



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

2023 Survey Period

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

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EXECUTIVE SUMMARY

The Los Angeles County Department of Mental Health (LACDMH) conducts the annual Consumer Perception Survey (CPS) in May. Clients receiving services in outpatient clinics complete one of four versions of the CPS: Youth (ages 13 to 17), Families (ages 0 to 17), Adult (ages 18 to 59) or Older Adult (ages 60 and up).

Continuing the trend from CPS 2022 to CPS 2023, there was an increase in surveys completed during the CPS 2023 survey period. The majority of surveys came from Adults (42.8%), followed by Families (33.7%), Youth (15.1%) and Older Adults (8.5%). Most surveys were completed in English or Spanish and respondents indicated high satisfaction with language availability. Service Area (SA) 2 had the highest amount of completed surveys (19.2%) and SA 5 (4.3%) had the lowest amount of completed surveys.

For May 2023, the percent of individuals that reported being very satisfied remained high for several domains. Families and Youth had the highest scores for the Cultural Sensitivity domain with 97.8% and 96.7% of respondents agreeing or strongly agreeing with the items in that domain. Families had the highest scores in the Quality & Appropriateness domain (97.8%) and Older Adults had the highest scores in the General Satisfaction domain (94.7%).

Over one quarter of Families (27.7%) and over a third of Youth (34.3%) who completed the surveys reported being on medication for emotional or behavioral problems. Youth (40.4%) respondents in SA 1 and Families in SA 7 (37.1%) had the highest percentage of reporting they were on medication for emotional or behavioral problems. Families (22.4%) in SA 8 and Youth (21.9%) in SA 6 reported the lowest percentages.

Trends for the items that are common across all four versions of the survey fluctuated across the last three survey periods (June 2021, May 2022, and May 2023). Families and Youth tended to have the highest percentage of respondents that agreed or strongly agreed with common items for the last three survey periods. Youth and Families percentages have improved from May 2022 to May 2023. Older Adults improved percentages from May 2022 to May 2023 except feeling location of services was convenient, providers were sensitive to their cultural/ethnic background, and they had someone to talk to in a crisis. Adult scores tended to be lower for most items from June 2021 to May 2023 except feeling they were better able to do things they wanted. 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 a continued area for improvement.

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

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Background

Consumer Perception Surveys (CPS) offer important feedback on consumer and family satisfaction with their mental health services. Surveys for this period were administered at outpatient programs in the Department of Mental Health (DMH) in the eight Service Areas (SAs) of Los Angeles County from May 15, 2023, through May 19, 2023. For this survey period, most surveys were administered using the paper survey method and the inclusion criteria was broadened to include consumers receiving field-based and telehealth services. CPS forms are collected throughout California and the United States (U.S.) during the same survey period and are used for continuous quality improvement.

Surveys are given according to the following age groups:

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

Data Source: Department of Health Care Services, May 2023.

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, and Perception of Social Connectedness. Scores are on a Likert scale of 1 to 5 (Strongly Disagree to Strongly Agree) with 5 representing the highest score. A higher mean score for the subscale domain reflects a higher consumer perception of care. The percentage of consumers scoring 3.5 or above are presented by domain as well as the individual items within each domain.

How to Use This Report

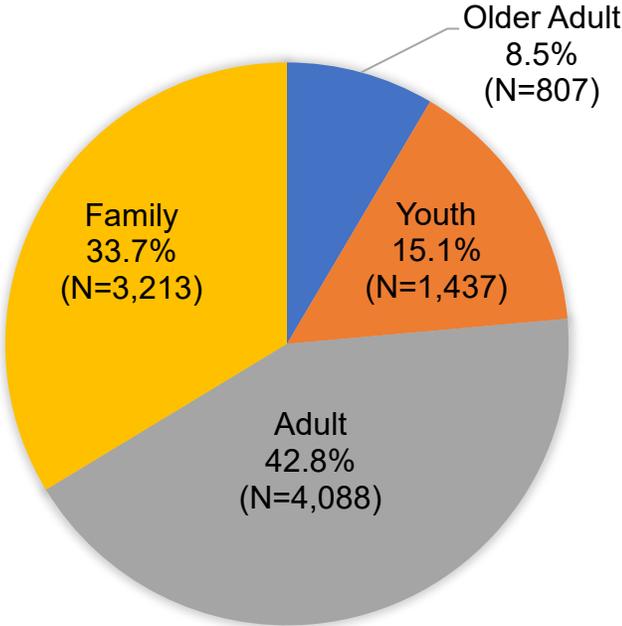
This report presents the survey data in various sections. It includes the number of completed surveys by consumer, the survey domains, and the items within those domains according to age group, medication rates by SA, and the common items across age groups over time. County demographics (i.e., age, gender,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

Surveys by Consumer Demographics

Age Group

Figure 1 shows most returned surveys were completed by Adults and Families. A total of 12,180 surveys were returned for all age groups and 9,545 were completed (78.4%). Adults had the highest percentage of completed surveys at 42.8%, followed by Families at 33.7%, Youth at 15.1%, and Older Adults at 8.5%.

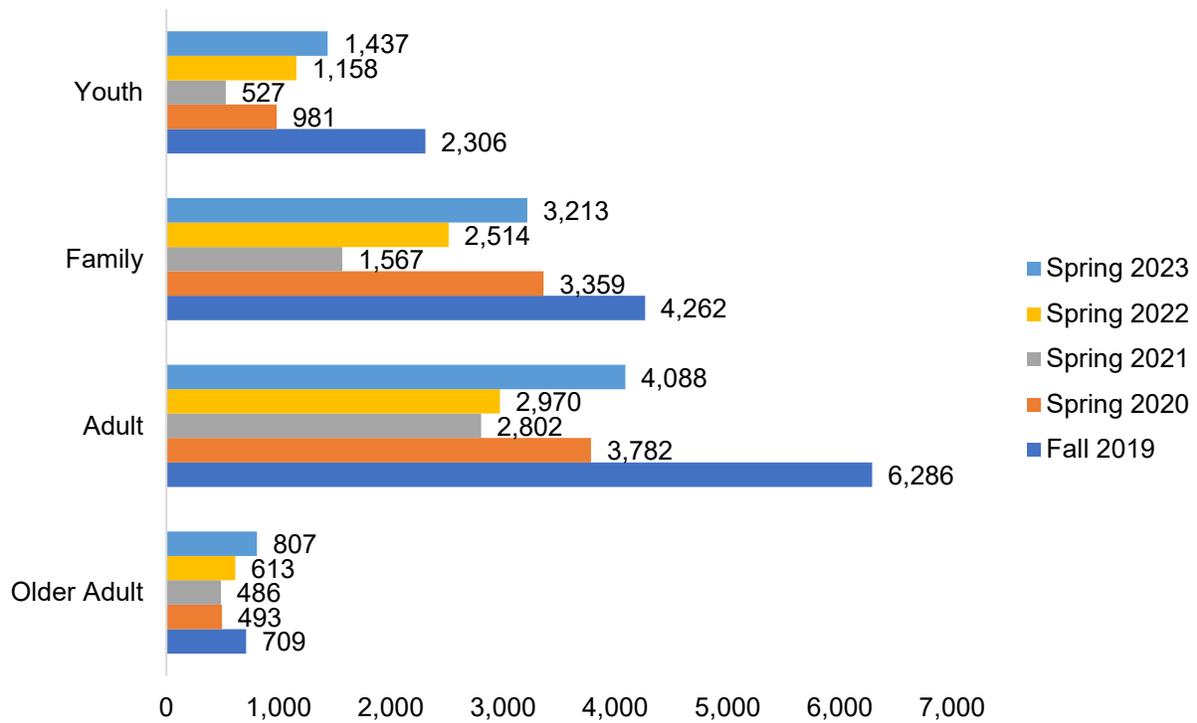
Figure 1. Number of Completed Surveys by Age Group



Data Source: UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Figure 2 displays the trends of completed surveys over the last five survey periods. There was a notable decline in number of completed surveys during 2020 when the COVID-19 pandemic initiated and continued to decline in 2021. As a result of the decline in participation and data collection, LACDMH requested that 100% of providers participate in the CPS period as opposed to a percentage of providers.

Figure 2. Completed Survey Five-Survey Period Trend



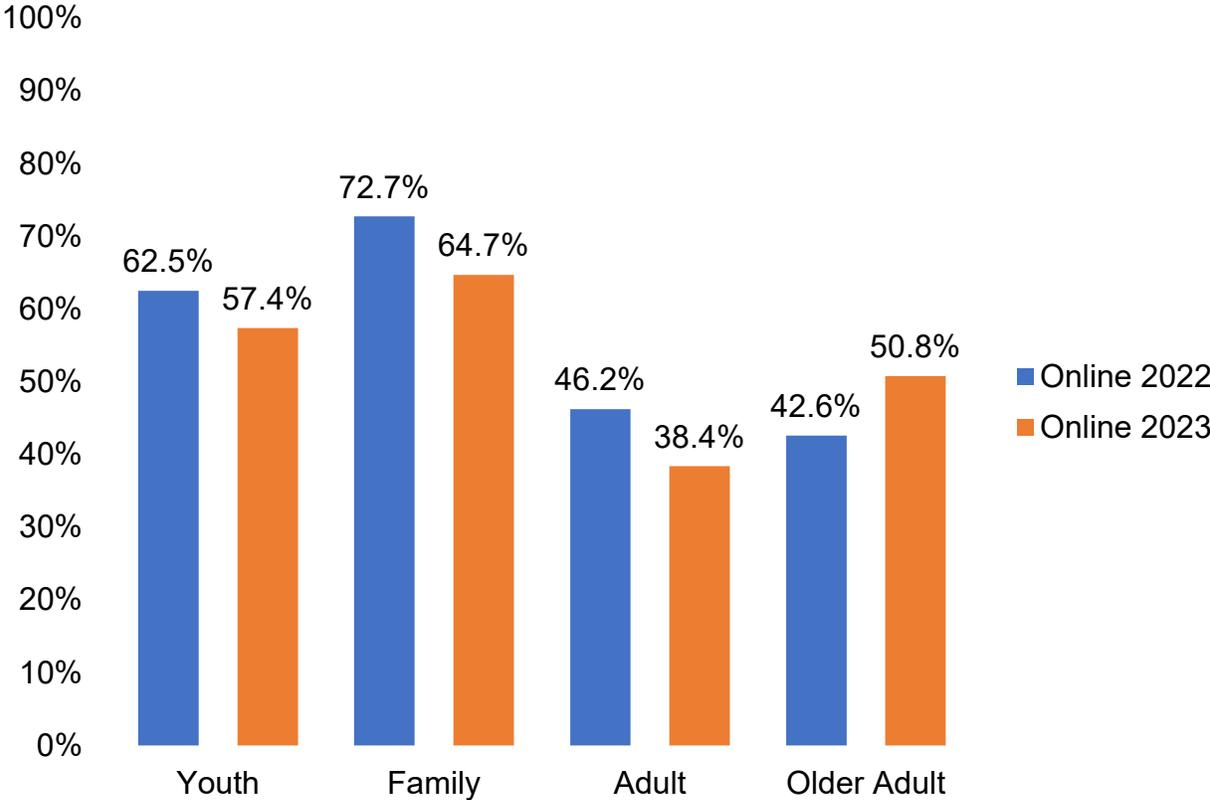
Data Source: CPS data reports, 2019-2022. UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Survey Administration

