State Performance Outcomes and County Performance Outcomes Report

August 2013

County of Los Angeles

Department of Mental Health

Program Support Bureau

Quality Improvement Division

Marvin J. Southard, D.S.W

Director

November 2014

COUNTY OF LOS ANGELES—DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION

STATE PERFORMANCE OUTCOMES AND COUNTY PERFORMANCE OUTCOMES REPORT AUGUST 2013

EXECUTIVE SUMMARY

NOVEMBER 2014

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The Mental Health Statistical Improvement Program (MHSIP) Surveys were completed by consumers seen in randomly selected Outpatient Short Doyle/Medi-Cal Clinics from August 26 to August 30, 2013 in the County of Los Angeles. Surveys were collected from youth (ages 13-17) using the Youth Services Survey (YSS), from adults (ages 18–59) using the Adult Survey, and from older adults (ages 60 and older) using the Older Adult Survey. In addition, families of youth (ages 0-17) completed a survey for services received by their children using the Youth Services Survey for Families (YSS-F).

The Outpatient clinics returned 11,244 surveys with 32.0% (N = 3,596) of surveys from Adults, 3.8% (N = 423) of surveys from Older Adults, 35.1% (N = 3,943) of surveys from YSS-F, and 29.2% (N = 3,282) of surveys from YSS. The completion rate of surveys where respondents provided information on at least one MHSIP subscale was highest among Adult surveys at 82.9% (N = 2,980) and lowest among YSS at 71.7% (N = 2,353).

Service Area (SA) 2 (San Fernando) returned the highest number of surveys for YSS-F, Adults, and Older Adults. SA 8 (South Bay) returned the highest number of surveys for YSS. Nearly 78% of the surveys were returned in English followed by 21.6% in Spanish, and .5% (N = 43) of the surveys were retuned in additional languages such as Chinese, Russian, Tagalog, and Vietnamese.

The majority of survey respondents (96.4%) reported that written information was available to them in the language they prefer.

Among YSS-F and YSS, the highest mean score was for Perception of Quality and Appropriateness at 4.5 and 4.3, respectively. Among Adult and Older Adult surveys, the highest mean score was for Perception of General Satisfaction at 4.4 and 4.5, respectively.

Among YSS-F, five of the seven MHSIP subscales were significantly different across SAs. Perception of Access and Perception of Social Connectedness were not significantly different across SAs.

Among YSS, all seven MHSIP subscales were significantly different across SAs. Among Adult surveys, there was a significant difference across SAs on all MHSIP subscales with the exception of Perception of Participation in Treatment Planning.

Among Older Adult surveys, no significant tests by MHSIP subscales and SAs were conducted due to small sample size.

The highest rated subscale among YSS-F and YSS across the three survey periods from May 2009 to August 2013 was Perception of Quality and Appropriateness. The highest rated subscale among Adult and Older Adult surveys across the three survey periods was Perception of General Satisfaction.

The lowest rated subscales among all age groups and YSS-F across the three survey periods was Perception of Functioning and Perception of Outcomes.

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ANNUAL STATE PERFORMANCE OUTCOMES SUMMARY REPORT FOR THE SURVEY PERIOD OF AUGUST 26, 2013 – AUGUST 30, 2013

PART 1 – STATE PERFORMANCE OUTCOMES

BACKGROUND

In compliance with the mandated State Performance Outcomes System, four consumer/family satisfaction surveys were administered in Outpatient Clinic and Day Treatment Programs in the eight Service Areas (SA) of the Los Angeles County Department of Mental Health (LAC-DMH) from August 26, 2013 to August 30, 2013. Part 1 summarizes the results of the surveys that were administered to consumers/families who received face-to-face mental health care services in Outpatient Clinic and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Adult Survey (Ages 18 – 59 Years)
2. MHSIP Older Adult Survey (Ages 60 Years +)
3. Youth Services Survey (YSS; Ages 13 – 17 years)
4. Youth Services Survey – Family (YSS-F; Family Members of Consumers Ages 0 – 17 Years)

Part I summarizes the results for each of the four surveys by Overall Satisfaction mean and subscale mean for each Service Area (SA). A higher mean score indicates a better consumer perception of care for that subscale domain. Significance testing for Service Area and demographic differences was conducted and is reported below.

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

The MHSIP Surveys used in the State of California are public domain instruments developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) and the Center for Mental Health Services (CMHS). The Task Force included mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies. The MHSIP survey is designed to measure Overall Satisfaction and has five (5) Subscales: Perception of General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Outcomes, and Perception of Participation in Treatment Planning. The YSS and YSS-F are designed to measure Overall Satisfaction and have five (5) Subscales: Perception of Satisfaction with Services, Perception of Access, Perception of Cultural Sensitivity, Perception of Outcomes, and Perception of Participation in Treatment Planning. Additionally, on February 9, 2007, the California Department of Mental Health (CDMH) issued changes to the surveys as released by SAMHSA for incorporation into the instruments (MHSIP Adult, MHSIP Older Adult, YSS, and YSS-F) with a new Functioning Subscale and a new Social Connectedness Subscale.

1. The MHSIP Adult survey is administered to adults age 18 to 59 years;
2. The MHSIP Older Adult survey is administered to adults age 60 years and above;

3. The Child/Youth version (YSS) is administered to children ages 13 to 17 years;
4. The Child/Family (YSS-F) is administered to families of children who are 0-17 years.

METHODOLOGY

For the August 2013 survey period, a stratified cluster random sample of Short Doyle/Medi-Cal outpatient clinics was selected. Outpatient clinics were randomly selected within each Service Area (See Service Area Map on page 3) and organization type (directly operated clinics versus contracted clinics) by age group (Youth versus Adults) to ensure adequate representation from each provider type and age group. Nearly one third of outpatient clinics were selected in the random sample to yield a statistically reliable sample size of at least 7,000 surveys.

