

# Appendix to Consumer Perception Survey Report – Spring 2021

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## Methodology

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

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

A simple random sample of Medi-Cal outpatient and day treatment programs was used for the Spring 2021 survey period. Outpatient programs were randomly selected within each SA. This process ensured adequate representation across the regions of Los Angeles County. In support of yielding a statistically-reliable sample size, nearly one third of the outpatient programs were selected.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect CPS data. In Spring 2021, nearly all of the randomly selected providers participated in data collection.

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 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 Families and Adult surveys. County data for the Spring 2021 survey period is compared with the current available data for State and US averages for the Fiscal Year (FY) 19-20 survey period.

Table 1. Satisfaction Domain Items By Version

Domain	Items by Version
<b>General Satisfaction</b>	<b>Adult/Older Adult</b> 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.
	<b>Youth/Families</b> 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.
<b>Perception of Access</b>	<b>Adult/Older Adults</b> 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.
	<b>Youth/Families</b> 8. The location of services was convenient for us. 9. Services were available at times that were convenient for us.
<b>Perception of Quality &amp; Appropriateness</b>	<b>Adult/Older Adults</b> 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.).
	<b>Youth/Families</b> 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.
<b>Perception of Cultural Sensitivity</b>	<b>Adult/Older Adults</b> 11. I felt comfortable asking questions about my treatment and medication. 17. I, not staff, decided my treatment goals.
	<b>Youth/Families</b> 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.
<b>Perception of Outcomes of Services</b>	<b>Adult/Older Adults</b> 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><b>Youth/Families</b></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>
<b>Perception of Functioning</b>	<p><b>Adult/Older Adults</b></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><b>Youth/Families</b></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><b>Adult/Older Adults</b></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><b>Youth/Families</b></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>
<b>Perception of Social Connectedness</b>	

Data Source: Department of Health Care Services, June 2021.

Table 2. Response Rate for June 2021

Age Group	Surveys Completed		Total Unique Consumers Seen in OP <sup>1</sup> and DT <sup>2</sup> Programs	Response Rate
	count	percent		
Family	1,569	29.1%	15,732	10.0%
Youth	527	9.8%	12,789	4.1%
Adult	2,812	52.1%	28,301	9.9%
Older Adult	488	9.0%	5,248	9.3%
<b>Total</b>	5,396	100.0%	49,281	10.9%

Note: <sup>1</sup>OP = Outpatient. <sup>2</sup>DT = Day Treatment. <sup>3</sup>Youth consumers are a subset of the Family consumers and not included in the total. Data Source: Consumer Perception Survey data, June 2021.

Table 3. Family (YSS-F) Domain Statistics and Comparison to Benchmarks

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	1,571	4.3	0.57	94.3%	N/A	N/A
General Satisfaction	1,567	4.4	0.67	93.1%	90.3%	89.2%
Perception of Access	1,542	4.4	0.68	94.4%	88.9%	89.2%
Perception of Cultural Sensitivity	1,533	<b>4.5</b>	0.62	<b>96.8%</b>	<b>95.5%</b>	<b>94.6%</b>
Perception of Participation in Treatment Planning	1,558	4.3	0.67	91.8%	89.5%	89.4%
Perception of Outcomes	1,541	<b>4.1</b>	0.71	<b>80.5%</b>	<b>71.9%</b>	<b>74.6%</b>
Perception of Functioning	1,536	4.1	0.71	82.9%	72.9%	75.3%
Perception of Social Connectedness	1,525	4.2	0.69	89.8%	88.4%	88.4%

Note: <sup>1</sup> 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, June 2021.

Table 4. Youth (YSS) Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	528	4.1	0.59	89.6%
General Satisfaction	527	4.2	0.72	88.4%
Perception of Access	523	4.2	0.80	84.3%
Perception of Cultural Sensitivity	521	<b>4.3</b>	0.68	<b>90.4%</b>
Perception of Participation in Treatment Planning	523	4.1	0.71	85.1%
Perception of Outcomes	519	<b>3.9</b>	0.67	<b>76.1%</b>
Perception of Functioning	518	4.0	0.65	78.8%
Perception of Social Connectedness	508	4.1	0.68	84.4%

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, June 2021.

