

**County of Los Angeles—Department of Mental Health
Program Support Bureau**

**County
Performance
Outcomes
Report
2011-12**

**Executive
Summary**



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The County of Los Angeles, Department of Mental Health (LAC-DMH) in collaboration with the UCLA Integrated Substance Abuse Program (ISAP) administered the County Performance Outcomes Surveys at directly operated and contracted Outpatient Clinics, Day Treatment Programs, as well as Outpatient Fee-For Service (FFS) providers for a ten day period from February 13 - 27, 2012. Surveys were administered to four consumer groups: 1. Youth Services Survey – Family (YSS-F) for family members of consumers 0-17 years; 2. Youth Services Survey (YSS) for 13-17 years; 3. Adult for 18-59 years; and 4. Older Adult for 60+ years. This is a summary report for the eight (8) Service Areas and Countywide which contains: the County Performance Outcomes (7-survey items) in accordance with the Board of Supervisors County Performance Outcomes survey requirements. For trending comparisons, historical State Performance Outcomes for May 2008, November 2008, and May 2009 are also included herein.

COUNTYWIDE RESPONSE RATE

There were 31,031 “Surveys Received” from Outpatient Clinic and Day Treatment Programs and an additional 736 “Surveys Received” from Outpatient FFS providers.

All Surveys Received are subject to an algorithm that excludes incomplete surveys prior to computing Survey Completion Rates. The remaining surveys that meet the criteria for data analyses are the “Surveys Completed”. There were 26,962 “Surveys Completed” from Outpatient Clinic and Day Treatment Programs and 668 “Surveys Completed” from Outpatient FFS providers. Significance Testing was completed by Service Area and Demographics for the survey indicators.

- The County Performance Outcomes Response Rate from Outpatient Clinic and Day Treatment Programs was 46.5% for Surveys Received and 40.4% for Surveys Completed.
- The County Performance Outcomes Response Rate from Outpatient FFS providers was 12% for Surveys Completed.
- Service Area (SA) 2 had the highest Surveys Received and Surveys Completed, followed by SA 8 and SA 7.
- There were 4,069 or 13.1% Surveys Received from Outpatient Clinic and Day Treatment Programs with a Reason Code for not completing the surveys. There are four (4) possible Reason Codes and the highest percent for all Age-Groups was “Other” at 49.9%. Older Adults at 26.6% had the highest percent Reason Code for “Language” for not completing the surveys. The remaining reason codes for not completing the surveys are: Refused and Impaired.

COUNTY PERFORMANCE OUTCOMES

The following is a summary of the rank order results for directly operated and contracted Outpatient Clinics and Day Treatment Programs.

- Surveys completed for all Age-Groups at 89.7% agreed with: “Services were available at times that were convenient.”
- Surveys completed for Adults and Older Adults at 88.8% agreed with: “Staff was willing to see me as often as I felt was necessary.”
- Surveys completed for YSS and YSS-F at 87.4% agreed with: “I felt my child/I had someone to talk to when he/she/I was troubled.”

- Surveys completed for all Age-Groups at 87.1% agreed with: “Location of services was convenient.”
- Surveys completed for all Age-Groups at 86.1% agreed with: “Staff were sensitive to my cultural/ethnic background.”
- Surveys completed for YSS and YSS-F at 84.8% agreed with: “In a crisis, I would have the support I need from family or friends.”
- Surveys completed for YSS and YSS-F at 73.2% agreed with: “My child/I get along better with family members.”
- Surveys completed for Adults and Older Adults at 72.4% agreed with: “I deal more effectively with daily problems.”
- Surveys completed for all Age-Groups at 63.5% agreed with: “I’m doing better in school and/or work.”
- Surveys completed for Adults and Older Adults at 60.7% agreed with: “My symptoms are not bothering me as much.”

FEE-FOR SERVICE (FFS) COUNTY PERFORMANCE OUTCOMES

The following is a summary of the rank order results for Outpatient FFS County Performance Outcomes.

- Surveys completed for all Age-Groups at 92.4% agreed with: “Services were available at times that were convenient.”
- Surveys completed for Adults and Older Adults at 92.3% agreed with: “Staff was willing to see me as often as I felt was necessary.”
- Surveys completed for all Age-Groups at 91.8% agreed with: “Staff were sensitive to my cultural/ethnic background.”
- Surveys completed for YSS and YSS-F at 90.2% agreed with: “I felt my child/I had someone to talk to when he/she/I was troubled.”
- Surveys completed for all Age-Groups at 89.8% agreed with: “Location of services was convenient.”
- Surveys completed for YSS and YSS-F at 87.9% agreed with: “In a crisis, I would have the support I need from family or friends.”
- Surveys completed for Adults and Older Adults at 86.4% agreed with: “I deal more effectively with daily problems.”
- Surveys completed for YSS and YSS-F at 78.5% agreed with: “My child/I get along better with family members.”
- Surveys completed for Adults and Older Adults at 74.7% agreed with: “My symptoms are not bothering me as much.”
- Surveys completed for all Age-Groups at 55.1% agreed with: “I’m doing better in school and/or work.”

SUMMARY OF RECOMMENDATIONS

- Implement strategies to increase the response rates especially for YSS and Older Adults.
- Consider more tailored instructions and/or assistance as well as strategies for improving survey completion especially for low responders such as non-English and non-Spanish speaking Older Adults.
- Consideration should be given to tailoring survey items to ensure each is developmentally relevant. For example, Older Adults who are not in school or the workforce cannot be expected to demonstrate improved performance in these domains.

This Report is also available online at: <http://psbqi.dmh.lacounty.gov/QI.htm>

County of Los Angeles Department of Mental Health
Consumer Satisfaction Surveys Project 2011-12

Final Report on Survey Findings

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County of Los Angeles Department of Mental Health

Consumer Satisfaction Surveys Project 2011-12

Summary Report

Part I – Outpatient Surveys

This report is based on a survey administered in Department of Mental Health (DMH) Clinic Outpatient and Day Treatment Programs (including contracted and directly operated clinics) in all eight Service Areas in Los Angeles County. Surveys were available in three versions corresponding with four consumer groups, and were also available in seven languages:

1. Youth Services Survey – Family (YSS-F) (Family members of consumers ages 0-17)
2. Youth Services Survey (YSS) (ages 13 – 17)
3. Adult (ages 18 – 59 years) / Older Adult (ages 60+)

Methods Representatives of UCLA and the DMH Quality Improvement Division, Program Support Bureau participated in trainings for providers in each of the eight Service Areas (SA), as well as in a countywide training, beginning on January 10, 2012 and ending on February 7, 2012. Providers were instructed to administer the survey during a 10-day period from February 13 - 27, 2012 (excluding weekends and President's Day on February 20). Survey forms and instructions were also available online. Completed surveys were delivered to DMH by SA liaisons, and then to UCLA for data processing. UCLA scanned all surveys into electronic databases, reviewed all forms for errors and made corrections where possible, and created analytic datafiles. UCLA then conducted statistical analyses in conjunction with DMH staff, who provided data from prior surveys for comparison purposes, as well as data on actual numbers of DMH consumers that received services over the survey administration period, in order to calculate survey response rates.

Findings In total, 31,031 surveys were received and 26,962 were completed. This survey obtained a significantly higher response rate as compared with prior surveys that utilize the full MHSIP survey forms (from 26.4% in May 2009 to 40.4% in February 2012). In particular, the response rate increased among older adults over this time (from 18.5% to 31.6%, respectively).

When ratings are collapsed across all consumer groups, the highest average level of agreement is with regard to “services were available at times that were convenient” and the lowest is with regard to “doing better in school and/or work,” which were particularly low among Adults and Older Adults. Among Family Members and Youth, the lowest levels of agreement are with regard to “My child/I gets along better with family members.” Among Adults and Older Adults, the lowest levels of agreement

are with regard to “my symptoms are not bothering me as much.” There was also some variation in ratings of items across Service Areas.

Part II – Fee for Service Providers

Surveys were distributed to Outpatient Fee-For-Service (FFS) Network Providers at the Service Area and countywide trainings; they were asked to distribute them to all of their consumers during the 10-day survey administration period. FFS survey forms and instructions were also available online. FFS consumers were provided with pre-addressed postage-paid envelopes that were directly sent to UCLA for processing in order to protect the confidentiality of their responses and to encourage their participation in the survey.

In total, 736 surveys were received and 668 were completed by consumers of Fee-for-Service providers (90.8%). Most of these surveys were returned in either English or Spanish, with few in other languages. Among the surveys that were returned, but not completed (9.2%), survey administrators most often cited “language” as the reason for non-completion. Based on data on the number of FFS consumers during the survey administration period, the overall response rate for FFS surveys received was 12.0%, ranging from 8.1% from Adults to 25.6% for YSS-F surveys.

Ratings on the county performance outcomes were uniformly high across all items and types of FFS providers (although a large number of forms were missing information on provider type). Items rated most highly across consumer groups pertained to a high level of sensitivity to consumers’ cultural/ethnic backgrounds (YSS-F and Adults), access to needed support in a crisis (YSS), convenience of services (Adults and Older Adults), and staff willingness to see consumers as often as needed (Older Adults). Items rated the lowest pertained to doing better in school or work (all consumer groups), getting along better with family members (YSS-F and YSS), and not being bothered as much by symptoms (Adults and Older Adults).

PART I: ANNUAL COUNTY PERFORMANCE OUTCOMES, SUMMARY REPORT FOR THE SURVEY PERIOD OF FEBRUARY 10 – 27, 2012 – CLINIC SURVEYS

BACKGROUND

This report is based on a countywide survey of mental health providers on consumer satisfaction administered by the County of Los Angeles Department of Mental Health (DMH) Quality Improvement Division, Program Support Bureau, in conjunction with the UCLA Integrated Substance Abuse Programs (ISAP). The survey study was designed to be accomplished as quickly as possible in order to obtain pertinent information on the performance of these providers, as well as to maximize the response rate for consumers. A secondary aim was to obtain information that can be used to inform the design of future surveys using more rigorous methodologies. In particular, there is concern about increasing survey response rate and representation among potentially underserved consumers.

The survey form consists of seven items selected from the MHSIP survey forms and was administered in Short Doyle / Medi-Cal clinics (Outpatient and Day Treatment) and Field-Based programs (including contracted and directly operated clinics) in the eight Service Areas in the County of Los Angeles. In 2006, the County of Los Angeles Board of Supervisors (Board) approved the County's Strategic Plan Guiding Coalition's recommendation to improve the effectiveness of services delivered by social service contractors. In order to accomplish this goal, the Board instructed County social service departments to convert to contracted performance outcomes by December 31, 2007. As a result, the LAC-DMH converted to Performance Based Contracting and performance outcomes, commencing on January 1, 2008.

The LAC-DMH Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders including Auditor-Controller, and other involved stakeholders. The team was developed in 2007 and subsequently selected these measures to: support existing consumer/family initiatives and performance outcome measures; foster cost neutrality; reduce duplicative efforts; and, create opportunities for partnering with providers for Quality Improvement purposes.

The 10-day survey administration period was from February 13, 2012 to February 27, 2012 (excluding President's Day and weekends). A separate procedure was used for surveys of consumers of outpatient Fee-For-Service (FFS) network providers, in which the FFS providers distributed the surveys directly to the consumers, who were given pre-addressed postage-paid envelopes to use for returning the surveys directly to UCLA. Both clinic and FFS surveys were available for downloading on the DMH web site as well.

The surveys were administered to four consumer groups, as described below, and in seven languages (Chinese, English, Hmong, Russian, Spanish, Tagalog, and Vietnamese).

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F, FAMILY MEMBERS OF CONSUMERS Ages 0-17)

1. I felt my child had someone to talk when he/she was troubled.
2. The location of services was convenient for us.
3. Services were available at times that were convenient for us.
4. Staff were sensitive to my cultural/ethnic background.
5. My child gets along better with family members.
6. My child is doing better in school and/or work.
7. In a crisis, I would have the support I need from family or friends.

YOUTH SERVICES SURVEY FOR YOUTH (YSS) (Ages 13-17)

1. I felt I had someone to talk when I was troubled.
2. The location of services was convenient for me.
3. Services were available at times that were convenient for me.
4. Staff were sensitive to my cultural/ethnic background.
5. I get along better with family members.
6. I am doing better in school and/or work.
7. In a crisis, I would have the support I need from family or friends.

ADULTS (Ages 18-59) / OLDER ADULTS (Ages 60+)

1. The location of services was convenient for me.
2. Staff was willing to see me as often as I felt it was necessary.
3. Services were available at times that were good for me.
4. Staff were sensitive to my cultural background (race, religion, language, etc).
5. I deal more effectively with daily problems.
6. I do better in school and/or work.
7. My symptoms are not bothering me as much.

The following four Performance Outcome Measures are common to all four consumer-group surveys:

- The location of services was convenient for me.
- Services were available at times that were convenient for me/us.
- Staff were sensitive to my cultural/ethnic background.
- I/my child is doing better in school and/or work.

The following three Performance Outcome Measures are common to the YSS-F and YSS surveys.

- My child/I had someone to talk when he/she was 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 Performance 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 daily problems.
- My symptoms are not bothering me as much.

METHODS

Representatives of UCLA and the Department of Mental Health (DMH) Quality Improvement Division, Program Support Bureau participated in trainings for providers in each of the eight Service Areas (SA) within the County, as well as in a countywide training, beginning on January 10, 2012 and ending on February 7, 2012. UCLA representatives who participated in the trainings were Ph.D.-level research staff with considerable prior experience in training mental health providers. They collaborated with DMH staff who had expert knowledge about how the surveys had been previously administered, the types of unique situations that may arise in determining eligibility for the survey, and the challenges that may arise in distributing and collecting the surveys.

Surveys were distributed to the all providers in the sampling frame in each SA. Survey forms were printed in each of seven languages (Chinese, English, Hmong, Russian, Spanish, Tagalog, and Vietnamese) in three versions each corresponding to different consumer groups: Family Member (YSS-F), Youth (YSS), and Adult/Older Adult. Surveys were distributed at the SA trainings that were pre-printed with Service Area numbers and Provider IDs. Providers who were not able to attend the trainings (or who ran out of the forms during the survey administration) were instructed to download the surveys from the DMH web site (available in the same language/Consumer Group versions, but without pre-printed Provider IDs).

Providers were instructed to administer the survey to all consumers receiving Outpatient services during a 10-day period from February 13 - 27, 2012 (excluding President's Day and weekends). Surveys were to be distributed to all consumers who come to the clinics during this time. Program staff who administered the survey were asked to read a statement assuring consumers of their confidentiality in the survey process; consumers were also screened as to whether they had previously completed the survey during this period, and, if so, were asked not to complete the form again. Completed surveys were directly deposited by consumers in a box at each site. All returned surveys were transferred to DMH in coordination with the SA liaisons from March 5 – 12, and were then delivered to or picked up by UCLA staff.

FFS consumers were provided with postage-paid pre-addressed envelopes in order to return these surveys directly to UCLA; this method also protected the confidentiality of their responses and was hoped to increase their participation in the survey.

Upon receipt, UCLA scanned all surveys into electronic databases, reviewed all forms for errors and made corrections where possible, and created analytic datafiles. UCLA then conducted statistical analyses in conjunction with DMH staff, who provided data from prior surveys for comparison purposes, as well as data on the actual number of consumers that received services over the survey administration period, in order to calculate survey response rates.

The following tables and figures summarize the Survey Response Rates and Performance Outcomes based on the consumer satisfaction surveys conducted in February 2012.

FINDINGS

Surveys Received and Completed

As seen in Tables 1.1a and 1.1b, a total of 31,031 surveys were received and 26,962 were completed. Out of the total surveys returned, 86.9% were completed, ranging from 82.9% of Adults (9,855/11,881) to 92.8% of Older Adults (1,211/1,305).

Table 1.1a: Surveys Received by Consumer Group

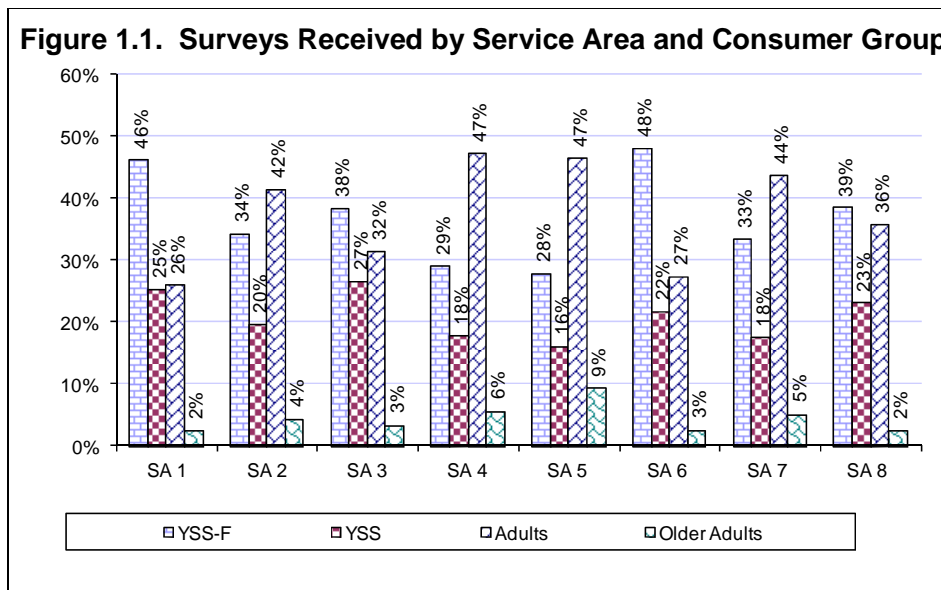
Consumer Group	Surveys Received	Percent
YSS-F (0-17)	11,333	36.5%
YSS (13-17)	6,512	21.0%
Adult (18-59)	11,881	38.3%
Older Adult (60+)	1,305	4.2%
Total	31,031	100.0%

Table 1.1b: Surveys Completed by Consumer Group

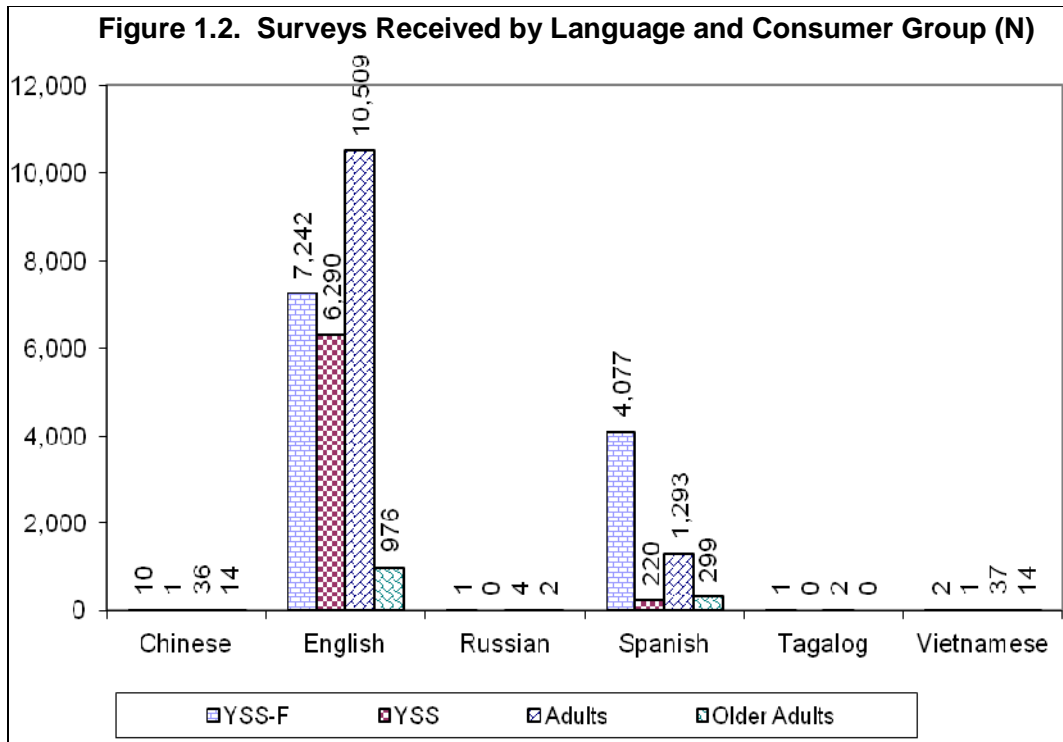
Consumer Group	Surveys Completed	Percent
YSS-F (0-17)	9,920	36.8%
YSS (13-17)	5,976	22.2%
Adult (18-59)	9,855	36.6%
Older Adult (60+)	1,211	4.5%
Total	26,962	100.0%

There was some variation in the proportion of surveys received across the consumer groups by SA. As seen in Figure 1.1, SA's 1, 3, 6, and 8 had the largest proportions of YSS-F surveys returned, and SA's 2, 4, 5, and 7 had the largest proportions of Adult surveys returned. Across all SA's, the smallest proportion of surveys returned was from Older Adults.

Figure 1.1. Surveys Received by Service Area and Consumer Group



With regard to the language of administration, the largest number of surveys received was in English, followed by Spanish. Relatively fewer surveys were completed in Chinese, Russian, Tagalog, and, Vietnamese, and none were completed in Hmong. As seen in Figure 1.2, among the surveys that were received in English, the largest proportion were completed by Adults. In contrast, a majority of the surveys received in Spanish were for YSS-F.



Survey Response Rate

Figure 1.3 shows the response rate for surveys received. The response rate was calculated by dividing the number of surveys received by the actual number of consumers that received face-to-face services in LAC-DMH-funded Clinic Outpatient and Day Treatment Programs during the 10-day survey period. The overall response rate for surveys received for all consumer groups was 40%. YSS had the highest response rate at 40%, followed by Adults 35%, Older Adults 32%, and YSS-F 29%.

