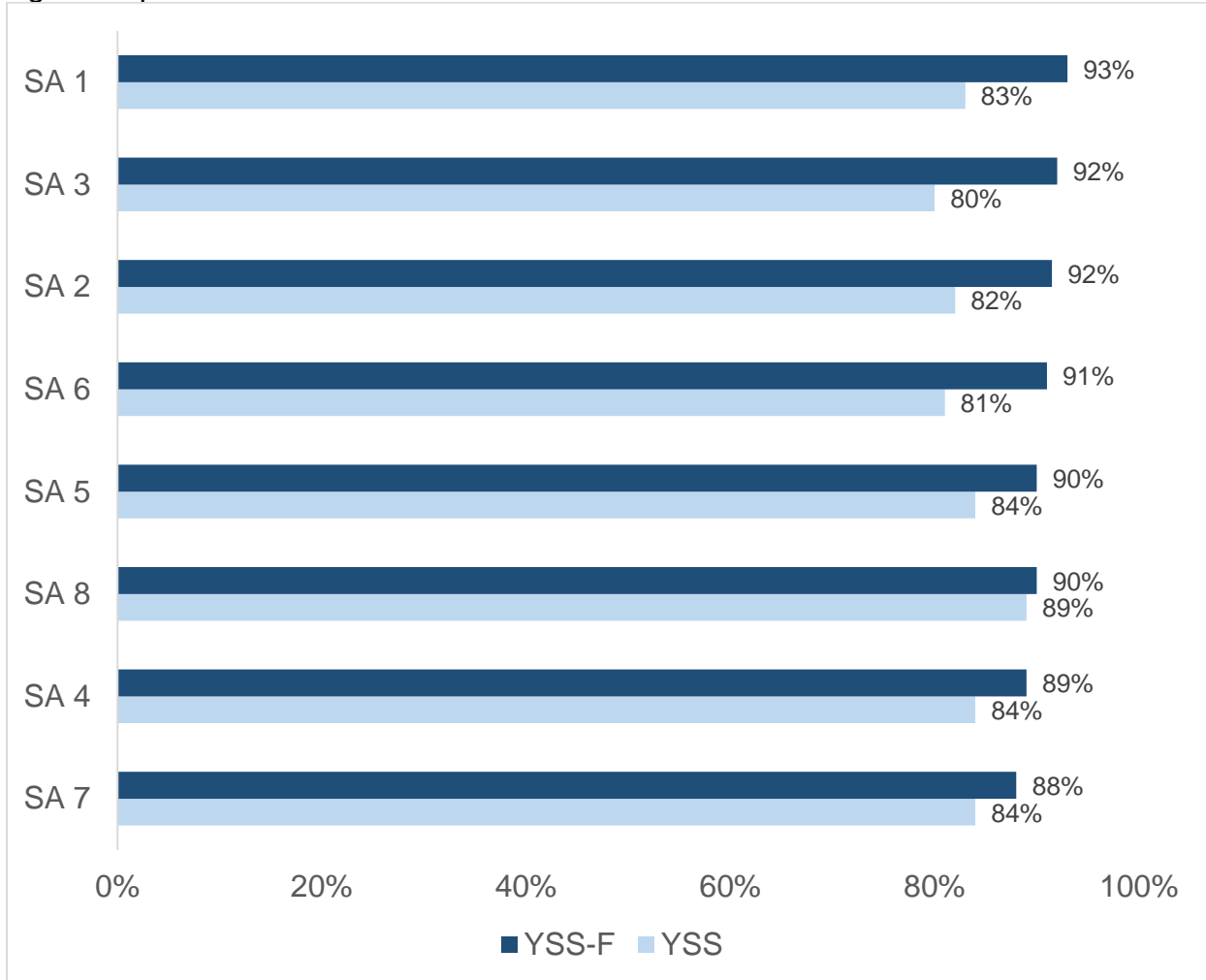
Figure 11. Percent Agree or Strongly Agree with Improvement Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 11 shows that the percent of consumers who agreed or strongly agreed with the item "I/My Child is/am Doing Better in School and/or Work" varied by SA and age group and percentages were lower overall than for the other common items. The highest percentage of consumers was in in SA 4 at 73% for Families, SA 8 at 75% for Youth, SA 7 at 65% for Adult, and in SA 4 at 80% for the Older Adults. The lowest percentage of consumers was in SA 1 at 66% for Families, in SA 6 at 55% for Youth, in SA 6 at 55% for Adults and in SA 5 at 50% for Older Adults.