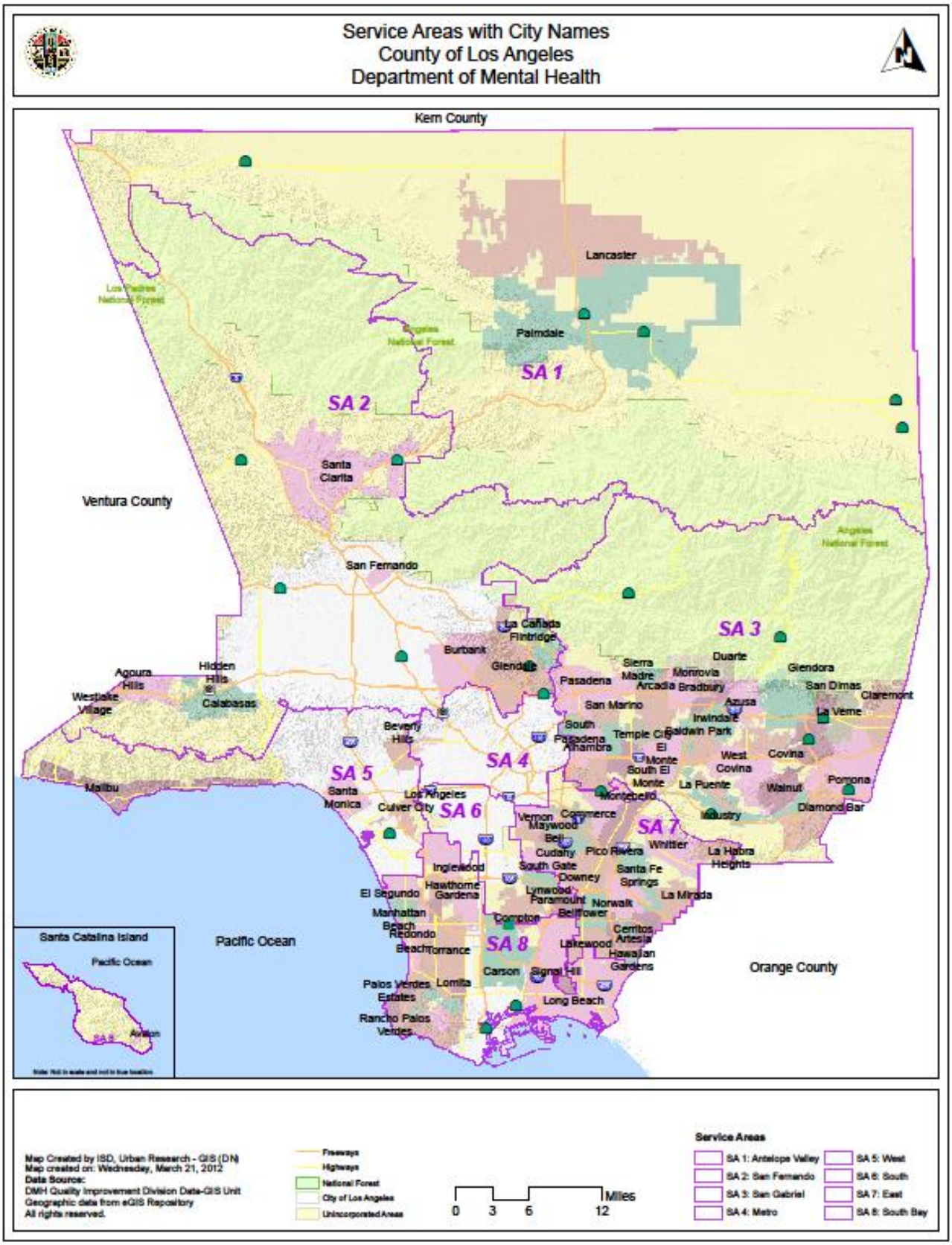
Surveys were printed and distributed to providers for data collection during the survey period. The surveys were also made available online on the Program Support Bureau – Quality Improvement Division (PSB-QID) website as pdf fillable forms for providers to download and distribute to consumers during the survey period. Approximately two weeks before the survey period, survey training was conducted in each Service Area (SA) by the QID SA Liaisons to provide instructions for survey administration. These instructions were also made available on the PSB-QID website for providers who could not attend the training. The survey trainings were well attended by the providers.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect survey data. Nearly all the randomly selected providers participated in data collection and approximately 23% of consumers in these clinics during the survey period returned a survey.

Tests were conducted to evaluate any statistically significant difference in demographic characteristics of consumers from randomly selected providers who participated in the survey data collection and consumers from providers who were not selected. There were no such significant differences between the two groups. As a result the survey data analyzed in the current report can be interpreted as representative of consumers served in Short Doyle/Medi-Cal clinics during the survey period.

ELECTRONIC AVAILABILITY OF DATA

Survey data by Legal Entity and Provider Numbers has been made available in the Electronic File Transfer (EFT) folder to each SA-QIC (Quality Improvement Committee) Chairs and Co-Chairs for distribution to agencies. Prior to distribution, all identifying information of survey participants was removed to keep the information confidential. This report is also available online at
http://psbqi.dmh.lacounty.gov/qi.htm


Service Areas with City Names
County of Los Angeles
Department of Mental Health
Kern County
Ventura County
Orange County
Pacific Ocean
Santa Catalina Island
Pacific Ocean
Avalon
SA 1
SA 2
SA 3
SA 4
SA 5
SA 6
SA 7
SA 8
Lancaster
Palmdale
Santa Clarita
San Fernando
La Cañada Flintridge
Burbank
Glendale
Pasadena
Sierra Madre
Arcadia
Monrovia
Bradbury
Duarte
Glendora
San Dimas
Claremont
Azusa
La Verne
Irwindale
Baldwin Park
San Marino
South Pasadena
Temple City
Alhambra
El Monte
South El Monte
West Covina
Covina
Monterey Park
La Puente
Walnut
Pomona
Diamond Bar
Industry
Whittier
La Habra Heights
Pico Rivera
Santa Fe Springs
La Mirada
Norwalk
Bellflower
Cerritos
Artesia
Hawaiian Gardens
Lakewood
Long Beach
Signal Hill
Carson
Lomita
Palos Verdes Estates
Rancho Palos Verdes
Torrance
Redondo Beach
Manhattan Beach
Compton
Lynwood
Paramount
Downey
South Gate
Cudahy
Bell
Maywood
Vernon
Commerce
Los Angeles
Culver City
Santa Monica
Malibu
Beverly Hills
Westlake Village
Agoura Hills
Hidden Hills
Calabasas
Inglewood
Hawthorne
Gardena
El Segundo
Los Padres National Forest
Angeles National Forest
Angeles National Forest
Freeways
Highways
National Forest
City of Los Angeles
Unincorporated Areas
Miles
0 3 6 12
Service Areas
SA 1: Antelope Valley
SA 2: San Fernando
SA 3: San Gabriel
SA 4: Metro
SA 5: West
SA 6: South
SA 7: East
SA 8: South Bay
Map Created by ISD, Urban Research - GIS (DN)
Map created on: Wednesday, March 21, 2012
Data Source:
DMH Quality Improvement Division Data-GIS Unit
Geographic data from eGIS Repository
All rights reserved.