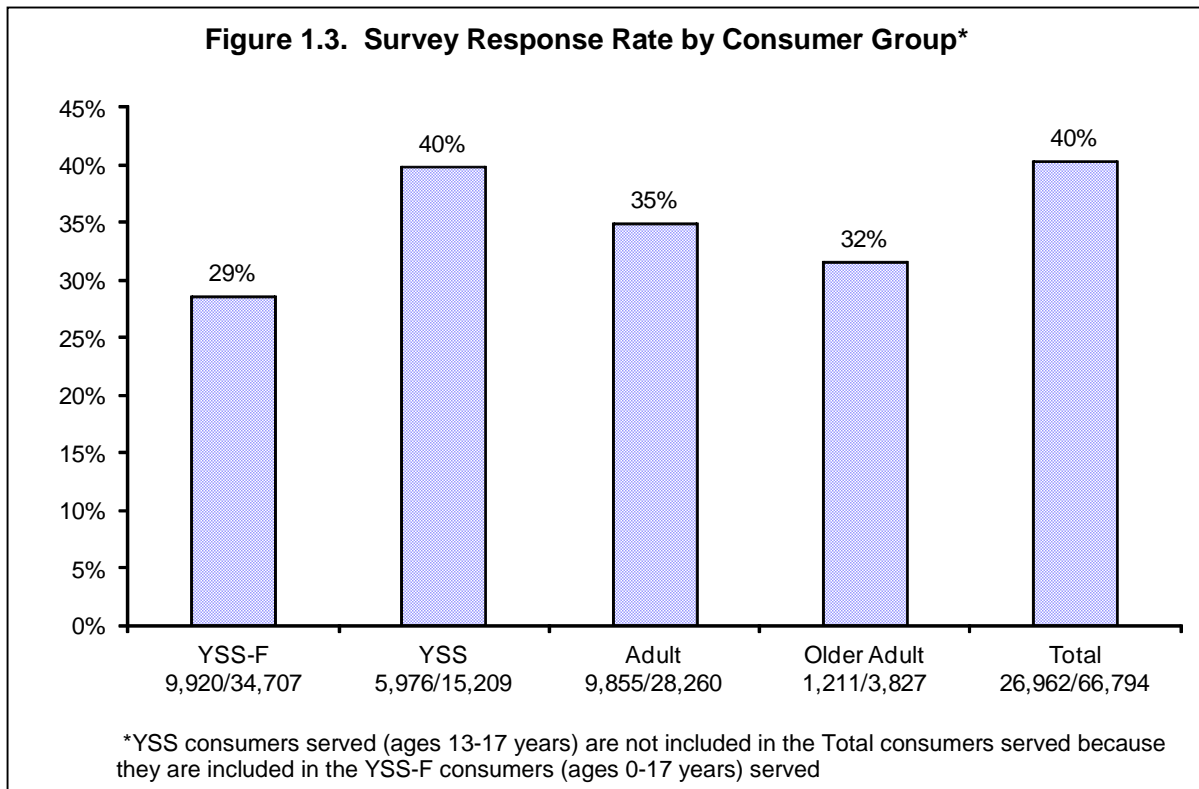
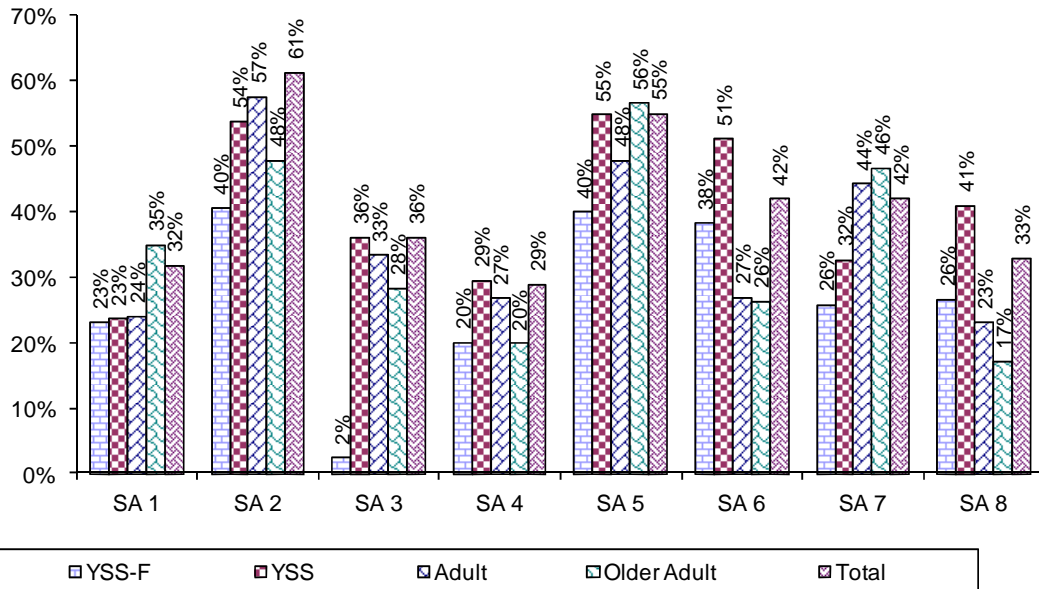


Figure 1.4 shows the response rates by consumer groups across SA's. SA's 2 and 5 have the highest overall response rates across consumer groups (61% and 55%, respectively), whereas SA's 4 and 1 have the lowest rates (29% and 32%, respectively). There was some variation in the response rates for the different consumer groups across SA's, varying from a low of 2% for YSS-F in SA 3 to a high of 57% of Adults in SA 2.

Figure 1.4. Response Rates for Surveys Completed by Consumer Group and Service Area*



*YSS consumers served (ages 13-17 years) are not included in the Total consumers served because they are included in the YSS-F consumers (ages 0-17 years) served

Comparison of Survey Response Rates Over Time

As shown in Table 1.2, the response rates for this current survey were higher as compared with the rates for prior surveys that used the full MHSIP survey forms (administered in May and November 2008 and May 2009). Overall, the survey response rate increased from 34.9% in May 2008 to 40.4% in February 2012. In particular, the rates increased among Older Adults from 27.7% in May 2008 to 31.6% in February 2012, and among YSS, from 28.2% to 39.8% over the same time periods.

Table 1.2: Survey Response Rates May 2008 to February 2012

	May '08		Nov '08		May '09		Feb '12	
	Surveys Rec'd/ Consumers	Percent	Surveys Rec'd/ Consumers	Percent	Surveys Rec'd/ Consumers	Percent	Surveys Rec'd/ Consumers	Percent
YSS-F	6,059/29,546	20.5%	6,147/31,301	19.6%	5,292/30,264	17.5%	9,920/34,707	28.6%
YSS	3,714/14,826	25.1%	3,717/15,293	24.3%	3,287/14,685	22.4%	5,976/15,029	39.8%
Adult	6,148/26,197	23.5%	6,322/26,303	24.0%	7,112/28,203	25.2%	9,855/28,260	34.9%
Older Adult	389/2,787	14.0%	456/2,880	15.8%	604/3,273	18.5%	1,211/3,827	31.6%
Total	16,310/58,530	27.9%	16,642/60,484	27.5%	16,295/61,740	26.4%	26,962/66,794	40.4%

Reasons for Non-Completion

Reasons for non-completion, as designated by survey administrators, were examined for the surveys that were returned but not completed (N = 4,069). As seen in Table 1.3, non-completion was attributed to “refusal” for over one third of these surveys (37.5%), 6.3% were attributed to the respondent’s impairment, 6.3% to language, and approximately one half (49.9%) to “other” as the reason for non-completion. However, there was wide variation across consumer groups in reasons attributed for non-completion. Non-completion of YSS-F surveys was most often attributed to “other” (81.3%) and only 15.1% to refusal. Non-completion of YSS surveys was most often attributed to “other” (55.8%), but over one third were for refusal (37.9%). In over one half (53.1%) of Adult surveys, non-completion was attributed to refusal. Non-completion among Older Adults was attributed equally to impairment and language (26.6% each), over one third to refusal (37.5%), and only 10.6% to other.

Table 1.3: Reason Codes for Not Completing Survey by Consumer Group

	Refused	Impaired	Language	Other	Total
YSS-F	214	14	36	1,149	1,413
	15.1%	1.0%	2.6%	81.3%	100.0%
YSS	203	20	14	299	536
	37.9%	3.7%	2.6%	55.8%	100.0%
Adult	1,076	198	179	573	2,026
	53.1%	9.8%	8.8%	28.3%	100.0%
Older Adult	34	25	25	10	94
	36.2%	26.6%	26.6%	10.6%	100.0%
Total	1,527	257	254	2,031	4,069
	37.5%	6.3%	6.3%	49.9%	100.0%

When reason for non-completion is examined by both consumer group and SA, several findings stand out (see Tables A1.3a – A1.3d in Appendix). Among YSS-F, SA 5 had the highest (29.7%) and SA 8 had the lowest (7.0%) percentages of non-completed surveys that were attributed to refusal. Although there was some variation in reason for non-completion among YSS, the number of surveys per SA is relatively small, and thus the numbers attributed to any specific reason are too few to interpret. Among Adults, SA 3 had the highest (86.2%) and SA 8 had the lowest (8.4%) percentage of non-completed surveys that were attributed to refusal. SA 5 had the highest number of non-completed surveys that were attributed to impairment (40.4%), and SA 8 had the highest number of non-completed surveys (89.7%) that were attributed to other. Only 94 of Older Adult surveys were returned without completion, and thus the numbers within any SA for each reason are too few to interpret.

Surveys Completed by SA and Race/Ethnicity

It is important to note that consumers were instructed to check all categories of ethnicity (Hispanic or non-Hispanic) and race (White, African American, Asian, Native American, Pacific Islander, and Other) that applied to them, and thus multiple responses were possible. Information is presented for descriptive purposes only (and is not

comparable to data on the proportion of clients served by racial/ethnic groups that are non-overlapping) because of overlapping designations of race/ethnicity.

Table 1.4 shows that, across all consumer groups, African Americans had the highest proportion of surveys completed from SA 6 (30.5%); Asians had the highest proportion of surveys completed from SA 4 (4.6%); Latinos had the highest proportion of surveys completed from SA 5 (35.6%); Native Americans had the highest proportion of surveys completed from SA 7 (3.6%), and Whites had the highest number of surveys completed from SA 5 at 24.7%. Across SA's, Pacific Islanders accounted for 1.1% or less of all surveys completed. These patterns remain consistent across consumer groups, with some minor variations among the smaller racial/ethnic groups (see Tables A1.4a – A1.4d in Appendix).

Table 1.4 Surveys Completed by Service Area and Race/Ethnicity – All Ages

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/ Missing	Total
SA 1	385	10	665	59	289	11	410	211	2,040
	18.9%	0.5%	32.6%	2.9%	14.2%	0.5%	20.1%	10.3%	5.3%
SA 2	542	247	2,482	235	2,252	55	2,131	1,282	9,226
	5.9%	2.7%	26.9%	2.5%	24.4%	0.6%	23.1%	13.9%	23.9%
SA 3	416	139	981	136	1,459	27	878	797	4,833
	8.6%	2.9%	20.3%	2.8%	30.2%	0.6%	18.2%	16.5%	12.5%
SA 4	687	203	1,132	95	1,201	18	508	602	4,446
	15.5%	4.6%	25.5%	2.1%	27.0%	0.4%	11.4%	13.5%	11.5%
SA 5	385	57	1,043	70	386	16	723	246	2,926
	13.2%	1.9%	35.6%	2.4%	13.2%	0.5%	24.7%	8.4%	7.6%
SA 6	1,681	47	1,765	84	986	16	301	630	5,510
	30.5%	0.9%	32.0%	1.5%	17.9%	0.3%	5.5%	11.4%	14.3%
SA 7	193	87	640	143	1,337	21	746	769	3,936
	4.9%	2.2%	16.3%	3.6%	34.0%	0.5%	19.0%	19.5%	10.2%
SA 8	1,013	247	1,662	122	1,112	62	823	698	5,739
	17.7%	4.3%	29.0%	2.1%	19.4%	1.1%	14.3%	12.2%	14.8%
Total	5,302	1,037	10,370	944	9,022	226	6,520	5,235	38,656
	13.7%	2.7%	26.8%	2.4%	23.3%	0.6%	16.9%	13.5%	100.0%

*Respondents may list more than one category.

Ratings on County Performance Outcome Measures by Consumer Group and SA

Satisfaction for each of the seven items is examined by combining those who “agree” or “strongly agree” with each statement. As seen in Table 1.5, there was a relatively high level of satisfaction across all items among YSS-F, with the highest percentage of respondents that agreed “services were available at times that were convenient for us/me” (94.2%), and the lowest level of agreement that “my child is doing better in school and/or work” (71.7%). Similarly, there was high level of satisfaction among YSS, with the highest agreement that “I felt I had someone to talk to when I was troubled” (82.9%) and the lowest level of agreement that “I get along better with family members” (67.8%).

Table 1.5: Average Percent Strongly Agree or Agree with County Performance Outcome Measures – YSS-F & YSS

Outcome Measure	YSS-F (N=9,920)	Among Service Areas		YSS (N=5,976)	Among Service Areas	
		Highest	Lowest		Highest	Lowest
1 I felt my child/I had someone to talk to when he/she/I was troubled.	90.1%	SA 5 (92.3%)	SA 7 (87.1%)	82.9%	SA 7 (85.6%)	SA 2 (81.0%)
2 Location of services was convenient for us/me.	93.7%	SA 7 (94.6%)	SA 1 (92.1%)	81.0%	SA 3 (86.1%)	SA 4 (76.5%)
3 Services were available at times that were convenient for us/me.	94.2%	SA 8 (96.1%)	SA 1 (91.6%)	81.7%	SA 7 (86.5%)	SA 4 (77.3%)
4 Staff were sensitive to my cultural/ethnic background.	91.1%	SA 4 (93.4%)	SA 5 (89.1%)	76.8%	SA 7 (81.3%)	SA 5 (72.4%)
5 My child/I get along better with family members.	76.4%	SA 4 (81.2%)	SA 1 (69.5%)	67.8%	SA 6 (73.7%)	SA 1 (63.2%)
6 My child/I am doing better in school and/or work.	71.7%	SA 4 (77.6%)	SA 1 (65.2%)	73.0% *	SA 4 (75.7%)	SA 1 (68.4%)
7 In a crisis, I would have the support I need from family or friends.	86.8%	SA 7 (88.8%)	SA 2 (84.9%)	81.5% *	SA 6 (83.8%)	SA 2 (79.1%)

Highest and lowest percentages are in bold.

* Differences among service areas are not statistically significant at $p < .05$

There was more variation in satisfaction across items among Adults and Older Adults (see Table 1.6). Among Adults, the highest level of agreement was with regard to “services were available at times that were good for me” (89.5%) and the lowest was with regard to “I do better in school and/or work” (52.3%). Older Adults showed the same patterns, with 93.2% endorsing “services were available at times that were good for me,” and 40.1% endorsing “I do better in school and/or work.”

Table 1.6: Average Percent Strongly Agree or Agree with County Performance Outcome Measures – Adult and Older Adult

Outcome Measure		Adult (N=9,855)	Among Service Areas		Older Adult (N=1,211)	Among Service Areas	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	84.7%	SA 1 (89.4%)	SA 8 (80.4%)	82.4%	SA 7 (89.5%)	SA 1 (50.0%)
2	Staff were willing to see me as often as I felt was necessary.	88.5%	SA 2 (92.8%)	SA 5 (87.0%)	91.7% *	SA 5 (94.9%)	SA 1 (87.5%)
3	Services were available at times that were good for me.	89.5%	SA 1 (94.7%)	SA 5 (87.4%)	93.2% *	SA 7 (95.9%)	SA 1 (87.5%)
4	Staff were sensitive to my cultural background (race, religion, language, etc.)	86.0%	SA 1 (91.5%)	SA 5 (84.1%)	90.8%	SA 6 (96.9%)	SA 4 (86.3%)
5	I deal more effectively with daily problems.	71.8% *	SA 3 (73.3%)	SA 1 (70.0%)	76.6% *	SA 5 (79.7%)	SA 8 (70.6%)
6	I do better in school and/or work.	52.3%	SA 6 (54.8%)	SA 5 (48.8%)	40.1% *	SA 7 (44.4%)	SA 1 (31.3%)
7	My symptoms are not bothering me as much.	60.0%	SA 3 (64.4%)	SA 1 (53.8%)	66.4% *	SA 6 (75.5%)	SA 8 (59.6%)

Highest and lowest percentages are in bold.

* Differences among service areas are not statistically significant at $p < .05$

When ratings are collapsed across all consumer groups, the highest average level of agreement is with regard to “services were available at times that were convenient” (89.7%) and the lowest is with regard to “doing better in school and/or work” (63.5%), which were particularly low among Adults and Older Adults (see Table 1.7).

Table 1.7: Average Percent Strongly Agree or Agree with County Performance Outcome Measures for YSS-F, YSS, Adult, and Older Adult

Outcome Measure	YSS-F (N=9,920)	YSS (N=5,976)	Adult (N=9,855)	Older Adult (N=1,211)	Average Across Consumer Groups
1. Location of services was convenient	93.7%	81.0%	84.7%	82.4%	87.1%
2. Services were available at times that were convenient	94.2%	81.7%	89.5%	93.2%	89.7%
3. Staff were sensitive to my cultural/ethnic background	91.1%	76.8%	86.0%	90.8%	86.1%
4. Doing better in school and/or work	71.7%	73.0%	52.3%	40.1%	63.5%

Highest and lowest percentages across groups are in bold.

Ranking of County Performance Outcome Measures by Countywide and SA Averages Across Consumer Groups

Satisfaction with each performance outcome measure was examined across all SA’s and consumer groups by comparison of rankings based on average percentage of agreement (see Table 1.8). The item “services were available at times that were convenient” had the highest level of agreement (89.7%). The item “my symptoms are not bothering me as much” had the lowest (60.7%).

Table 1.8: Rankorder of County Performance Outcome Measures

Outcome Measure	Average Percent¹	Rank Order
Services were available at times that were convenient ³	89.7%	1
Staff was willing to see me as often as I felt was necessary ²	88.8%	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	87.4%	3
Location of services was convenient ³	87.1%	4
Staff were sensitive to my cultural/ethnic background ³	86.1%	5
In a crisis, I would have the support I need from family or friends ⁴	84.8%	6
My child/I get along better with family members ⁴	73.2%	7
I deal more effectively with daily problems ²	72.4%	8
Doing better in school and/or work ³	63.5%	9
My symptoms are not bothering me as much ²	60.7%	10

¹ Percent "Strongly Agree" or "Agree"

² Outcomes for Adults & Older Adults only

³ Outcomes for YSS-F, YSS, Adult & Older Adult

⁴ Outcomes for YSS-F & YSS only

Average percentage of agreement and rank order for each item across consumer groups was examined for each SA, as compared with the countywide average agreement and rank order (see Tables A1.8a – A1.8h in Appendix). SA 1 differed by greater than 5% for the item “my child/I get along better with family members,” as compared with the countywide average. Similarly, SA 1 differed by greater than 5% with regard to “my symptoms are not bothering me as much.” In SA 5, there was also significantly less satisfaction as compared with the countywide average for the item “I am doing better in school and/or work.” Although there was some slight variation in levels of agreement and rank order of items across the other SA’s, these were minimal (i.e., less than 5% difference) and non-consequential.

Ratings of County Performance Outcome Measures Within Consumer Group by Service Area

Ratings of each performance outcome were examined for each consumer group across SA's. Highlights are noted within each consumer group below.

YSS-F (see Tables A1.9a – A1.9g in Appendix). Among YSS-F, SA 5 had the highest (92.3%) and SA 7 had the lowest (87.1%) levels of agreement with regard to the item “I felt my child had someone to talk to when he/she was troubled.” With regard to the item “Location of services was convenient for me,” there was overall very high agreement, with less than 2% differentiation between the highest and lowest percentage of agreement across SA's. A similar pattern was observed for the item “Staff were sensitive to my cultural/ethnic background,” with a 4% difference between the highest and lowest levels of agreement across SA's. More variation was observed with regard to the item “My child gets along better with family members,” with a high of 81.2% in SA 4 and a low of 69.5% in SA 1. With regard to “My child is doing better in school and/or work,” SA 1 had the highest level of agreement (77.6%) and SA 1 had the lowest (65.2%). There was less than 4% difference in agreement across SA's with regard to “In a crisis, I would have the support I need from family or friends.”

YSS (see Tables A1.10a – A1.10g in Appendix). Among YSS, SA 7 had the highest level of agreement (85.6%) and SA 4 had the lowest (78.5%) with regard to “I had someone to talk to when I was troubled.” There was greater variability with regard to “Location of services was convenient for me,” with SA 3 having the highest level of agreement (86.1%) and SA 4 the lowest (76.5%). Similarly, with regard to “Services were available at times that were convenient,” SA 7 had the highest level of agreement (86.4%) and SA 4 had the lowest (77.3%). With regard to “Staff were sensitive to my cultural/ethnic background,” 72.4% of respondents in SA 5 agreed as compared with 81.3% of those in SA 7. There was also variability across SA's with regard to “I get along better with family,” with 63.2% of respondents in SA 1 stating their agreement as compared with 73.7% of those in SA 6. With regard to “I am doing better in school and/or work,” 68.4% of those in SA 1 agreed as compared with 75.7% of those in SA 4. With regard to “In a crisis, I would have the support I need from family or friends,” 83.8% of those in SA 6 agreed as compared with 79.0% of those in SA 2.

Adults (see Tables A1.11a – A1.11g in Appendix). Among Adults, SA 1 had the highest level of agreement (89.4%) and SA 4 had the lowest (80.4%) with regard to “Location of services was convenient for me.” With regard to “Staff were willing to see me as often as I felt necessary,” 92.8% of respondents in SA 3 agreed as compared with 87.0% of those in SA 5. With regard to “Services were available at times that were good for me,” SA 1 had the highest level of agreement (94.7%) and SA 5 had the lowest (87.4%). There was also variability with regard to “Staff were sensitive to my cultural background,” with agreement among 91.5% of respondents in SA 1 as compared with 84.1% of those in SA 5. There were no significant differences among SA's with regard to “I deal more effectively with daily problems,” with less than 4% differentiation across SAs. There was greater differentiation with regard to “I do better in school and/or work,”

with 54.7% of those in SA 6 in agreement as compared with 48.8% of those in SA 5. We note that a considerable number of participants endorsed “neutral” (38.9%) regarding this item, which lowers the overall average percentage of agreement. With regard to “My symptoms are not bothering me as much,” 64.4% of those in SA 3 were in agreement as compared with 53.8% of those in SA 1, with about one quarter (23.6%) neither agreeing nor disagreeing with this statement.

Older Adults (see Tables A1.12a – A1.12g in Appendix). There was considerable variability among Older Adults with regard to “Location of services was convenient for me,” with 89.5% of those in SA 7 in agreement, but only 50% of those in SA 1 (although another 47% were “neutral” on this item). There was little variability across SA’s with regard to “Staff were willing to see me as often as I felt it was necessary,” with 94.9% of those in SA 5 in agreement and 87.5% of those in SA 1. Similarly, 95.9% of those in SA 8 agreed that “Services were available at times that were good for me,” as compared with 87.5% of those in SA 1. Participants in SA 4 had the lowest level of agreement with “Staff were sensitive to my cultural background” (86.3%), as compared with 96.9% of those in SA 6. Although agreement was overall lower with regard to “I deal more effectively with daily problems,” there was little difference across SA’s, with an average of 76.6% who strongly agreed with this item. There was also limited agreement with the item “I do better in school and/or work,” with overall 40% agreement, and another 53.9% who were neutral on this item. Lastly, about two thirds (66.5%) of Older Adults agreed that “My symptoms are not bothering me as much,” with varied from 59.6% of those in SA 8 as compared with 75.5% of those in SA 6.

Comparison of SA’s and Countywide Average Ratings on County Performance Outcome Measures

Figures A1.5a – A1.8g (in Appendix) show the distribution of SA’s in relation to the countywide average agreement for each performance outcome measure, for each of the consumer groups. Among YSS-F, SA’s 3 and 8 most consistently ranked above the countywide average ratings (on all 7 items). Among YSS, SA 6 ranked above the countywide average on all seven items, and SA’s 3, 7, and 8 did so on six of the items. Among Adults, SA 3 most consistently ranked above the countywide average ratings (6 out of 7 items). Lastly, among Older Adults, SA 7 most consistently ranked above the countywide average ratings (on 6 out of 7 items).

RECOMMENDATIONS

The following recommendations were determined based on review of the survey methodology and findings on the performance outcomes as rated by consumers from DMH outpatient clinics.