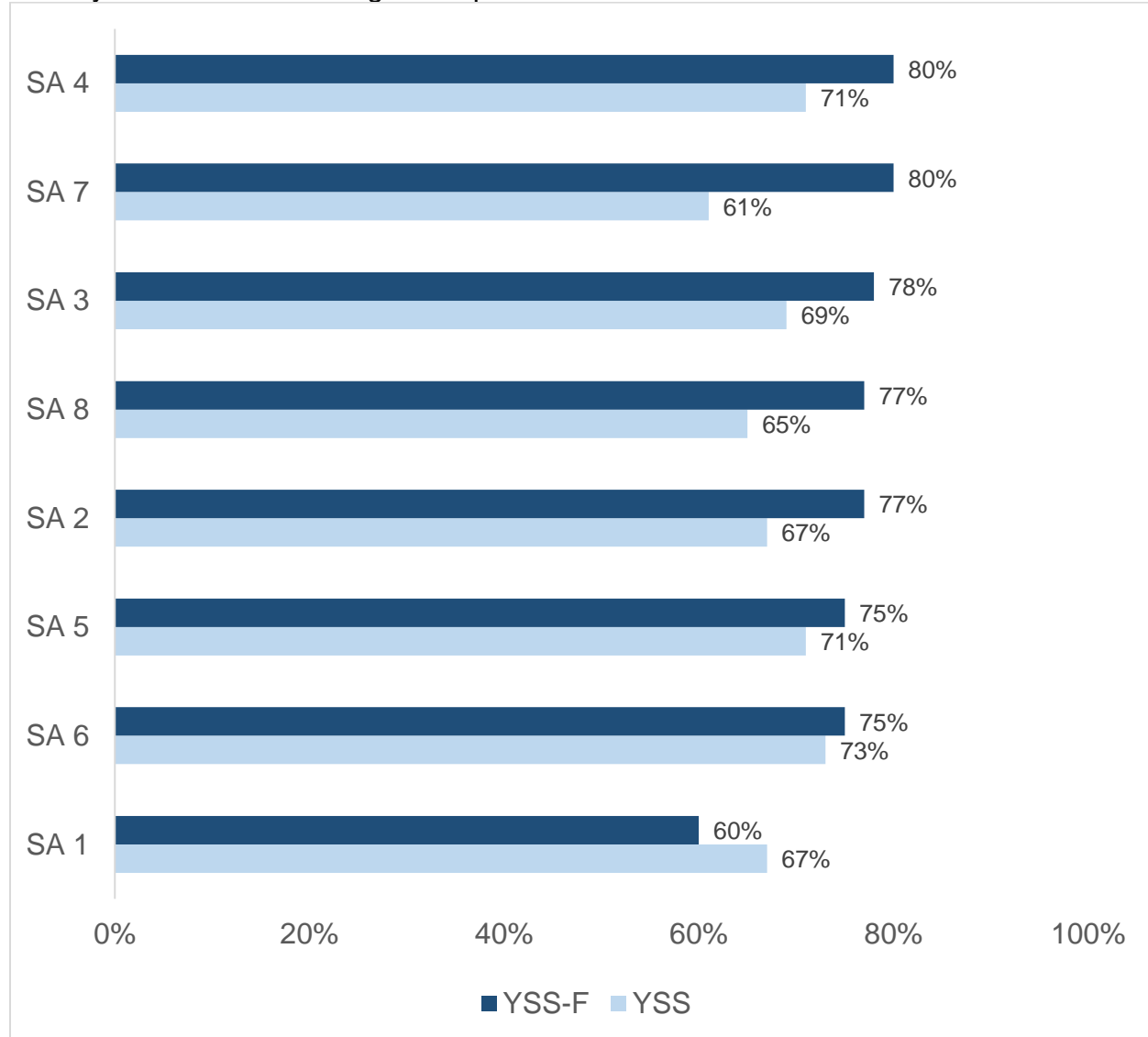
Figure 12. Percent Agree or Strongly Agree with the Support Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 12 shows that the percent of consumers who agreed or strongly agreed with the item "I Felt My Child/I Had Someone to Talk to When Troubled" varied by Service Area. Families had higher percentages overall as compared to Youth for all Service Areas. The highest percentage was in SA 1 at 93% for Families and in SA 8 at 89% for Youth. The lowest percentage of consumers was in SA 7 at 88% for Families and in SA 6 at 81% for Youth.

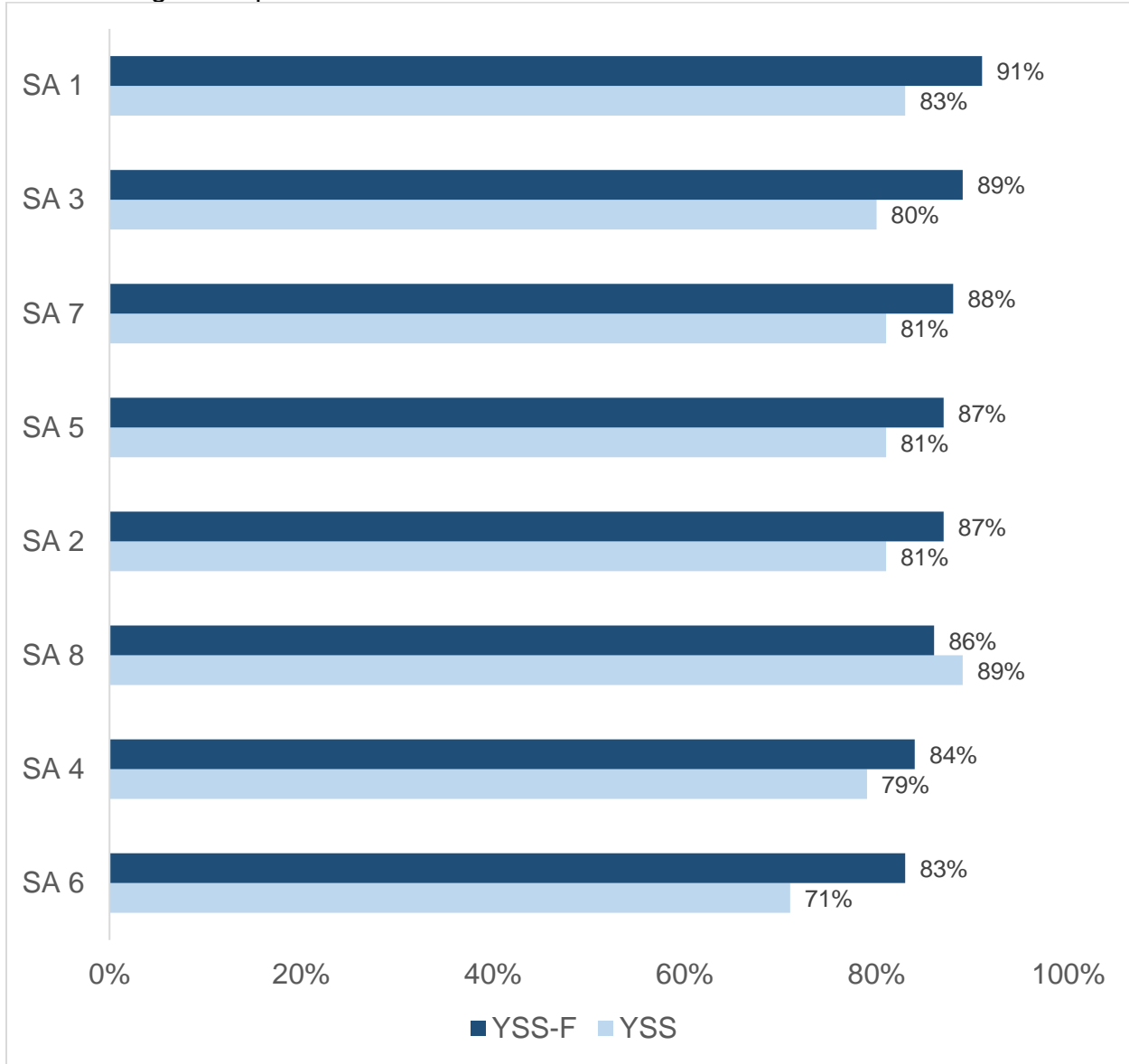
Figure 13. Percent Agree or Strongly Agree with the Relationships with Family Members Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 13 shows that the percent of consumers who agreed or strongly agreed with the item “My child/I get along better with family members” varied by SA. Families had higher percentages overall as compared to Youth for all SAs except SA 1. The highest percentages of consumers were in SAs 4 and 7 at 80% for Families and in SA 6 at 73% for Youth. The lowest percentage of consumers was in SA 1 at 60% for Families and in SA 7 at 61% for Youth.