SURVEYS RETURNED

TABLE 1.01: SURVEYS RETURNED BY AGE GROUP

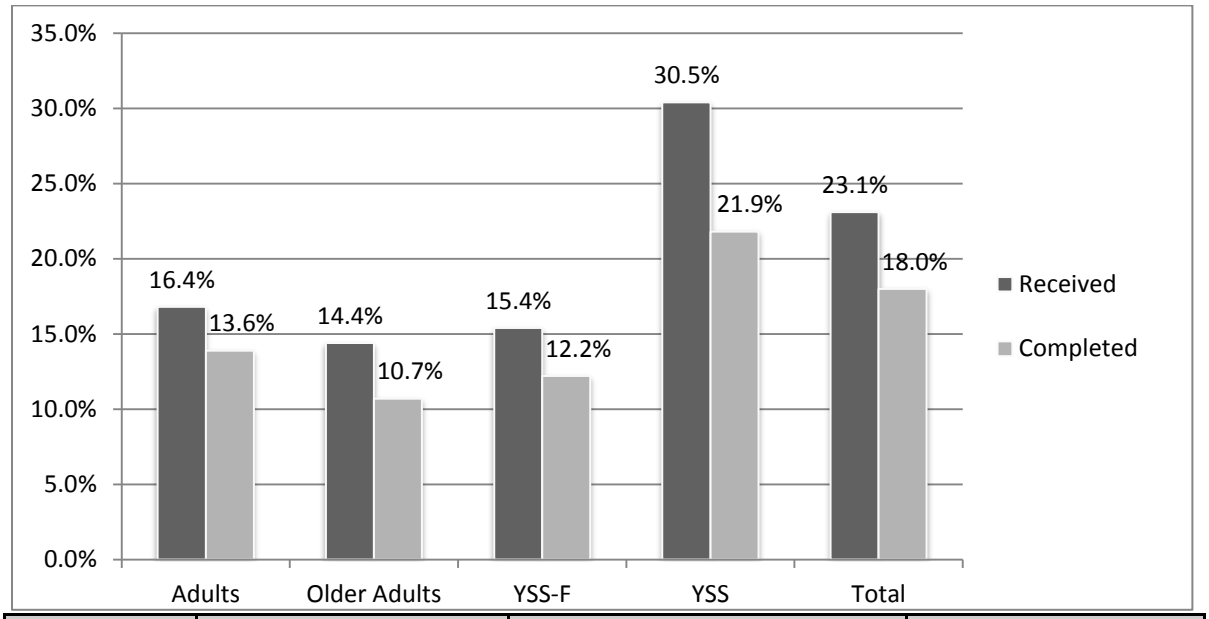
Age Group	Total Surveys Returned		Percent of Surveys Returned & Completed		Surveys Completed Percent
	count	percent	Count	percent	
Adults	3,596	32.0%	2,980	82.9%	34.0%
Older Adults	423	03.8%	314	74.2%	03.6%
YSS-F	3,943	35.0%	3,125	79.2%	35.6%
YSS	3,282	29.2%	2,353	71.7%	26.8%
Total	11,244	100.0%	8,772	78.0%	100.0%

Table 1.01 shows that a total of 11,244 surveys were returned for all age groups that received face-to-face mental health services in LAC-DMH funded Outpatient Clinic and Day Treatment Programs during the survey period of August 26, 2013 to August 30, 2013. The highest percent of surveys returned was 35.0% from YSS-F, or family members of children between 0 to 17 years (3,943 surveys) followed by Adult surveys with 32% (3,596 surveys). Youth (YSS) between the ages of 13 to 17 years returned 29.2% (3,282 surveys). The lowest percent of surveys returned was from Older Adult surveys at 3.8% (423 surveys).

SURVEYS COMPLETED

Table 1.01 also shows that of the total of 11,244 surveys returned, 8,772 (78.0%) were completed by all age groups. The completed surveys consist of surveys that had a valid response on survey items for at least one subscale. Adult surveys had the highest completion rate at 82.9% followed by YSS-F at 79.2%, and Older Adult surveys at 74.2%. The lowest completion rate was among YSS at 71.7%. Data from the completed surveys is analyzed in the present report.

FIGURE 1.01: RESPONSE RATE FOR SURVEYS RETURNED AND COMPLETED BY AGE GROUP



Age Group	Surveys Returned	Surveys Completed	Total Unique Clients Seen Out of Randomly Selected Sites August 26-30, 2013
Adults	3,596	2,980	21,937
Older Adults	423	314	2,937
YSS-F	3,943	3,125	25,581
YSS	3,282	2,353	10,764
Total	11,244	8,772	48,756

Figure 1.01 shows the 2013 MHSIP Response Rate for Surveys Returned from randomly selected LAC-DMH funded Outpatient Clinic and Day Treatment Programs. The Response Rate for Surveys Returned was calculated by dividing the number of surveys returned by the number of consumers that received face-to-face services within randomly selected LAC-DMH funded Outpatient Clinic and Day Treatment Programs during the August survey period. The Total Response Rate for 2013 MHSIP Survey is 23.1% (i.e., 11,244 / 48,756). YSS had the highest Response Rate at 30.5%, followed by Adult surveys at 16.4%, YSS-F at 15.4%, and Older Adult surveys at 14.4%.

Figure 1.01 also shows the Response Rate for Surveys Completed. This Response Rate was calculated by dividing the number of surveys with information on at least one MHSIP subscale by the number of consumers that received face-to-face services in LAC-DMH funded Outpatient Clinic and Day Treatment Programs during the survey period. The Total Response Rate for Surveys Completed for all age groups was 18.0%. YSS had the highest Response Rate at 21.9%, followed by Adult surveys at 13.6%, YSS-F at 12.2%, and Older Adult surveys at 10.7%.