Survey Format

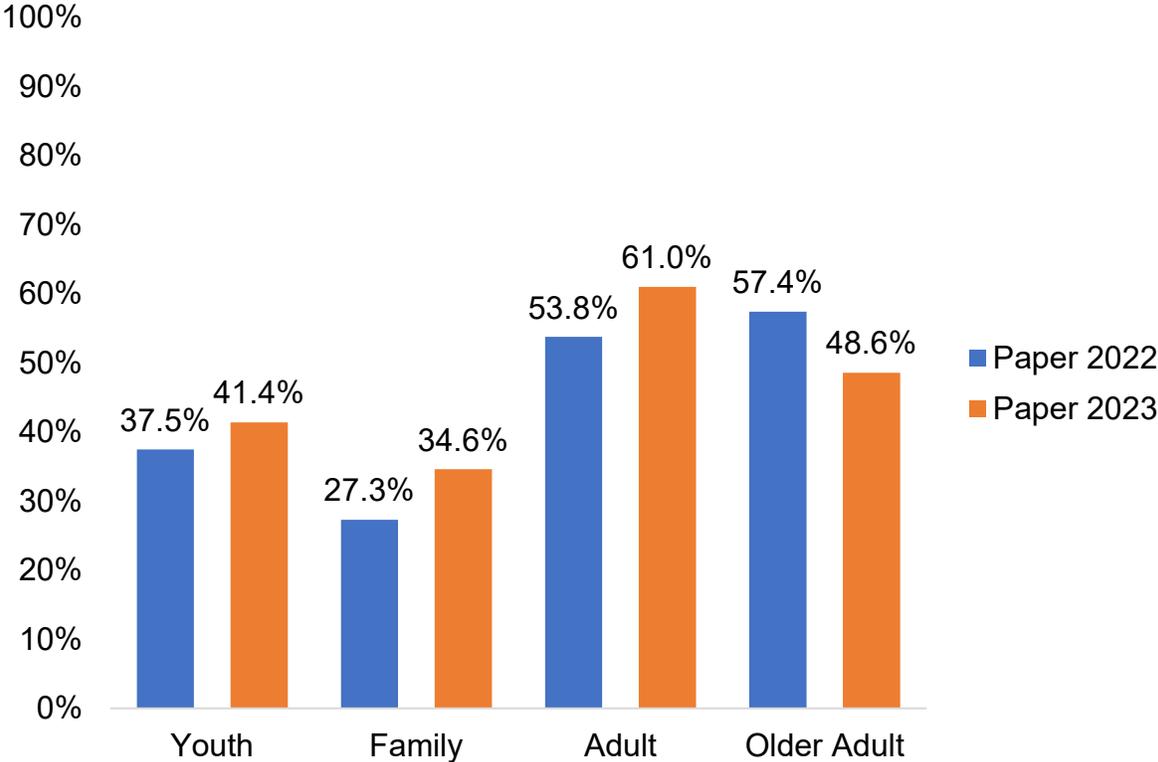
Figure 3 shows the four age groups showed preferences for completing surveys in different formats. In 2023, use of the online format decreased for all age groups, except Older Adults which increased by 8.2 Percentage Points (PP) since 2022. Youth, Families, and Adults completed more paper surveys in 2023 (Figure 4).

Figure 3. Completed Surveys by Format, Online 2022 and 2023



Data Source: UCLA Consumer Perception Survey Los Angeles County Report May 2022 Survey Period, February 2023. UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Figure 4. Completed Surveys by Format, Paper 2022 and 2023

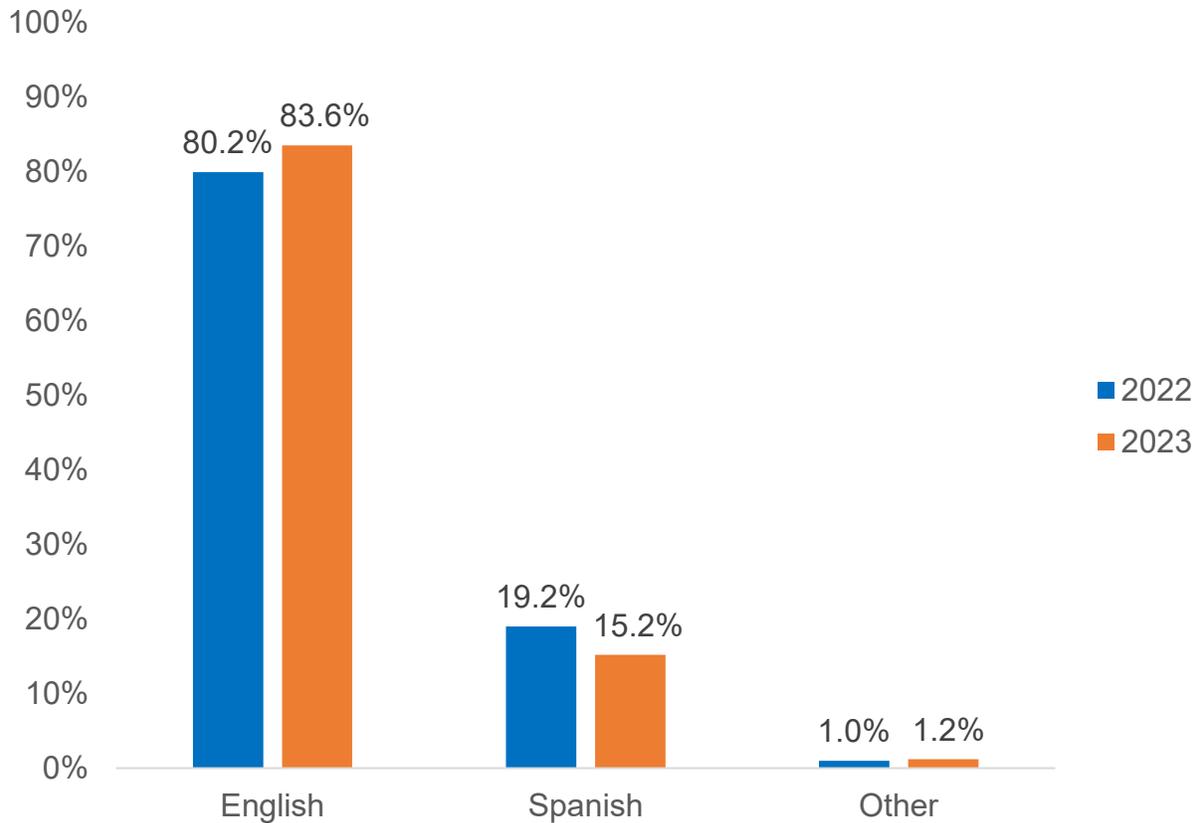


Data Source: UCLA Consumer Perception Survey Los Angeles County Report May 2022 Survey Period, February 2023. UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Language

Figure 5 shows that most clients and caregivers (83.6%) completed surveys in the English language, an increase of 3.4 PP from 2022. Completed surveys in Spanish (19.2%) were down 4 PP from 2022. Surveys that were completed in other languages included Korean, (N=59), Chinese (N=30), Armenian (N=18), and Russian (N=1).

Figure 5. Completed Surveys by Language, 2022 and 2023

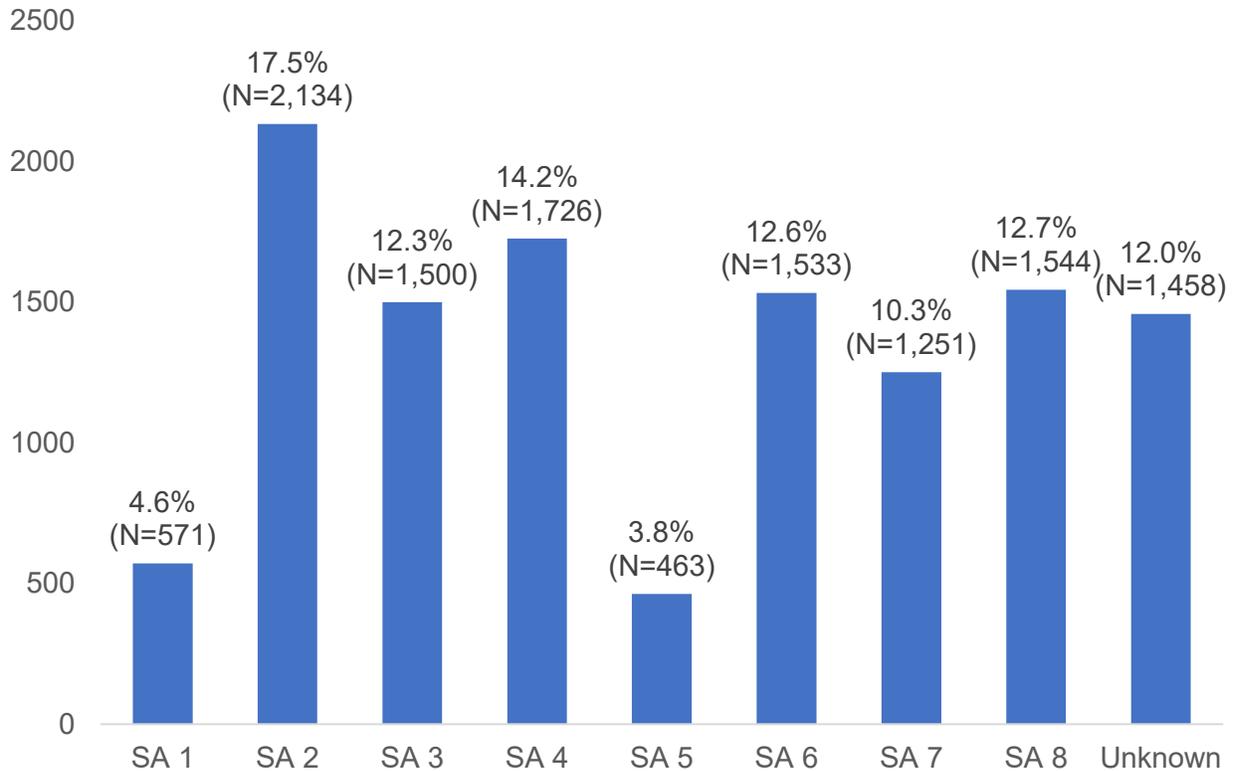


Data Source: Consumer Perception Survey data May 2022 and May 2023. UCLA Consumer Perception Survey Los Angeles County Report May 2022 Survey Period, February 2023. UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Service Area

Figure 6 displays the percent of surveys returned by SA which totaled 12,180. SA 2 had the highest number of surveys returned from all 8 SAs with 17.5% of total surveys returned. SA 5 had the lowest number of surveys returned with 3.8% of total surveys returned. It is important to note that for 12.0% of the surveys, the SA was Unknown.