Survey Methodology

It is clear that use of the briefer, 7-item County performance outcomes survey yielded a considerably higher response rate as compared with previous surveys that used the full MHSIP survey form. However, this higher response rate is also at the expense of the more-depth performance measures that are contained in the MHSIP and comparability with other sites that use the MHSIP. Use of the briefer survey form also yielded a significantly higher response rate, particularly among some consumers. However, there was considerable variability across SA's in overall response rates and in reasons for non-response that warrant close attention. We recommend the following:

- Use of a two-tier sampling design: wide administration of the abbreviated survey instrument, in conjunction with the more in-depth MHSIP with a targeted sub-sample (using probabilistic methods for obtaining representative samples across consumer groups and Service Areas). This two-tier approach would considerably increase the scope of the survey findings, at the same time would retain the depth of responses from the full MHSIP for a targeted sub-sample that could be generalized to the broader county population of LAC-DMH consumers of Outpatient services.
- Although response rates were increased among all consumer groups with the briefer instrument, this effect was particularly heightened for YSS and Older Adults. Strategies to increase survey participation among these consumer groups should be developed that stress the importance of their inclusion in the survey and how the survey findings may benefit their own service needs.
- More tailored instructions and/or assistance should be developed for populations that show particularly low response rates. In particular, greater efforts are needed to enhance the survey response rate among individuals who are not primary speakers of English or Spanish. Although survey forms were available in five additional languages, very few actual surveys were returned in languages other than English or Spanish. Additionally, when reasons for non-completion were examined, survey administrators were more likely to cite language as the reason for non-completion for Older Adults than for other consumer groups (although "refusal" was the most-often cited reason for non-completion across all consumer groups). Thus, Older Adults, who are non-English or non-Spanish speakers, may be particularly reluctant to complete the survey, even if it is available in their primary language.
- Since there is variation across Service Areas in survey response rates, as well as some fluctuation in stated reasons for non-completion by consumer groups across Service Areas (although caution should be used in interpreting small

sub-groups, which tend to be more variable), input should be obtained from Service Areas about strategies that can be adopted to increase survey response rate, with consideration of their specific sub-populations. Input could be obtained through the Service Area liaisons, direct response from providers to a county web site, or in targeted focus groups of provider representatives across Service Areas.

- Future studies should examine how well the brief survey form captures the major outcome domains needed for quality improvement in comparison with the MHSIP, including studies of comparative findings across domains, considering the higher response rate that was obtained with this form.

Survey Findings on County Performance Outcome Measures

Overall, the findings demonstrated high levels of satisfaction with the DMH Outpatient services based on consumer ratings. There was some variation across consumer groups and service areas in levels of satisfaction that suggests several areas that can be targeted for improvement.

- Convenience of location and timing of DMH Outpatient services were generally rated most favorably by consumers. In addition, DMH services were rated favorably for being sensitive to cultural/ethnic background and providing needed support in times of crises. County providers should be commended for these findings, which indicate a very high degree of consumer satisfaction (given the limitations posed by survey non-response).
- Performance ratings were lowest for items that refer to behavioral, or treatment-related, outcomes, including functioning at school or work, symptom management, management of daily problems, and family relations. Although these items were rated significantly lower than the items pertaining to location and convenience of services, a majority of consumers were still more satisfied than dissatisfied with these aspects of services. Noticeable exceptions to this pattern include: improvement among youth in family relationships and improvements among older adults in performance at school or work. Both such exceptions point to developmental challenges appropriate to those consumer groups. Consideration should be given to tailoring the forms to take into consideration these developmental issues to make the performance items more relevant (and possibly sensitive to discriminating areas of improvement). For example, older adults who are not in school or the workforce cannot be expected to demonstrate improved performance in these domains. Items that address their overall daily functioning and life satisfaction are more applicable to this consumer group.

There were some trends across Service Areas with regard to those ranked above or below the countywide averages across performance outcomes. Distribution of the survey findings to each Service Area should be provided within the context of strategies to address targeted areas for improvement.

PART II: ANNUAL COUNTY PERFORMANCE OUTCOMES, SUMMARY REPORT FOR THE SURVEY PERIOD OF FEBRUARY 10 – 27, 2012 – FEE-FOR-SERVICE (FFS) SURVEYS

FFS Surveys Received and Completed

In total, 736 surveys were received and 668 were completed by consumers of Fee-for-Service providers (90.8%). The numbers of surveys received and completed by consumer group is shown in Tables 2.1a and 2.1b. Overall, survey completion was quite high across groups (90.8%), with the lowest rate among Adults (316/379 = 83.4%).

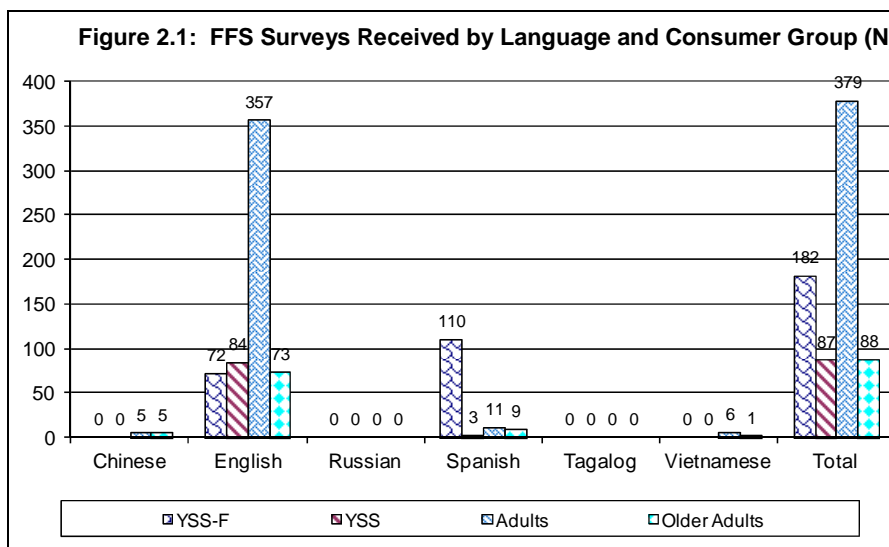
Table 2.1a: FFS Surveys Received by Consumer Group

Consumer Group	Surveys Received	Percent
YSS-F (0-17)	182	24.7%
YSS (13-17)	87	11.8%
Adult (18-59)	379	51.5%
Older Adult (60+)	88	12.0%
Total	736	100.0%

Table 2.1b FFS Surveys Completed by Consumer Group

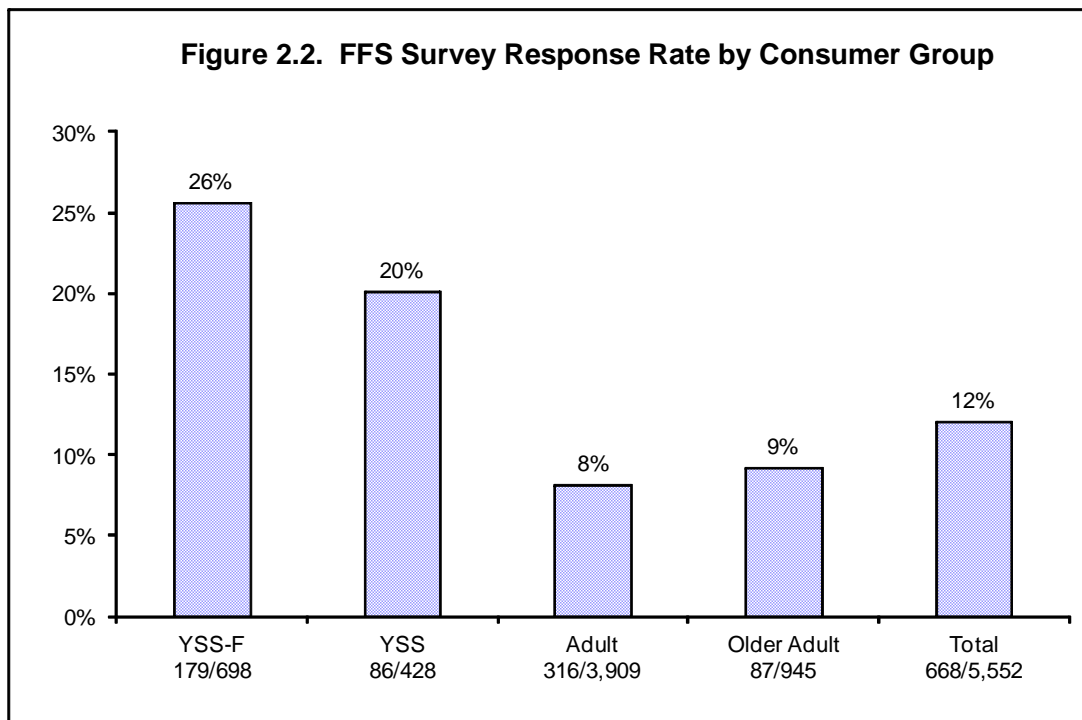
Consumer Group	Surveys Completed	Percent
YSS-F (0-17)	179	26.8%
YSS (13-17)	86	12.9%
Adult (18-59)	316	47.3%
Older Adult (60+)	87	13.0%
Total	668	100.0%

With regard to the language of administration, the largest number of surveys was completed in English, followed by Spanish (see Figure 2.1 below). Only 10 and 7 surveys were completed in Chinese and Vietnamese, respectively, and none were completed in Russian, Tagalog, and Hmong (although translated surveys in these languages were distributed and available for downloading on the DMH web site).



FFS Survey Response Rate

Figure 2.2 shows the response rate for FFS surveys received. The response rate was calculated by dividing the number of surveys received (all were returned by mail) by the actual number of FFS consumers that received services during the 10-day survey period, based on LAC-DMH data. The overall response rate for FFS surveys received across consumer groups was 12%. YSS-F had the highest response rate at 26%, followed by the YSS at 20%, Older Adults 9%, and Adults 8%.



FFS Surveys Received by Race/Ethnicity

There is considerable variation in race/ethnicity across consumer groups among the surveys returned (see Table 2.2). Among YSS-F, about two fifths of the surveys were returned from Latinos and one fifth were returned by Pacific Islanders. Among YSS, one third of the surveys were returned by Latinos, about one quarter from Pacific Islanders, and 17% from African Americans. Among Adults, about one fifth each were returned from African Americans and Whites. Among Older Adults, 44% of the surveys were returned by Pacific Islanders, with less than 20% from the other groups.

As with the surveys of consumers at Outpatient clinics, it is important to note that FFS consumers were instructed to check all categories of ethnicity (Hispanic or non-Hispanic) and race (White, African American, Asian, Native American, Pacific Islander, and Other) that applied to them, and thus multiple responses were possible. Information is presented for descriptive purposes only (and is not comparable to data on

the proportion of clients served by racial/ethnic groups that are non-overlapping) because of overlapping designations of race/ethnicity.

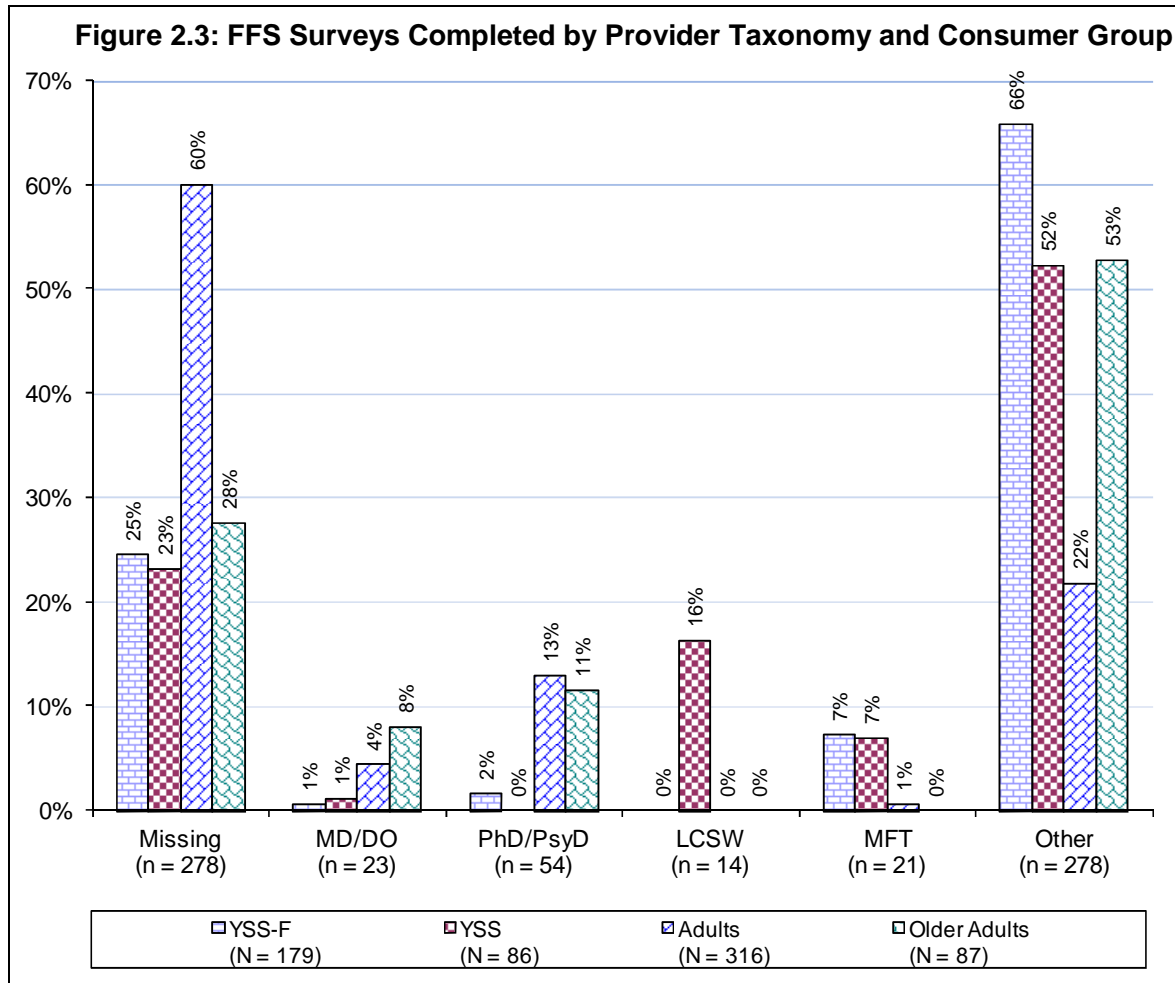
Table 2.2: FFS Surveys Received by Race/Ethnicity and Consumer Group*

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/Missing	Total
YSS-F	20	0	129	2	64	1	30	67	313
	6.4%	0.0%	41.2%	0.6%	20.4%	0.3%	9.6%	21.4%	100.0%
YSS	24	0	47	5	37	1	15	14	143
	16.8%	0.0%	32.9%	3.5%	25.9%	0.7%	10.5%	9.8%	100.0%
Adult	103	45	69	9	57	3	101	76	463
	22.2%	9.7%	14.9%	1.9%	12.3%	0.6%	21.8%	16.4%	100.0%
Older Adult	14	16	22	2	16	88	31	11	200
	7.0%	8.0%	11.0%	1.0%	8.0%	44.0%	15.5%	5.5%	100.0%
Total	161	61	267	18	174	93	177	168	1,119
	14.4%	5.5%	23.9%	1.6%	15.5%	8.3%	15.8%	15.0%	100.0%

*Respondents may list more than one category.

FFS Surveys Completed by Type of Provider

Surveys received were also examined by type of FFS provider (taxonomy). As seen in Figure 2.3, among MD/DO and PhD/PsyD providers, the largest proportion of returned surveys were by Adults. Among providers with LCSW's, all of the surveys were returned by YSS. Among MFT providers, 62% were returned by YSS-F and 29% by YSS. However, classification by type of provider was missing on 42% (278/668) of these surveys overall, with the highest rate of missing among Adults, thus limiting the usefulness of this measure.



FFS Surveys Reasons for Non-Completion

Reasons for non-completion were examined for surveys that were returned but not completed (N = 68). Most of these non-completed surveys were from Adult surveys (63/68), and the predominant reason designated for their non-response was “language” (92.6%). All other categories by consumer group were limited to no more than 3 respondents and thus are too few to analyze.

FFS Surveys Ratings on County Performance Outcome Measures by Consumer Group

Satisfaction for each of the seven items is examined by combining those who “agree” or “strongly agree” with each statement (see Table 2.3). Among YSS-F, there was a relatively high level of satisfaction across all items, with the highest percentage of respondents that agreed “staff were sensitive to my cultural/ethnic background” (97.2%), and the lowest level of agreement that “my child is doing better in school and/or work” (81.0%). Similarly, there was a high level of satisfaction among YSS, with the highest agreement that “in a crisis, I would have the support I need from family or

friends” (90.7%) and the lowest level of agreement that “I get along better with family members” (72.1%).

Table 2.3: Average Percent Strongly Agree or Agree with County Performance Outcome Measures – YSS-F & YSS FFS Surveys

Outcome Measure	YSS-F (N=179)	Among Service Areas		YSS (N=86)	Among Service Areas	
		Highest	Lowest		Highest	Lowest
1 I felt my child/I had someone to talk to when he/she/I was troubled.	91.6%	SAs:4, 5, 7 100%	SA 2 88.9%	87.2%	SAs: 4, 7 100%	SA 5 75.0%
2 Location of services was convenient for us/me.	95.0%	SAs:4, 5, 7 100%	SA 2 88.9%	79.1%	SA 7 100%	SA 5 50.0%
3 Services were available at times that were convenient for us/me.	96.7%	SAs:2, 4, 5, 7 100%	SA 3 94.1%	77.9%	SAs: 4, 7 100%	SA 5 50.0%
4 Staff were sensitive to my cultural/ethnic background.	97.2%	SAs: 4, 5, 7, 8 100%	SA 2 88.9%	80.2%	SAs: 3, 4, 7 100%	SA 5 50.0%
5 My child/I get along better with family members.	81.6%	SAs: 4, 5, 7 100%	SA 3 88.9%	72.1%	SA 7 100%	SA 5 50.0%
6 My child/I am doing better in school and/or work.	81.0%	SAs: 2, 4, 5 100%	SA 7 50.0%	75.6%	SA 7 100%	SA 4 33.3%
7 In a crisis, I would have the support I need from family or friends.	86.6%	SAs: 2, 4, 5, 7 100%	SA 3 80.9%	90.7%	SA 7 100%	SA 4 66.7%

Highest and lowest percentages are in bold.

There was more variation in satisfaction across items among Adults and Older Adults (see Table 2.4). Among Adults, the highest level of agreements was with regard to “services were available at times that were good for me” and “staff were sensitive to my cultural background” (92.7% agreement for both) and was lowest with regard to “I do better in school and/or work” (41.5%). Older Adults showed the same patterns, with 96.6% endorsing both “services were available at times that were good for me” and “staff were willing to see me as often as I felt was necessary,” as compared with 31.0% endorsing “I do better in school and/or work.”

Table 2.4: Average Percent Strongly Agree or Agree with County Performance Outcome Measures – Adult and Older Adult FFS Surveys

Outcome Measure	Adult (N=316)	Among Service Areas		Older Adult (N=87)	Among Service Areas	
		Highest	Lowest		Highest	Lowest
1. The location of services was convenient (Parking, Public Transportation, Distance, etc.)	89.9%	SAs: 2, 6, 8 100%	SA 3 81.4%	89.7%	SAs: 5,6,7 100%	SA 8 75.0%
2. Staff were willing to see me as often as I felt was necessary.	91.1%	SAs: 2, 4, 7, 8 100%	SA 3 80.0%	96.6%	SAs: 4,5,6,7 100%	SA 8 75.0%
3. Services were available at times that were good for me.	92.7%	SAs: 2, 7, 8 100%	SA 3 85.7%	96.6%	SAs: 5,6,7 100%	SA 8 75.0%
4. Staff were sensitive to my cultural background (race, religion, language, etc.)	92.7%	SAs: 2, 8 100%	SA 6 86.4%	88.5%	SAs: 5,6,7 100%	SA 8 75.0%
5. I deal more effectively with daily problems.	84.8%	SA 8 93.8%	SA 2 62.5%	92.0%	SAs: 5,6,7 100%	SA 8 75.0%
6. I do better in school and/or work.	41.5%	SA 7 75.0%	SA 4 22.4%	31.0%	SA 6 75.0%	SAs: 7,8 0.0%
7. My symptoms are not bothering me as much.	74.1%	SA 8 87.5%	SA 2 62.5%	77.0%	SA 5 100%	SA 7 0.0%

Highest and lowest percentages are in bold.

FFS Surveys Comparison of County Performance Outcome Measures Across Consumer Groups

When ratings are collapsed across all consumer groups, average ratings of county performance outcome measures were quite high for 3 out of the 4 common statements, ranging from about 90 – 92%. There was the least agreement with regard to whether the respondent was “doing better in school and/or work,” with the lowest agreement among Adults (41.5%) and Older Adults (31%) for that statement (see Table 2.5).

Among YSS-F and YSS surveys, the lowest levels of agreement are with regard to “My child/I get[s] along better with family members” (81.6% and 72.1%, respectively) (see Table 2.6). Among Adults and Older Adults, the lowest levels of agreement are with regard to “my symptoms are not bothering me a much” (74.1% and 77%, respectively) (see Table 2.7).

Table 2.5: Comparison of County Performance Outcome Measures Among YSS-F, YSS, Adult, & Older Adult FFS Survey Respondents

Outcome Measure	YSS-F (N=179)	YSS (N=86)	Adult (N=316)	Older Adult (N=87)	Average for All Consumer Groups
1. Location of services was convenient	95.0%	79.1%	89.9%	89.7%	89.8%
2. Services were available at times that were convenient	96.7%	77.9%	92.7%	96.6%	92.4%
3. Staff were sensitive to my cultural/ethnic background	97.2%	80.2%	92.7%	88.5%	91.8%
4. Doing better in school and/or work	81.0%	75.6%	41.5%	31.0%	55.1%

Table 2.6: Comparison of County Performance Outcome Measures Among YSS-F & YSS FFS Survey Respondents

Outcome Measure	YSS-F (N=179)	YSS (N=86)	Average for All < 18
1. I felt my child/I had someone to talk when he/she/I was troubled.	91.6%	87.2%	90.2%
2. My child/I get[s] along better with family members.	81.6%	72.1%	78.5%
3. In a crisis, I would have the support I need from family or friends.	86.6%	90.7%	87.9%

Table 2.7: Comparison of County Performance Outcome Measures Among Adult & Older Adult FFS Survey Respondents

Outcome Measure	Adult (N=316)	Older Adult (N=87)	Average for All ≥ 18
1. Staff was willing to see me as often as I felt was necessary.	91.1%	96.6%	92.3%
2. I deal more effectively with daily problems.	84.8%	92.0%	86.4%
3. My symptoms are not bothering me as much.	74.1%	77.0%	74.7%

FFS Surveys Rankorder of County Performance Outcome Measures

Satisfaction with each outcome measure was examined across all consumer groups by comparison of rankings based on average percentage of agreement (see Table 2.8). The item “services were available at times that were convenient” had the

highest level of agreement (92.4%). The item “doing better in school or work” had the lowest (55.1%).

Table 2.8: Rankorder of FFS Surveys County Performance Outcome Measures

Outcome Measure	Average Percent ¹	Rank Order
Services were available at times that were convenient ³	92.4%	1
Staff was willing to see me as often as I felt was necessary ²	92.3%	2
Staff were sensitive to my cultural/ethnic background ³	91.8%	3
I felt my child/I had someone to talk when he/she/I was troubled ⁴	90.2%	4
Location of services was convenient ³	89.8%	5
In a crisis, I would have the support I need from family or friends ⁴	87.9%	6
I deal more effectively with daily problems ²	86.4%	7
My child/I gets along better with family members ⁴	78.5%	8
My symptoms are not bothering me as much ²	74.7%	9
Doing better in school and/or work ³	55.1%	10

¹ Percent "Strongly Agree" or "Agree"

² Outcomes for Adults & Older Adults only

³ Outcomes for YSS-F, YSS, Adult, & Older Adult

⁴ Outcomes for YSS-F & YSS only

FFS Surveys Rating of Common County Performance Outcome Measures Across Consumer Groups

When individual items are examined for each consumer group, most respondents “agree” or “strongly agree” with all of the performance outcome measures (see Tables 2.9 – 2.12). The only noteworthy deviation from this pattern is among Adults and Older Adults, among whom approximately 10 – 11% disagreed or strongly disagreed with the statement that “my symptoms are not bothering me as much.”

