

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

**State
Performance
Outcomes &
County
Performance
Outcomes
Report
CY 2008**

**Executive
Summary**



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The County of Los Angeles, Department of Mental Health (LAC-DMH) Annual Performance Outcomes Summary Report for the eight (8) geographic Service Areas and Countywide for Calendar Year (CY) 2008 contains: the State Performance Outcomes for November 2008 in accordance with the State Performance Outcomes survey requirements; the County Performance Outcomes for May 2008 and November 2008 in accordance with the County of Los Angeles, Board of Supervisors Performance Outcomes survey requirements; and, the Performance Outcome for timely access to mental health services for persons discharged from psychiatric inpatient hospitals.

In CY 2008, there were 51,538 “Surveys Received” from Clinic Outpatient, Day Treatment, School and Field-Based Programs from four (4) Age 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. Mental Health Statistics Program Survey – Adult (MHSIP for 18-59 years), and MHSIP Older Adult (for 60+ years). The 51,538 Total Surveys Received includes 39,967 or 77.5% from Clinic Outpatient and Day Treatment Programs and 11,571 or 22.5% from School and Field-Based Programs.

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 42,659 “Surveys Completed” from Clinic Outpatient, Day Treatment, School and Field-Based Programs. The 42,659 Surveys Completed include 32,952 or 77.2% from Clinic Outpatient and Day Treatment Programs and 9,482 or 22.2% from School and Field-Based Programs. Reliability and Significance Testing were completed for Service Areas, Demographics, and Indicators.

COUNTYWIDE RESPONSE RATES, CY 2008

- The County Performance Outcomes Response Rate from Clinic Outpatient, Day Treatment, School and Field Based Programs was 43.3% for Surveys Received and 35.8% for Surveys Completed.
- The State Performance Outcomes Response Rate from Clinic Outpatient and Day Treatment Programs was 33.6% for Surveys Received and 27.7% for Surveys Completed.

STATE PERFORMANCE OUTCOMES, NOVEMBER SURVEY PERIOD

- Service Area (SA) 2 had the highest number of Surveys Received and Surveys Completed for all Age-Groups, followed by SA 8 and SA 6.
- There were 2,765 or 14.1% Surveys Received from Clinic Outpatient 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 “Refused” at 52.6%. Older Adults at 22% had the highest percent Reason Code for “Language” for not completing the surveys.
- Surveys Received for all Age-Groups at 95% agreed with: “Was Written Information Available to You in the Language You Prefer”? SA 5 had the highest percent agreement at 96% and SA 4 had the lowest percent agreement at 92%.

OVERALL SATISFACTION MEAN SCORES & SUBSCALE MEAN SCORES

The maximum range for Overall Satisfaction Mean Scores for the YSS-F and the YSS is 29 to 145. The maximum range for the Adult and Older Adult is 37 to 185.

- Surveys Completed for all Age-Groups had **Overall Satisfaction** Mean Scores of: YSS-F at 121.8, as compared with the YSS at 116.3 and the highest for Older Adults at 161.1, as compared with Adults at 153.7. The highest Overall Satisfaction Mean Scores by Service Area were: SA 6 for the YSS at 118.7 and Older Adults at 173.9; SA 4 for the YSS-F at 125.0 and Adults at 155.6. The lowest Overall Satisfaction Mean Scores by Service Area were: SA 1 for the YSS-F at 119.3, Older Adults at 143.0 and Adults at 150.0; and, SA 2 for the YSS at 114.0.
- Surveys Completed for all Age-Groups had **General Satisfaction Subscale** Mean Scores of: YSS-F at 21.8, as compared with the YSS at 20.2 and for Older Adults at 13.8, as compared with Adults at 13.3. The highest General Satisfaction Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 22.1; SA 6 for the YSS at 20.8 and SA 1, SA 2 and SA 7 for Adults at 13.4. The Mean Score for this subscale was not significantly different by Service Area for Older Adults.
- Surveys Completed for all Age-Groups had **Perception of Access Subscale** Mean Scores of: YSS-F at 8.7, as compared with the YSS at 7.9 and for Older Adults at 26.6, as compared with Adults at 25.6. The highest Perception of Access Subscale Mean Scores by Service Area were: SA 6, SA 7 and SA 8 for the YSS at 8.1; and, SA 2 for Adults at 25.9. The Mean Score for this subscale was not significantly different by Service Area for the YSS-F and Older Adults.
- Surveys Completed for all Age-Groups had **Perception of Quality and Appropriateness (Cultural Sensitivity) Subscale** Mean Scores of: YSS-F at 18.1, as compared with the YSS at 16.8 and for Older Adults at 40.0, as compared with Adults at 38.7. The highest Perception of Quality and Appropriateness (Cultural Sensitivity) Subscale Mean Scores by Service Area were: SA 5 for the YSS-F at 18.5; SA 7 for the YSS at 17.4 and SA 6 for Adults at 39.2 and Older Adults at 42.2.
- Surveys Completed for all Age-Groups had **Perception of Participation in Treatment Planning Subscale** Mean Scores of: YSS-F at 12.9, as compared with the YSS at 11.5 and for Older Adults at 8.8, as compared with Adults at 8.7. The highest Perception of Participation in Treatment Planning Subscale Mean Scores by Service Area were: SA 3 and SA 5 for Adults at 8.3. The Mean Score for this subscale was not significantly different by Service Area for the YSS-F, the YSS and Older Adults.
- Surveys Completed for all Age-Groups had **Perception of Outcomes Subscale** Mean Scores of: YSS-F and YSS at 23.3, and for Older Adults at 33.2, as compared with Adults at 31.5. The highest Perception of Outcomes Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 24.5 and Adults at 32.2. The Mean Score for this subscale was not significantly different by Service Area for the YSS, and Older Adults.
- Surveys Completed for all Age-Groups had **Perception of Functioning Subscale** Mean Scores of: YSS-F at 19.4, as compared with the YSS at 19.5 and for Older Adults at 20.4, as compared with Adults at 19.3. The highest Perception of Functioning Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 20.5; SA 6 for Adults at 19.7 and Older Adults at 21.7. The Mean Score for this subscale was not significantly different by Service Area for the YSS.