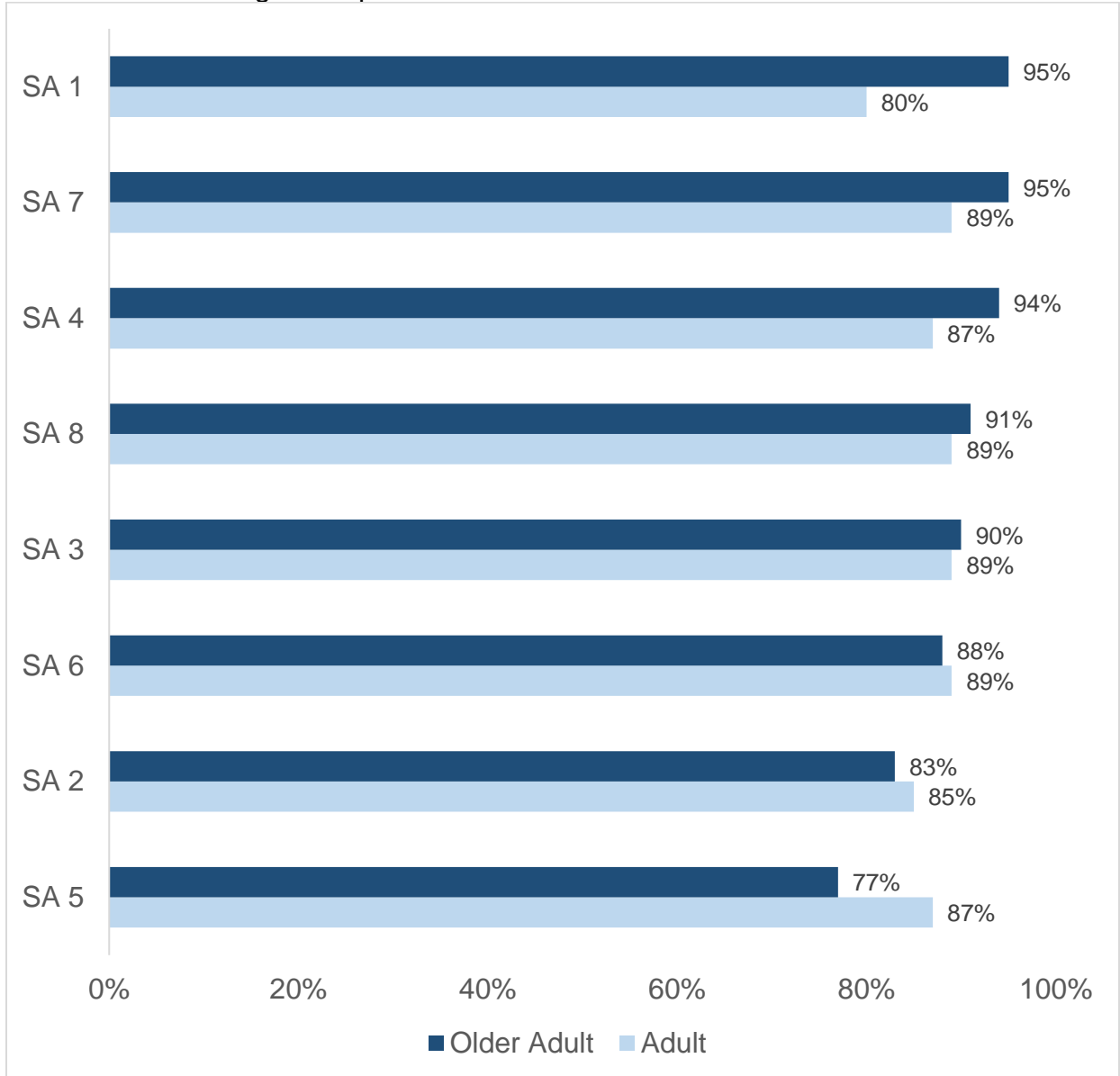
Figure 14. Percent Agree or Strongly Agree with the Support in Crisis Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 14 shows that the percent of consumers who agreed or strongly agreed with the item “In a crisis, I would have the support I need from family or friends” varied by SA. Families had higher percentages overall as compared to Youth except for SA 8, in which Youth had a higher percentage. The highest percentage of consumers was in SA 1 at 91% for Families and in SA 8 at 89% for Youth. The lowest percentage of consumers was in SA 6 at 83% for Families and in SA 6 at 71% for Youth.

