

Appendix to Consumer Satisfaction Outcomes Report – Fall 2019

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Methodology

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

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

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

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect CPS data. In Fall 2019, nearly all of the randomly selected providers participated in data collection and approximately 26.2% 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 Fall 2019 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	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 2019

Table 2. Response Rate for November 2019

Age Group	Surveys Completed		Total Unique Consumers Seen in OP ¹ and DT ² Programs	Response Rate
	count	percent		
Family	4,262	31.8%	19,928	21.4%
Youth	2,306	16.9%	14,286	16.1%
Adult	6,286	46.1%	27,139	23.2%
Older Adult	709	5.2%	4,819	14.7%
Total	13,605	100.0%	51,886	26.2%

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, November 2019, IBHIS, November 2019.

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	%	N
SA 1	125	23.3	6	1.1	200	37.3	19	3.5	63	11.8	118	22.0	5	0.9	536
SA 2	58	4.0	36	2.5	798	55.7	12	0.8	221	15.4	293	20.4	15	1.0	1433
SA 3	25	3.2	28	3.6	418	54.1	13	1.7	133	17.2	148	19.2	7	0.9	772
SA 4	11	2.7	8	2.0	254	62.4	4	1.0	75	18.4	50	12.3	5	1.2	407
SA 5	40	10.4	15	3.9	143	37.2	19	4.9	56	14.6	102	26.6	9	2.3	384
SA 6	54	14.6	2	0.5	220	59.5	9	2.4	51	13.8	32	8.6	2	0.5	370
SA 7	12	1.5	25	3.1	468	58.1	12	1.5	156	19.4	117	14.5	16	2.0	806
SA 8	81	12.4	15	2.3	326	50.0	17	2.6	100	15.3	107	16.4	6	0.9	652
Total	406	7.6	135	2.5	2,827	52.7	105	2.0	855	16.0	967	18.0	65	1.2	5,360

Note: Categories are not mutually exclusive. 123 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, November 2019.

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	37	16.7	7	3.2	85	38.3	9	4.1	37	16.7	42	18.9	5	2.3	222
SA 2	35	4.0	34	3.9	427	48.7	17	1.9	225	25.7	104	11.9	35	4.0	877
SA 3	20	4.9	14	3.4	198	48.2	13	3.2	85	20.7	67	16.3	14	3.4	411
SA 4	12	3.4	18	5.0	188	52.7	13	3.6	84	23.5	29	8.1	13	3.6	357
SA 5	13	7.6	4	2.3	75	43.9	1	0.6	35	20.5	39	22.8	4	2.3	171
SA 6	28	14.3	2	1.0	94	48.0	5	2.6	49	25.0	8	4.1	10	5.1	196
SA 7	5	1.2	9	2.2	212	52.0	10	2.5	113	27.7	46	11.3	13	3.2	408
SA 8	29	7.0	21	5.0	203	48.8	7	1.7	95	22.8	44	10.6	17	4.1	416
Total	179	5.9	109	3.6	1,482	48.5	75	2.5	723	23.6	379	12.4	111	3.6	3,058

Note: Categories are not mutually exclusive. 61 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, November 2019.

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	158	24.9	12	1.9	162	25.5	26	4.1	84	13.2	179	28.2	14	2.2	635
SA 2	159	8.0	110	5.5	659	33.0	54	2.7	339	17.0	623	31.2	51	2.6	1,995
SA 3	56	5.5	62	6.0	406	39.5	44	4.3	198	19.3	232	22.6	29	2.8	1,027
SA 4	134	11.9	148	13.2	399	35.5	44	3.9	187	16.6	179	15.9	34	3.0	1,125
SA 5	70	15.2	29	6.3	108	23.4	16	3.5	64	13.9	164	35.5	11	2.4	462
SA 6	181	33.3	6	1.1	187	34.4	13	2.4	96	17.7	50	9.2	10	1.8	543
SA 7	24	3.0	27	3.4	400	49.9	31	3.9	170	21.2	123	15.4	26	3.2	801
SA 8	192	20.5	88	9.4	266	28.4	32	3.4	148	15.8	189	20.2	20	2.1	935
Total	974	12.9	482	6.4	2,587	34.4	260	3.5	1,286	17.1	1,739	23.1	195	2.6	7,523

Note: Categories are not mutually exclusive. 176 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, November 2019.