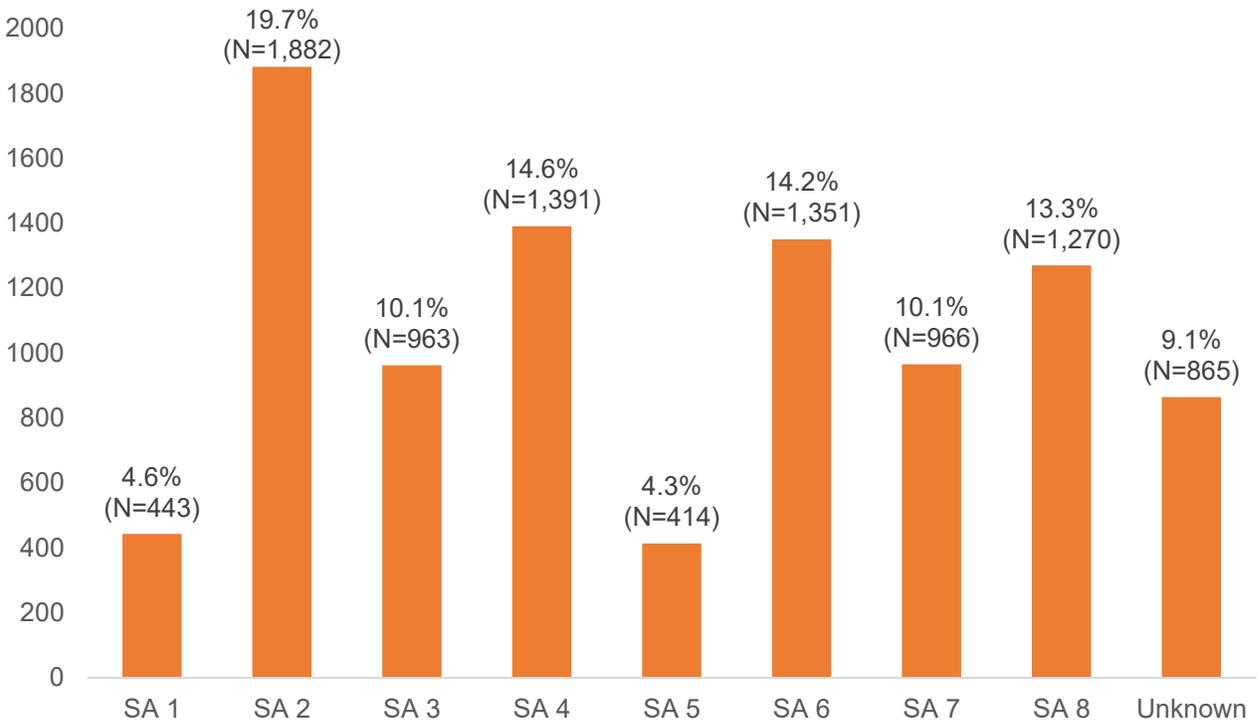
Figure 6. Percent Surveys Returned by Service Area



Data Source: UCLA Consumer Perception Survey Los Angeles County Service Area Report May 2023 Service Period, May 2024.

Figure 7 shows the breakdown of completed surveys among the 8 SAs. Similar to the returned surveys, SA 2 had the highest number of completed surveys (19.7%) while SA 5 had the lowest (4.3%). Surveys completed with Unknown SAs were at 9.1%.

Figure 7. Percent Completed Surveys by Service Area

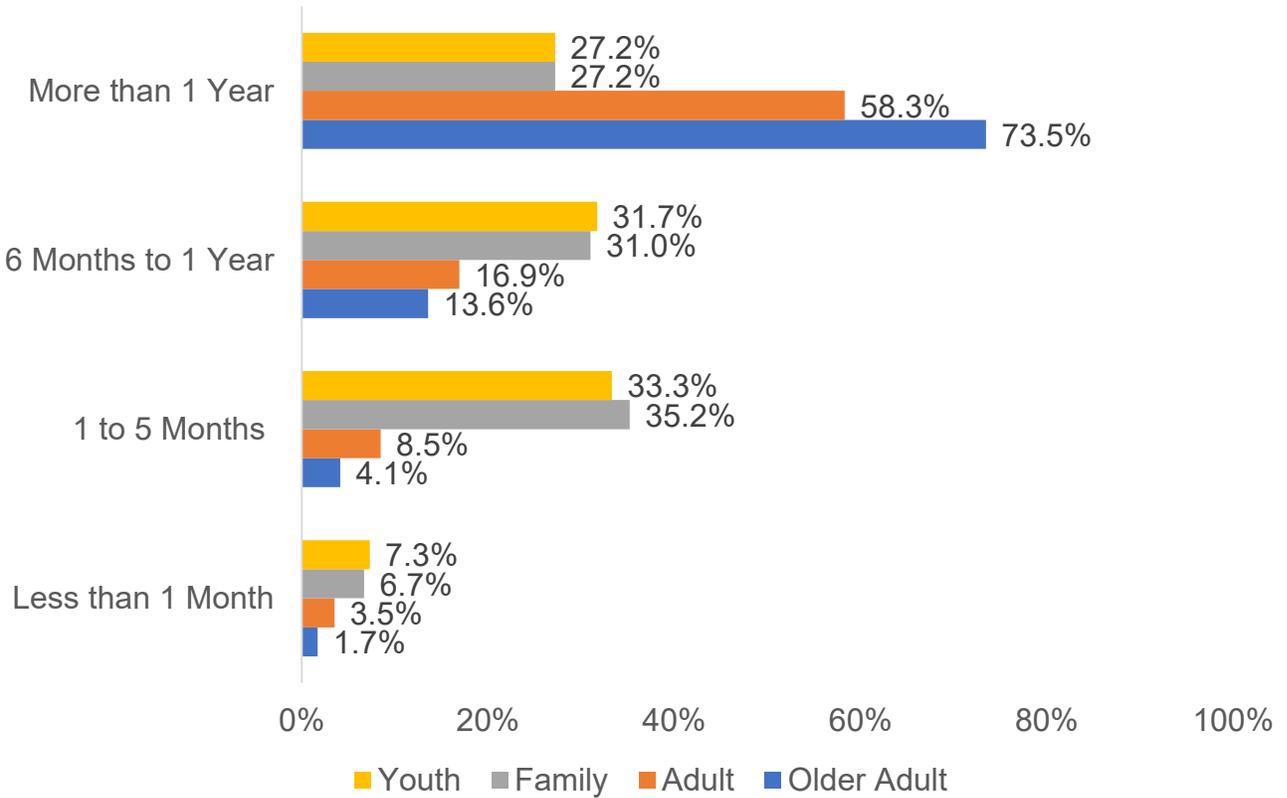


Data Source: UCLA Consumer Perception Survey Los Angeles County Service Area Report May 2023 Service Period, May 2024.

Length of Enrollment

Figure 8 shows that most of the survey respondents had been in services for six months to over a year when they completed the survey. Most Older Adult respondents (73.5%) and over half of Adults (58.3%) had been in services over a year. Most Families and Youth had been in services between 1 month to 1 year at the time of the survey.

Figure 8. Length of Enrollment in Services at the Time of the Survey by Age Group



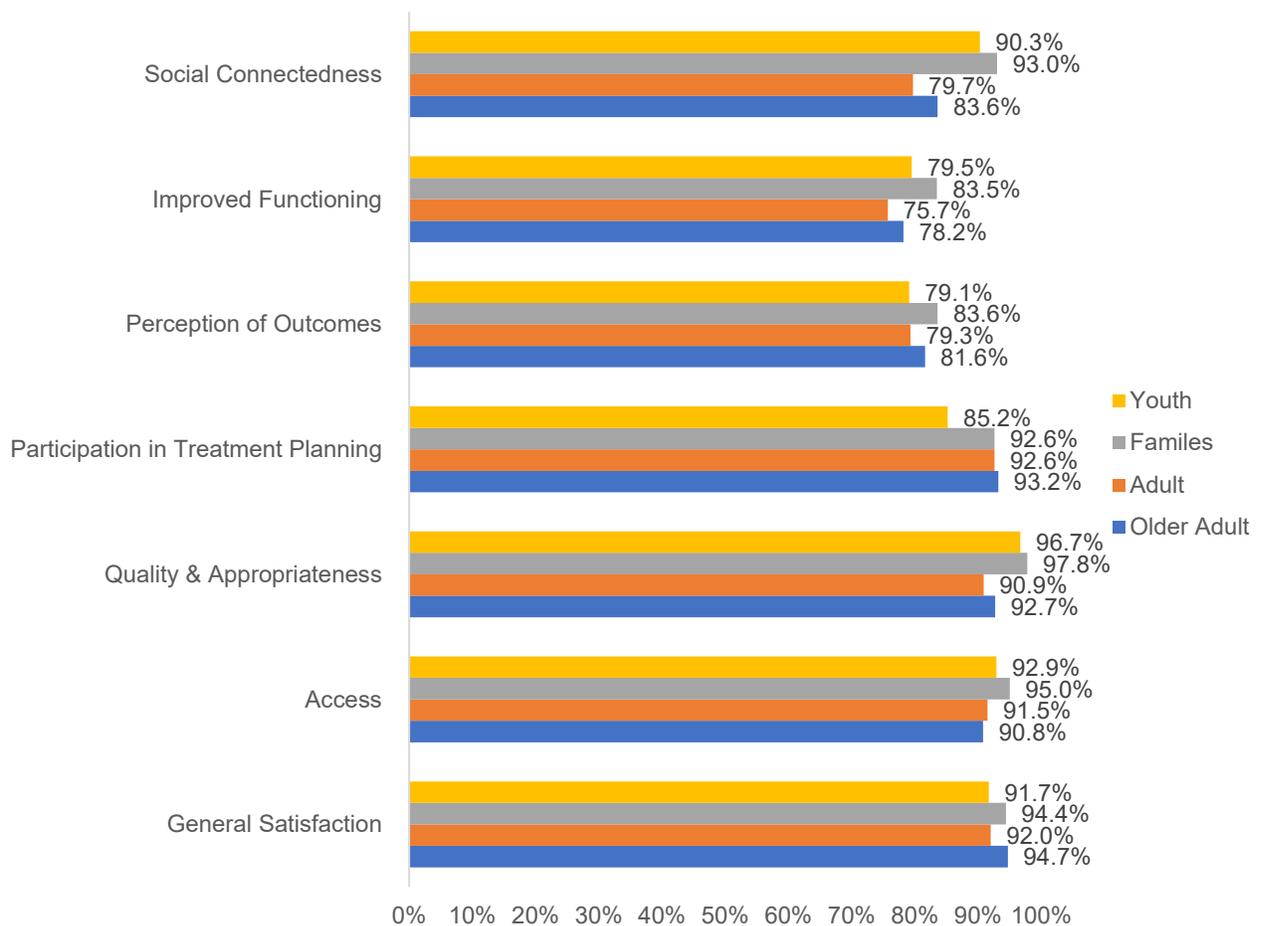
Data Source: UCLA Consumer Perception Survey Los Angeles County Report May 2023 Survey Period, December 2023.