FIGURE 1.02: SURVEYS RETURNED BY AGE GROUP AND SERVICE AREA

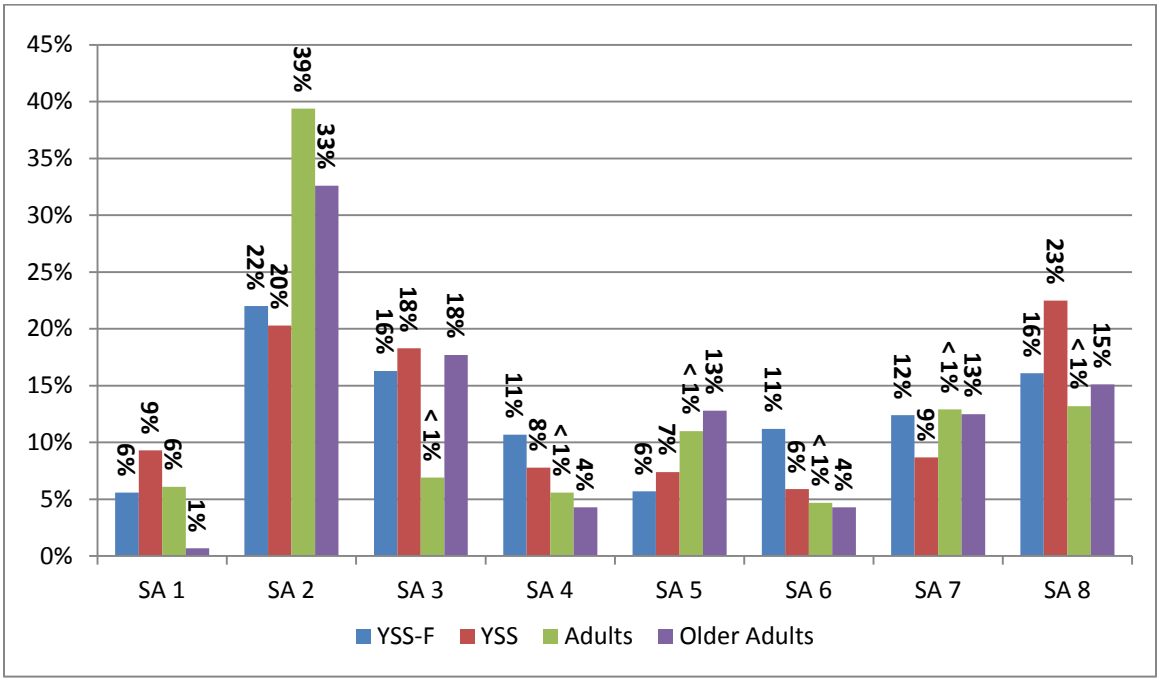


Figure 1.02 shows that SA 2 had the highest number of Surveys Returned for all age groups except for YSS which had the highest number of surveys returned from SA 8. SA 2 returned 39% of Adult surveys followed by Older Adult surveys at 33% and 22% of YSS-F. SA 8 received 23% of YSS.

SURVEYS COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.03: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP

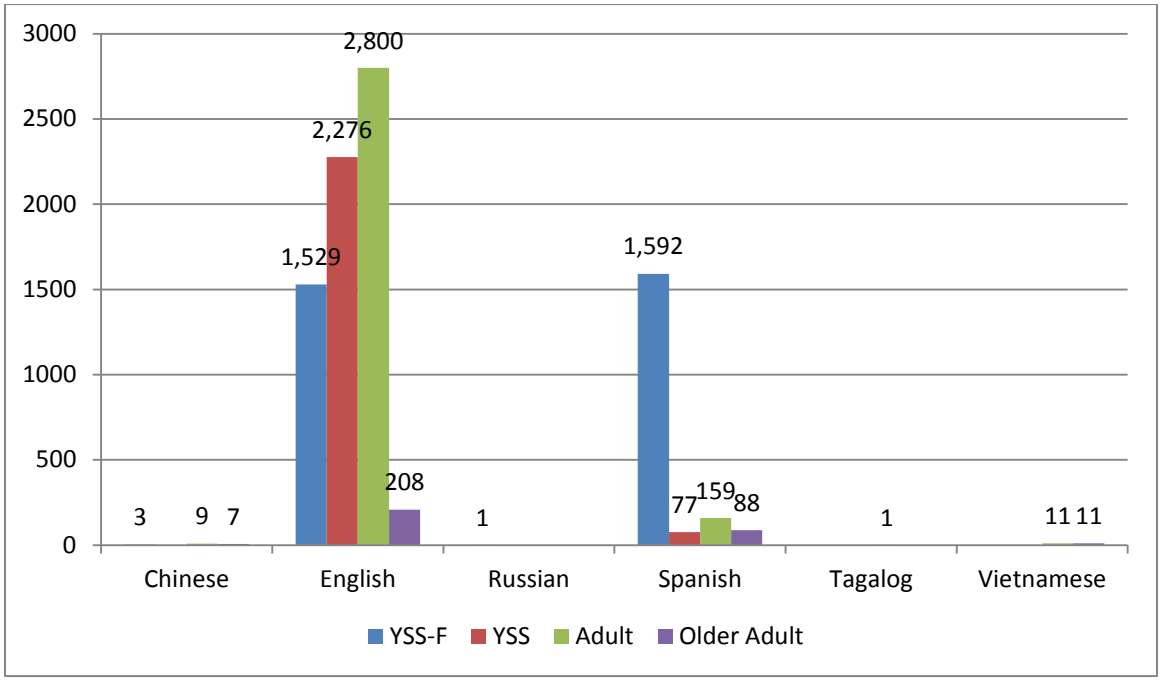


Figure 1.03 shows that the majority of consumers, 6,813 or 77.8% completed surveys in English. A total of 1,916 or 21.8% returned surveys in Spanish: 1,592 for YSS-F, 77 for YSS, 159 for Adult surveys, and 88 or Older Adult surveys. A combined total of 43 or .50% of the surveys were returned in Chinese, Tagalog, Russian, and Vietnamese. Surveys were administered in 6 of the 13 threshold languages (i.e., Chinese, Hmong, Russian, Spanish, Tagalog, and Vietnamese).

TABLE 1.02: "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" BY AGE GROUP

	Yes	No	Total
YSS-F	2,260	54	2314
Percent	*97.7%*	*2.3%*	*100%*
YSS	1,829	97	1926
Percent	*95.0%*	*5.0%*	*100%*
Adult	2,381	88	2,469
Percent	*96.4%*	*3.6%*	*100%*
Older Adult	282	14	296
Percent	*95.3%*	*4.7%*	*100%*
Total	**6,752**	**253**	**7,005**
Percent	***96.4%***	***3.6%***	***100%***

Table 1.02 shows that 97.7% of the YSS-F, 96.4% of Adults, 95.3% of Older Adults and 95.0% of the YSS reported that they had written information (for example, brochures describing available services, their rights as a consumer, and mental health education materials) available to them in the language they prefer.

TABLE 1.03 "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" BY SERVICE AREA FOR ALL AGE GROUPS

	Yes	No	Total
SA 1	477	19	496
Percent	*96.2%*	*3.8%*	*100.0%*
SA 2	1,748	67	1,815
Percent	*96.3%*	*3.7%*	*100.0%*
SA 3	942	35	977
Percent	*96.4%*	*3.6%*	*100.0%*
SA 4	555	19	574
Percent	*96.7%*	*3.3%*	*100.0%*
SA 5	607	18	625
Percent	***97.1%***	*2.9%*	*100.0%*
SA 6	520	22	542
Percent	*95.9%*	*4.1%*	*100.0%*
SA 7	834	25	859
Percent	***97.1%***	*2.9%*	*100.0%*
SA 8	1,055	49	1,104
Percent	***95.6%***	*4.4%*	*100.0%*
Total	**6,741**	**253**	**6,994**
Percent	***96.4%***	***3.6%***	***100.0%***

Note: Highest and lowest percent are in bold.