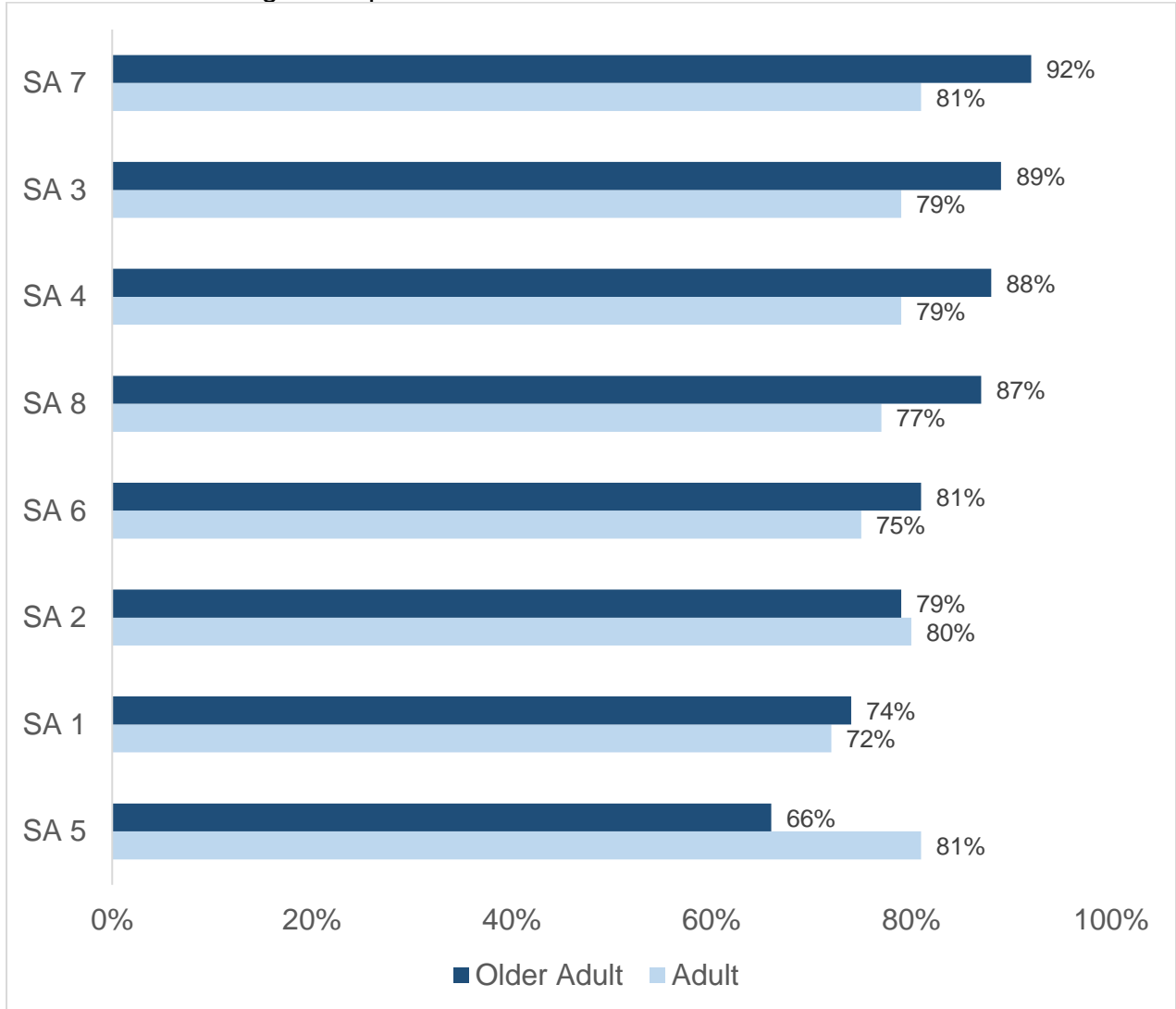
Figure 15. Percent Agree or Strongly Agree with the Willingness to Serve Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 15 shows that the percent of consumers who agreed or strongly agreed with the item “Staff was willing to see me as often as I felt it was necessary” varied by SA and age group. The highest percentages of consumers were in SAs 3, 6 and 8 at 89% for Adults and in SAs 1 and 7 at 95% for Older Adults. The lowest percentage of consumers was in SA 1 at 80% for Adults and in SA 5 at 77% for Older Adults.