Table 5. Adult Domain Statistics with Comparison to Benchmark

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average	US Average
Overall Satisfaction	2,822	4.2	0.59	89.6%	N/A	N/A
General Satisfaction	2,803	<b>4.4</b>	0.68	91.5%	<b>91.5%</b>	90.1%
Perception of Access	2,793	4.3	0.65	89.0%	88.7%	88.9%
Perception of Quality and Appropriateness	2,716	4.3	0.61	<b>92.5%</b>	90.9%	<b>90.8%</b>
Perception of Participation in Treatment Planning	2,677	4.3	0.67	86.9%	83.5%	86.9%
Perception of Outcomes	2,599	<b>4.0</b>	0.73	76.1%	74.0%	79.6%
Perception of Functioning	2,512	<b>4.0</b>	0.79	76.6%	74.7%	80.4%
Perception of Social Connectedness	2,513	<b>4.0</b>	0.82	<b>73.7%</b>	<b>69.8%</b>	<b>79.2%</b>

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 19-20 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System. Data Source: Consumer Perception Survey data, June 2021.

Table 6. Older Adult Domain Statistics

Variable	N	Mean	SD	Percentage Scoring = > 3.5
<b>Overall Satisfaction</b>	491	4.2	0.53	93.9%
<b>General Satisfaction</b>	489	<b>4.5</b>	0.60	<b>95.9%</b>
<b>Perception of Access</b>	485	4.4	0.61	92.4%
<b>Perception of Quality and Appropriateness</b>	472	4.4	0.57	95.3%
<b>Perception of Participation in Treatment Planning</b>	465	4.4	0.60	88.8%
<b>Perception of Outcomes</b>	447	4.1	0.65	83.0%
<b>Perception of Functioning</b>	445	<b>4.0</b>	0.76	78.4%
<b>Perception of Social Connectedness</b>	434	4.1	0.75	<b>77.9%</b>

Note: Variables for subscales coded on a 5-point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data Source: Consumer Perception Survey data, June 2021.

Table 7. Family (YSS-F) Domain Means from Fall 2019 to Spring 2021

Subscale	November 2019			June 2020			June 2021		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
<b>General Satisfaction</b>	4,283	4.2	0.62	3,355	4.4	0.65	1,571	4.3	0.57
<b>Perception of Access</b>	4,238	4.4	0.73	3,328	4.4	0.66	1,567	4.4	0.67
<b>Perception of Quality and Appropriateness</b>	4,233	4.4	0.78	3,314	<b>4.5</b>	0.62	1,542	4.4	0.68
<b>Perception of Participation in Treatment Planning</b>	4,253	<b>4.5</b>	0.70	3,340	4.3	0.67	1,533	<b>4.5</b>	0.62
<b>Perception of Outcomes</b>	4,107	4.3	0.73	3,266	<b>4.1</b>	0.73	1,558	4.3	0.67
<b>Perception of Functioning</b>	4,094	<b>3.9</b>	0.80	3,230	4.2	0.73	1,541	<b>4.1</b>	0.71
<b>Perception of Social Connectedness</b>	4,017	<b>3.9</b>	0.79	3,273	4.3	0.67	1,536	4.1	0.71

Note: \*SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.

Table 8. Youth (YSS) Domain Means from Fall 2019 to Spring 2021

Subscale	November 2019			June 2020			June 2021		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	2,292	4.2	0.58	978	4.4	0.60	528	4.1	0.59
Perception of Access	2,252	4.2	0.70	959	4.4	0.64	527	4.2	0.72
Perception of Quality and Appropriateness	2,250	<b>4.4</b>	0.76	966	<b>4.5</b>	0.60	523	4.2	0.80
Perception of Participation in Treatment Planning	2,264	4.1	0.65	967	4.3	0.64	521	<b>4.3</b>	0.68
Perception of Outcomes	2,212	<b>3.9</b>	0.71	956	<b>4.2</b>	0.66	523	4.1	0.71
Perception of Functioning	2,209	<b>3.9</b>	0.69	952	<b>4.2</b>	0.64	519	<b>3.9</b>	0.67
Perception of Social Connectedness	2,090	4.1	0.69	956	4.3	0.63	518	4.0	0.65

Note: \*SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.