Table 2.9: County Performance Outcome Measures Among FFS YSS-F Surveys

Outcome Measure	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
I felt my child had someone to talk to when he/she was troubled	164	12	3	179
	91.6%	6.7%	1.7%	100.0%
The location of services was convenient for us	170	9	0	179
	95.0%	5.0%	0.0%	100.0%
Services were available at times that were convenient for us	173	6	0	179
	96.6%	3.4%	0.0%	100.0%
Staff were sensitive to my cultural/ethnic background	174	5	0	179
	97.2%	2.8%	0.0%	100.0%
My child gets along better with family members	146	22	11	179
	81.6%	12.3%	6.1%	100.0%
My child is doing better in school and/or work	145	27	7	179
	81.0%	15.1%	3.9%	100.0%
In a crisis, I would have the support I need from family or friends	155	21	3	179
	86.6%	11.7%	1.7%	100.0%

Table 2.10: County Performance Outcome Measures Among FFS YSS Surveys

Outcome Measure	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
I felt I had someone to talk to when I was troubled	75	8	3	86
	87.2%	9.3%	3.5%	100.0%
The location of services was convenient for me	68	17	1	86
	79.1%	19.8%	1.2%	100.0%
Services were available at times that were convenient for me	67	13	6	86
	77.9%	15.1%	7.0%	100.0%
Staff were sensitive to my cultural/ethnic background	69	12	5	86
	80.2%	14.0%	5.8%	100.0%
I get along better with family members	62	22	2	86
	72.1%	25.6%	2.3%	100.0%
I am doing better in school and/or work	65	18	3	86
	75.6%	20.9%	3.5%	100.0%
In a crisis, I would have the support I need from family or friends	78	5	3	86
	90.7%	5.8%	3.5%	100.0%

Table 2.11: County Performance Outcome Measures Among FFS Adult Surveys

Outcome Measure	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
The location of services was convenient	284	27	5	316
	89.9%	8.5%	1.6%	100.0%
Staff were willing to see me as often as I felt was necessary	288	20	8	316
	91.1%	6.3%	2.5%	100.0%
Services were available at times that were good for me	293	13	10	316
	92.7%	4.1%	3.2%	100.0%
Staff were sensitive to my cultural/ethnic background	293	20	3	316
	92.7%	6.3%	0.9%	100.0%
I deal more effectively with daily problems	268	33	15	316
	84.8%	10.4%	4.7%	100.0%
I do better in school and/or work	131	168	17	316
	41.5%	53.2%	5.4%	100.0%
My symptoms are not bothering me as much	234	48	34	316
	74.1%	15.2%	10.8%	100.0%

Table 2.12: County Performance Outcome Measures Among FFS Older Adult Surveys

Outcome Measure	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
The location of services was convenient	78	7	2	87
	89.7%	8.0%	2.3%	100.0%
Staff were willing to see me as often as I felt was necessary	84	2	1	87
	96.6%	2.3%	1.1%	100.0%
Services were available at times that were good for me	84	3	0	87
	96.6%	3.4%	0.0%	100.0%
Staff were sensitive to my cultural/ethnic background	77	9	1	87
	88.5%	10.3%	1.1%	100.0%
I deal more effectively with daily problems	80	4	3	87
	92.0%	4.6%	3.4%	100.0%
I do better in school and/or work	27	57	3	87
	31.0%	65.5%	3.4%	100.0%
My symptoms are not bothering me as much	67	11	9	87
	77.0%	12.6%	10.3%	100.0%

RECOMMENDATIONS

The following recommendations were determined based on review of the FFS survey methodology and findings on the performance outcomes.

FFS Survey Methodology

- Response rates from FFS consumers were lower than that of the average across consumer groups for consumers at the Outpatient clinics, despite the widespread distribution of survey forms and pre-printed envelopes at the provider and countywide trainings. FFS survey forms and instructions for their downloading were also available on the DMH website. However, it is unclear how many FFS providers actually attended the trainings or availed themselves of the on-line instructions. Nevertheless, these methods appear not to have fully tapped into the pool of FFS providers and their consumers. It is also unclear whether the non-response stems from a lack of understanding by consumers about the purpose of the survey and method for returning it, as we lack information about how many FFS providers actually distributed the surveys. Information should be solicited from the FFS providers about ways to improve the survey distribution and response rate of their consumers.
- Few FFS surveys were returned in languages other than English or Spanish, and “language” was given as the predominant reason for surveys that were returned but not completed (mostly by Adults). Thus, strategies need to be developed to increase the return rate for consumers who are primary speakers of other languages.
- Data on Service Area was missing on a large share of the FFS surveys that were returned, and linkage with information on the type of provider (i.e., “taxonomy”) also resulted in a large amount of missing information (42%) as well as with providers classified as “other” (42%), particularly among the YSS-F surveys. Thus there was limited ability to do comparative analyses across FFS provider categories. Strategies for improving comprehensiveness of data collected on these items would improve the ability to compare performance outcomes across Service Areas or types of FFS providers.

FFS Survey Findings on County Performance Outcome Measures

- As with the survey of consumers at Outpatient clinics, FFS consumers generally rated very highly each of the performance outcome measures, with some variation across consumer groups. Some areas for improvement can be identified, however. These include improvements in school or work (across consumer groups), in family relationships (for YSS-F and YSS), and in level of symptom impairment (for Adults and Older Adults). Education and information on expectations for improvements in these domains may help therapists and consumers have realistic expectations for improvements in these areas.

**County of Los Angeles Department of Mental Health
Consumer Satisfaction Surveys Project 2011-12**

**Final Report on Survey Findings:
Technical Appendix**

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	Refused	Impaired	Language	Other	Total
SA 1	7	1	0	33	41
	17.1%	2.4%	0.0%	80.5%	100.0%
SA 2	108	3	13	468	592
	18.2%	0.5%	2.2%	79.1%	100.0%
SA 3	20	1	1	85	107
	18.7%	0.9%	0.9%	79.4%	100.0%
SA 4	13	2	8	90	113
	11.5%	1.8%	7.1%	79.6%	100.0%
SA 5	22	0	1	51	74
	29.7%	0.0%	1.4%	68.9%	100.0%
SA 6	20	2	3	196	221
	9.0%	0.9%	1.4%	88.7%	100.0%
SA 7	12	1	1	89	103
	11.7%	1.0%	1.0%	86.4%	100.0%
SA 8	11	3	9	134	157
	7.0%	1.9%	5.7%	85.4%	100.0%
Total	213	13	36	1,146	1,408
	15.1%	0.9%	2.6%	81.4%	100.0%

	Refused	Impaired	Language	Other	Total
SA 1	6	2	1	5	14
	42.9%	14.3%	7.1%	35.7%	100.0%
SA 2	118	8	5	103	234
	50.4%	3.4%	2.1%	44.0%	100.0%
SA 3	22	0	1	45	68
	32.4%	0.0%	1.5%	66.2%	100.0%
SA 4	18	0	3	19	40
	45.0%	0.0%	7.5%	47.5%	100.0%
SA 5	8	1	0	11	20
	40.0%	5.0%	0.0%	55.0%	100.0%
SA 6	16	2	2	35	55
	29.1%	3.6%	3.6%	63.6%	100.0%
SA 7	2	1	2	22	27
	7.4%	3.7%	7.4%	81.5%	100.0%
SA 8	13	6	0	59	78
	16.7%	7.7%	0.0%	75.6%	100.0%
Total	203	20	14	299	536
	37.9%	3.7%	2.6%	55.8%	100.0%

Table A1.3c: Reason Codes for Not Completing Survey by SA - Adult					
	Refused	Impaired	Language	Other	Total
SA 1	5	1	1	1	8
	62.5%	12.5%	12.5%	12.5%	100.0%
SA 2	554	74	86	59	773
	71.7%	9.6%	11.1%	7.6%	100.0%
SA 3	81	3	2	8	94
	86.2%	3.2%	2.1%	8.5%	100.0%
SA 4	222	31	50	37	340
	65.3%	9.1%	14.7%	10.9%	100.0%
SA 5	45	44	4	16	109
	41.3%	40.4%	3.7%	14.7%	100.0%
SA 6	25	4	4	18	51
	49.0%	7.8%	7.8%	35.3%	100.0%
SA 7	96	37	25	9	167
	57.5%	22.2%	15.0%	5.4%	100.0%
SA 8	40	2	7	425	474
	8.4%	0.4%	1.5%	89.7%	100.0%
Total	1,068	196	179	573	2,016
	53.0%	9.7%	8.9%	28.4%	100.0%

Table A1.3d: Reason Codes for Not Completing Survey by SA - Older Adult					
	Refused	Impaired	Language	Other	Total
SA 1	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%
SA 2	18	15	6	3	42
	42.9%	35.7%	14.3%	7.1%	100.0%
SA 3	0	3	0	0	3
	0.0%	100.0%	0.0%	0.0%	100.0%
SA 4	6	1	16	6	29
	20.7%	3.4%	55.2%	20.7%	100.0%
SA 5	2	2	0	0	4
	50.0%	50.0%	0.0%	0.0%	100.0%
SA 6	3	0	1	0	4
	75.0%	0.0%	25.0%	0.0%	100.0%
SA 7	4	3	2	0	9
	44.4%	33.3%	22.2%	0.0%	100.0%
SA 8	1	1	0	1	3
	33.3%	33.3%	0.0%	33.3%	100.0%
Total	34	25	25	10	94
	36.2%	26.6%	26.6%	10.6%	100.0%

Table A1.4a: Surveys Received by SA and Race/Ethnicity – YSS-F*

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/Missing	Total
SA 1	184	1	257	23	129	5	193	123	915
	20.1%	0.1%	28.1%	2.5%	14.1%	0.5%	21.1%	13.4%	5.0%
SA 2	145	51	1,553	56	907	6	585	1,067	4,370
	3.3%	1.2%	35.5%	1.3%	20.8%	0.1%	13.4%	24.4%	23.8%
SA 3	121	40	1,093	44	561	8	328	459	2,654
	4.6%	1.5%	41.2%	1.7%	21.1%	0.3%	12.4%	17.3%	14.5%
SA 4	111	24	771	21	462	2	138	355	1,884
	5.9%	1.3%	40.9%	1.1%	24.5%	0.1%	7.3%	18.8%	10.3%
SA 5	99	11	233	13	128	4	162	163	813
	12.2%	1.4%	28.7%	1.6%	15.7%	0.5%	19.9%	20.0%	4.4%
SA 6	695	3	926	21	516	8	154	545	2,868
	24.2%	0.1%	32.3%	0.7%	18.0%	0.3%	5.4%	19.0%	15.6%
SA 7	62	17	856	20	424	3	256	396	2,034
	3.0%	0.8%	42.1%	1.0%	20.8%	0.1%	12.6%	19.5%	11.1%
SA 8	412	55	965	31	514	19	309	487	2,792
	14.8%	2.0%	34.6%	229.0%	18.4%	0.7%	11.1%	17.4%	15.2%
Total	1,829	202	6,654	229	3,641	55	2,125	3,595	18,330
	10.0%	1.1%	36.3%	1.2%	19.9%	0.3%	11.6%	19.6%	52.6%

*Respondents could select more than one category.

Table A1.4b: Surveys Received by SA and Race/Ethnicity - YSS

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/Missing	Total
SA 1	106	5	144	14	106	1	83	56	515
	20.6%	1.0%	28.0%	2.7%	20.6%	0.2%	16.1%	10.9%	4.7%
SA 2	126	36	922	49	675	14	328	459	2,609
	4.8%	1.4%	35.3%	1.9%	25.9%	0.5%	12.6%	17.6%	24.0%
SA 3	143	25	747	43	487	8	157	270	1,880
	7.6%	1.3%	39.7%	2.3%	25.9%	0.4%	8.4%	14.4%	17.3%
SA 4	95	20	455	19	325	6	65	167	1,152
	8.2%	1.7%	39.5%	1.6%	28.2%	0.5%	5.6%	14.5%	10.6%
SA 5	73	9	145	13	104	3	85	69	501
	14.6%	1.8%	28.9%	2.6%	20.8%	0.6%	17.0%	13.8%	4.6%
SA 6	337	4	453	25	302	6	59	178	1,364
	24.7%	0.3%	33.2%	1.8%	22.1%	0.4%	4.3%	13.0%	12.5%
SA 7	33	18	490	23	305	7	96	171	1,143
	2.9%	1.6%	42.9%	2.0%	26.7%	0.6%	8.4%	15.0%	10.5%
SA 8	267	35	578	44	389	18	166	228	1,725
	15.5%	2.0%	33.5%	2.6%	22.6%	1.0%	9.6%	13.2%	15.8%
Total	1,180	152	3,934	230	2,693	63	1,039	1,598	10,889
	10.8%	1.4%	36.1%	2.1%	24.7%	0.6%	9.5%	14.7%	100.0%

*Respondents could select more than one category.

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/Missing	Total
SA 1	98	4	117	20	55	5	125	71	495
	19.8%	0.8%	23.6%	4.0%	11.1%	1.0%	25.3%	14.3%	3.0%
SA 2	260	152	1,098	123	718	35	1,098	1,148	4,632
	5.6%	3.3%	23.7%	2.7%	15.5%	0.8%	23.7%	24.8%	28.1%
SA 3	143	68	634	44	398	12	357	277	1,933
	7.4%	3.5%	32.8%	2.3%	20.6%	0.6%	18.5%	14.3%	11.7%
SA 4	464	158	569	53	390	7	266	473	2,380
	19.5%	6.6%	23.9%	2.2%	16.4%	0.3%	11.2%	19.9%	14.4%
SA 5	199	34	152	38	135	10	378	172	1,118
	17.8%	3.0%	13.6%	3.4%	12.1%	0.9%	33.8%	15.4%	6.8%
SA 6	628	31	292	36	178	1	79	163	1,408
	44.6%	2.2%	20.7%	2.6%	12.6%	11.0%	5.6%	11.6%	8.5%
SA 7	91	64	894	97	535	11	355	437	2,484
	3.7%	2.6%	36.0%	3.9%	21.5%	0.4%	14.3%	17.6%	15.0%
SA 8	326	147	357	45	215	24	319	624	2,057
	15.8%	7.1%	17.4%	2.2%	10.5%	1.2%	15.5%	30.3%	12.5%
Total	2,209	658	4,113	456	2,624	105	2,977	3,365	16,507
	13.4%	4.0%	24.9%	2.8%	15.9%	0.6%	18.0%	20.4%	100.0%

*Respondents could select more than one category.

	African American	Asian	Latino	Native American	Other	Pacific Islander	White	Unknown/Missing	Total
SA 1	4	0	7	2	3	0	15	8	39
	10.3%	0.0%	17.9%	5.1%	7.7%	0.0%	38.5%	20.5%	2.2%
SA 2	30	14	96	8	66	1	172	74	461
	6.5%	3.0%	20.8%	1.7%	14.3%	0.2%	37.3%	16.1%	26.1%
SA 3	13	7	64	5	46	0	48	16	199
	6.5%	3.5%	32.2%	2.5%	23.1%	0.0%	24.1%	8.0%	11.3%
SA 4	39	42	69	2	53	3	49	27	284
	13.7%	14.8%	24.3%	0.7%	18.7%	1.1%	17.3%	9.5%	16.1%
SA 5	20	5	26	6	24	1	117	19	218
	9.2%	2.3%	11.9%	2.8%	11.0%	0.5%	53.7%	8.7%	12.4%
SA 6	58	10	18	2	10	1	14	14	127
	45.7%	7.9%	14.2%	1.6%	7.9%	0.8%	11.0%	11.0%	7.2%
SA 7	8	11	113	3	77	0	43	39	294
	2.7%	3.7%	38.4%	1.0%	26.2%	0.0%	14.6%	13.3%	16.7%
SA 8	19	18	27	3	15	1	38	22	143
	13.3%	12.6%	18.9%	2.1%	10.5%	0.7%	26.6%	15.4%	8.1%
Total	191	107	420	31	294	7	496	219	1,765
	10.8%	6.1%	23.8%	1.8%	16.7%	0.4%	28.1%	12.4%	100.0%

*Respondents could select more than one category.

Table A1.8a: Rankorder of SA 1 County Performance Outcome Measures

Outcome Measure	Average Percent ¹ for SA 1	Average Percent for CW	Rank Order - SA 1	Rank Order - CW
Services were available at times that were convenient ³	89.3%	89.7%	1	1
Staff was willing to see me as often as I felt was necessary ²	88.7%	88.8%	2	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	87.9%	87.4%	3	3
Location of services was convenient ³	87.2%	87.1%	4	4
Staff were sensitive to my cultural/ethnic background ³	86.9%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	84.8%	84.8%	6	6
My child/I gets along better with family members ⁴	67.2%	73.2%	8	7
I deal more effectively with daily problems ²	70.4%	72.4%	7	8
Doing better in school and/or work ³	61.4%	63.5%	9	9
My symptoms are not bothering me as much ²	54.8%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"²Outcomes for Adults & Older Adults only³Outcomes for YSS-F, YSS, Adult & Older Adult⁴Outcomes for YSS-F & YSS only**Table A1.8b: Rankorder of SA 2 County Performance Outcome Measures**

Outcome Measure	Average Percent ¹ for SA 2	Average Percent for CW	Rank Order - SA 2	Rank Order - CW
Services were available at times that were convenient ³	89.1%	89.7%	1	1
Staff was willing to see me as often as I felt was necessary ²	88.2%	88.8%	2	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	86.3%	87.4%	4	3
Location of services was convenient ³	86.9%	87.1%	3	4
Staff were sensitive to my cultural/ethnic background ³	85.2%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	82.7%	84.8%	6	6
My child/I gets along better with family members ⁴	72.6%	73.2%	7	7
I deal more effectively with daily problems ²	71.8%	72.4%	8	8
Doing better in school and/or work ³	63.2%	63.5%	9	9
My symptoms are not bothering me as much ²	60.9%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"²Outcomes for Adults & Older Adults only³Outcomes for YSS-F, YSS, Adult & Older Adult⁴Outcomes for YSS-F & YSS only

Table A1.8c: Rankorder of SA 3 County Performance Outcome Measures

Outcome Measure	Average Percent ¹ for SA 3	Average Percent for CW	Rank Order - SA 3	Rank Order - CW
Services were available at times that were convenient ³	91.3%	89.7%	2	1
Staff was willing to see me as often as I felt was necessary ²	92.9%	88.8%	1	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	88.4%	87.4%	4	3
Location of services was convenient ³	88.8%	87.1%	3	4
Staff were sensitive to my cultural/ethnic background ³	86.8%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	84.9%	84.8%	6	6
My child/I gets along better with family members ⁴	72.6%	73.2%	8	7
I deal more effectively with daily problems ²	73.4%	72.4%	7	8
Doing better in school and/or work ³	65.0%	63.5%	10	9
My symptoms are not bothering me as much ²	65.1%	60.7%	9	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.8d: Rankorder of SA 4 County Performance Outcome Measures

Outcome Measure	Average Percent ¹ for SA 4	Average Percent for CW	Rank Order - SA 4	Rank Order - CW
Services were available at times that were convenient ³	87.8%	89.7%	2	1
Staff was willing to see me as often as I felt was necessary ²	87.9%	88.8%	1	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	86.4%	87.4%	3	3
Location of services was convenient ³	84.6%	87.1%	6	4
Staff were sensitive to my cultural/ethnic background ³	85.8%	86.1%	4	5
In a crisis, I would have the support I need from family or friends ⁴	84.8%	84.8%	5	6
My child/I gets along better with family members ⁴	77.6%	73.2%	7	7
I deal more effectively with daily problems ²	73.6%	72.4%	8	8
Doing better in school and/or work ³	63.0%	63.5%	9	9
My symptoms are not bothering me as much ²	57.8%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.8e: Rankorder of SA 5 County Performance Outcome Measures

Outcome Measure	Average Percent ¹ for SA 5	Average Percent for CW	Rank Order - SA 5	Rank Order - CW
Services were available at times that were convenient ³	88.2%	89.7%	3	1
Staff was willing to see me as often as I felt was necessary ²	88.4%	88.8%	1	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	88.4%	87.4%	2	3
Location of services was convenient ³	85.1%	87.1%	4	4
Staff were sensitive to my cultural/ethnic background ³	84.4%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	83.4%	84.8%	6	6
My child/I gets along better with family members ⁴	71.8%	73.2%	7	7
I deal more effectively with daily problems ²	71.8%	72.4%	8	8
Doing better in school and/or work ³	57.6%	63.5%	10	9
My symptoms are not bothering me as much ²	59.7%	60.7%	9	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.8f: Rankorder of SA 6 County Performance Outcome Measures

Outcome Measure	Average Percent ¹ for SA 6	Average Percent for CW	Rank Order - SA 6	Rank Order - CW
Services were available at times that were convenient ³	89.5%	89.7%	1	1
Staff was willing to see me as often as I felt was necessary ²	87.8%	88.8%	3	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	87.5%	87.4%	4	3
Location of services was convenient ³	88.5%	87.1%	2	4
Staff were sensitive to my cultural/ethnic background ³	87.0%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	86.6%	84.8%	6	6
My child/I gets along better with family members ⁴	74.7%	73.2%	7	7
I deal more effectively with daily problems ²	73.7%	72.4%	8	8
Doing better in school and/or work ³	65.9%	63.5%	9	9
My symptoms are not bothering me as much ²	61.3%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.8g: Rankorder of SA 7 County Performance Outcome Measures				
Outcome Measure	Average Percent¹ for SA 7	Average Percent for CW	Rank Order - SA 7	Rank Order - CW
Services were available at times that were convenient ³	90.8%	89.7%	1	1
Staff was willing to see me as often as I felt was necessary ²	88.5%	88.8%	3	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	86.6%	87.4%	5	3
Location of services was convenient ³	89.4%	87.1%	2	4
Staff were sensitive to my cultural/ethnic background ³	87.7%	86.1%	4	5
In a crisis, I would have the support I need from family or friends ⁴	86.3%	84.8%	6	6
My child/I gets along better with family members ⁴	72.3%	73.2%	8	7
I deal more effectively with daily problems ²	73.1%	72.4%	7	8
Doing better in school and/or work ³	62.0%	63.5%	9	9
My symptoms are not bothering me as much ²	60.8%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.8h: Rankorder of SA 8 County Performance Outcome Measures				
Outcome Measure	Average Percent¹ for SA 8	Average Percent for CW	Rank Order - SA 8	Rank Order - CW
Services were available at times that were convenient ³	91.0%	89.7%	1	1
Staff was willing to see me as often as I felt was necessary ²	90.0%	88.8%	2	2
I felt my child/I had someone to talk when he/she/I was troubled ⁴	88.7%	87.4%	3	3
Location of services was convenient ³	86.0%	87.1%	4	4
Staff were sensitive to my cultural/ethnic background ³	86.0%	86.1%	5	5
In a crisis, I would have the support I need from family or friends ⁴	85.8%	84.8%	6	6
My child/I gets along better with family members ⁴	73.5%	73.2%	7	7
I deal more effectively with daily problems ²	71.1%	72.4%	8	8
Doing better in school and/or work ³	65.4%	63.5%	9	9
My symptoms are not bothering me as much ²	61.6%	60.7%	10	10