Table 1.03 shows that across all Service Areas, a total of 96.4% reported that they had written information available to them in the language they prefer and 3.6% did not.

SA 5 and SA 7 at 97.1% had the highest percent reporting that they had written information available to them in the language they prefer as compared with the lowest percent in SA 8 at 95.6%.

TABLE 1.04 "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" YSS-F AND YSS

	YSS-F			YSS		
	Yes	**No**	**Total**	**Yes**	**No**	**Total**
SA 1	123	3	**126**	182	10	**192**
Percent	*97.6%*	*2.4%*	*100%*	*94.8%*	*5.2%*	*100%*
SA 2	462	15	**477**	336	15	**351**
Percent	*96.9%*	*3.1%*	*100%*	*95.7%*	*4.3%*	*100%*
SA 3	389	8	**397**	342	24	**366**
Percent	*98.0%*	*2.0%*	*100%*	*93.4%*	*6.6%*	*100%*
SA 4	233	4	**227**	159	12	**171**
Percent	*98.3%*	*1.7%*	*100%*	***93.0%***	*7.0%*	*100%*
SA 5	122	2	**124**	151	6	**157**
Percent	*98.4%*	*1.6%*	*100%*	***96.2%***	*3.8%*	*100%*
SA 6	244	11	**255**	122	7	**129**
Percent	***95.9%***	*4.3%*	*100%*	*94.6%*	*5.4%*	*100%*
SA 7	322	4	**326**	174	7	**181**
Percent	***98.8%***	*1.2%*	*100%*	*96.1%*	*3.9%*	*100%*
SA 8	365	7	**372**	363	16	**379**
Percent	*98.1%*	*1.9%*	*100%*	*95.8%*	*4.2%*	*100%*
Total	**2,260**	**54**	**2,314**	**1,829**	**97**	**1,926**
Percent	***96.5%***	***3.5%***	***100%***	***95.1%***	***5.0%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.04 shows that across all Service Areas, a total of 96.5% of the YSS-F and 95.1% of the YSS reported that they had written information available to them in the language they prefer.

SA 7, at 98.8%, for the YSS-F, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 6 at 95.9%.

SA 5 at 96.2% for the YSS had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 4 at 93.0%.

TABLE 1.05 "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" ADULT AND OLDER ADULT MHSIP SURVEYS

	ADULT			OLDER ADULT		
	Yes	No	Total	Yes	No	Total
SA 1	169	5	174	3	1	4
Percent	*97.1%*	*2.9%*	*100%*	***100%***	*0.0%*	*100%*
SA 2	862	33	895	88	4	92
Percent	*96.3%*	*3.7%*	*100%*	*95.7%*	*4.4%*	*100%*
SA 3	166	1	167	45	2	47
Percent	***99.4%***	*0.6%*	*100%*	*95.7%*	*4.3%*	*100%*
SA 4	151	3	154	12	0	12
Percent	*98.1%*	*2.0%*	*100%*	***100%***	*0.0%*	*100%*
SA 5	294	10	304	40	0	40
Percent	*96.7%*	*3.3%*	*100%*	***100%***	*0.0%*	*100%*
SA 6	138	3	141	16	1	17
Percent	*97.9%*	*2.1%*	*100%*	*94.1%*	*5.9%*	*100%*
SA 7	300	12	312	38	2	40
Percent	*96.2%*	*3.9%*	*100%*	*95%*	*5.0%*	*100%*
SA 8	287	21	308	40	5	45
Percent	***93.2%***	*6.8%*	*100%*	***88.9%***	*11.1%*	*100%*
Total	**2370**	**88**	**2,458**	**282**	**14**	**296**
Percent	***96.4%***	***3.6%***	***100%***	***95.3%***	***4.7%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.05 shows that across all Service Areas, a total of 96.4% of Adults and 95.3% of Older Adults reported that they had written information available to them in the language they prefer.

SA 3 at 99.4% for Adults had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 8 at 93.2%. The number of Older Adult surveys by SA we was too few for any meaningful statistical comparisons. It should also be noted here that although the percent respondents reporting the availability of written materials in the language they prefer is quite high, nearly 30% are missing a response to this question for all age groups.

SUMMARY

The majority of consumers reported that written information was available to them in the language they preferred. The highest proportion of consumers reporting they had written information in the language they preferred by age group was SA 7 for YSS-F at 99.0%, SA 5 for YSS at 96.2%, SA 3 for Adult surveys at 99.4%, and SA 1, SA 4, and SA 5 for Older Adult surveys at 100%.

The lowest proportion of consumers reporting they had written information in the language they preferred by age group was in SA 6 for YSS-F at 95.9%, SA 4 for YSS at 93.0%, SA 8 for Adult surveys at 93.2%, and SA 8 for Older Adult surveys at 88.9%.

TABLE 1.06: YSS-F SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	26	1	92	6	12	37	174
Percent	*14.9%*	*0.6%*	*52.9%*	***3.5%***	*6.9%*	*21.3%*	*100%*
SA 2	27	13	394	12	55	160	661
Percent	*4.1%*	*2.0%*	*59.6%*	*1.8%*	*8.3%*	*24.2%*	*100%*
SA 3	27	18	362	14	66	95	582
Percent	*4.6%*	***3.1%***	*62.2%*	*2.4%*	*11.3%*	*16.3%*	*100%*
SA 4	14	6	238	11	29	38	336
Percent	*4.2%*	*1.8%*	***70.8%***	*3.3%*	*8.6%*	*11.3%*	*100%*
SA 5	25	6	91	7	15	52	196
Percent	*12.8%*	*3.1%*	*46.4%*	*3.6%*	*7.7%*	***26.5%***	*100%*
SA 6	90	6	179	2	21	48	346
Percent	***26.0%***	*1.7%*	*51.7%*	*0.6%*	*6.1%*	*13.9%*	*100%*
SA 7	17	4	289	3	61	62	436
Percent	*3.9%*	*0.9%*	*66.3%*	*0.7%*	***14.0%***	*14.2%*	*100%*
SA 8	77	14	296	10	42	69	508
Percent	*15.2%*	*2.8%*	*58.3%*	*2.0%*	*8.3%*	*13.6%*	*100%*
Total	**304**	**68**	**1,946**	**65**	**302**	**562**	**3,247**
Percent	***9.4%***	***2.1%***	***59.9%***	***2.0%***	***9.3%***	***17.3%***	***100%***

Note: Highest percent is in bold.