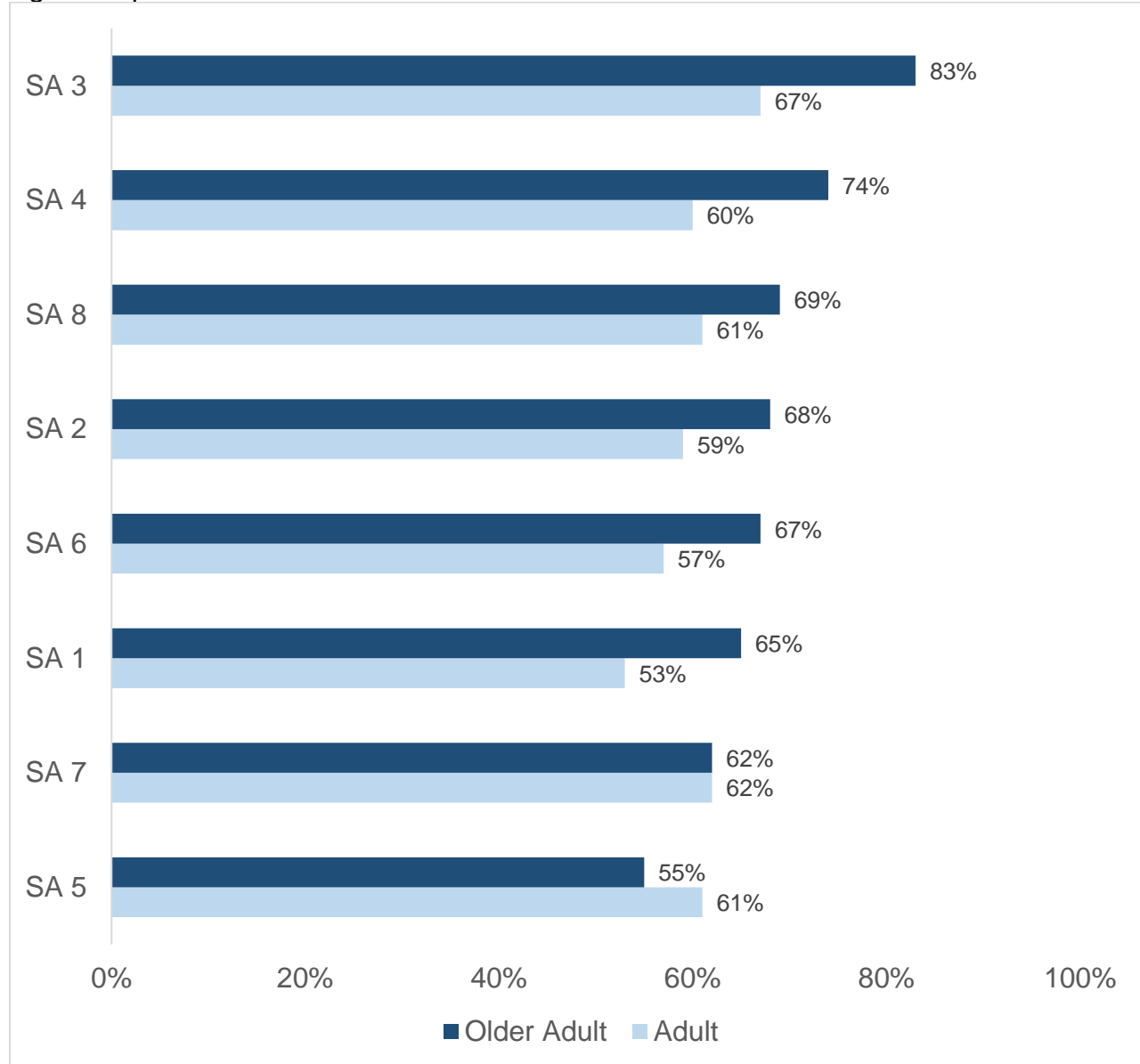
Figure 16. Percent Agree or Strongly Agree with the Managing Problems Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 16 shows that the percent of consumers who agreed or strongly agreed with the item "I Deal More Effectively With My Daily Problems" varied by SA and age group. Older Adults had higher percentages overall as compared to Adults except for SA 2 and 5, in which Adults had a higher percentage. The highest percentages were in SAs 5 and 7 at 81% for Adults and in SA 7 at 92% for Older Adults. The lowest percentage of consumers was in SA 1 at 72% for Adults and in SA 5 at 66% for Older Adults.

Figure 17. Percent Agree or Strongly Agree with Symptom Item by Service Area and Age Group



Data Source: Consumer Perception Survey data, November 2018.

Figure 17 shows that the percent of consumers who agreed or strongly agreed with the item “My symptoms are not bothering me as much” varied by SA and age group. Older Adults had higher percentages overall as compared to Adults for all SAs except SA 7, in which they were the same, and SA 5, in which Adults were higher. These percentages for this item were lower overall as compared to the other common Adult and Older Adult items. The highest percentage of consumers was in SA 3 at 67% for Adults and in SA 3 at 83% for Older Adults. The lowest percentage of consumers was in SA 1 at 53% for Adults and in SA 5 at 55% for Older Adults.

Summary

The County Performance Outcome Measures data for DMH 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 U.S. data.

In November 2018, the highest rank order for Performance Outcome Measures was for the “Services were available at times that were convenient for us/me” item (Families, Youth, Adult, and Older Adult surveys) with an average percentage of 89.6%. This was the same for the previous two survey periods with the average percentage at 90.6% in May 2018 and 90.3% in November 2017.

Appendix A

Table 1. Response Rate for November 2018

Age Group	Surveys Completed		Total Unique Consumers Seen in OP ¹ and DT ² Programs	Response Rate
	count	percent		
Adult	5,317	51.2%	25,139	21.2%
Older Adult	533	5.1%	4,502	11.8%
Families	3,088	29.8%	20,005	15.4%
Youth ³	1,438	13.9%	13,704	10.5%
Total	10,376	100.0%	49,646	20.9%

Note: ¹OP = Outpatient. ²DT = Day Treatment. ³Youth consumers are a subset of the Family consumers and not included in the total. Data Source: Data Source: Consumer Perception Survey data, November 2018.