¹Percent "Strongly Agree" or "Agree"

²Outcomes for Adults & Older Adults only

³Outcomes for YSS-F, YSS, Adult & Older Adult

⁴Outcomes for YSS-F & YSS only

Table A1.9a: YSS-F Outcome Measure 1 "I felt my child had someone to talk to when he/she was troubled" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	531	36	13	580
	91.6%	6.2%	2.2%	100.0%
2	1,938	187	37	2,162
	89.6%	8.6%	1.7%	100.0%
3	1,274	106	20	1,400
	91.0%	7.6%	1.4%	100.0%
4	886	64	18	968
	91.5%	6.6%	1.9%	100.0%
5	431	26	10	467
	92.3%	5.6%	2.1%	100.0%
6	1,496	141	41	1,678
	89.2%	8.4%	2.4%	100.0%
7	921	115	21	1,057
	87.1%	10.9%	2.0%	100.0%
8	1,439	113	28	1,580
	91.1%	7.2%	1.8%	100.0%
Total	8,916	788	188	9,892
	90.1%	8.0%	1.9%	100.0%

* Statistically significant among service areas at p < .05

Table A1.9b: YSS-F Outcome Measure 2 "Location of services was convenient for us"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	534	22	24	580
	92.1%	3.8%	4.1%	100.0%
2	2,028	90	44	2,162
	93.8%	4.2%	2.0%	100.0%
3	1,324	49	27	1,400
	94.6%	3.5%	1.9%	100.0%
4	906	36	26	968
	93.6%	3.7%	2.7%	100.0%
5	430	22	15	467
	92.1%	4.7%	3.2%	100.0%
6	1,566	77	35	1,678
	93.3%	4.6%	2.1%	100.0%
7	1,000	41	16	1,057
	94.6%	3.9%	1.5%	100.0%
8	1,486	60	34	1,580
	94.1%	3.8%	2.2%	100.0%
Total	9,274	397	221	9,892
	93.8%	4.0%	2.2%	100.0%

Table A1.9c: YSS-F Outcome Measure 3 "Services were available at times that were convenient for us" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	531	28	21	580
	91.6%	4.8%	3.6%	100.0%
2	2,041	85	36	2,162
	94.4%	3.9%	1.7%	100.0%
3	1,342	41	17	1,400
	95.9%	2.9%	1.2%	100.0%
4	897	48	23	968
	92.7%	5.0%	2.4%	100.0%
5	439	17	11	467
	94.0%	3.6%	2.4%	100.0%
6	1,559	74	45	1,678
	92.9%	4.4%	2.7%	100.0%
7	994	39	24	1,057
	94.0%	3.7%	2.3%	100.0%
8	1,519	37	24	1,580
	96.1%	2.3%	1.5%	100.0%
Total	9,322	369	201	9,892
	94.2%	3.7%	2.0%	100.0%

* Statistically significant among service areas at p < .05

Table A1.9d: YSS-F Outcome Measure 4 "Staff were sensitive to my cultural/ethnic background" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	525	41	14	580
	90.5%	7.1%	2.4%	100.0%
2	1,953	184	25	2,162
	90.3%	8.5%	1.2%	100.0%
3	1,281	93	26	1,400
	91.5%	6.6%	1.9%	100.0%
4	904	46	18	968
	93.4%	4.8%	1.9%	100.0%
5	416	47	4	467
	89.1%	10.1%	0.9%	100.0%
6	1,520	127	31	1,678
	90.6%	7.6%	1.8%	100.0%
7	973	74	10	1,057
	92.1%	7.0%	0.9%	100.0%
8	1,445	114	21	1,580
	91.5%	7.2%	1.3%	100.0%
Total	9,017	726	149	9,892
	91.2%	7.3%	1.5%	100.0%

* Statistically significant among service areas at p < .05

Table A1.9e: YSS-F Outcome Measure 5 "My child gets along better with family members" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	403	118	59	580
	69.5%	20.3%	10.2%	100.0%
2	1,672	395	95	2,162
	77.3%	18.3%	4.4%	100.0%
3	1,072	254	74	1,400
	76.6%	18.1%	5.3%	100.0%
4	786	138	44	968
	81.2%	14.3%	4.5%	100.0%
5	355	89	23	467
	76.0%	19.1%	4.9%	100.0%
6	1,261	317	100	1,678
	75.1%	18.9%	6.0%	100.0%
7	805	184	68	1,057
	76.2%	17.4%	6.4%	100.0%
8	1,209	286	85	1,580
	76.5%	18.1%	5.4%	100.0%
Total	7,563	1,781	548	9,892
	76.5%	18.0%	5.5%	100.0%

* Statistically significant among service areas at p < .05

Table A1.9f: YSS-F Outcome Measure 6 "My child is doing better in school and/or work" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	378	121	81	580
	65.2%	20.9%	14.0%	100.0%
2	1,550	473	139	2,162
	71.7%	21.9%	6.4%	100.0%
3	1,009	281	110	1,400
	72.1%	20.1%	7.9%	100.0%
4	751	156	61	968
	77.6%	16.1%	6.3%	100.0%
5	326	102	39	467
	69.8%	21.8%	8.4%	100.0%
6	1,180	351	147	1,678
	70.3%	20.9%	8.8%	100.0%
7	764	205	88	1,057
	72.3%	19.4%	8.3%	100.0%
8	1,138	326	116	1,580
	72.0%	20.6%	7.3%	100.0%
Total	7,096	2,015	781	9,892
	71.7%	20.4%	7.9%	100.0%

* Statistically significant among service areas at p < .05

Table A1.9g: YSS-F Outcome Measure 7 "In a crisis, I would have the support I need from family or friends" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	502	40	38	580
	86.6%	6.9%	6.6%	100.0%
2	1,836	233	93	2,162
	84.9%	10.8%	4.3%	100.0%
3	1,218	133	49	1,400
	87.0%	9.5%	3.5%	100.0%
4	849	86	33	968
	87.7%	8.9%	3.4%	100.0%
5	398	45	24	467
	85.2%	9.6%	5.1%	100.0%
6	1,475	144	59	1,678
	87.9%	8.6%	3.5%	100.0%
7	939	79	39	1,057
	88.8%	7.5%	3.7%	100.0%
8	1,376	137	67	1,580
	87.1%	8.7%	4.2%	100.0%
Total	8,593	897	402	9,892
	86.9%	9.1%	4.1%	100.0%

* Statistically significant among service areas at p < .05

Table A1.10a: YSS Outcome Measure 1 "I felt I had someone to talk to when I was troubled" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	265	40	21	326
	81.3%	12.3%	6.4%	100.0%
2	1,090	181	75	1,346
	81.0%	13.4%	5.6%	100.0%
3	826	105	45	976
	84.6%	10.8%	4.6%	100.0%
4	488	86	48	622
	78.5%	13.8%	7.7%	100.0%
5	241	37	15	293
	82.3%	12.6%	5.1%	100.0%
6	679	90	38	807
	84.1%	11.2%	4.7%	100.0%
7	499	56	28	583
	85.6%	9.6%	4.8%	100.0%
8	822	102	44	968
	84.9%	10.5%	4.5%	100.0%
Total	4,910	697	314	5,921
	82.9%	11.8%	5.3%	100.0%

* Statistically significant among service areas at p < .05

Table A1.10b: YSS Outcome Measure 2 "Location of services was convenient for me" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	260	46	20	326
	79.8%	14.1%	6.1%	100.0%
2	1,051	222	73	1,346
	78.1%	16.5%	5.4%	100.0%
3	840	102	34	976
	86.1%	10.5%	3.5%	100.0%
4	476	98	48	622
	76.5%	15.8%	7.7%	100.0%
5	230	50	13	293
	78.5%	17.1%	4.4%	100.0%
6	674	99	34	807
	83.5%	12.3%	4.2%	100.0%
7	493	72	18	583
	84.6%	12.3%	3.1%	100.0%
8	781	140	47	968
	80.7%	14.5%	4.9%	100.0%
Total	4,805	829	287	5,921
	81.2%	14.0%	4.8%	100.0%

* Statistically significant among service areas at p < .05

Table A1.10c: YSS Outcome Measure 3 "Services were available at times that were convenient for me" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	260	50	16	326
	79.8%	15.3%	4.9%	100.0%
2	1,060	214	72	1,346
	78.8%	15.9%	5.3%	100.0%
3	821	117	38	976
	84.1%	12.0%	3.9%	100.0%
4	481	93	48	622
	77.3%	15.0%	7.7%	100.0%
5	228	46	19	293
	77.8%	15.7%	6.5%	100.0%
6	675	93	39	807
	83.6%	11.5%	4.8%	100.0%
7	504	62	17	583
	86.4%	10.6%	2.9%	100.0%
8	814	111	43	968
	84.1%	11.5%	4.4%	100.0%
Total	4,843	786	292	5,921
	81.8%	13.3%	4.9%	100.0%

* Statistically significant among service areas at p < .05

Table A1.10d: YSS Outcome Measure 4 "Staff were sensitive to my cultural/ethnic background" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	247	57	22	326
	75.8%	17.5%	6.7%	100.0%
2	1,024	220	102	1,346
	76.1%	16.3%	7.6%	100.0%
3	767	157	52	976
	78.6%	16.1%	5.3%	100.0%
4	457	101	64	622
	73.5%	16.2%	10.3%	100.0%
5	212	69	12	293
	72.4%	23.5%	4.1%	100.0%
6	627	140	40	807
	77.7%	17.3%	5.0%	100.0%
7	474	86	23	583
	81.3%	14.8%	3.9%	100.0%
8	751	161	56	968
	77.6%	16.6%	5.8%	100.0%
Total	4,559	991	371	5,921
	77.0%	16.7%	6.3%	100.0%

* Statistically significant among service areas at p < .05

Table A1.10e: YSS Outcome Measure 5 "I get along better with family members" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	206	85	35	326
	63.2%	26.1%	10.7%	100.0%
2	876	355	115	1,346
	65.1%	26.4%	8.5%	100.0%
3	652	235	89	976
	66.8%	24.1%	9.1%	100.0%
4	448	130	44	622
	72.0%	20.9%	7.1%	100.0%
5	191	75	27	293
	65.2%	25.6%	9.2%	100.0%
6	595	152	60	807
	73.7%	18.8%	7.4%	100.0%
7	380	158	45	583
	65.2%	27.1%	7.7%	100.0%
8	663	219	86	968
	68.5%	22.6%	8.9%	100.0%
Total	4,011	1,409	501	5,921
	67.7%	23.8%	8.5%	100.0%

* Statistically significant among service areas at p < .05

Table 1.10f: YSS Outcome Measure 6 "I am doing better in school and/or work"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	223	74	29	326
	68.4%	22.7%	8.9%	100.0%
2	954	295	97	1,346
	70.9%	21.9%	7.2%	100.0%
3	717	199	60	976
	73.5%	20.4%	6.1%	100.0%
4	471	116	35	622
	75.7%	18.6%	5.6%	100.0%
5	216	51	26	293
	73.7%	17.4%	8.9%	100.0%
6	594	160	53	807
	73.6%	19.8%	6.6%	100.0%
7	426	126	31	583
	73.1%	21.6%	5.3%	100.0%
8	721	194	53	968
	74.5%	20.0%	5.5%	100.0%
Total	4,322	1,215	384	5,921
	73.0%	20.5%	6.5%	100.0%

Table A1.10g: YSS Outcome Measure 7 "In a crisis, I would have the support I need from family or friends"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	266	46	14	326
	81.6%	14.1%	4.3%	100.0%
2	1,064	225	57	1,346
	79.0%	16.7%	4.2%	100.0%
3	798	146	32	976
	81.8%	15.0%	3.3%	100.0%
4	500	89	33	622
	80.4%	14.3%	5.3%	100.0%
5	236	45	12	293
	80.5%	15.4%	4.1%	100.0%
6	676	101	30	807
	83.8%	12.5%	3.7%	100.0%
7	476	76	31	583
	81.6%	13.0%	5.3%	100.0%
8	809	126	33	968
	83.6%	13.0%	3.4%	100.0%
Total	4,825	854	242	5,921
	81.5%	14.4%	4.1%	100.0%

Table A1.11a: Adult Outcome Measure 1 "Location of services was convenient for me" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	304	22	14	340
	89.4%	6.5%	4.1%	100.0%
2	2,203	194	156	2,553
	86.3%	7.6%	6.1%	100.0%
3	966	110	68	1,144
	84.4%	9.6%	5.9%	100.0%
4	1,161	181	76	1,418
	81.9%	12.8%	5.4%	100.0%
5	665	78	48	791
	84.1%	9.9%	6.1%	100.0%
6	880	106	46	1,032
	85.3%	10.3%	4.5%	100.0%
7	1,184	118	53	1,355
	87.4%	8.7%	3.9%	100.0%
8	918	130	94	1,142
	80.4%	11.4%	8.2%	100.0%
Total	8,281	939	555	9,775
	84.7%	9.6%	5.7%	100.0%

* Statistically significant among service areas at p < .05

Table A1.11b: Adult Outcome Measure 2 "Staff were willing to see me as often as I felt necessary" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	302	28	10	340
	88.8%	8.2%	2.9%	100.0%
2	2,246	228	79	2,553
	88.0%	8.9%	3.1%	100.0%
3	1,062	47	35	1,144
	92.8%	4.1%	3.1%	100.0%
4	1,241	120	57	1,418
	87.5%	8.5%	4.0%	100.0%
5	688	72	31	791
	87.0%	9.1%	3.9%	100.0%
6	903	79	50	1,032
	87.5%	7.7%	4.8%	100.0%
7	1,193	122	40	1,355
	88.0%	9.0%	3.0%	100.0%
8	1,024	87	31	1,142
	89.7%	7.6%	2.7%	100.0%
Total	8,659	783	333	9,775
	88.6%	8.0%	3.4%	100.0%

* Statistically significant among service areas at p < .05

Table A1.11c: Adult Outcome Measure 3 "Services were available at times that were good for me" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	322	15	3	340
	94.7%	4.4%	0.9%	100.0%
2	2,289	188	76	2,553
	89.7%	7.4%	3.0%	100.0%
3	1,047	61	36	1,144
	91.5%	5.3%	3.1%	100.0%
4	1,252	120	46	1,418
	88.3%	8.5%	3.2%	100.0%
5	691	67	33	791
	87.4%	8.5%	4.2%	100.0%
6	912	72	48	1,032
	88.4%	7.0%	4.7%	100.0%
7	1,214	104	37	1,355
	89.6%	7.7%	2.7%	100.0%
8	1,025	80	37	1,142
	89.8%	7.0%	3.2%	100.0%
Total	8,752	707	316	9,775
	89.5%	7.2%	3.2%	100.0%

* Statistically significant among service areas at p < .05

Table A1.11d: Adult Outcome Measure 4 "Staff were sensitive to my cultural background" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	311	25	4	340
	91.5%	7.4%	1.2%	100.0%
2	2,172	291	90	2,553
	85.1%	11.4%	3.5%	100.0%
3	996	110	38	1,144
	87.1%	9.6%	3.3%	100.0%
4	1,219	152	47	1,418
	86.0%	10.7%	3.3%	100.0%
5	665	98	28	791
	84.1%	12.4%	3.5%	100.0%
6	902	92	38	1,032
	87.4%	8.9%	3.7%	100.0%
7	1,174	126	55	1,355
	86.6%	9.3%	4.1%	100.0%
8	973	133	36	1,142
	85.2%	11.6%	3.2%	100.0%
Total	8,412	1,027	336	9,775
	86.1%	10.5%	3.4%	100.0%

* Statistically significant among service areas at p < .05

Table A1.11e: Adult Outcome Measure 5 "I deal more effectively with daily problems"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	238	73	29	340
	70.0%	21.5%	8.5%	100.0%
2	1,824	538	191	2,553
	71.4%	21.1%	7.5%	100.0%
3	839	218	87	1,144
	73.3%	19.1%	7.6%	100.0%
4	1,033	267	118	1,418
	72.8%	18.8%	8.3%	100.0%
5	554	187	50	791
	70.0%	23.6%	6.3%	100.0%
6	756	192	84	1,032
	73.3%	18.6%	8.1%	100.0%
7	980	281	94	1,355
	72.3%	20.7%	6.9%	100.0%
8	812	249	81	1,142
	71.1%	21.8%	7.1%	100.0%
Total	7,036	2,005	734	9,775
	72.0%	20.5%	7.5%	100.0%

Table A1.11f: Adult Outcome Measure 6 "I do better in school and/or work" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	174	129	37	340
	51.2%	37.9%	10.9%	100.0%
2	1,392	962	199	2,553
	54.5%	37.7%	7.8%	100.0%
3	607	442	95	1,144
	53.1%	38.6%	8.3%	100.0%
4	711	552	155	1,418
	50.1%	38.9%	10.9%	100.0%
5	386	349	56	791
	48.8%	44.1%	7.1%	100.0%
6	565	353	114	1,032
	54.7%	34.2%	11.0%	100.0%
7	696	544	115	1,355
	51.4%	40.1%	8.5%	100.0%
8	585	470	87	1,142
	51.2%	41.2%	7.6%	100.0%
Total	5,116	3,801	858	9,775
	52.3%	38.9%	8.8%	100.0%

* Statistically significant among service areas at p < .05

Table A1.11g: Adult Outcome Measure 7 "My symptoms are not bothering me as much" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	183	96	61	340
	53.8%	28.2%	17.9%	100.0%
2	1,550	616	387	2,553
	60.7%	24.1%	15.2%	100.0%
3	737	261	146	1,144
	64.4%	22.8%	12.8%	100.0%
4	802	318	298	1,418
	56.6%	22.4%	21.0%	100.0%
5	464	209	118	791
	58.7%	26.4%	14.9%	100.0%
6	619	219	194	1,032
	60.0%	21.2%	18.8%	100.0%
7	805	339	211	1,355
	59.4%	25.0%	15.6%	100.0%
8	705	247	190	1,142
	61.7%	21.6%	16.6%	100.0%
Total	5,865	2,305	1,605	9,775
	60.0%	23.6%	16.4%	100.0%

* Statistically significant among service areas at p < .05

Table A1.12a: Older Adult Outcome Measure 1 "Location of services was convenient for me" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	16	15	1	32
	50.0%	46.9%	3.1%	100.0%
2	252	31	25	308
	81.8%	10.1%	8.1%	100.0%
3	111	14	5	130
	85.4%	10.8%	3.8%	100.0%
4	155	20	7	182
	85.2%	11.0%	3.8%	100.0%
5	146	15	16	177
	82.5%	8.5%	9.0%	100.0%
6	79	17	2	98
	80.6%	17.3%	2.0%	100.0%
7	153	12	6	171
	89.5%	7.0%	3.5%	100.0%
8	83	13	13	109
	76.1%	11.9%	11.9%	100.0%
Total	995	137	75	1,207
	82.4%	11.4%	6.2%	100.0%

* Statistically significant among service areas at p < .05

Table A1.12b: Older Adult Outcome Measure 2 "Staff were willing to see me as often as I felt necessary"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	28	3	1	32
	87.5%	9.4%	3.1%	100.0%
2	278	25	5	308
	90.3%	8.1%	1.6%	100.0%
3	121	4	5	130
	93.1%	3.1%	3.8%	100.0%
4	165	12	5	182
	90.7%	6.6%	2.7%	100.0%
5	168	4	5	177
	94.9%	2.3%	2.8%	100.0%
6	89	4	5	98
	90.8%	4.1%	5.1%	100.0%
7	157	11	3	171
	91.8%	6.4%	1.8%	100.0%
8	102	3	4	109
	93.6%	2.8%	3.7%	100.0%
Total	1,108	66	33	1,207
	91.8%	5.5%	2.7%	100.0%

Table A1.12c: Older Adult Outcome Measure 3 "Services were available at times that were good for me"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	28	4	0	32
	87.5%	12.5%	0.0%	100.0%
2	282	15	11	308
	91.6%	4.9%	3.6%	100.0%
3	124	3	3	130
	95.4%	2.3%	2.3%	100.0%
4	172	7	3	182
	94.5%	3.8%	1.6%	100.0%
5	166	7	4	177
	93.8%	4.0%	2.3%	100.0%
6	90	3	5	98
	91.8%	3.1%	5.1%	100.0%
7	164	4	3	171
	95.9%	2.3%	1.8%	100.0%
8	100	5	4	109
	91.7%	4.6%	3.7%	100.0%
Total	1,126	48	33	1,207
	93.3%	4.0%	2.7%	100.0%

Table A1.112d: Older Adult Outcome Measure 4 "Staff were sensitive to my cultural background" *				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	28	3	1	32
	87.5%	9.4%	3.1%	100.0%
2	274	30	4	308
	89.0%	9.7%	1.3%	100.0%
3	123	5	2	130
	94.6%	3.8%	1.5%	100.0%
4	157	17	8	182
	86.3%	9.3%	4.4%	100.0%
5	165	11	1	177
	93.2%	6.2%	0.6%	100.0%
6	95	3	0	98
	96.9%	3.1%	0.0%	100.0%
7	156	13	2	171
	91.2%	7.6%	1.2%	100.0%
8	98	6	5	109
	89.9%	5.5%	4.6%	100.0%
Total	1,096	88	23	1,207
	90.8%	7.3%	1.9%	100.0%

* Statistically significant among service areas at p < .05

Table A1.12e: Older Adult Outcome Measure 5 "I deal more effectively with daily problems"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	24	2	6	32
	75.0%	6.3%	18.8%	100.0%
2	230	60	18	308
	74.7%	19.5%	5.8%	100.0%
3	96	21	13	130
	73.8%	16.2%	10.0%	100.0%
4	144	29	9	182
	79.1%	15.9%	4.9%	100.0%
5	141	28	8	177
	79.7%	15.8%	4.5%	100.0%
6	77	17	4	98
	78.6%	17.3%	4.1%	100.0%
7	136	25	10	171
	79.5%	14.6%	5.8%	100.0%
8	77	21	11	109
	70.6%	19.3%	10.1%	100.0%
Total	925	203	79	1,207
	76.6%	16.8%	6.5%	100.0%

Table A1.12f: Older Adult Outcome Measure 6 "I do better in school and/or work"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	10	17	5	32
	31.3%	53.1%	15.6%	100.0%
2	129	162	17	308
	41.9%	52.6%	5.5%	100.0%
3	41	83	6	130
	31.5%	63.8%	4.6%	100.0%
4	75	97	10	182
	41.2%	53.3%	5.5%	100.0%
5	67	103	7	177
	37.9%	58.2%	4.0%	100.0%
6	43	49	6	98
	43.9%	50.0%	6.1%	100.0%
7	76	84	11	171
	44.4%	49.1%	6.4%	100.0%
8	42	55	12	109
	38.5%	50.5%	11.0%	100.0%
Total	483	650	74	1,207
	40.0%	53.9%	6.1%	100.0%

Table A1.12g: Older Adult Outcome Measure 7 "My symptoms are not bothering me as much"				
Service Area	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Total
1	21	4	7	32
	65.6%	12.5%	21.9%	100.0%
2	193	68	47	308
	62.7%	22.1%	15.3%	100.0%
3	92	23	15	130
	70.8%	17.7%	11.5%	100.0%
4	122	33	27	182
	67.0%	18.1%	14.8%	100.0%
5	114	47	16	177
	64.4%	26.6%	9.0%	100.0%
6	74	16	8	98
	75.5%	16.3%	8.2%	100.0%
7	122	32	17	171
	71.3%	18.7%	9.9%	100.0%
8	65	24	20	109
	59.6%	22.0%	18.3%	100.0%
Total	803	247	157	1,207
	66.5%	20.5%	13.0%	100.0%