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	15	21.4	1	1.4	18	25.7	6	8.6	9	12.9	21	30.0	0	0.0	70
SA 2	21	10.6	5	2.5	48	24.2	6	3.0	23	11.6	91	46.0	4	2.0	198
SA 3	7	11.9	0	0.0	20	33.9	2	3.4	14	23.7	16	27.1	0	0.0	59
SA 4	14	18.9	4	5.4	29	39.2	1	1.4	13	17.6	12	16.2	1	1.4	74
SA 5	10	33.3	1	3.3	4	13.3	4	13.3	2	6.7	8	26.7	1	3.3	30
SA 6	21	50.0	1	2.4	10	23.8	1	2.4	5	11.9	3	7.1	1	2.4	42
SA 7	4	4.3	1	1.1	49	53.3	3	3.3	19	20.7	15	16.3	1	1.1	92
SA 8	22	14.6	22	14.6	41	27.2	2	1.3	21	13.9	36	23.8	7	4.6	151
Total	114	15.9	35	4.9	219	30.6	25	3.5	106	14.8	202	28.2	15	2.1	716

Note: Categories are not mutually exclusive. 9 surveys could not be attributed to a SA. Data Source: Consumer Perception Survey data, November 2019.

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

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	4,298	4.2	0.62	93.0%	N/A	N/A
General Satisfaction	4,283	4.4	0.73	92.1%	89%	89%
Perception of Access	4,238	4.4	0.78	93.4%	87%	88%
Perception of Cultural Sensitivity	4,233	4.5	0.70	96.7%	95%	95%
Perception of Participation in Treatment Planning	4,253	4.3	0.73	92.3%	88%	90%
Perception of Outcomes	4,107	3.9	0.80	77.2%	68%	71%
Perception of Functioning	4,094	3.9	0.79	75.5%	69%	69%
Perception of Social Connectedness	4,017	4.2	0.72	92.3%	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 19-20 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, November 2019.

Table 8. Youth (YSS) Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	2,299	4.1	0.58	90.5%
General Satisfaction	2,292	4.2	0.70	89.9%
Perception of Access	2,252	4.2	0.76	89.6%
Perception of Cultural Sensitivity	2,250	4.4	0.65	95.9%
Perception of Participation in Treatment Planning	2,264	4.1	0.71	84.9%
Perception of Outcomes	2,212	3.9	0.69	74.7%
Perception of Functioning	2,209	3.9	0.69	72.9%
Perception of Social Connectedness	2,090	4.1	0.69	89.2%

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 2019.

Table 9. Adult Domain Statistics with Comparison to Benchmark

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	6,262	4.2	0.61	87.4%	N/A	N/A
General Satisfaction	6,250	4.5	0.66	92.0%	90%	90%
Perception of Access	6,240	4.3	0.68	89.9%	86%	87%
Perception of Quality and Appropriateness	6,166	4.4	0.63	91.7%	90%	91%
Perception of Participation in Treatment Planning	6,112	4.4	0.71	91.7%	81%	85%
Perception of Outcomes	5,990	3.9	0.80	73.4%	70%	74%
Perception of Functioning	5,644	3.9	0.88	69.8%	70%	72%
Perception of Social Connectedness	5,592	4.0	0.89	75.5%	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, November 2019.

Table 10. Older Adult Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	704	4.3	0.57	90.2%
General Satisfaction	702	4.5	0.63	93.6%
Perception of Access	702	4.4	0.66	90.7%
Perception of Quality and Appropriateness	688	4.4	0.58	94.3%
Perception of Participation in Treatment Planning	686	4.4	0.66	94.3%
Perception of Outcomes	605	4.0	0.80	77.0%
Perception of Functioning	596	4.0	0.83	75.0%
Perception of Social Connectedness	593	3.9	0.86	76.2%

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 2019.