Table 1.06 shows that for the YSS-F, African Americans completed the highest percentage of surveys in SA 6 at 26.0%, Asian/Pacific Islanders in SA 3 at 3.1%, Latinos in SA 4 at 70.8%, Native Americans in SA 1 at 3.5%, Other ethnic group in SA 7 at 14.0%, and Whites in SA 5 at 26.5%.

TABLE 1.07: YSS SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	26	52	85	57	80	28	328
Percent	*7.9%*	*15.9%*	*25.9%*	***17.4%***	*24.4%*	*8.5%*	*100%*
SA2	24	25	272	47	139	92	599
Percent	*4.0%*	*4.2%*	*45.4%*	*7.9%*	*23.2%*	***15.4%***	*100%*
SA 3	50	38	272	79	151	64	654
Percent	*7.7%*	*5.8%*	*41.6%*	*12.1%*	*23.1%*	*9.8%*	*100%*
SA 4	26	10	139	20	70	15	280
Percent	*9.3%*	*3.6%*	***49.6%***	*7.1%*	***25.0%***	*5.4%*	*100%*
SA 5	29	23	68	36	52	36	244
Percent	*11.9%*	*9.4%*	*27.9%*	*14.8%*	*21.3%*	*14.8%*	*100%*
SA 6	36	37	59	18	39	10	199
Percent	***18.1%***	***18.6%***	*29.7%*	*9.1%*	*19.6%*	*5.0%*	*100%*
SA 7	7	7	138	50	75	30	307
Percent	*2.3%*	*2.3%*	*45.0%*	*16.3%*	*24.4%*	*9.8%*	*100%*
SA 8	86	48	192	76	141	78	621
Percent	*13.9%*	*7.7%*	*30.9%*	*12.2%*	*22.7%*	*12.6%*	*100%*
Total	**285**	**241**	**1,228**	**384**	**749**	**354**	**3,240**
Percent	***8.8%***	***7.4%***	***37.9%***	***11.9%***	***23.1%***	***10.9%***	***100%***

Note: Highest percent is in bold.

Table 1.07 shows that for the YSS, African Americans completed the highest percentage of surveys in SA 6 at 18.1%, Asian/Pacific Islanders in SA 6 at 18.6%, Latinos in SA 4 at 49.6%, Native Americans in SA 1 at 17.4%, Other ethnic group in SA 4 at 25.0%, and Whites in SA 2 at 15.4%.

TABLE 1.08: ADULT SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	73	7	48	14	25	71	238
Percent	*30.1%*	*2.9%*	*20.2%*	***5.9%***	*10.5%*	*29.8%*	*100%*
SA2	116	70	316	29	202	413	1146
Percent	*10.1%*	*6.1%*	*27.6%*	*2.5%*	*17.6%*	*36.0%*	*100%*
SA 3	22	15	101	9	45	54	246
Percent	*8.9%*	*6.1%*	*41.1%*	*3.7%*	*18.3%*	*22.0%*	*100%*
SA 4	56	25	53	8	27	21	190
Percent	*29.5%*	***13.2%***	*27.9%*	*4.2%*	*14.2%*	*11.1%*	*100%*
SA 5	79	30	84	14	51	164	422
Percent	*18.7%*	*7.1%*	*19.9%*	*3.3%*	*12.1%*	***38.9%***	*100%*
SA 6	104	6	29	5	9	12	165
Percent	***63.0%***	*3.6%*	*17.6%*	*3.0%*	*5.5%*	*7.3%*	*100%*
SA 7	14	14	216	4	106	68	422
Percent	*0.03%*	*0.03%*	***53.6%***	*0.9%*	***25.1%***	*16.1%*	*100%*
SA 8	91	43	85	14	39	103	375
Percent	*24.3%*	*11.5%*	*22.7%*	*3.7%*	*10.4%*	*27.5%*	*100%*
Total	**555**	**221**	**934**	**97**	**525**	**906**	**3,238**
Percent	***17.1%***	***6.8%***	***28.8%***	***3.0%***	***16.2%***	***28.0%***	***100%***

Note: Highest percent is in bold.

Table 1.08 shows that for the Adult surveys, African Americans completed the highest percentage of surveys in SA 6 at 63.0%, Asian/Pacific Islanders in SA 4 at 13.2%, Latinos in SA 7 at 53.6%, Native Americans in SA 1 at 5.9%, Other Ethnic group in SA 7 at 25.1%, and Whites in SA 5 at 38.9%.

TABLE 1.09: OLDER ADULT SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
SA 1	1	0	0	0	0	2	3
Percent	*33.3%*	*0.0%*	*0.0%*	*0.0%*	*0.0%*	***67.0%***	*100%*
SA2	7	6	40	3	8	44	108
Percent	*6.5%*	*5.6%*	*37.0%*	*2.8%*	*7.4%*	*40.7%*	*100%*
SA 3	7	3	11	2	1	32	56
Percent	*12.5%*	*5.4%*	*19.6%*	*3.2%*	*1.8%*	*57.1%*	*100%*
SA 4	6	1	3	0	16	2	28
Percent	*21.4%*	*3.6%*	*10.7%*	*0.0%*	***56.1%***	*7.1%*	*100%*
SA 5	11	0	7	1	5	30	54
Percent	*20.4%*	*0.0%*	*13.0%*	*1.9%*	*9.3%*	*55.6%*	*100%*
SA 6	10	5	1	0	1	2	19
Percent	***52.6%***	***26.3%***	*5.3%*	*0.0%*	*5.3%*	*10.5%*	*100%*
SA 7	0	0	32	1	2	7	42
Percent	*0.0%*	*0.0%*	***76.2%***	*0.02%*	*4.8%*	*16.7%*	*100%*
SA 8	12	7	15	5	6	15	60
Percent	*20.0%*	*11.7%*	*25.0%*	***8.3%***	*10.0%*	*25.0%*	*100%*
Total	**54**	**16**	**109**	**12**	**23**	**134**	**348**
Percent	***15.5%***	***4.6%***	***31.3%***	***3.4%***	***6.6%***	***38.5%***	***100%***

Note: Highest percent is in bold.