Figure A1.5a: 1 YSS-F: Q1 Percent agree/strongly agree with Q1 "I felt my child had someone to talk to when he/she was troubled"

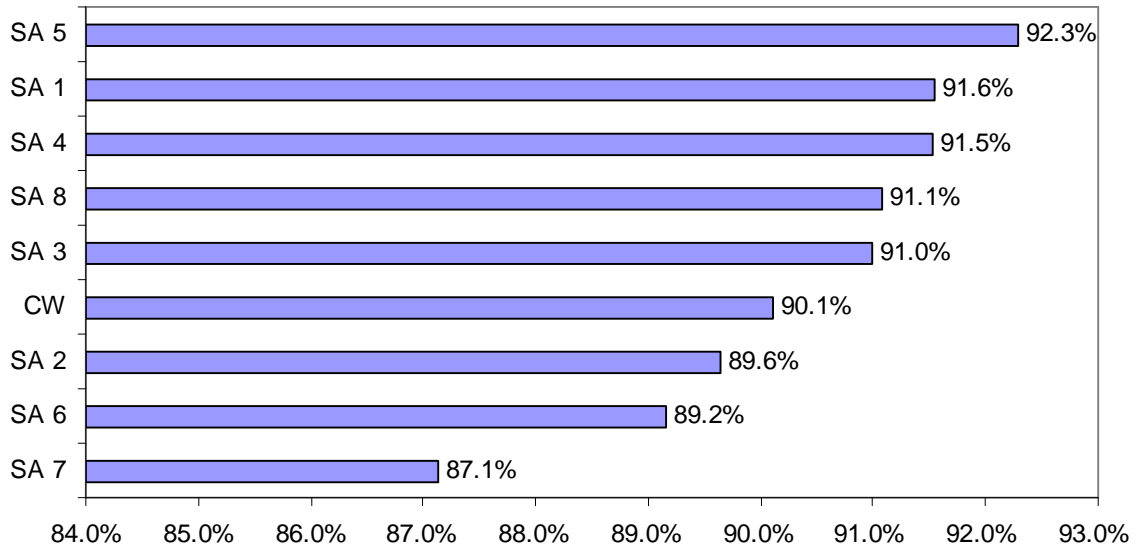


Figure A1.5b: YSS-F: Percent agree/strongly agree with Q2 "Location of services was convenient for us"

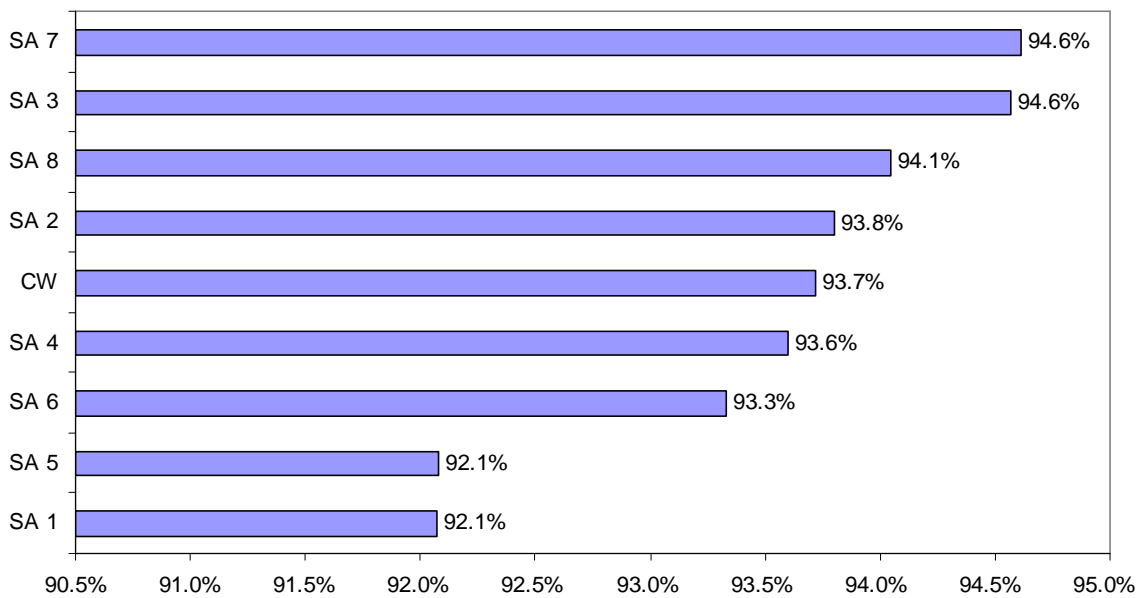


Figure A1.5c: YSS-F: Percent agree/strongly agree with Q3 "Services were available at times that were convenient for us"

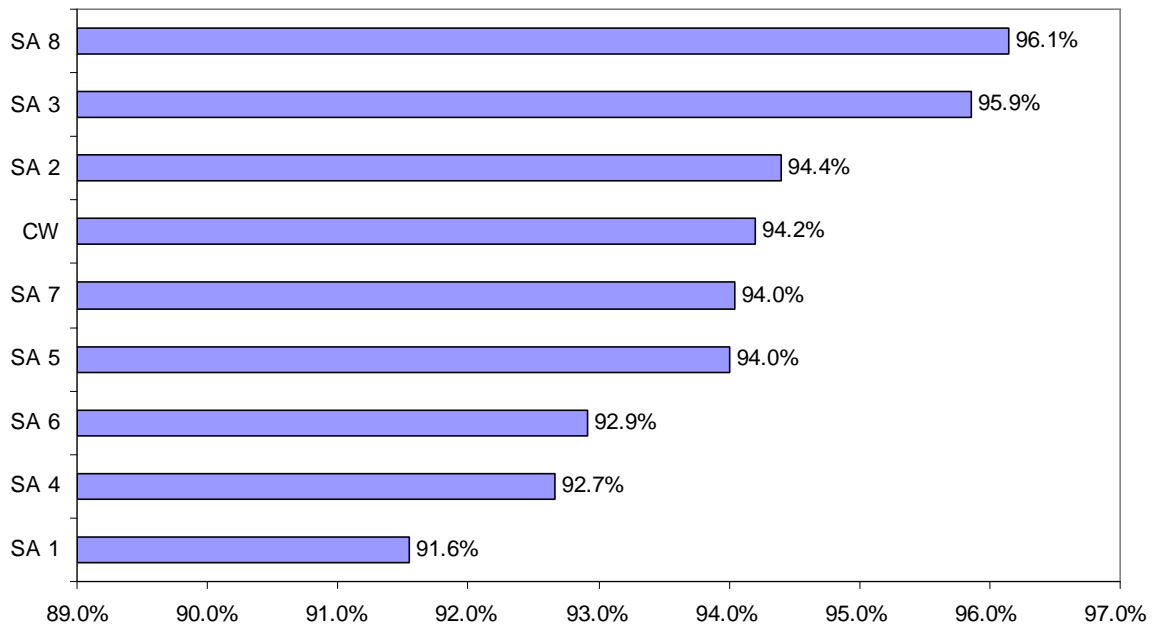


Figure A1.5d: YSS-F: Percent agree/strongly agree with Q4 "Staff were sensitive to my cultural/ethnic background"

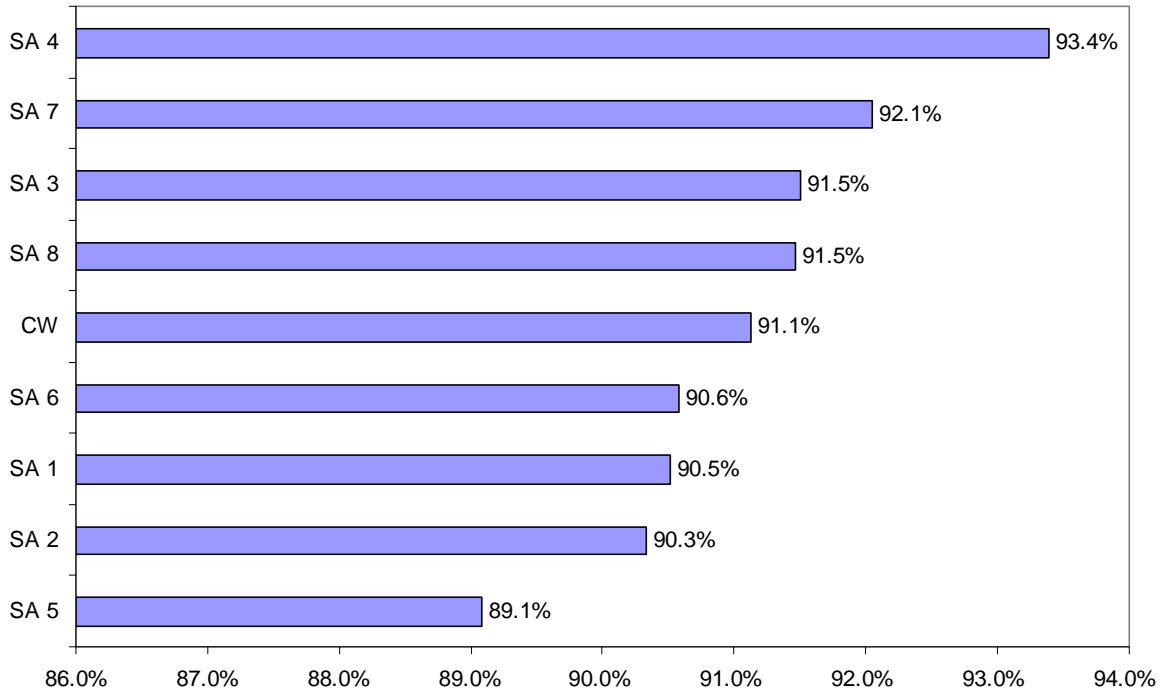


Figure A1.5e: YSS-F: Percent agree/strongly agree with Q5 "My child gets along better with family members"

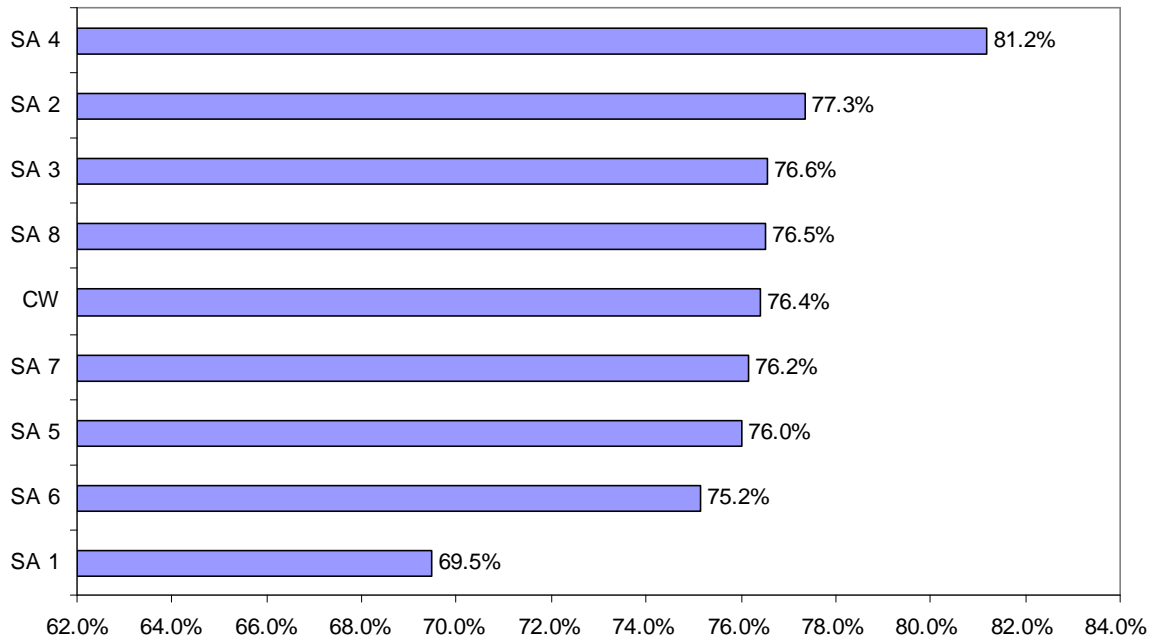


Figure A1.5f: YSS-F: Percent agree/strongly agree with Q6 "My child is doing better in school and/or work"

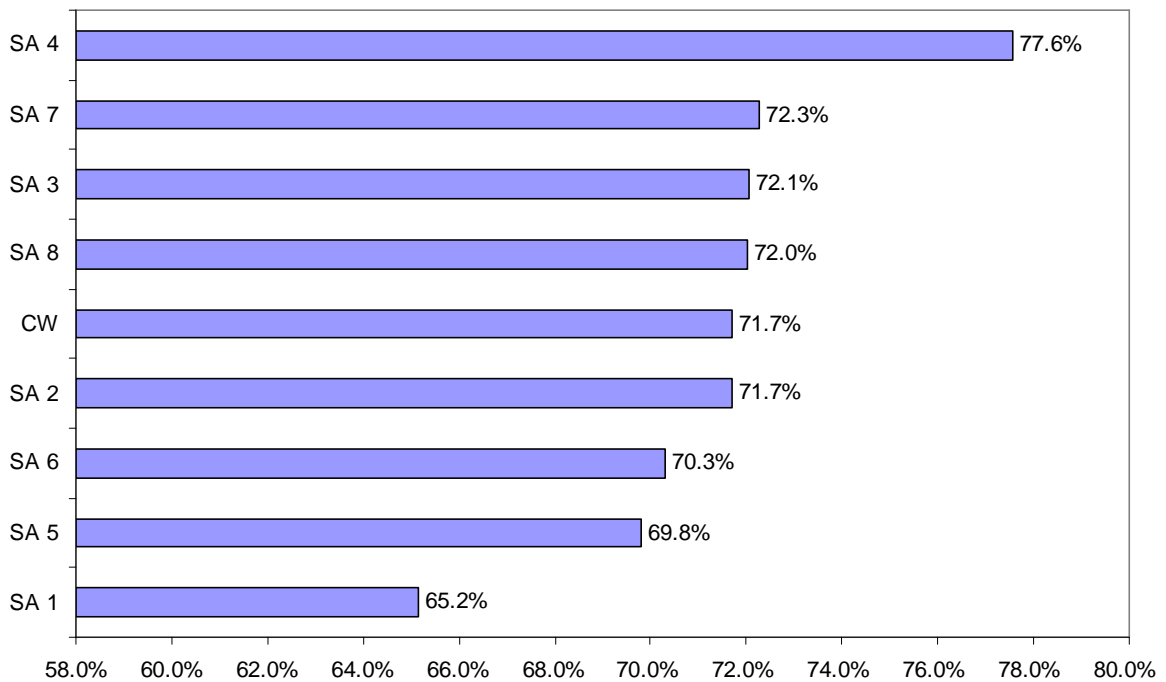


Figure A1.5g: YSS-F: Percent agree/strongly agree with Q7 "In crisis, I would have the support I need from family or friends"

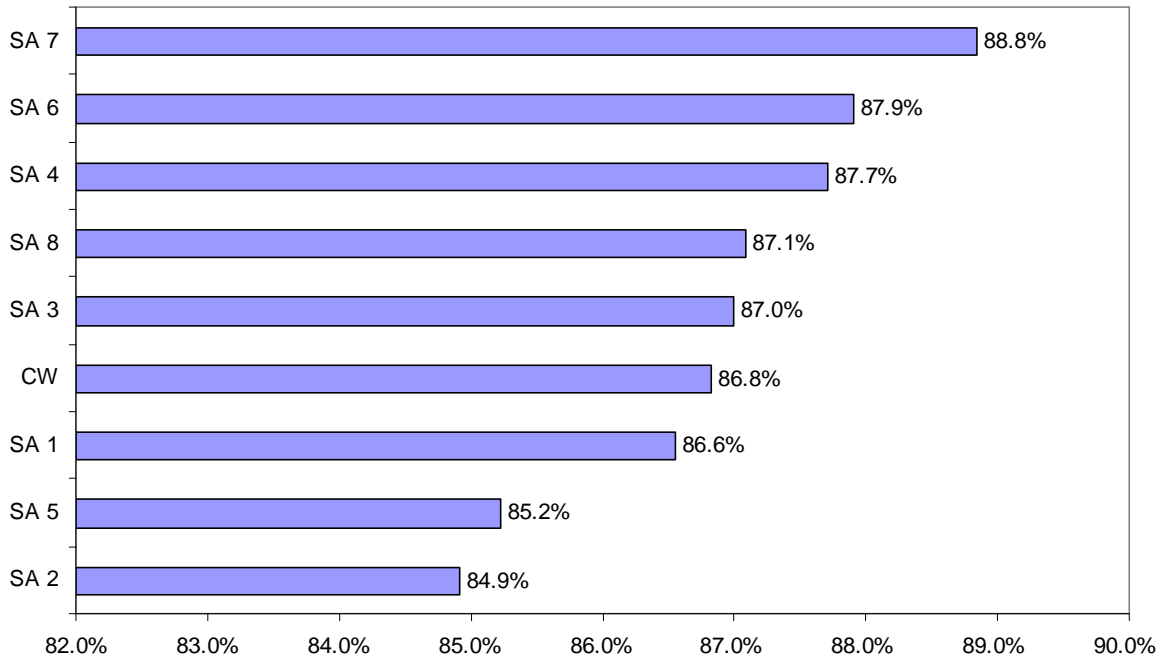


Figure A1.6a: YSS: Percent agree/strongly agree with Q1 "I felt I had someone to talk to when I was troubled"

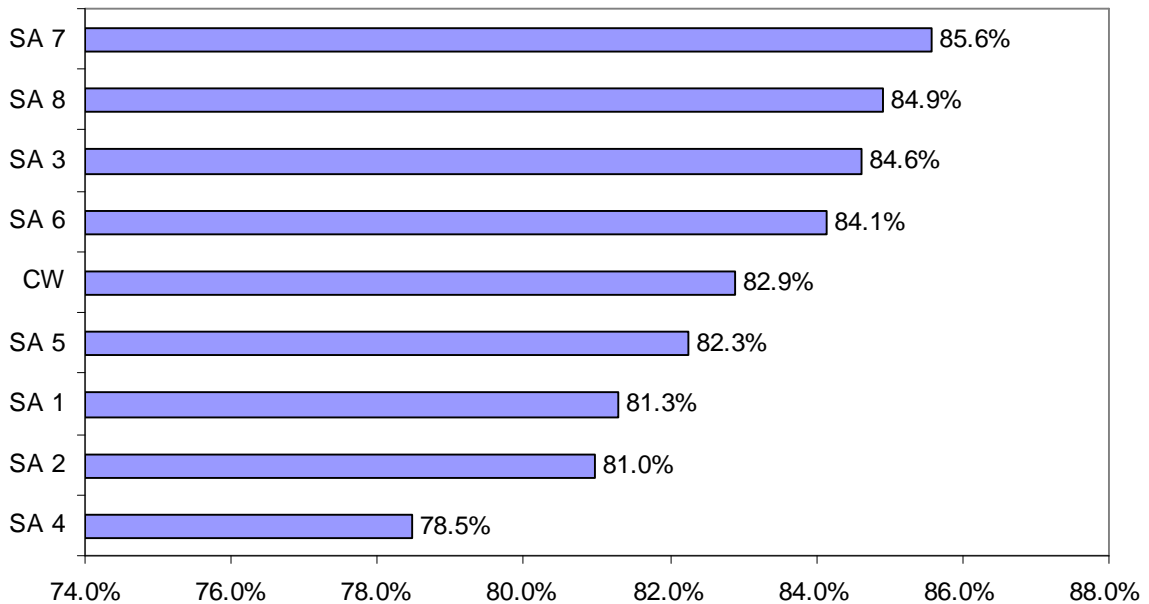


Figure A1.6a: YSS: Percent agree/strongly agree with Q1 "I felt I had someone to talk to when I was troubled"

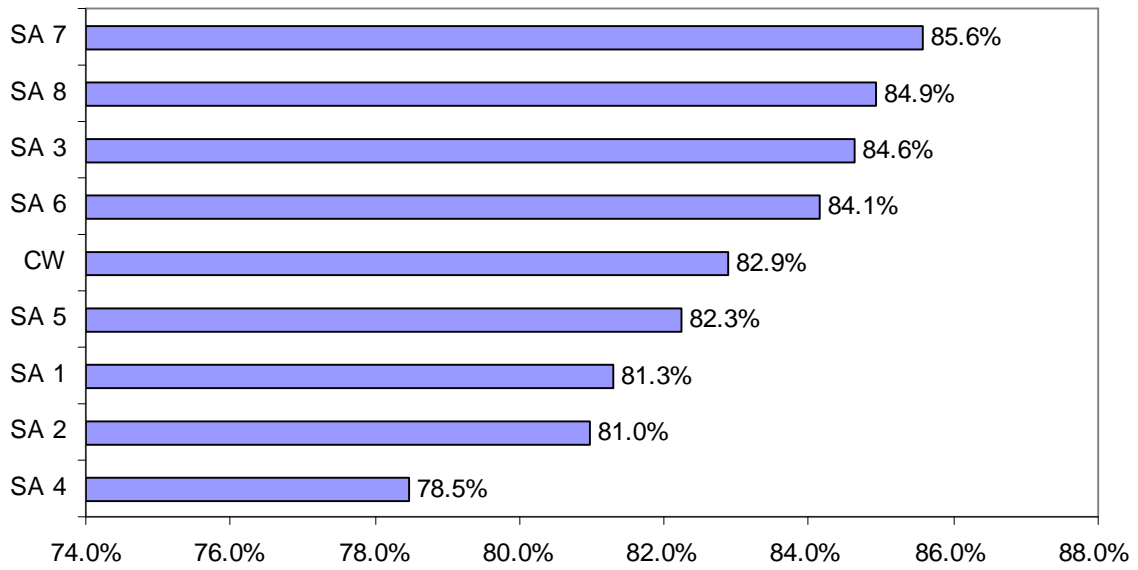


Figure A1.6b: YSS: Percent agree/strongly agree with Q2 "Location of services was convenient for me"