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

Subscale	November 2018			May 2019			November 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	3,127	4.3	0.77	4,658	4.3	0.74	4,283	4.2	0.62
Perception of Access	3,076	4.4	0.80	4,648	4.4	0.78	4,238	4.4	0.73
Perception of Quality and Appropriateness	3,077	4.5	0.71	4,606	4.5	0.70	4,233	4.4	0.78
Perception of Participation in Treatment Planning	3,081	4.3	0.75	4,608	4.3	0.75	4,253	4.5	0.70
Perception of Outcomes	3,003	3.9	0.81	4,636	3.9	0.79	4,107	4.3	0.73
Perception of Functioning	2,983	3.9	0.80	4,489	3.9	0.78	4,094	3.9	0.80
Perception of Social Connectedness	2,957	4.2	0.75	4,473	4.2	0.73	4,017	3.9	0.79

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

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

Subscale	November 2018			May 2019			November 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	1,480	4.2	0.78	2,205	4.2	0.69	2,292	4.2	0.58
Perception of Access	1,444	4.2	0.77	2,165	4.2	0.76	2,252	4.2	0.70
Perception of Quality and Appropriateness	1,443	4.4	0.71	2,158	4.4	0.64	2,250	4.4	0.76
Perception of Participation in Treatment Planning	1,460	4.1	0.75	2,192	4.1	0.72	2,264	4.1	0.65
Perception of Outcomes	1,432	3.8	0.74	2,128	3.8	0.69	2,212	3.9	0.71
Perception of Functioning	1,430	3.9	0.74	2,127	3.9	0.68	2,209	3.9	0.69
Perception of Social Connectedness	1,380	4.1	0.72	2,046	4.1	0.67	2,090	4.1	0.69

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

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

Subscale	November 2018			May 2019			November 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	5,375	4.4	0.71	6,267	4.4	0.69	6,250	4.2	0.66
Perception of Access	5,365	4.3	0.71	6,255	4.3	0.70	6,240	4.5	0.68
Perception of Quality and Appropriateness	5,330	4.3	0.65	6,190	4.3	0.65	6,166	4.3	0.63
Perception of Participation in Treatment Planning	5,263	4.3	0.74	6,139	4.3	0.72	6,112	4.4	0.71
Perception of Outcomes	5,185	3.9	0.82	6,021	3.9	0.80	5,990	4.4	0.80
Perception of Functioning	4,921	3.9	0.89	5,711	3.9	0.87	5,644	3.9	0.88
Perception of Social Connectedness	4,872	3.9	0.89	5,680	3.9	0.87	5,592	3.9	0.89

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

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

Subscale	November 2018			May 2019			November 2019		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	545	4.5	0.64	747	4.6	0.61	702	4.5	0.63
Perception of Access	543	4.3	0.66	745	4.4	0.64	702	4.4	0.66
Perception of Quality and Appropriateness	544	4.3	0.63	741	4.4	0.64	688	4.4	0.58
Perception of Participation in Treatment Planning	534	4.3	0.70	728	4.4	0.70	686	4.4	0.66
Perception of Outcomes	502	4.0	0.78	690	4.0	0.79	605	4.0	0.80
Perception of Functioning	498	4.0	0.80	681	4.0	0.87	596	4.0	0.83
Perception of Social Connectedness	495	4.0	0.84	686	4.0	0.87	593	3.9	0.86

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

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

November 2018

Outcome Measure	Family YSS-F (N=3,051)	Youth 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. Have people with whom I can do enjoyable things	89.4%	86.2%	71.4%	70.9%	79.5%
5. In crisis, have support I need from family and friends	85.1%	79.5%	71.1%	73.3%	77.3%
6. Get along better with family members	73.2%	66.2%	67.2%	69.9%	69.1%
7. Better able to do the things I want to do	73.1%	68.8%	67.0%	71.2%	70.0%
8. Doing better in school and/or work	70.3%	65.7%	60.6%	68.5%	66.3%

Data Source: Consumer Perception Survey data, November 2018.

May 2019

Outcome Measure	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.