- Surveys Completed for all Age-Groups had **Perception of Social Connectedness Subscale** Mean Scores of: YSS-F at 17.0, as compared with the YSS at 16.4 and for Older Adults at 16.1, as compared with Adults at 15.6. The highest Perception of Social Connectedness Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 17.2; SA 2 and SA 7 for Adults at 15.8; and, SA 6 for Older Adults at 16.9. The Mean Score for this subscale was not significantly different by Service Area for the YSS.
- A total of 74.4% of the YSS-F reported that their child had Medi-Cal (Medicaid) insurance as compared with 7.9% that did not. In SA 1 the YSS-F had the highest percent of Medi-Cal (Medicaid) insured children at 83.4% as compared with the lowest percent in SA 5 at 64.6%. A total of 70.2% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 9.3% that did not. In SA 3 the YSS had the highest percent of Medi-Cal (Medicaid) at 78.1% as compared with the lowest percent in SA 2 at 58.4%.

See Technical Appendix Part I for March 2008 State Outcomes results.

COUNTY PERFORMANCE OUTCOMES, CY 2008

- The highest to lowest average percents for the four (4) Outcome Measures that were asked of all the Age-Groups were: “Services were available at times that were convenient” and, “Staff were sensitive to my cultural ethnic background” both at 88.4%, “Location of services was convenient” at 85.8%; and “Doing better in school and/or work” at 69.5%.
- The highest to lowest average percents for the three (3) Outcome Measures from the YSS-F and the YSS were: “I felt my child/I had someone to talk to when he/she was troubled” at 86.1%, “In a crisis, I would have the support I need from family and friends” at 83.7%, and “My child/I get along better with family members” at 72.2%.
- The highest to lowest average percent for the three (3) Outcome Measures from Adults and Older Adults were: “Staff were willing to see me as often as I felt necessary” at 88.7%, “I deal more effectively with daily problems” at 80.6%, and “Symptoms are not bothering me as much” at 69.1%.

One of the ten (10) Outcome measures showed significant differences for all Age-Groups by SA in May and November. The highest average agreement for “Location of services was convenient” was in SA 7, YSS-F (May & Nov.) in SA 5, SA 7, YSS (May & Nov.); and in SA 6 Adults (May & Nov.) and SA 4 SA 5 Older Adults (May & Nov.). The lowest average agreement was in SA 5 YSS-F (May & Nov.), in SA 4 YSS (May) and SA 1 YSS (Nov.); and in SA 8 (May & Nov.) for Adults and Older Adults.

A second Outcome Measure that showed significant differences in May and November was “My child/I get along better with family members”. This Outcome Measure is only in the YSS-F and the YSS. The highest average agreement for “My child/I get along better with family members” was in SA 4 and SA 7 and the lowest average agreement was in SA 1 and SA 8.

A third Outcome Measure that showed significant differences in May and November for Adults and Older Adults was “Doing better in school and/ or work.” The highest average agreement was in SA 4 for both Adults and Older Adults and the lowest average agreement was in SA 1.

See Table 2.7 for Baseline County Performance Outcomes and Tables 2.8 - 2.28 for distribution of the County Performance Outcomes by Service Area and Age Group. This Report is also available online at: <http://psbqi.dmh.lacounty.gov/qi.htm>