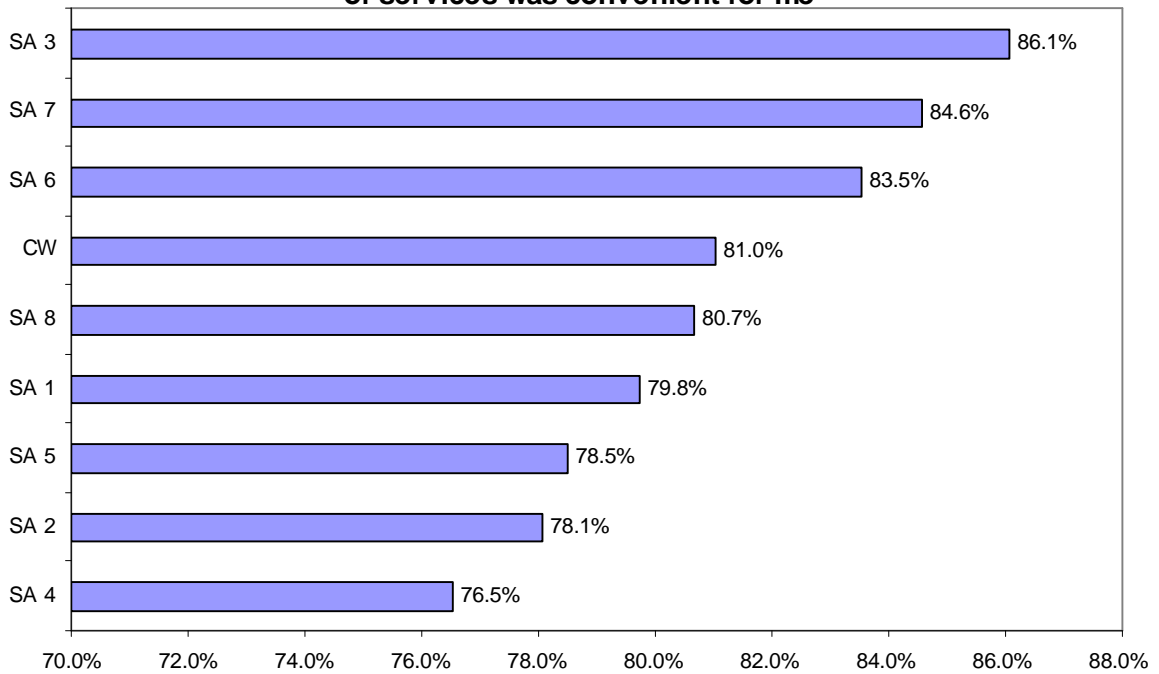


Figure A1.6c: YSS: Percent agree/strongly agree with Q3 "Services were available at times that were convenient for me"

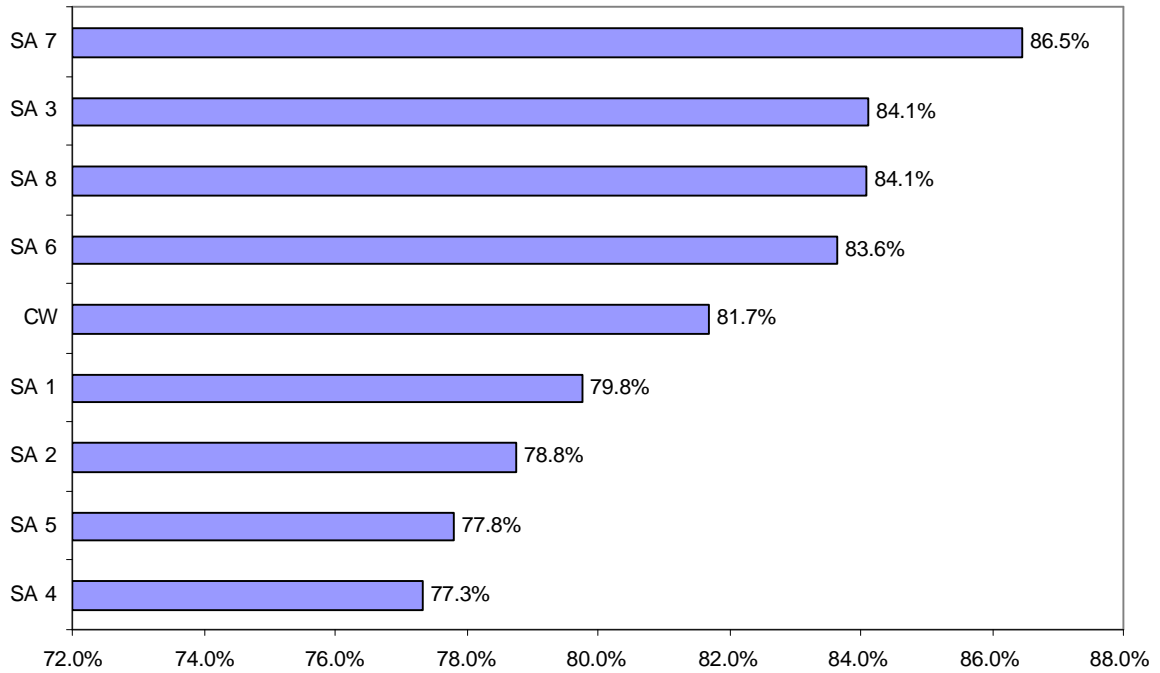


Figure A1.6d: YSS: Percent agree/stroglly agree with Q4 "Staff were sensitive to my cultural/ethnic background"

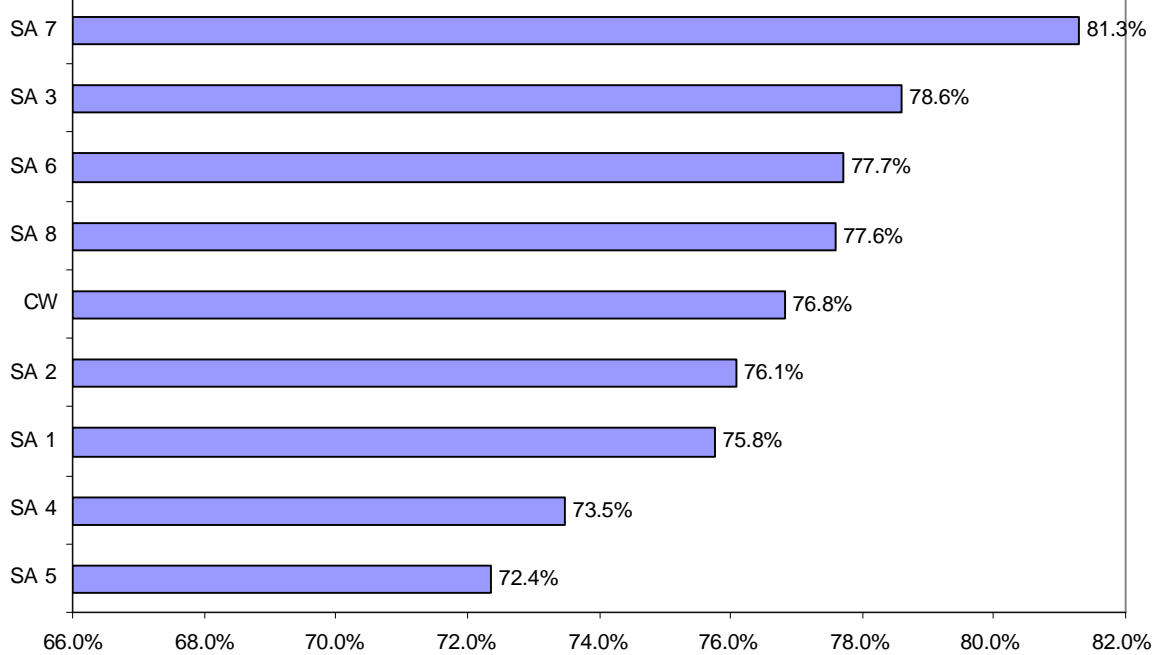


Figure A1.6e: YSS: Percent agree/strongly agree with Q5 "I get along better with family members"

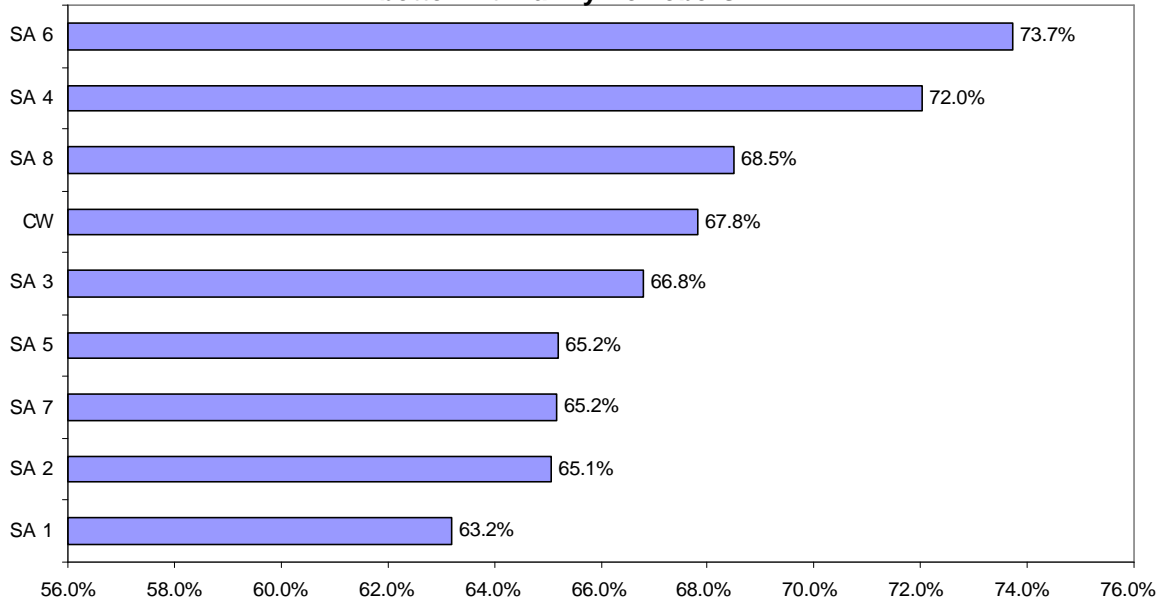


Figure A1.6f: YSS: Percent agree/strongly agree with Q6 "I am doing better in school and/or work"

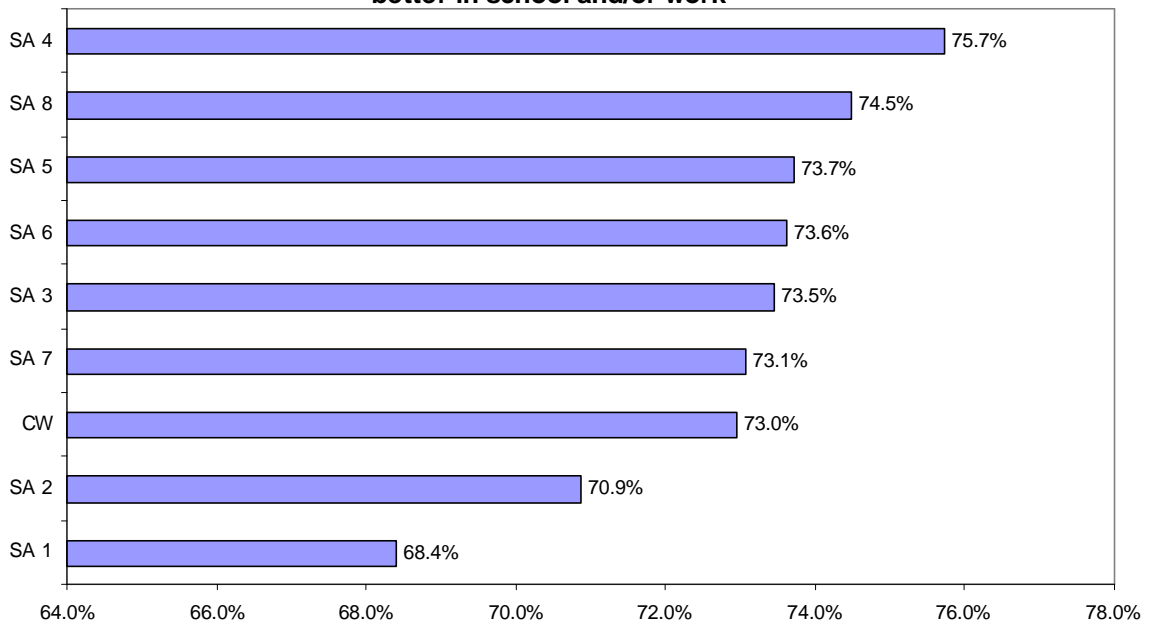


Figure A1.6g; YSS: Percent agree/strongly agree with Q7 "In crisis, I would have the support I need from family and friends"

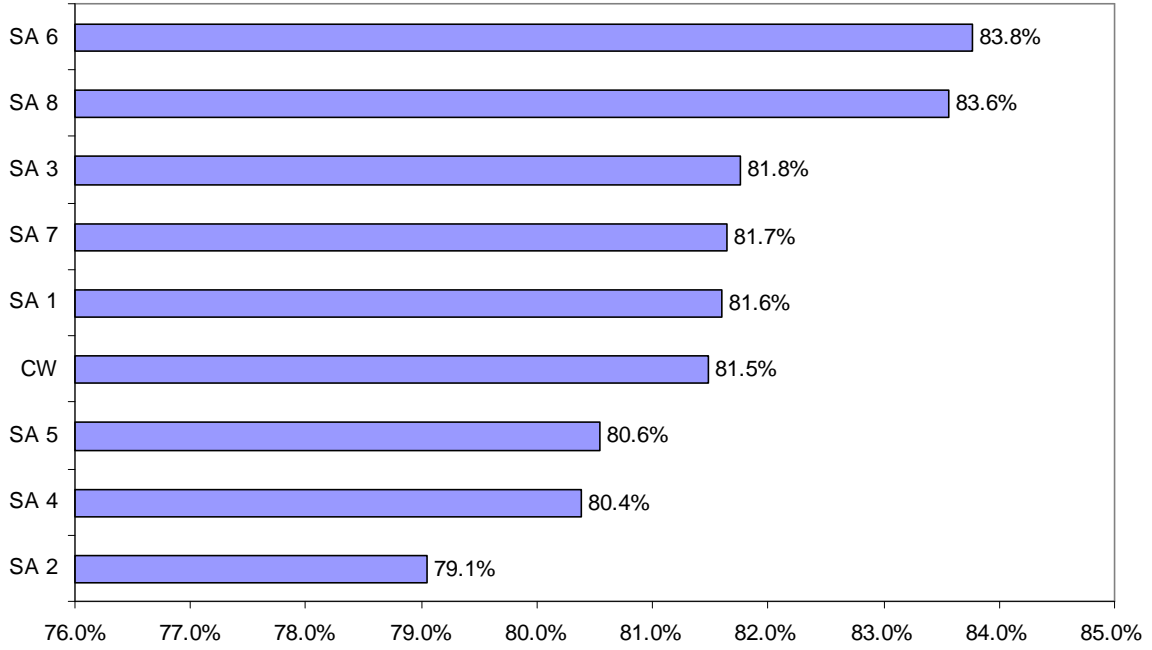


Figure A1.7a: Adult: Percent agree/strongly agree with Q1 "Location of services was convenient for me"

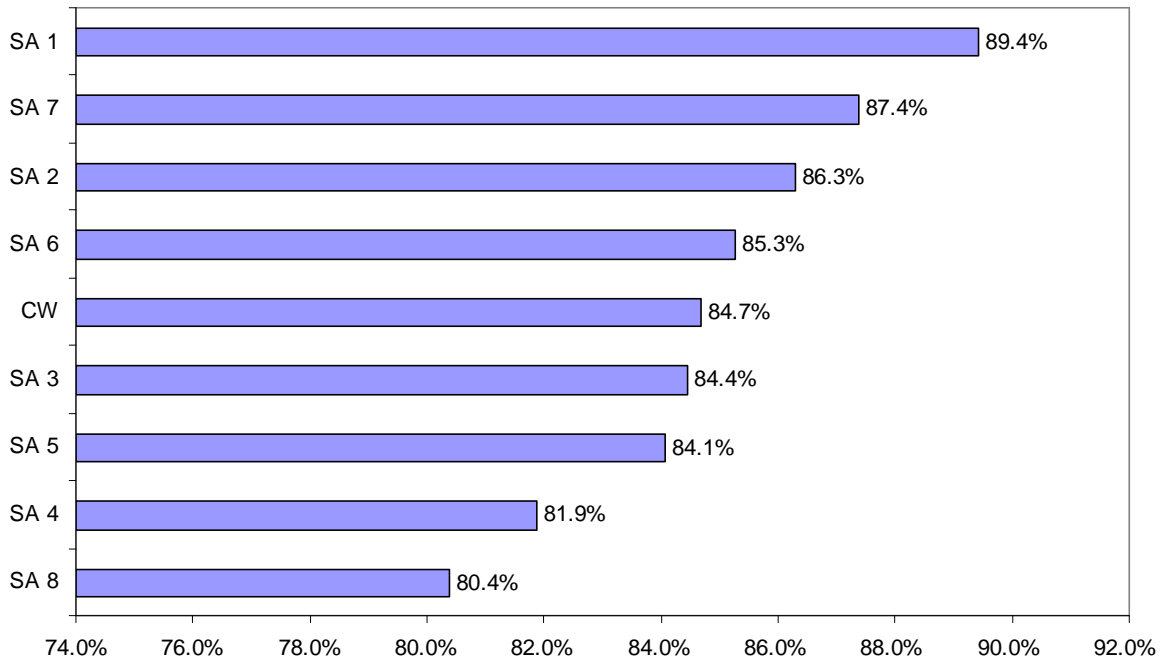


Figure A1.7b: Adult: Percent agree/strongly agree with Q2 "Staff were willing to see me as often as I felt necessary"

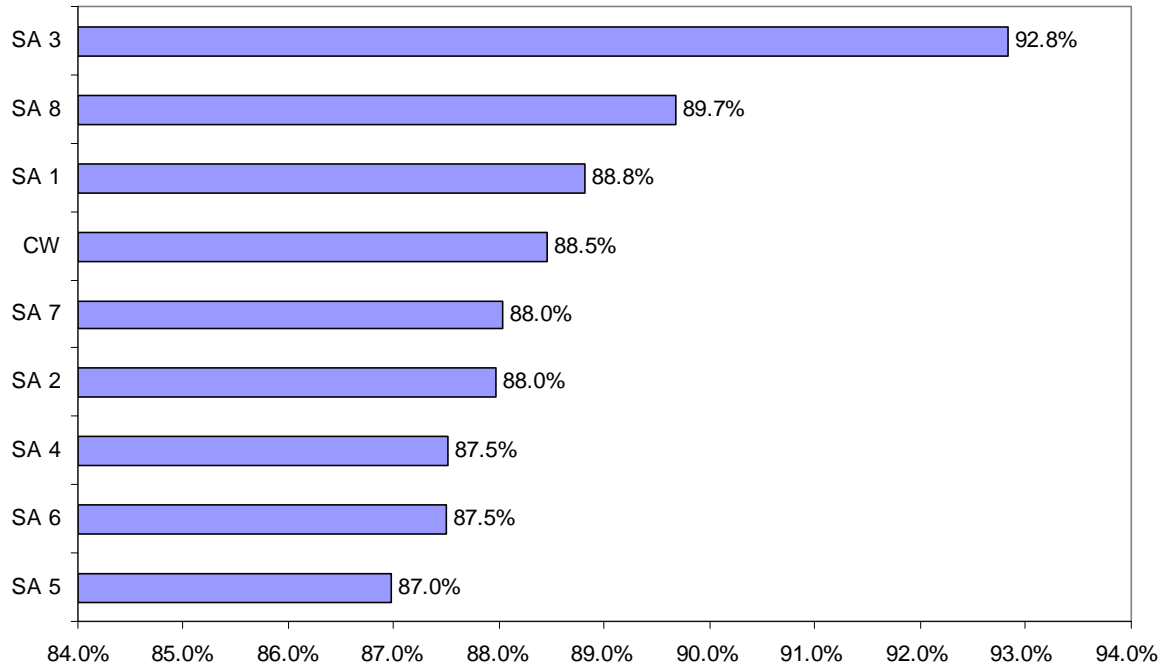


Figure A1.7c: Adult: Percent agree/strongly agree with Q3 "Services were available at times that were good for me"

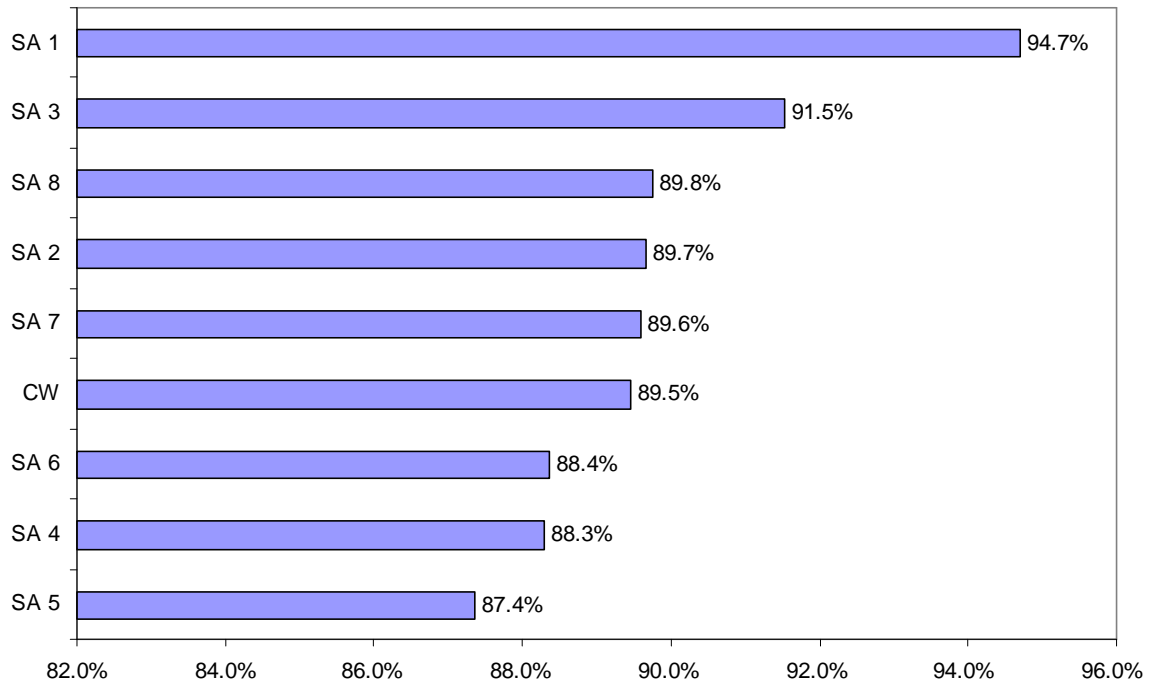


Figure A1.7d: Adult: Percent agree/strongly agree with Q4 "Staff were sensitive to my cultural background"

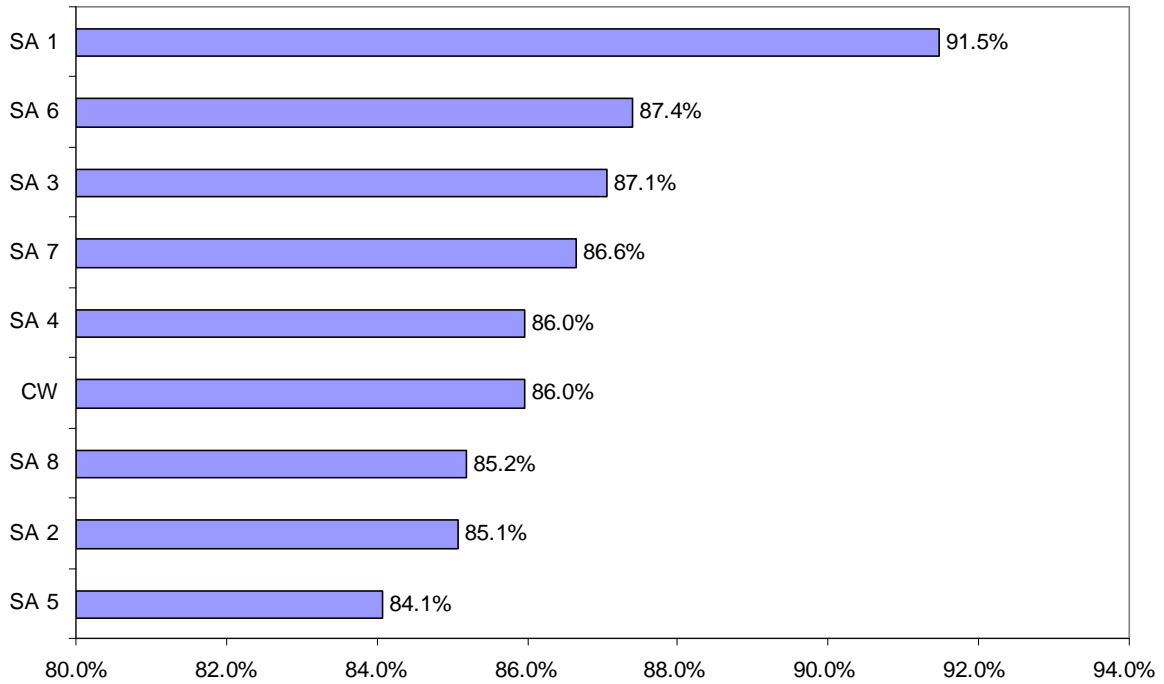


Figure A1.7e: Adult: Percent agree/strongly agree with Q5 "I deal more effectively with daily problems"