Survey Domains and Items

Overall Satisfaction by Age Group

The percentage of individuals that reported being very satisfied remained high for several domains. Figure 9 summarizes the age group comparison of satisfaction by domain. Families and Youth had the highest scores for the Quality and Cultural Appropriateness domain, with 97.8% and 96.7% of respondents agreeing or strongly agreeing with the items in that domain. Families also had the highest scores in the Social Connectedness domain (93.0%), the Access domain (95.0%) as well as the Improved Functioning domain (83.5%). Older Adults had the highest scores in the Participation in Treatment Planning domain (93.2%) and the General Satisfaction domain (94.7%). Youth demonstrated the lowest scores for General Satisfaction, Participation in Treatment Planning, and Perception of Outcomes. Adults scored the lowest in Quality and Cultural Appropriateness, Improved Functioning, and Social Connectedness.

Figure 9. Percent Agree or Strongly Agree with Satisfaction Survey Domains by Age Group

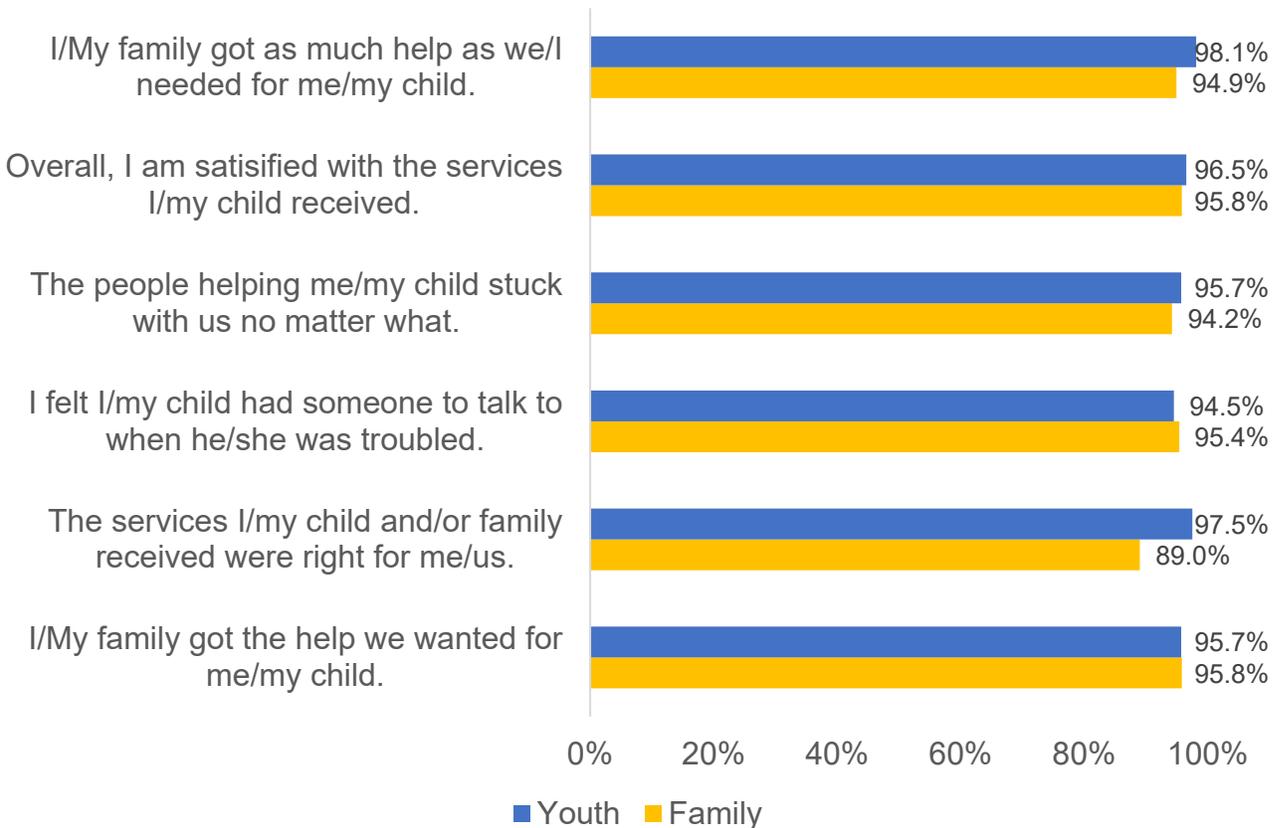


Data Source: Consumer Perception Survey data, May 2023.

General Satisfaction Domain

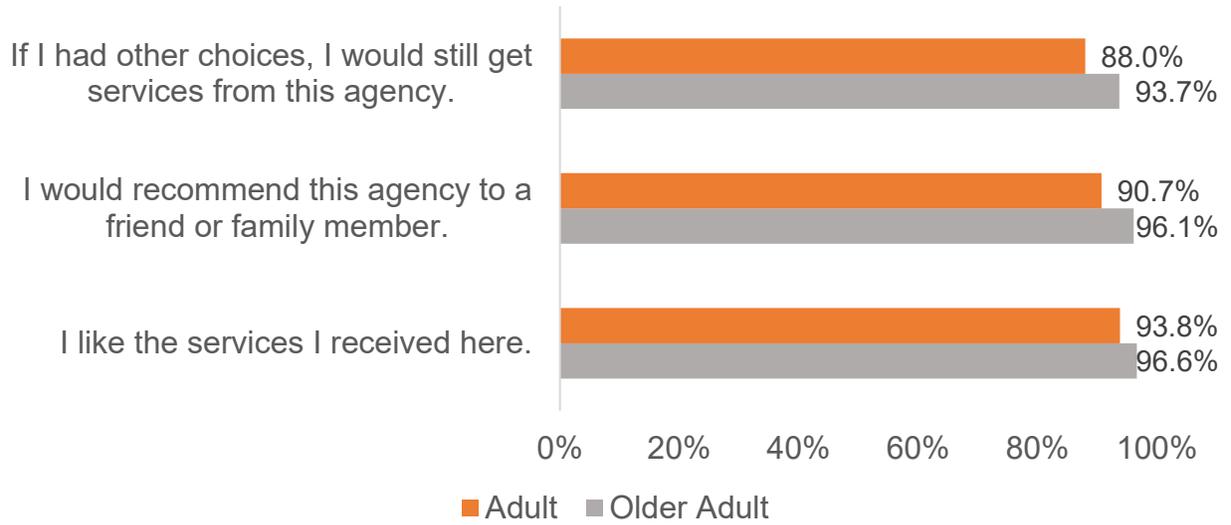
In the General Satisfaction domain (Figure 9), Older Adults were the most satisfied with 94.7% agreeing or strongly agreeing with the items. Families were the next highest group with 94.4%, followed by Adults with 92.0% and Youth with 91.7%. Figures 10 and 11 show the satisfaction ratings on the General Satisfaction domain items by survey type.

Figure 10. Percent Agree or Strongly Agree with Youth and Families General Satisfaction Items



Data Source: Consumer Perception Survey data, May 2023.

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

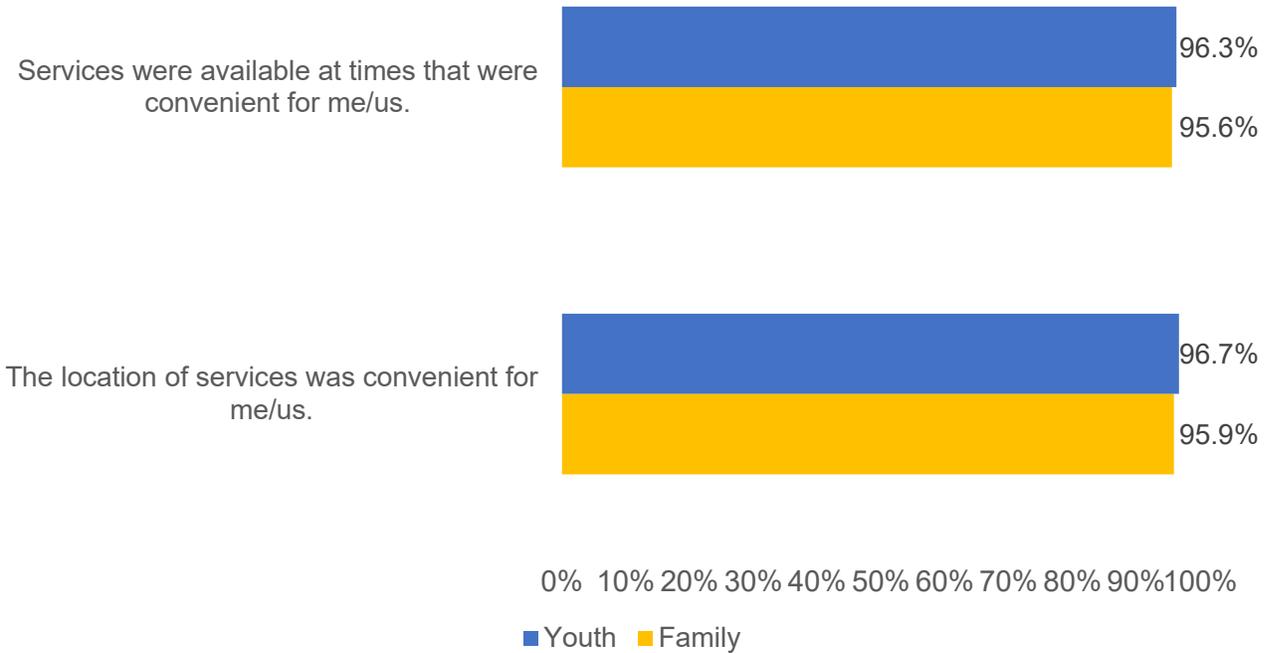


Data Source: Consumer Perception Survey data, May 2023.