Table 1.09 shows that for the Older Adult surveys, African Americans completed the highest percentage of surveys in SA 6 at 52.6%, Asian/Pacific Islanders in SA 6 at 26.3%, Latinos in SA 7 at 76.2%, Native Americans in SA 8 at 8.3%, Other Ethnic group in SA 4 at 56.1%, and Whites in SA 1 at 67.0%.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.10: SUBSCALE RELIABILITY BY AGE GROUP

Subscales	YSS-F	YSS	Adult Survey	Older Adult Survey
	Cronbach's Alpha (α)			
General Satisfaction	0.92	0.91	0.84	0.87
Perception of Access	0.75	0.79	0.86	0.90
Perception of Quality and Appropriateness	0.94	0.91	0.92	0.94
Perception of Participation in Treatment Planning	0.81	0.79	0.63	0.73
Perception of Outcomes	0.93	0.89	0.93	0.94
Perception of Functioning	0.93	0.88	0.93	0.91
Perception of Social Connectedness	0.90	0.86	0.89	0.90

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a subscale. The reliability score for all the subscales was greater than 0.70 with the exception of Perception of Participation in Treatment Planning for Adults which had a Cronbach's alpha of .63. This may be attributed to this subscale having only 2 items.

TABLE 1.11: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

YSS-F	YSS	Adult & Older Adult Surveys
General Satisfaction (6 items)	General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (2 items)	Access (6 items)
Quality (4 items)	Quality (4 items)	Quality (9 items)
Treatment (3 items)	Treatment (3 items)	Treatment (2 items)
Outcomes (6 items)	Outcomes (6 items)	Outcomes (8 items)
Functioning (5 items)	Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)	Social Connectedness (4 items)

Table 1.11 shows that the subscales are similar for all four age-groups. The 30 items for the Overall Satisfaction scale and the seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adult surveys), 4 = Agree and 5 = Strongly Agree. The number of subscale items for YSS-F/YSS was different from the number of subscale items for Adult/Older Adult surveys. Therefore, the mean score for each subscale cannot be compared between Adult/Older Adult surveys and the YSS-F/YSS.

TABLE 1.12: MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR YSS-F AND YSS

	YSS-F		YSS		
	Mean	**SD**	**Mean**	**SD**	**Range**
Overall Satisfaction **(Scale)**	4.2	0.6	4.1	0.6	1-5
Satisfaction Subscales					
General Satisfaction	4.3	0.7	4.1	0.8	1-5
Perception of Access	4.4	0.7	4.1	0.9	1-5
Perception of Quality and Appropriateness (Cultural Sensitivity)	**4.5**	0.6	**4.3**	0.7	1-5
Perception of Participation in Treatment Planning	4.2	0.7	4.0	0.8	1-5
Perception of Outcomes	4.0	0.8	3.9	0.7	1-5
Perception of Functioning	4.0	0.8	3.9	0.8	1-5
Perception of Social Connectedness	4.2	0.7	4.1	0.7	1-5

[1] Higher score indicates greater Overall Satisfaction and positive perception for each subscale.
Note: Highest means are in bold.

Table 1.12 shows the mean score for Overall Satisfaction for the YSS-F at 4.2 and for the YSS at 4.1. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F.

The mean score for **General Satisfaction** was at 4.3 for the YSS-F and 4.1 for the YSS.
The mean score for **Perception of Access** was 4.4 for the YSS-F and 4.1 for the YSS.
The mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)** was slightly higher for the YSS-F at 4.5 as compared with the YSS at 4.3.
The mean score on **Perception of Participation in Treatment Planning** was 4.2 for the YSS-F and 4.0 for the YSS.
The mean score for **Perception of Outcomes** was slightly higher for the YSS-F at 4.0 as compared to YSS at 3.9.
The mean score for Perception of Functioning was slightly higher for the YSS-F at 4.0 compared with the YSS at 3.9.
The mean score for **Perception of Social Connectedness** was slightly higher for the YSS-F at 4.2 as compared with the YSS at 4.1.

TABLE 1.13: MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR ADULT AND OLDER ADULT SURVEYS

	Adult		Older Adult		
	Mean	**SD**	**Mean**	**SD**	**Range**
Overall Satisfaction **(Scale)**	4.1	0.7	4.2	0.6	1-5
Satisfaction Subscales					
General Satisfaction	**4.4**	0.7	**4.5**	0.6	1-5
Perception of Access	4.3	0.7	4.4	0.7	1-5
Perception of Quality and Appropriateness (Cultural Sensitivity)	4.3	0.7	4.4	0.7	1-5
Perception of Participation in Treatment Planning	4.3	0.7	4.3	0.7	1-5
Perception of Outcomes	3.9	0.8	4.0	0.8	1-5
Perception of Functioning	3.8	0.9	4.0	0.9	1-5
Perception of Social Connectedness	3.9	0.9	4.0	0.9	1-5

[1] Higher score indicates greater Overall Satisfaction and positive perception for each subscale
Note: Highest means are in bold.

In Table 1.13 the mean score for Overall Satisfaction for Adult surveys was 4.1 and 4.2 for Older Adult surveys. The mean score for all subscales was slightly lower for Adult surveys as compared with Older Adult surveys.

The mean score for **General Satisfaction** for Adult surveys was 4.4 and 4.5 for Older Adult surveys.

The mean score for **Perception of Access** for Adult surveys was 4.3 and 4.4 for Older Adult surveys.

The mean score for **Cultural Sensitivity** for Adult surveys was 4.3 and 4.4 for Older Adult surveys.

The mean score for **Perception of Participation in Treatment Planning** for Adult surveys and Older Adult surveys was similar at 4.3.

The mean score for **Perception of Outcomes** for Adult surveys was 3.9 and 4.0 for Older Adult surveys.

The mean score for **Perception of Functioning** was 3.8 for Adult surveys and 4.0 for Older Adult surveys.

The mean score for **Perception of Social Connectedness** was 3.9 for Adult surveys and 4.0 for Older Adult surveys.

TABLE 1.14A: YSS-F – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction*	General Satisfaction*	Perception of Access	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning*	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness
SA 1	4.1	4.3	4.3	4.5	4.2	3.8	3.8	4.1
SA 2	4.2	4.3	4.3	4.5	4.2	3.9	3.9	4.2
SA 3	4.2	4.3	4.3	4.4	4.2	3.9	3.9	4.2
SA 4	**4.4**	**4.5**	**4.6**	**4.7**	**4.4**	**4.1**	**4.1**	**4.4**
SA 5	4.2	4.4	4.3	4.6	4.3	3.8	3.8	4.2
SA 6	4.2	4.4	4.4	4.6	4.3	3.9	3.9	4.2
SA 7	4.2	4.4	4.5	4.5	4.3	4.0	4.0	4.3
SA 8	4.1	4.2	4.3	4.5	4.2	3.8	3.8	4.2
Average	4.2	4.3	4.4	4.5	4.3	3.9	3.9	4.2

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

Table 1.14A shows differences in subscale means by Service Area. Among YSS-F, five of the seven subscale means were significantly different between Service Areas (SAs). SA 4 survey respondents had the highest mean on all subscales compared with other SAs.