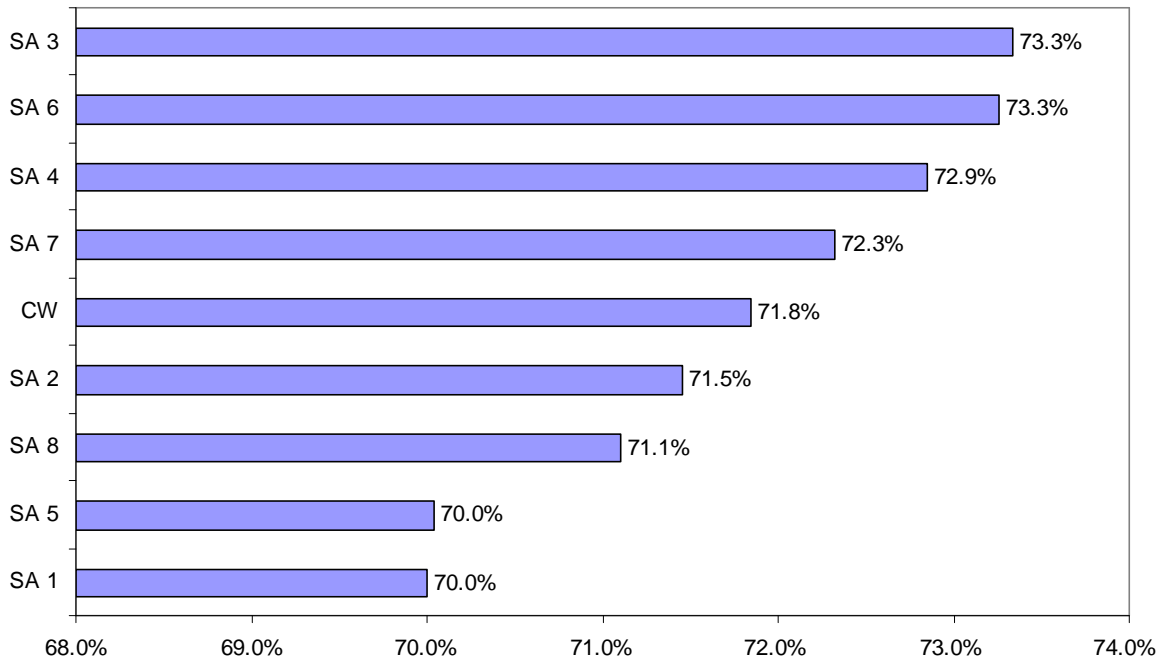


Figure A1.7f: Adult: Percent agree/strongly agree with Q6 "I do better in school and/or work"

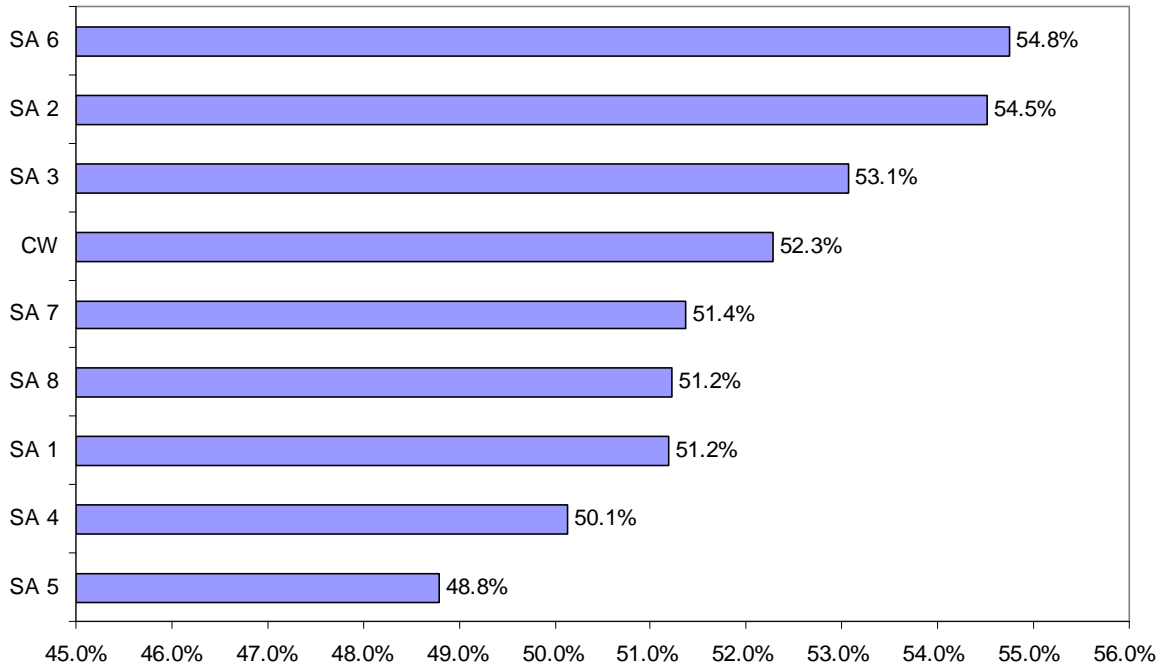
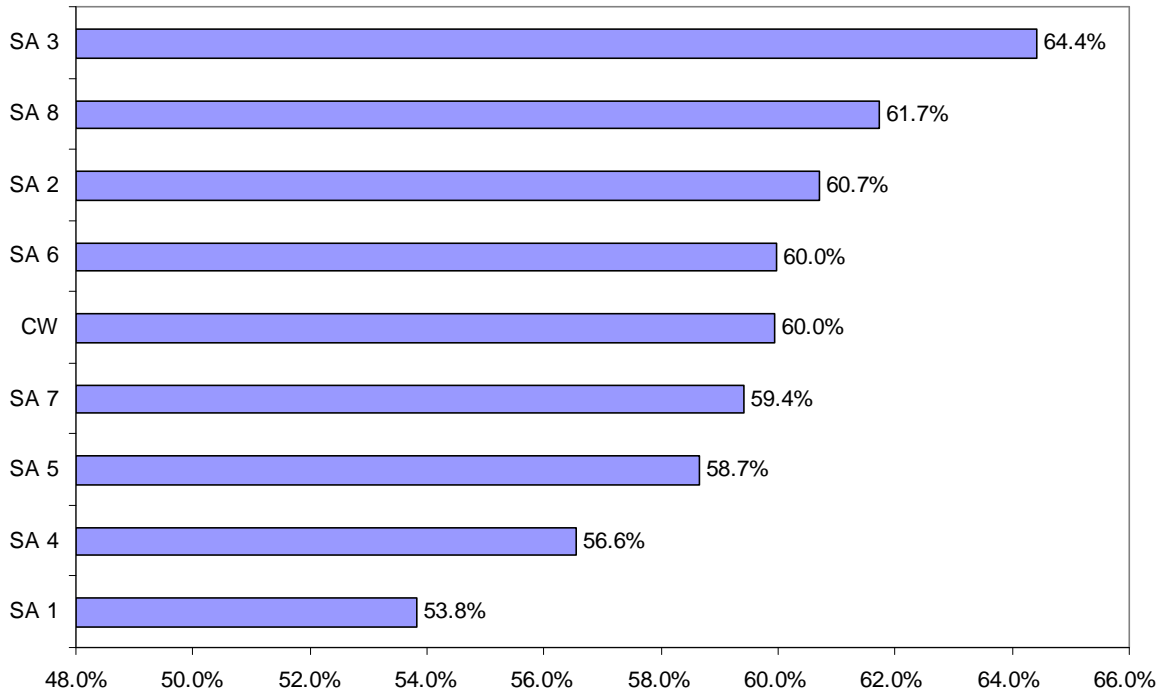
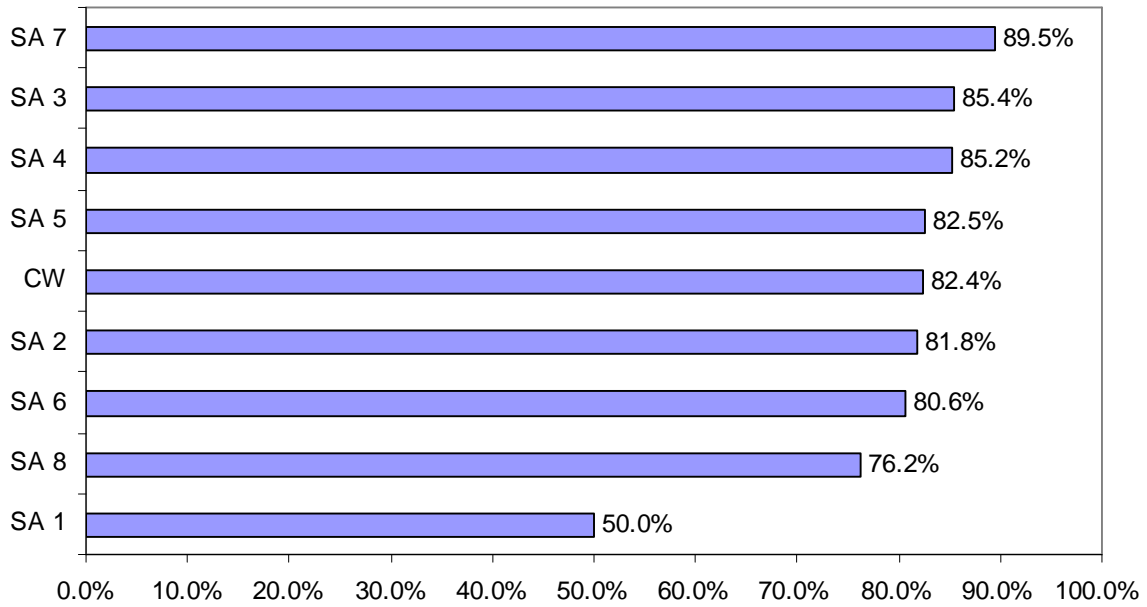


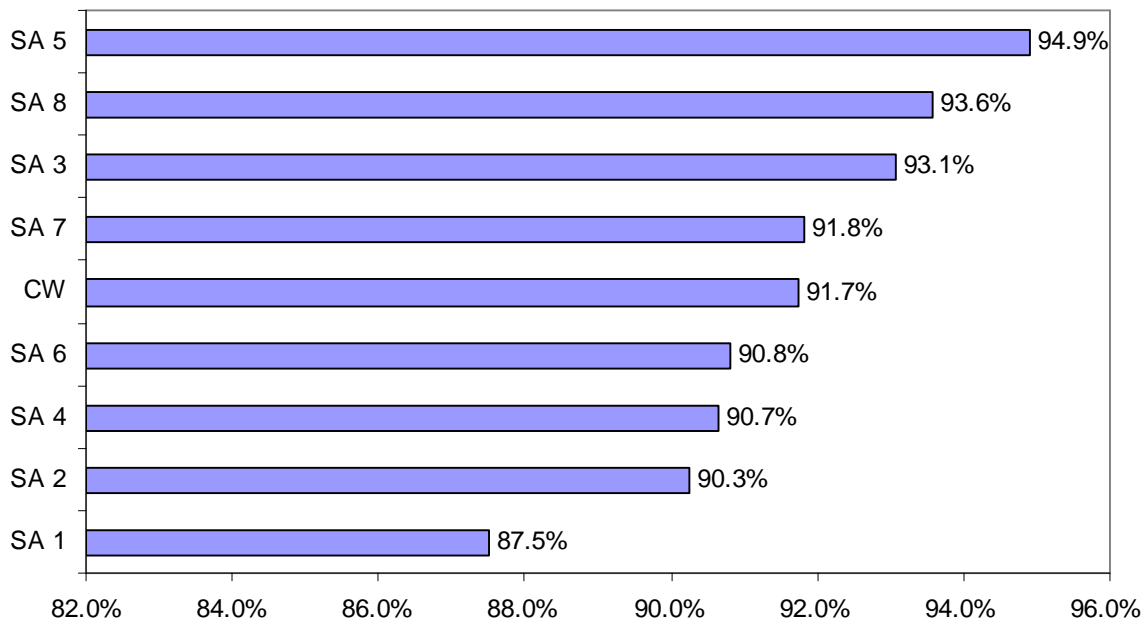
Figure A1.7g: Adult: Percent agree/strongly agree with Q7 "My symptoms are not bothering me as much"



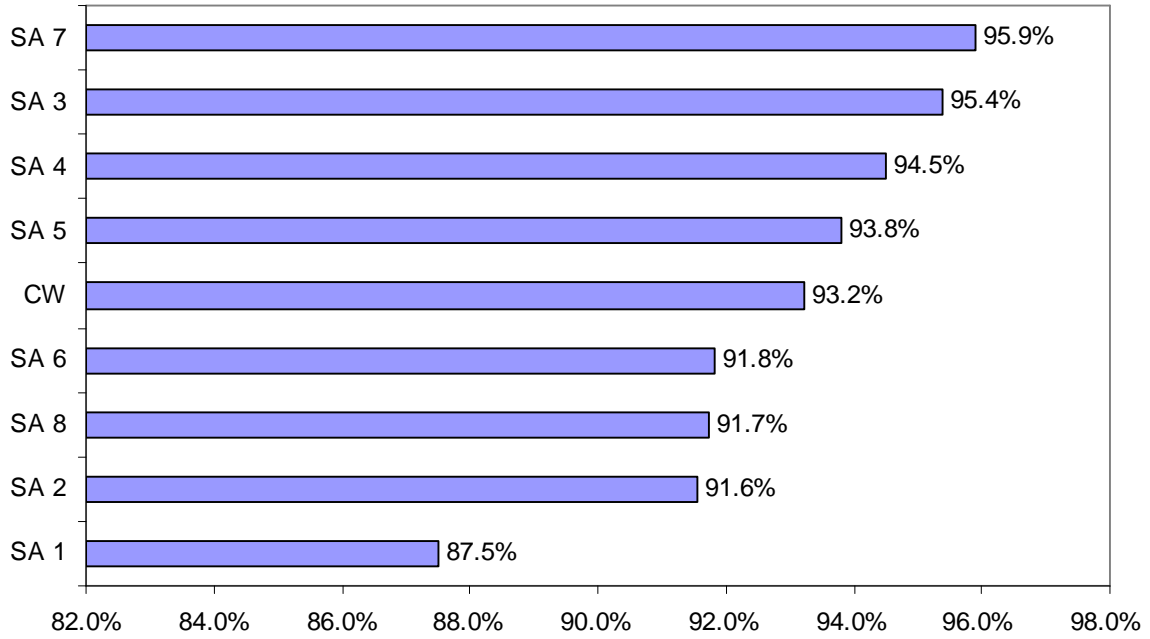
**Figure A1.8a: Older Adults: Percent agree/strongly agree with Q1
"Location of services was convenient for me"**



**Figure A1.8b: Older Adults: Percent agree/strongly agree with Q2
"Staff were willing to see me as often as I felt necessary"**



**Figure A1.8c: Older Adults: Percent agree/strongly agree with Q3
"Services were available at times that were good for me"**



**Figure A1.8d: Older Adults: Percent agree/strongly agree with Q4
"Staff were sensitive to my cultural background"**

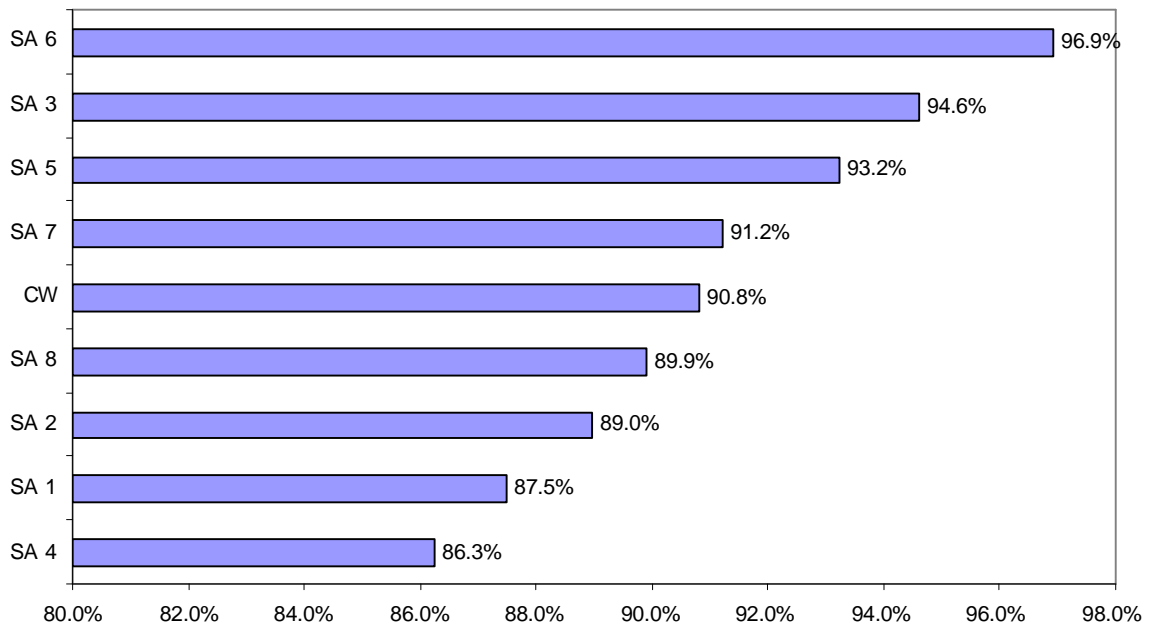


Figure A1.8e: Older Adults: Percent agree/strongly agree with Q5 "I deal more effectively with daily problems"

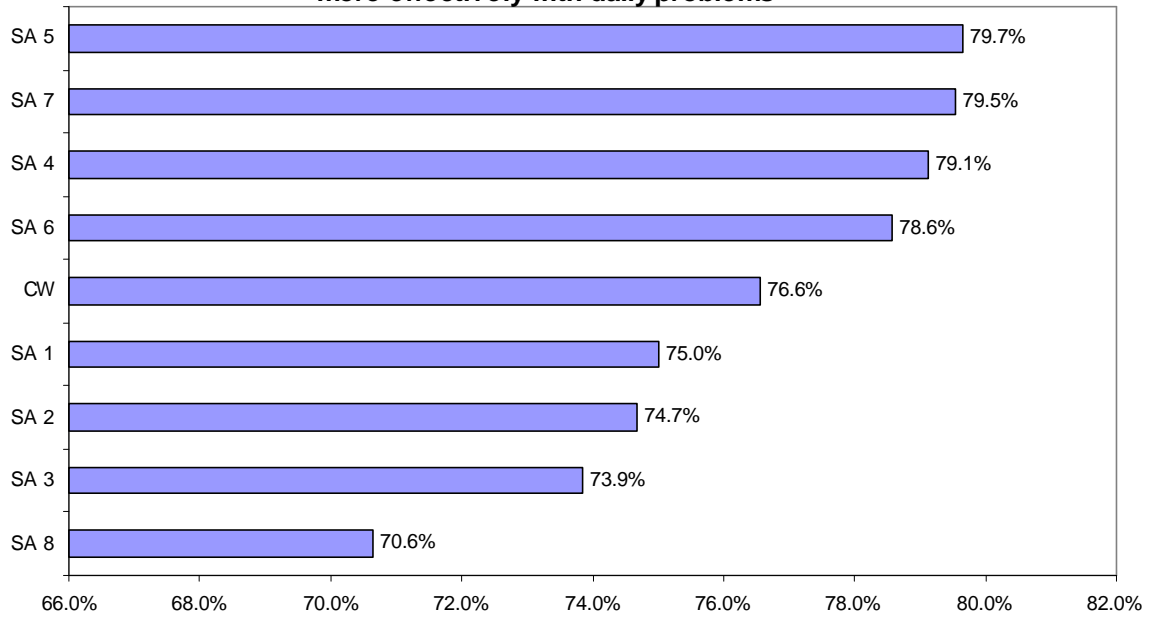


Figure A1.8f: Older Adults: Percent agree/strongly agree with Q6 "I do better in school and/or work"

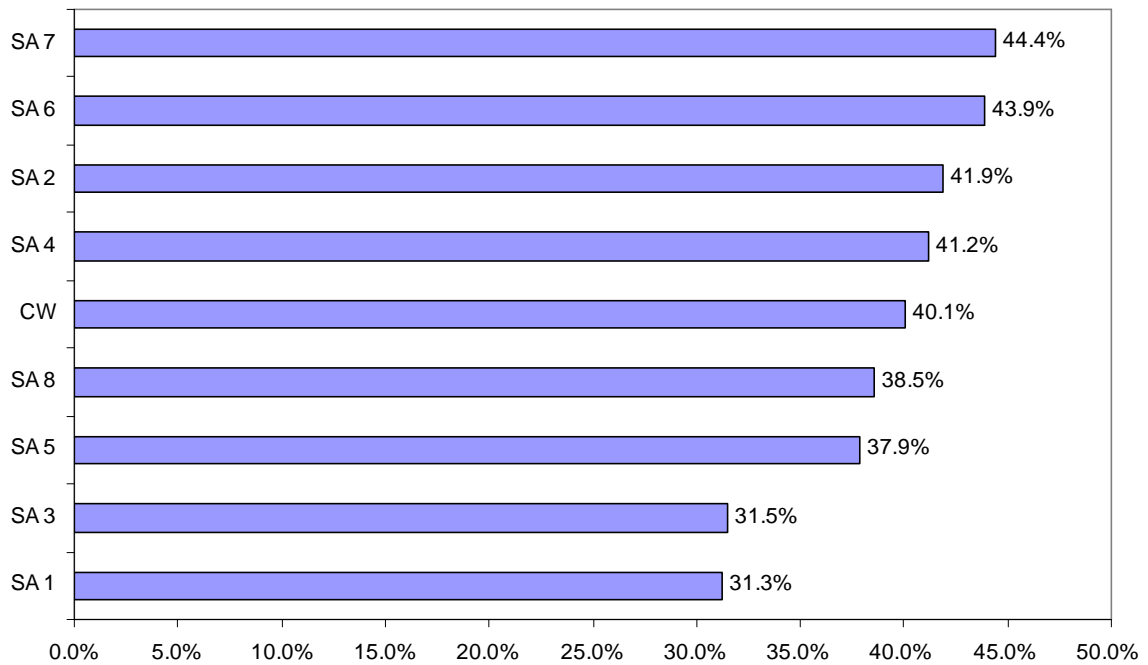


Figure A1.8g: Older Adults: Percent agree/strongly agree with Q7 "My symptoms are not bothering me as much"