Table 2. Declined Survey Reason Codes

Age Group	Refused		Impaired		Language		Other	
	count	percent	count	percent	count	percent	count	percent
Families	288	19.3%	18	17.6%	13	13.5%	182	46.5%
Youth	208	13.9%	12	11.8%	4	4.2%	40	10.2%
Adult	908	60.8%	58	56.9%	57	59.4%	150	38.4%
Older Adult	90	6.0%	14	13.7%	22	22.9%	19	4.9%
Total	1,494	100%	102	100%	96	100%	391	100%

Data Source: Consumer Perception Survey data, November 2018.

Table 3. Completed Family (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	36	20.0	6	3.3	69	38.3	5	2.8	21	11.7	43	23.9	180
SA 2	49	4.3	28	2.4	627	54.8	13	1.1	209	18.3	219	19.1	1145
SA 3	15	2.2	36	5.2	388	56.2	8	1.2	102	14.8	141	20.4	690
SA 4	9	2.1	9	2.1	268	61.0	5	1.1	102	23.2	46	10.5	439
SA 5	21	10.6	4	2.0	89	44.7	5	2.5	32	16.1	48	24.1	199
SA 6	56	19.8	7	2.5	153	54.1	7	2.5	42	14.8	18	6.4	283
SA 7	10	1.7	10	1.7	345	59.6	6	1.0	115	19.9	93	16.1	579
SA 8	65	13.9	12	2.6	233	49.8	12	2.6	81	17.3	65	13.9	468
Total	261	6.6	112	2.8	2172	54.5	61	1.5	704	17.7	673	16.9	3,983

Note: The highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

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	15	19.7	2	2.6	22	28.9	7	9.2	15	19.7	15	19.7	76
SA 2	24	3.9	12	1.9	309	49.9	17	2.7	166	26.8	91	14.7	619
SA 3	14	3.9	16	4.5	168	46.8	17	4.7	85	23.7	59	16.4	359
SA 4	15	6.3	3	1.3	120	50.2	10	4.2	64	26.8	27	11.3	239
SA 5	2	2.8	1	1.4	35	48.6	4	5.6	18	25.0	12	16.7	72
SA 6	23	14.4	6	3.8	81	50.6	4	2.5	33	20.6	13	8.1	160
SA 7	5	2.3	1	0.5	123	55.7	7	3.2	58	26.2	27	12.2	221
SA 8	22	10.8	12	5.9	97	47.8	5	2.5	42	20.7	25	12.3	203
Total	120	6.2	53	2.7	955	49.0	71	3.6	481	24.7	269	13.8	1,949

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

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	135	20.3	14	2.1	158	23.8	35	5.3	90	13.5	233	35.0	665
SA 2	119	8.1	81	5.5	477	32.3	50	3.4	250	16.9	499	33.8	1476
SA 3	41	6.1	75	11.2	250	37.4	22	3.3	124	18.6	156	23.4	668
SA 4	90	13.0	37	5.3	290	41.9	23	3.3	136	19.7	116	16.8	692
SA 5	58	16.6	17	4.9	89	25.5	14	4.0	58	16.6	113	32.4	349
SA 6	348	38.6	18	2.0	282	31.3	33	3.7	150	16.6	71	7.9	902
SA 7	38	4.3	31	3.5	447	50.2	39	4.4	200	22.4	136	15.3	891
SA 8	182	22.1	56	6.8	246	29.8	28	3.4	153	18.5	160	19.4	825
Total	1,011	15.6	329	5.1	2,239	34.6	244	3.8	1,161	17.9	1,484	22.9	6,468

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

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	9	22.0	1	2.4	8	19.5	1	2.4	6	14.6	16	39.0	41
SA 2	7	6.9	1	1.0	28	27.5	1	1.0	18	17.6	47	46.1	102
SA 3	2	11.1	7	38.9	3	16.7	0	0.0	2	11.1	4	22.2	18
SA 4	12	13.0	3	3.3	43	46.7	3	3.3	16	17.4	15	16.3	92
SA 5	3	9.1	0	0.0	5	15.2	1	3.0	6	18.2	18	54.5	33
SA 6	50	54.9	3	3.3	22	24.2	3	3.3	6	6.6	7	7.7	91
SA 7	4	8.2	2	4.1	23	46.9	0	0.0	10	20.4	10	20.4	49
SA 8	21	16.3	15	11.6	41	31.8	2	1.6	14	10.9	36	27.9	129
Total	108	19.5	32	5.8	173	31.2	11	2.0	78	14.1	153	27.6	555

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

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	3,143	4.2	0.66	91.9%	N/A	N/A
General Satisfaction	3,127	4.3	0.77	91.2%	85%	87%
Perception of Access	3,076	4.4	0.80	92.7%	80%	85%
Perception of Cultural Sensitivity	3,077	4.5	0.71	96.4%	92%	94%
Perception of Participation in Treatment Planning	3,081	4.3	0.75	92.0%	82%	88%
Perception of Outcomes	3,003	3.9	0.81	75.6%	68%	72%
Perception of Functioning	2,983	3.9	0.80	75.8%	69%	69%
Perception of Social Connectedness	2,957	4.2	0.75	91.8%	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, November 2018.

Table 8. Youth (YSS) Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	1,488	4.1	0.64	87.5%
General Satisfaction	1,480	4.2	0.78	87.7%
Perception of Access	1,444	4.2	0.77	88.9%
Perception of Cultural Sensitivity	1,443	4.4	0.71	93.8%
Perception of Participation in Treatment Planning	1,460	4.1	0.75	82.7%
Perception of Outcomes	1,432	3.9	0.74	74.4%
Perception of Functioning	1,430	3.9	0.74	73.6%
Perception of Social Connectedness	1,380	4.1	0.72	89.4%

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 2018.