Access

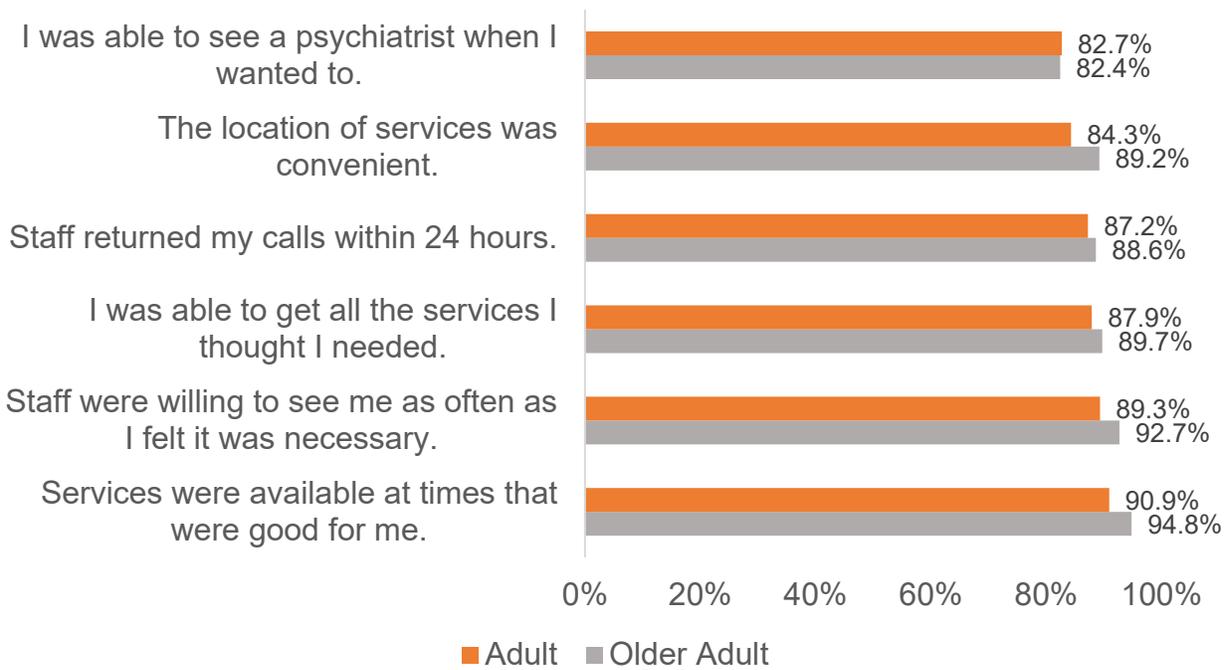
In the Access domain (Figure 9), Families were the most satisfied with 95.0% agreeing or strongly agreeing with the items. Youth were the next highest group with 92.9% followed by Adults with 91.5% and Older Adults with 90.8%. Figures 12 and 13 show the satisfaction ratings on the Access domain items by survey type.

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



Data Source: Consumer Perception Survey data, May 2023.

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

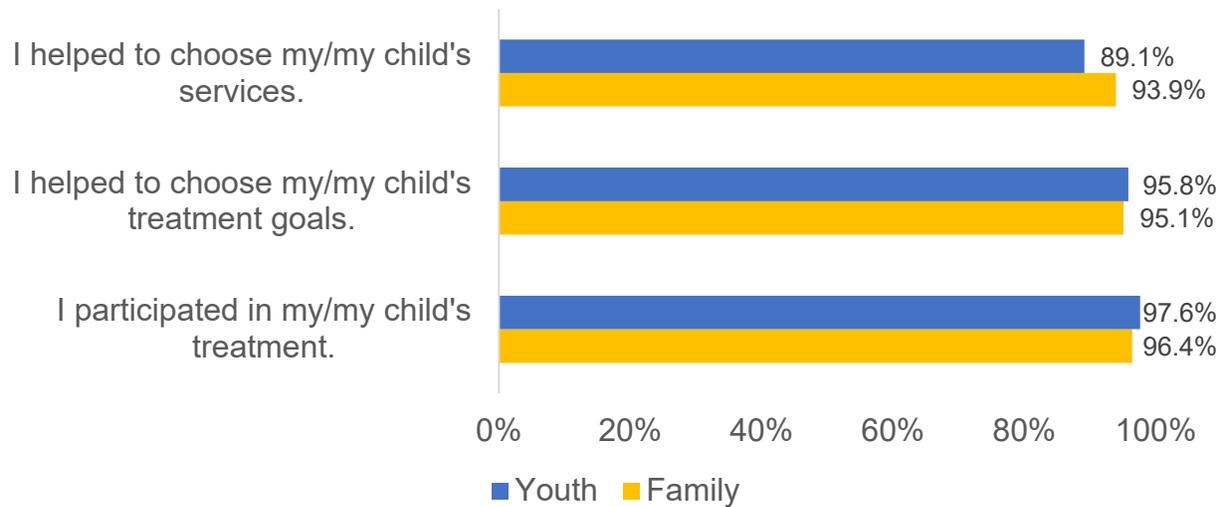


Data Source: Consumer Perception Survey data, May 2023.

Participation in Treatment Planning

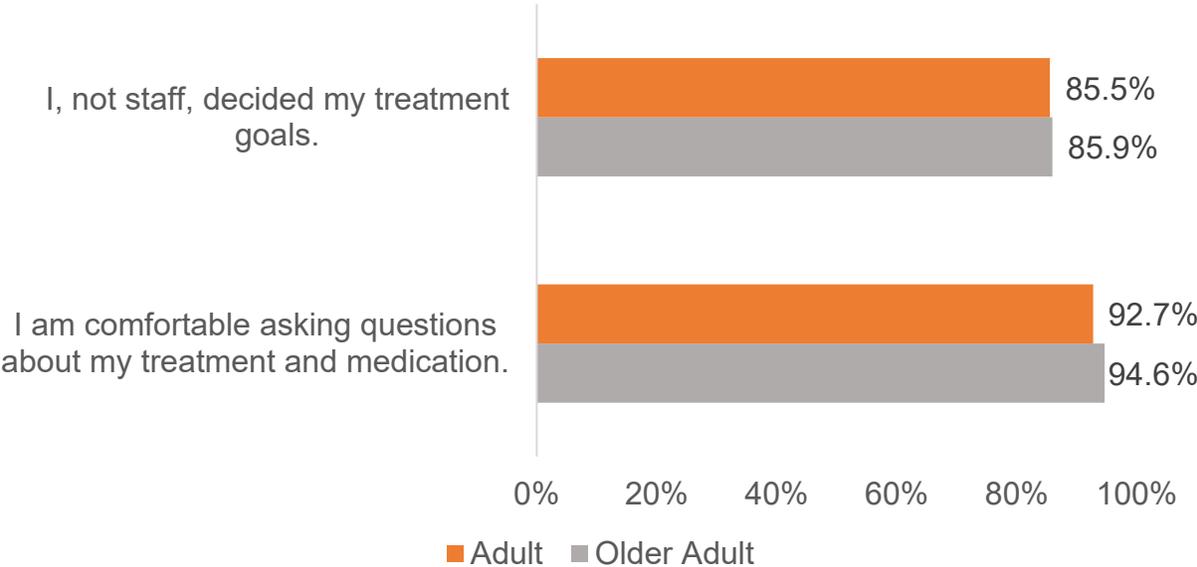
Older Adults were the most satisfied on the Participation in Treatment Planning domain with 93.2% agreeing or strongly agreeing with the items (Figure 9). Adults and Families were the next highest groups, both with 92.6% followed by Youth with 85.2%. Figures 14 and 15 show the satisfaction ratings on the Participation in Treatment Planning domain items by survey type.

Figure 14. Percent Agree or Strongly Agree with Youth and Families Participation in Treatment Planning Items



Data Source: Consumer Perception Survey data, May 2023.

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

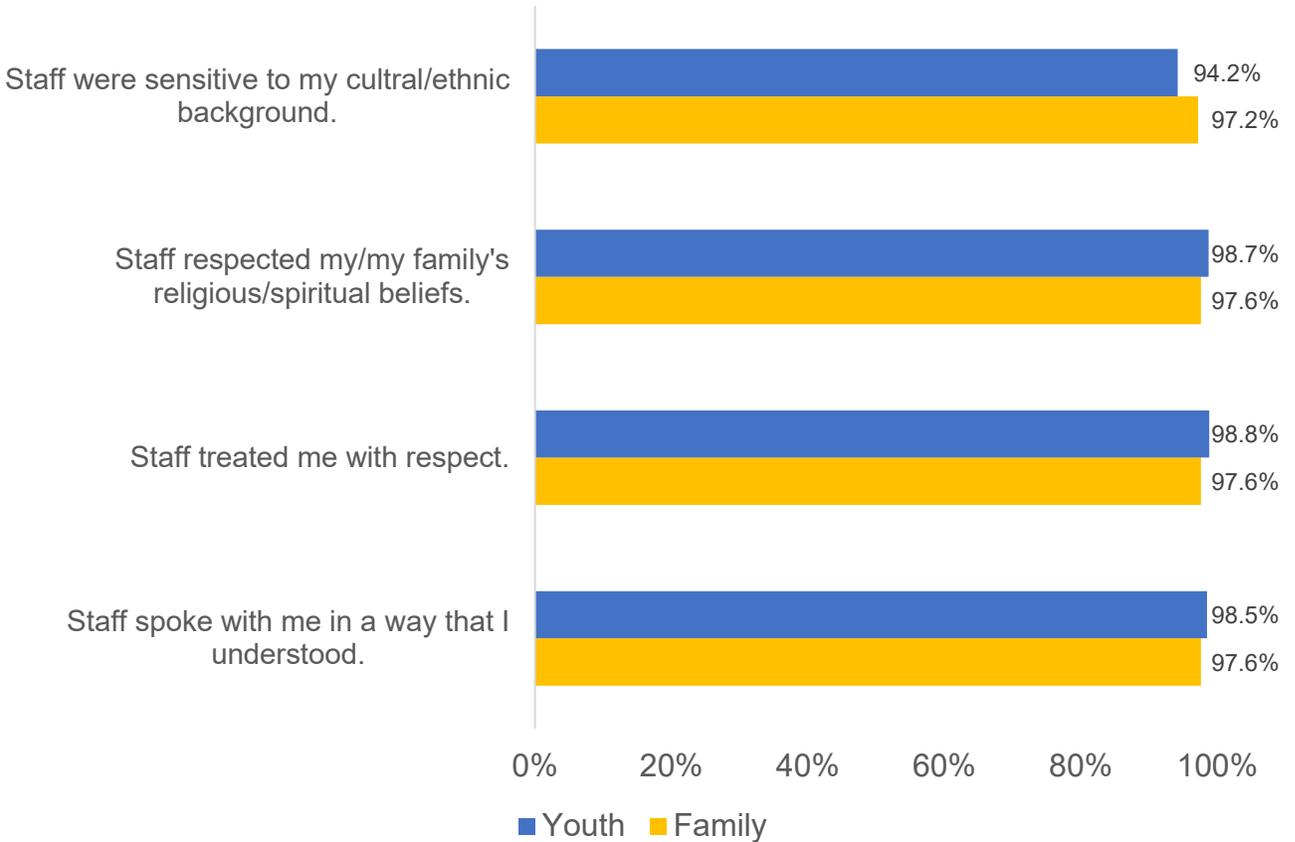


Data Source: Consumer Perception Survey data, May 2023.