Table 9. Adult Domain Means from Fall 2019 to Spring 2021

Subscale	November 2019			June 2020			June 2021		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
General Satisfaction	6,250	4.2	0.66	3,768	<b>4.5</b>	0.63	2,822	4.2	0.59
Perception of Access	6,240	<b>4.5</b>	0.68	3,763	4.4	0.63	2,803	<b>4.4</b>	0.68
Perception of Quality and Appropriateness	6,166	4.3	0.63	3,680	4.4	0.59	2,793	4.3	0.65
Perception of Participation in Treatment Planning	6,112	4.4	0.71	3,637	4.4	0.67	2,716	4.3	0.61
Perception of Outcomes	5,990	4.4	0.80	3,623	<b>4.0</b>	0.71	2,677	4.3	0.67
Perception of Functioning	5,644	<b>3.9</b>	0.88	3,538	<b>4.0</b>	0.77	2,599	<b>4.0</b>	0.73
Perception of Social Connectedness	5,592	<b>3.9</b>	0.89	3,530	<b>4.0</b>	0.79	2,512	<b>4.0</b>	0.79

Note: \*SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.



Table 10. Older Adult Domain Means from Fall 2019 to Spring 2021

Subscale	November 2019			June 2020			June 2021		
	N	Mean	SD*	N	Mean	SD*	N	Mean	SD*
<b>General Satisfaction</b>	702	<b>4.5</b>	0.63	492	<b>4.5</b>	0.55	491	4.2	0.53
<b>Perception of Access</b>	702	4.4	0.66	490	4.4	0.58	489	<b>4.5</b>	0.60
<b>Perception of Quality and Appropriateness</b>	688	4.4	0.58	470	4.4	0.53	485	4.4	0.61
<b>Perception of Participation in Treatment Planning</b>	686	4.4	0.66	464	4.4	0.59	472	4.4	0.57
<b>Perception of Outcomes</b>	605	4.0	0.80	464	4.0	0.68	465	4.4	0.60
<b>Perception of Functioning</b>	596	4.0	0.83	458	<b>3.9</b>	0.75	447	4.1	0.65
<b>Perception of Social Connectedness</b>	593	<b>3.9</b>	0.86	453	<b>3.9</b>	0.82	445	<b>4.0</b>	0.76

Note: \*SD = Standard Deviation. Highest and lowest means are in bold. Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.

Table 11. Comparison of Performance Outcome Measures Common Among Youth, Families, Adult, and Older Adult Versions.

**November 2019**

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

Data Source: Consumer Perception Survey data, November 2019.

**June 2020**

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

Data Source: Consumer Perception Survey data, June 2020.

**June 2021**

<b>Outcome Measure</b>	<b>Family YSS-F (N=1,745)</b>	<b>Youth YSS (N=527)</b>	<b>Adult Survey (N=2,802)</b>	<b>Older Adult Survey (N=486)</b>	<b>Average for All Age Groups</b>
<b>1. Location of services was convenient</b>	95.0%	86.9%	86.8%	90.3%	89.8%
<b>2. Services were available at times that were convenient</b>	96.1%	87.7%	93.2%	96.4%	93.4%
<b>3. Staff were sensitive to cultural/ethnic background</b>	95.5%	83.7%	90.2%	94.4%	91.0%
<b>4. Have people with whom I can do enjoyable things</b>	93.4%	89.3%	79.8%	81.1%	85.9%
<b>5. In crisis, have support I need from family and friends</b>	89.9%	84.4%	79.8%	85.4%	84.9%
<b>6. Get along better with family members</b>	83.8%	77.8%	76.6%	81.3%	79.9%
<b>7. Better able to do the things I want to do</b>	83.0%	78.5%	76.4%	77.6%	78.9%
<b>8. Doing better in school and/or work</b>	76.9%	72.3%	70.7%	73.9%	73.5%

Data Source: Consumer Perception Survey data, June 2021.