Table 9. Adult Domain Statistics with Comparison to Benchmark

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	5455	4.1	0.63	85.9%	N/A	N/A
General Satisfaction	5375	4.4	0.71	89.8%	90%	90%
Perception of Access	5365	4.3	0.71	88.3%	86%	87%
Perception of Quality and Appropriateness	5330	4.3	0.65	90.3%	90%	90%
Perception of Participation in Treatment Planning	5263	4.3	0.74	90.3%	81%	85%
Perception of Outcomes	5185	3.9	0.82	71.6%	71%	74%
Perception of Functioning	4921	3.9	0.89	68.3%	71%	71%
Perception of Social Connectedness	4872	3.9	0.89	74.4%	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, November 2018.

Table 10. Older Adult Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	554	4.2	0.60	89.4%
General Satisfaction	545	4.5	0.64	92.1%
Perception of Access	543	4.3	0.66	90.4%
Perception of Quality and Appropriateness	544	4.4	0.63	90.7%
Perception of Participation in Treatment Planning	534	4.3	0.70	92.5%
Perception of Outcomes	502	4.0	0.78	78.2%
Perception of Functioning	498	4.0	0.80	74.7%
Perception of Social Connectedness	495	4.0	0.84	77.1%

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 2018.

Table 11. Family (YSS-F) Domain Means from Fall 2017 to Fall 2018

Subscale	November 2017			May 2018			November 2018		
	N	Mean	SD*	N	Mean	SD	N	Mean	SD
General Satisfaction	4,267	4.3	0.72	4,307	4.4	0.70	3,127	4.3	0.77
Perception of Access	4,201	4.4	0.78	4,252	4.4	0.73	3,076	4.4	0.80
Perception of Cultural Sensitivity	4,213	4.5	0.68	4,256	4.5	0.66	3,077	4.5	0.71
Perception of Participation in Treatment Planning	4,216	4.3	0.71	4,263	4.3	0.70	3,081	4.3	0.75
Perception of Outcomes	4,124	3.9	0.79	4,154	3.9	0.79	3,003	3.9	0.81
Perception of Functioning	4,081	3.9	0.78	4,134	3.9	0.79	2,983	3.9	0.80
Perception of Social Connectedness	4,038	4.2	0.70	4,086	4.2	0.70	2,957	4.2	0.75

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Table 12. Youth (YSS) Domain Means from Fall 2017 to Fall 2018

Subscale	November 2017			May 2018			November 2018		
	N	Mean	SD*	N	Mean	SD	N	Mean	SD
General Satisfaction	2,027	4.2	0.73	2,041	4.2	0.74	1,480	4.2	0.78
Perception of Access	1,972	4.1	0.79	1,997	4.2	0.79	1,444	4.2	0.77
Perception of Quality and Appropriateness	1,977	4.4	0.67	2,010	4.4	0.69	1,443	4.4	0.71
Perception of Participation in Treatment Planning	1,994	4.1	0.73	2,029	4.0	0.76	1,460	4.1	0.75
Perception of Outcomes	1,969	3.9	0.73	1,994	3.8	0.74	1,432	3.8	0.74
Perception of Functioning	1,953	3.9	0.72	1,986	3.9	0.74	1,430	3.9	0.74
Perception of Social Connectedness	1,909	4.1	0.69	1,933	4.1	0.74	1,380	4.1	0.72

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Table 13. Adult Domain Means from Fall 2017 to Fall 2018

Subscale	November 2017			May 2018			November 2018		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	5,241	4.4	0.69	5,520	4.4	0.69	5,375	4.4	0.71
Perception of Access	5,235	4.3	0.70	5,510	4.3	0.68	5,365	4.3	0.71
Perception of Quality and Appropriateness	5,206	4.3	0.64	5,475	4.3	0.64	5,330	4.3	0.65
Perception of Participation in Treatment Planning	5,143	4.3	0.73	5,431	4.3	0.72	5,263	4.3	0.74
Perception of Outcomes	5,072	3.9	0.79	5,375	3.9	0.80	5,185	3.9	0.82
Perception of Functioning	4,801	3.9	0.87	5,134	3.9	0.88	4,921	3.9	0.89
Perception of Social Connectedness	4,777	3.9	0.86	5,094	3.9	0.89	4,872	3.9	0.89

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Table 14. Older Adult Domain Means from Fall 2017 to Fall 2018

Subscale	November 2017			May 2018			November 2018		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	512	4.5	0.65	617	4.6	0.64	545	4.5	0.64
Perception of Access	513	4.4	0.65	614	4.4	0.66	543	4.3	0.66
Perception of Quality and Appropriateness	504	4.4	0.65	612	4.4	0.65	544	4.3	0.63
Perception of Participation in Treatment Planning	497	4.4	0.69	606	4.4	0.71	534	4.3	0.70
Perception of Outcomes	453	3.9	0.84	576	4.1	0.78	502	4.0	0.78
Perception of Functioning	445	3.9	0.90	567	4.0	0.85	498	4.0	0.80
Perception of Social Connectedness	435	3.9	0.92	564	4.0	0.88	495	4.0	0.84