Quality & Appropriateness/Cultural Sensitivity

In the Cultural Sensitivity domain that is within the Quality and Appropriateness domain (Figure 9), 97.8% of Families and 96.7% of Youth agreed or strongly agreed with the items. Figure 16 shows the satisfaction ratings on the Cultural Sensitivity domain for the Youth and Family surveys.

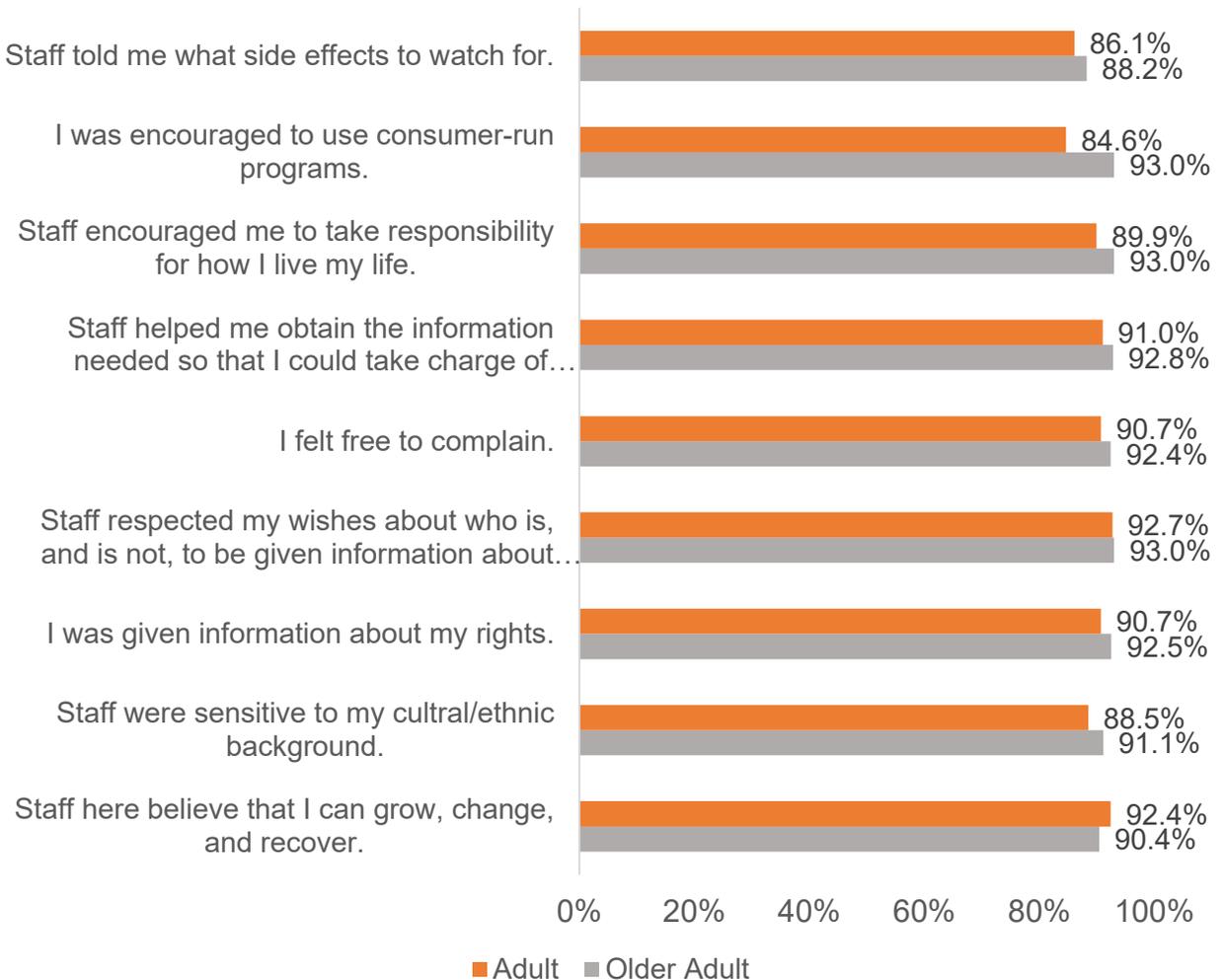
Figure 16. Percent Agree or Strongly Agree with Youth and Families Cultural Sensitivity Items



Data Source: Consumer Perception Survey data, May 2023.

In the Quality & Appropriateness domain (Figure 9), 92.7% of Older Adults and 90.9% of Adults agreed or strongly agreed with the items. Figure 17 shows the satisfaction ratings on the Quality & Appropriateness domain items for the Adult and Older Adult surveys.

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

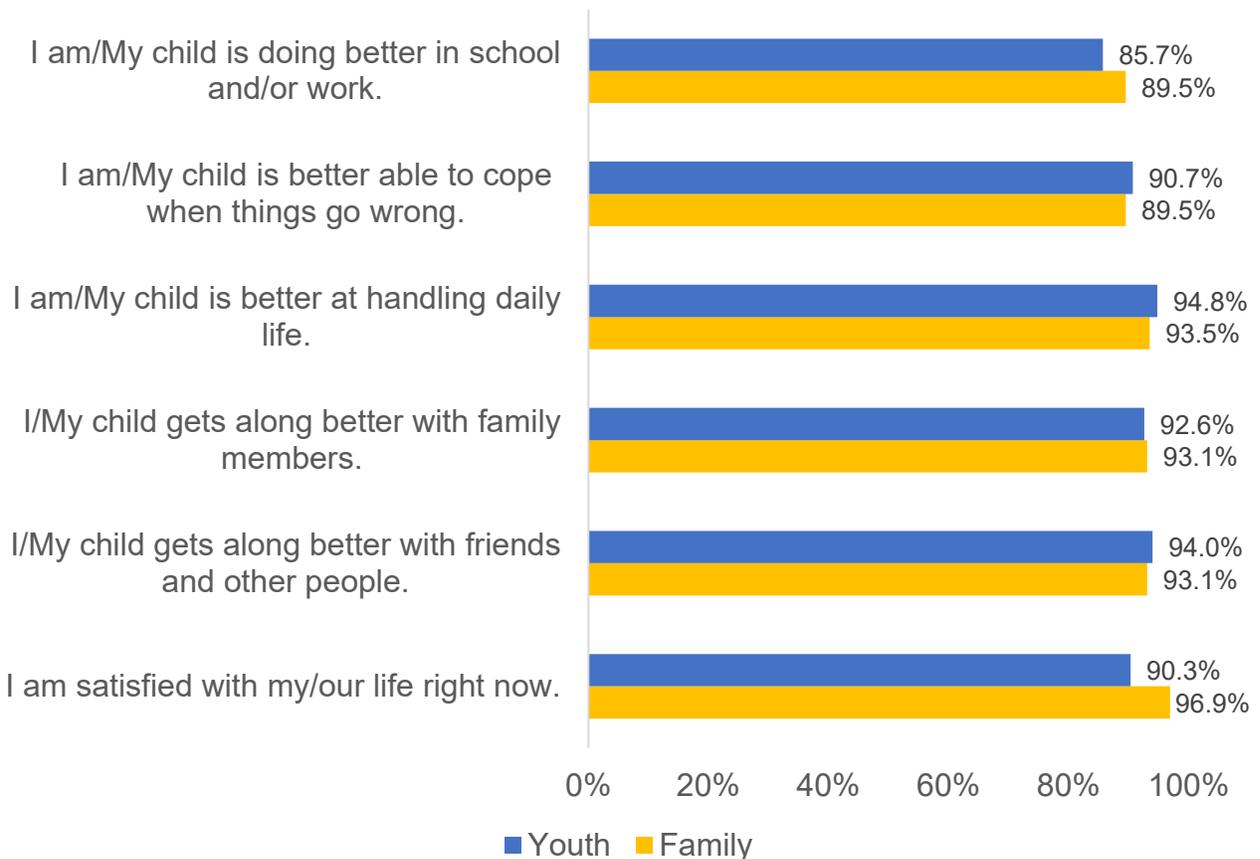


Data Source: Consumer Perception Survey data, May 2023.