Note: *SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Appendix B

Table 1: Performance Outcomes Youth and Families Percent Strongly Agree or Agree

Performance Outcome	YSS-F	Among Service Areas*		YSS	Among Service Areas*	
	(N=3,048)	Most	Least	(N=1,426)	Most	Least
1 I felt my child/I had someone to talk to when he/she/I was troubled.	90.7%	SA 1	SA 7	83.1%	SA 8	SA 3
		93.0%	87.7%		89.3%	79.8%
2 Location of services was convenient for us/me.	90.4%	SA 7	SA 1	84.9%	SA 1	SA 4
		92.2%	86.5%		90.4%	81.2%
3 Services were available at times that were convenient for us/me.	91.9%	SA 3	SA 6	84.5%	SA 8	SA 6
		93.5%	89.3%		88.8%	74.6%
4 Staff were sensitive to my cultural/ethnic background.	94.6%	SA 3	SA 6	83.0%	SA 8	SA 1
		96.3%	90.0%		86.3%	78.3%
5 My child/I get along better with family members.	76.9%	SA 4	SA 1	67.3%	SA 6	SA 7
		80.4%	60.3%		72.5%	60.5%
6 My child/I am doing better in school and /or work.	70.3%	SA 4	SA 1	65.7%	SA 8	SA 6
		73.0%	66.1%		75.2%	54.7%
7 In a crisis, I would have the support I need from family or friends.	87.0%	SA 1	SA 6	80.6%	SA 8	SA 6
		90.6%	83.5%		88.6%	70.5%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

Table 2. Performance Outcomes Adult and Older Adult Percent Strongly Agree or Agree

Performance Outcome		Adult Survey	Among Service Areas		Older Adult Survey	Among Service Areas	
		(N=5,222)	Most	Least	(N=531)	Most	Least
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.2%	SA 3	SA 4	85.6%	SA 3	SA 5
			85.7%	79.0%		95.5%	73.3%
2	Staff was willing to see me as often as I felt it was necessary.	86.8%	SA 3	SA 1	89.1%	SA 7	SA 5
			89.3%	79.6%		95.4%	76.7%
3	Services were available at times that were good for me.	89.2%	SA 3	SA 1	92.8%	SA 8	SA 3
			92.0%	82.3%		97.4%	81.8%
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	85.5%	SA 7	SA 1	88.8%	SA 7	SA 2
			89.5%	80.8%		100.0%	81.0%
5	I deal more effectively with daily problems.	78.0%	SA 5	SA 1	83.1%	SA 7	SA 5
			81.3%	72.0%		92.3%	65.5%
6	I do better in school and/or work.	60.6%	SA 7	SA 6	68.5%	SA 4	SA 5
			65.4%	55.4%		79.7%	50.0%
7	My symptoms are not bothering me as much.	59.6%	SA 3	SA 1	68.2%	SA 3	SA 5
			66.6%	53.1%		83.3%	55.2%

Note: Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, November 2018.

Table 3. Comparison of Performance Outcome Measures Common Among Youth, Families, Adult, and Older Adult Versions.

November 2017

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

Data Source: Consumer Perception Survey data, November 2017.

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.

Table 4. Comparison of Performance Outcome Measures for Youth and Families

Performance Outcome Measure	November 2017		May 2018		November 2018		Average across all Three Survey Periods	
	YSS-F	YSS	YSS-F	YSS	YSS-F	YSS	YSS-F	YSS
1. I felt my child /I had someone to talk to when he/she/I was troubled.	91.2%	83.3%	91.9%	83.0%	90.7%	83.1%	91.3%	83.1%
2. My child/I gets along better with family members.	77.4%	69.0%	77.0%	67.8%	77.0%	67.4%	77.1%	68.1%
3. In a crisis, I would have the support I need from family or friends.	88.2%	80.6%	87.8%	81.3%	87.0%	80.6%	87.7%	80.8%

Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Table 5. Comparison of Performance Outcome Measures for Adults and Older Adults

Outcome Measure	November 2017		May 2018		November 2018		Average across all Three Survey Periods	
	Adult	Older Adult	Adult	Older Adult	Adult	Older Adult	Adult	Older Adult
1. Staff was willing to see me as often as I felt was necessary.	87.3%	91.1%	88.2%	90.9%	86.8%	89.1%	87.4%	90.4%
2. I deal more effectively with daily problems.	78.4%	81.9%	79.5%	86.4%	78.0%	83.1%	78.6%	83.8%
3. My symptoms are not bothering me as much.	60.6%	66.5%	61.9%	70.9%	59.6%	68.2%	60.7%	68.5%

Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.

Table 6. Rank Order of Performance Outcome Measures

Outcome Measure	Average Percent¹ Nov 2017	Rank Order Nov 2017	Average Percent¹ May 2018	Rank Order May 2018	Average Percent¹ Nov 2018	Rank Order Nov 2018
Services were available at times that were convenient for us/me ²	90.3%	1	90.6%	1	89.6%	1
Staff were willing to see me as often as I felt necessary ⁴	89.2%	2	89.6%	2	88.0%	2
Staff were sensitive to cultural/ethnic background ²	88.4%	3	88.3%	3	88.0%	3
I felt my child had someone to talk to when he/she was troubled ³	87.3%	4	87.5%	4	86.9%	4
Location of services was convenient ²	86.3%	5	86.9%	5	85.8%	5
In a crisis, I would have the support I need from family and friends ³	84.4%	6	84.6%	6	83.8%	6
I deal more effectively with daily problems ⁴	80.2%	7	83.0%	7	80.6%	7
My child/I get along better with family members ³	73.2%	8	72.4%	8	72.2%	8
Doing better in school and/or work ²	65.8%	9	65.4%	10	66.3%	9
Symptoms are not bothering me as much ⁴	63.6%	10	66.4%	9	63.9%	10

Note: ¹ Percentage “Strongly Agree” or “Agree.” ² Outcomes for YSS-F, YSS, Adult, and Older Adult surveys. ³ Outcomes for YSS-F and YSS only. ⁴ Outcomes for Adults and Older Adults surveys only. Data Source: Consumer Perception Survey data, November 2017, May 2018, and November 2018.