Perception of Outcomes

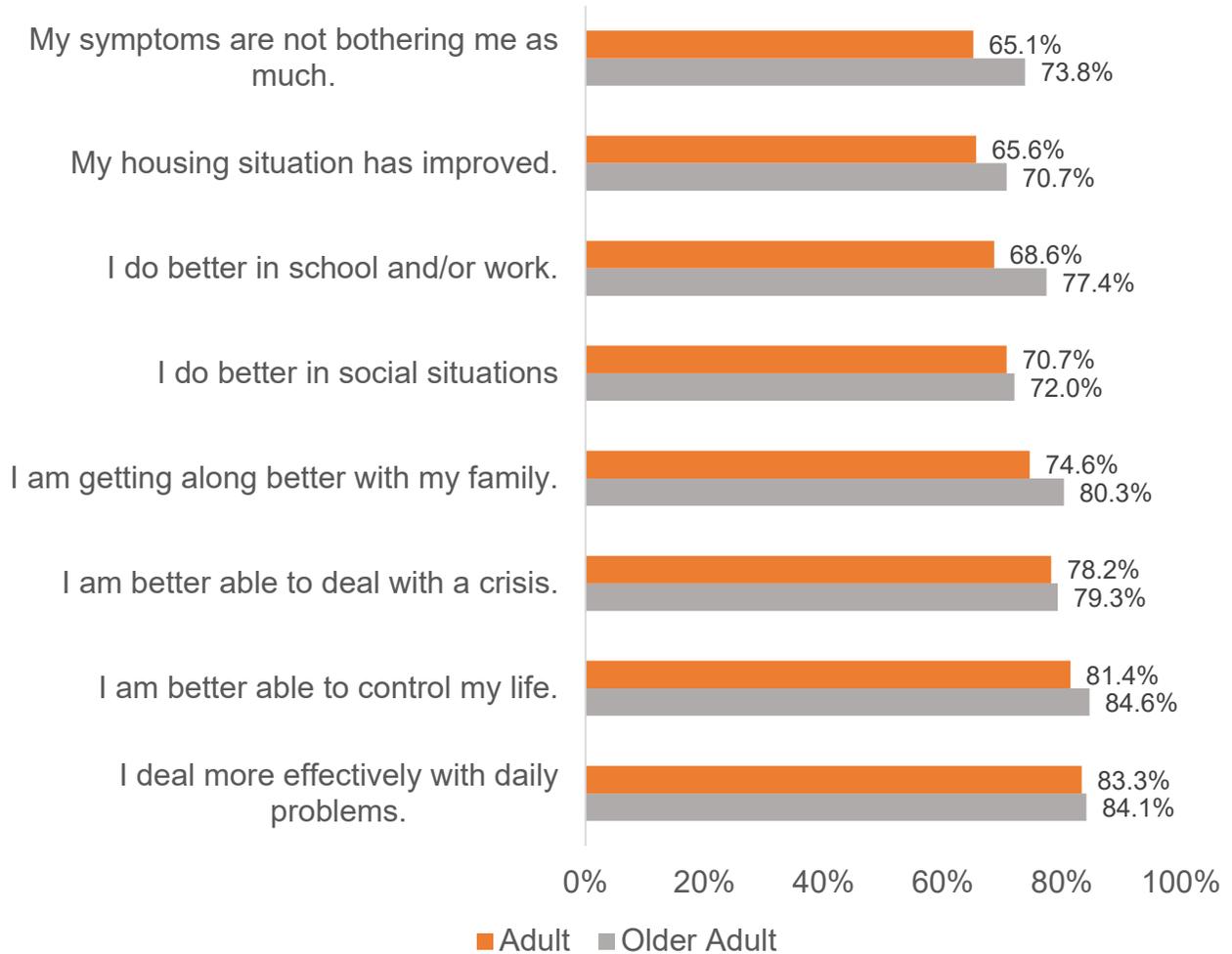
In the Perception of Outcomes domain (Figure 9), Families were the most satisfied with 83.5% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 81.6%, followed by Youth with 79.5% and Adults with 79.3%. Figures 18 and 19 show the satisfaction ratings on the Perception of Outcomes domain items by survey type.

Figure 18. Percent Agree or Strongly Agree with Youth and Families Perception of Outcomes Items



Data Source: Consumer Perception Survey data, May 2023.

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

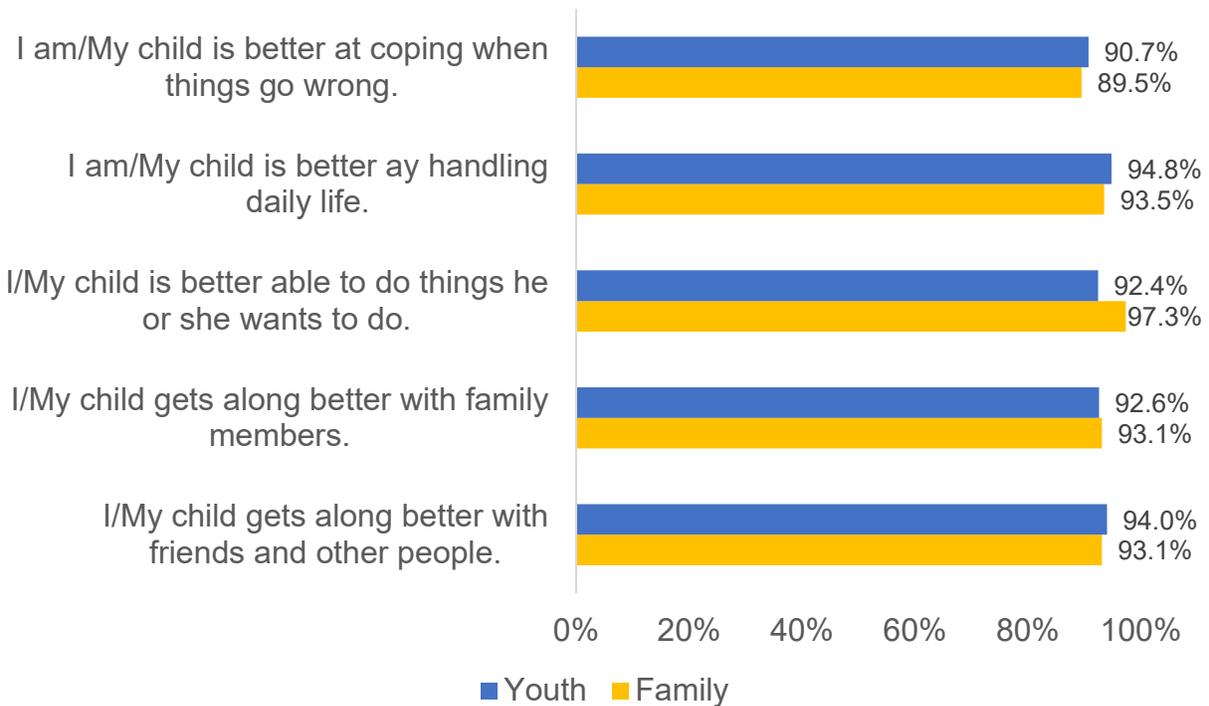


Data Source: Consumer Perception Survey data, May 2023.

Perception of Functioning

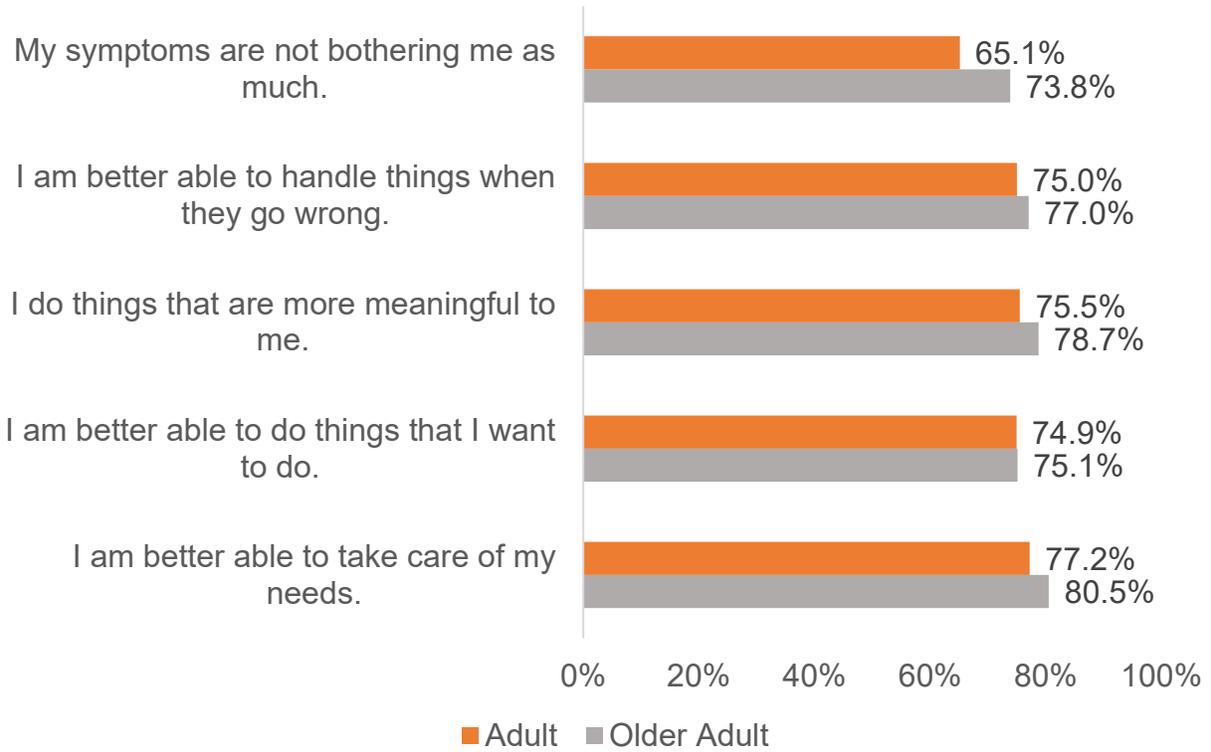
In the Perception of Functioning domain (Figure 9), Families were the most satisfied with 80.2% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 80.1%, followed by Adults with 77.2% and Youth with 73.4%. Figures 20 and 21 show the satisfaction ratings on the Perception of Functioning domain items by survey type.

Figure 20. Percent Agree or Strongly Agree with Youth and Families Perception of Functioning Items



Data Source: Consumer Perception Survey data, May 2023.

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

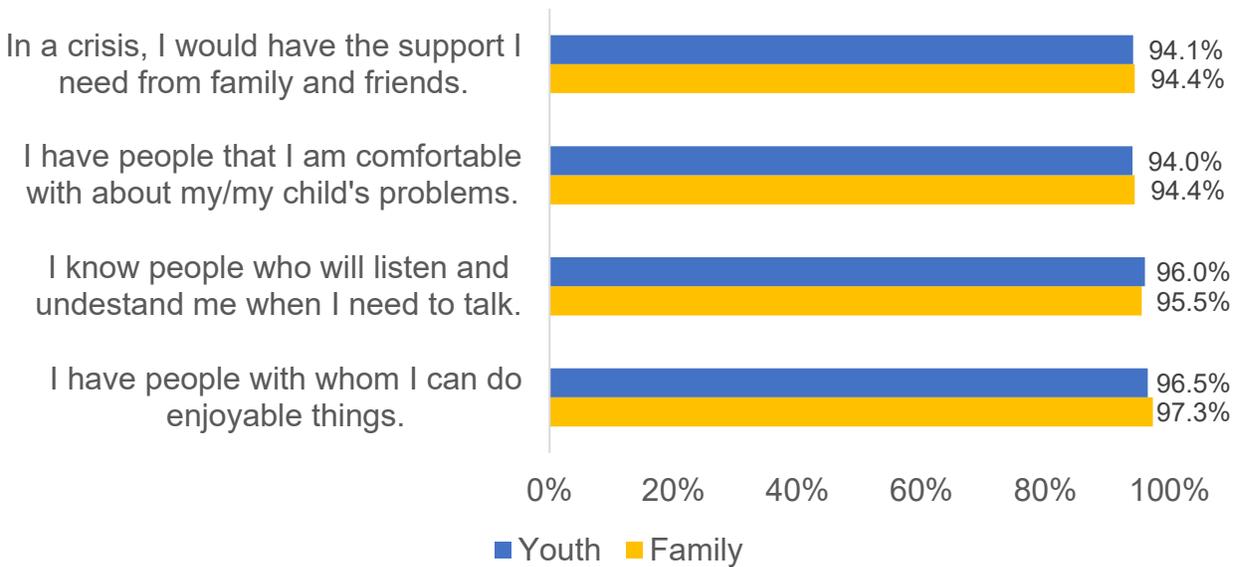


Data Source: Consumer Perception Survey data, May 2023.

Social Connectedness

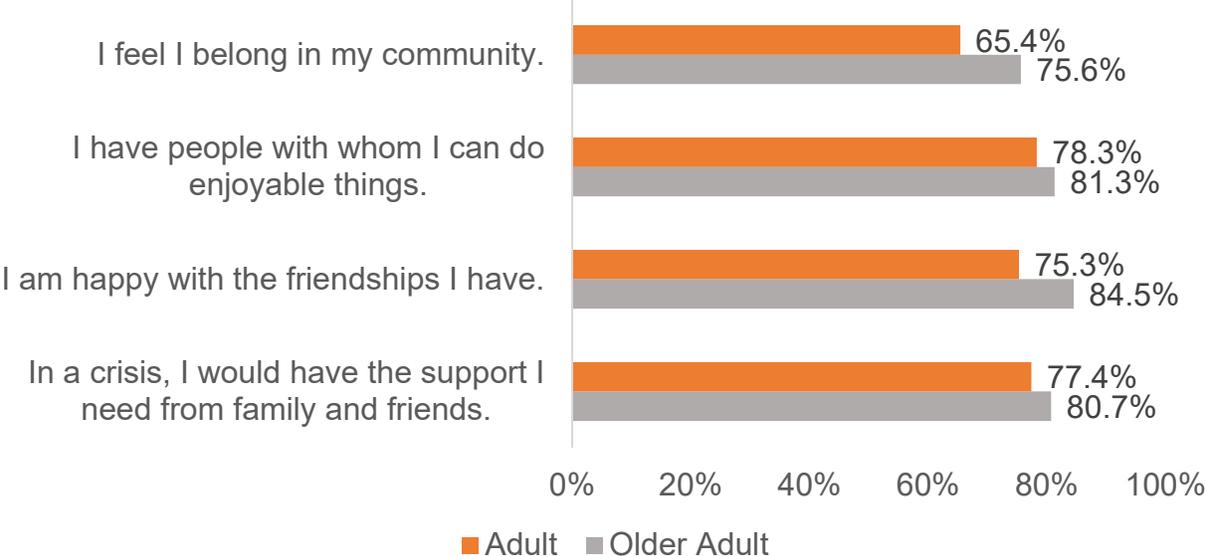
In the Social Connectedness domain (Figure 9), Families were the most satisfied with 93.0% agreeing or strongly agreeing with the items. Youth were the next highest group with 90.3%, followed by Older Adults with 83.6% and Adults with 79.7%. Figures 22 and 23 show the satisfaction ratings on the Social Connectedness domain items by survey type.

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



Data Source: Consumer Perception Survey data, May 2023.

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

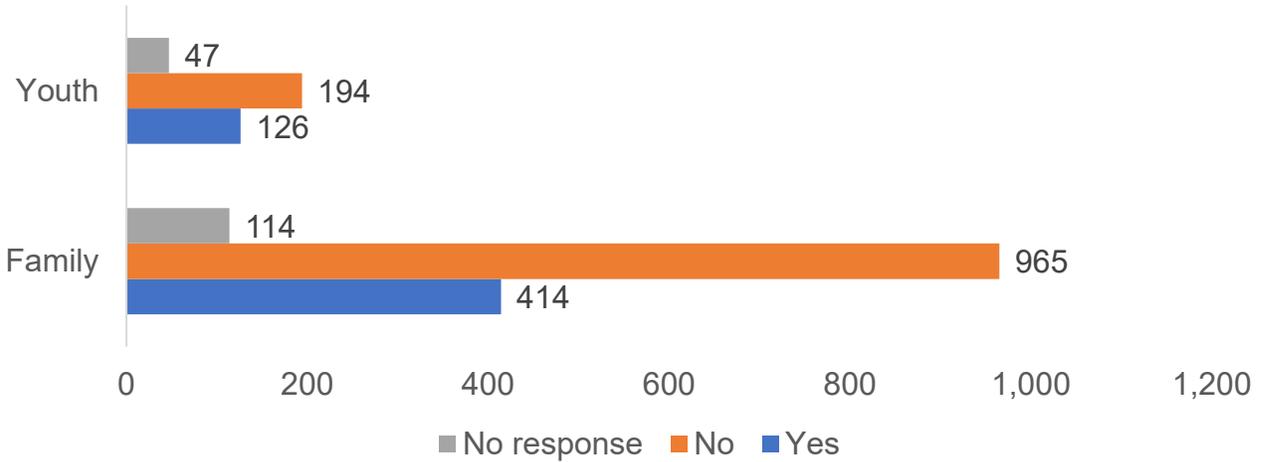


Data Source: Consumer Perception Survey data, May 2023.

Medication – Family and Youth

Figure 24 shows that, across all SAs, most of the Youth (N=194) and Families (N=965) reported they were not receiving medication for emotional or behavioral problems. Over one third of Youth (34.3%) and over one quarter (27.7%) of Families who completed surveys reported receiving medication.

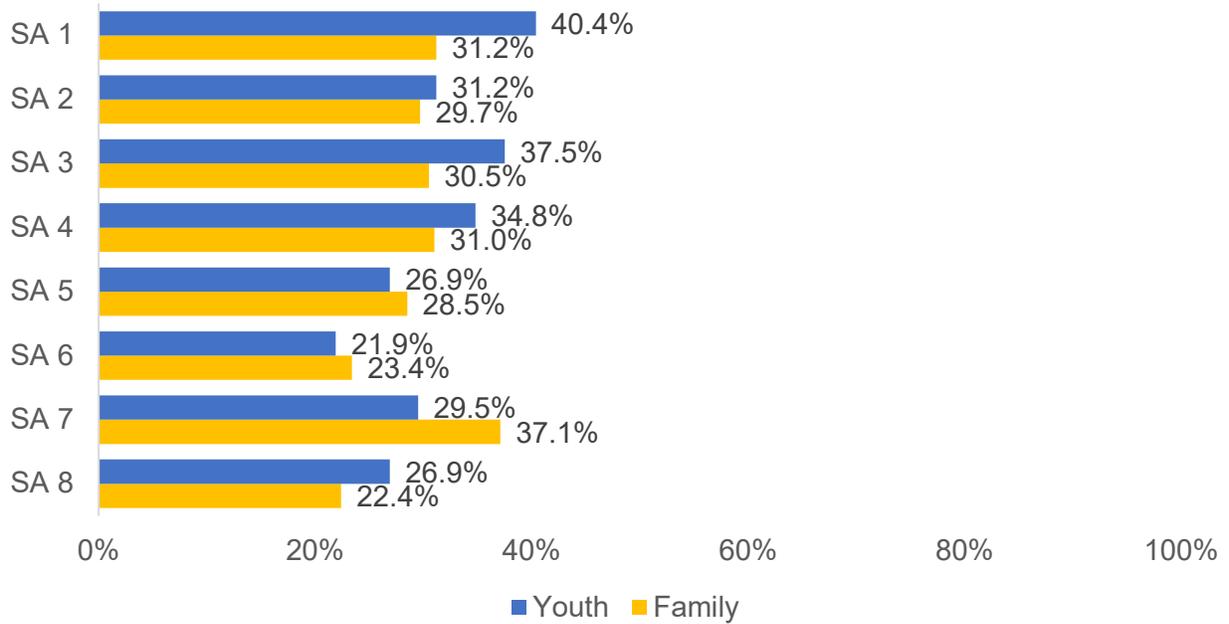
Figure 24. Total of Youth and Families Report Receiving Medication



Data Source: UCLA Consumer Perception Survey Los Angeles County Service Area Report May 2023
Service Period, May 2024.

Figure 25 shows that rates of reported medication use among Families and Youth were varied across the SAs. Youth (40.4%) respondents in SA 1 and Families in SA 7 (37.1%) had the highest percentage of reporting they were on medication for emotional or behavioral problems. Families (22.4%) in SA 8 and Youth (21.9%) in SA 6 reported the lowest percentages.

Figure 25. Percent of Family and Youth Reporting Medication Use by Service Areas



Data Source: UCLA Consumer Perception Survey Los Angeles County Service Area Report May 2023 Service Period, May 2024.

Age Group Comparison of Common Survey Items

Figure 26 shows four of the CPS items common to the Youth, Families, Adult, and Older Adult surveys from June 2021 to May 2023. The percentages below reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Figure 26. Age Group Comparison of Access, Cultural Sensitivity, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, June 2021, May 2022, and May 2023.

Families had the highest percentages on “Have people with whom I can do enjoyable things.” Youth increased on all four items by nearly 10 Percentage Points (PP) from May 2022 to May 2023. Adults decreased on all four items over the last three survey periods. Older adults had the highest percentages on “Services were available at times that were convenient” and the lowest percentages on “Have people with whom I can do enjoyable things.”

Figure 27 shows the other four CPS items common to the Youth, Families, Adult, and Older Adult surveys from June 2021, May 2022, and May 2023. The percentages below reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Figure 27. Age Group Comparison of Perception of Outcomes and Functioning and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, June 2021, May 2022, May 2023.

Youth and Families tended to have the highest percentages of agreement with the “In crisis, have support”, “Getting along better with family members,” “Being better able to do the things I want to do,” and “Doing better in school or work items,” in May 2023. From May 2022 to May 2023, Youth and Families percentages increased for all items. Family scores tend to be higher than those of Youth, Adults and Older Adults. Adult scores tend to be lower than the other three age groups over the last three survey periods. Youth had the lowest percentages on the “Getting along with family members,” “Better able to do the things I want to do,” and “Doing better in school or work items” in May 2022 but displayed a large increase in 2023. Like the other common items in Figure 24, overall scores increased for most age groups from June 2021 to May 2023 except for Older Adults and Adults who decreased on “In crisis, have support,” and Adults showing a decrease in “Doing better at school and work” and “Getting along better with family members.”

Trends for the common items across all four survey versions fluctuated across the last three survey periods (June 2021, May 2022, and May 2023). Families tended to have the highest percentage of respondents that agreed or strongly agreed with common items for the last three survey periods. Youth and Families had decreased considerably for May 2022, yet had large increases for May 2023. Older Adults percentages were variable from June 2021 to May 2023. Adult scores tended to be lower for most items in June 2021 and continued to show an overall decrease in May 2023. Youth tended to have the lowest percentages in May 2022 on most items with a considerable increase in May 2023. 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 a continued area for improvement.