TABLE 1.14B: YSS-F – PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE DOMAINS BY SERVICE AREA

	Overall Satisfaction**	General Satisfaction**	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes**	Perception of Functioning**	Perception of Social Connectedness*
SA 1	**90.00%**	**86.44%**	**83.06%**	94.92%	88.14%	**69.49%**	**69.49%**	87.50%
SA 2	91.43%	90.68%	90.25%	94.22%	89.45%	79.04%	81.92%	86.87%
SA 3	91.49%	90.99%	88.79%	94.40%	89.87%	78.48%	78.28%	88.94%
SA 4	**98.81%**	**97.55%**	**96.91%**	**99.38%**	93.87%	**85.81%**	**87.10%**	90.57%
SA 5	92.59%	86.54%	92.31%	**56.62%**	86.54%	78.72%	78.72%	**82.35%**
SA 6	97.08%	93.38%	92.65%	97.79%	89.47%	82.17%	83.85%	89.76%
SA 7	96.87%	95.24%	92.97%	97.31%	**94.62%**	80.00%	78.33%	**90.76%**
SA 8	91.00%	90.36%	91.62%	94.79%	**86.29%**	79.89%	80.85%	88.02%
Average	93.66%	91.40%	91.07%	91.18%	89.78%	79.20%	79.82%	88.10%

Note: * Significant differences by Service Area at $p \leq 0.05$. ** Significant differences by Service Area at $p \leq 0.01$. Significant tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.14B shows that YSS-F in SA 4 had the highest percent of respondents scoring 3.5 or above on **Overall Satisfaction** at 98.8% compared to the lowest in SA 1 at 90.0%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **General Satisfaction** and on **Perception of Access** at 97.6% and 96.9%, respectively, compared to the lowest at SA 1 at 86.4% and 83.1%, respectively.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Quality and Appropriateness** at 99.4% compared to the lowest at SA 5 at 56.6%.

SA 7 had the highest percent of respondents scoring 3.5 or above on **Perception of Participation in Treatment Planning** at 94.6% compared to the lowest at SA 8 at 86.3%.

SA 4 had the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** and **Perception of Functioning** at 85.8% and 87.1%, respectively, compared to the lowest at SA 1 at 69.5% and 69.6%, respectively.

SA 7 had the highest percent of respondents scoring 3.5 or above on **Perception of Social Connectedness** at 90.8% compared to the lowest at SA 5 at 82,3%.

TABLE 1.15A: YSS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction*	General Satisfaction*	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning*	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness*
SA 1	4.1	4.2	4.1	4.4	4.0	3.8	3.8	4.1
SA 2	4.0	4.1	4.0	4.3	3.9	3.9	3.9	4.1
SA 3	4.0	4.0	4.0	4.3	3.9	3.9	3.9	4.1
SA 4	4.0	4.0	3.9	4.1	3.9	3.9	3.9	4.1
SA 5	**4.2**	**4.3**	4.2	**4.5**	**4.2**	**4.0**	**4.0**	**4.3**
SA 6	**4.2**	**4.3**	4.2	4.4	4.1	3.9	3.9	4.2
SA 7	**4.2**	4.2	**4.3**	4.4	4.0	**4.0**	**4.0**	4.2
SA 8	4.0	4.1	4.0	4.3	3.9	3.8	3.8	4.1
Average	4.1	4.1	4.1	4.3	4.0	3.9	3.9	4.1

Note: * Significant differences by Service Area at $p \leq 0.05$. Highest means are in bold.

Table 1.15A shows differences in YSS subscale means by Service Area. Among YSS all the seven satisfaction subscales were significantly different between Service Areas (SAs). SA 5, SA 6, and SA 7 had the highest mean score for Overall Satisfaction at 4.2. SA 5 and SA 6 had the highest mean score for General Satisfaction at 4.3. SA 7 had the highest mean score on Perception of Access at 4.3. SA 5 had the highest mean score on Perception of Quality and Appropriateness at 4.5 and Participation in Treatment Planning at 4.2. SA 5 and SA 6 had the highest mean score on Perception of Outcome at 4.0 and Perception of Functioning at 4.0. SA 5 had the highest mean score on Perception of Social Connectedness at 4.3.

TABLE 1.15B: PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON YSS SUBSCALE DOMAINS BY SERVICE AREA

	Overall Satisfaction**	General Satisfaction**	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes**	Perception of Functioning**	Perception of Social Connectedness*
SA 1	85.6%	84.8%	81.0%	92.4%	75.7%	67.6%	71.3%	80.9%
SA 2	86.0%	84.3%	74.0%	91.6%	76.2%	72.3%	**78.5%**	85.9%
SA 3	81.5%	79.7%	72.0%	89.8%	76.8%	70.9%	73.3%	80.6%
SA 4	**79.6%**	**76.6%**	**68.1%**	**76.7%**	76.3%	74.2%	**68.4%**	**80.5%**
SA 5	**91.0%**	87.1%	79.3%	93.5%	**84.6%**	**77.7%**	72.8%	88.3%
SA 6	88.2%	**88.6%**	80.4%	92.1%	82.0%	72.8%	69.9%	**90.7%**
SA 7	86.8%	86.2%	**86.2%**	**95.1%**	75.1%	73.7%	69.9%	84.4%
SA 8	85.0%	80.5%	71.2%	91.9%	**68.5%**	**64.0%**	70.6%	82.2%
Average	85.5%	83.5%	76.5%	90.4%	76.9%	71.7%	71.8%	84.2%

Note: * Significant differences by Service Area at $p \leq 0.05$. ** Significant differences by Service Area at $p \leq 0.01$. Significance tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.15B shows that YSS in SA 5 had the highest percent of respondents scoring 3.5 or above on Overall **Satisfaction** at 91.0% compared to the lowest in SA 4 at 79.6%.

SA 6 had the highest percent of respondents scoring 3.5 or above on **General Satisfaction** at 88.6% compared to the lowest at SA 4 at 76.6%.

SA 7 had the highest percent of respondents scoring 3.5 or above on **Perception of Access** at 86.2% compared to the lowest at SA 4 at 68.1%.

SA 7 had the highest percent of respondents scoring 3.5 or above **Perception of Quality and Appropriateness** at 95.1% compared to the lowest at SA 4 at 76.7%.

SA 5 had the highest percent of respondents scoring 3.5 or above **Perception of Participation in Treatment Planning** at 84.6% compared to the lowest at SA 8 at 68.5%.

SA 5 had the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** at 77.7% compared to the lowest at SA 8 at 64.0%.

SA 2 had the highest percent of respondents scoring 3.5 or above on **Perception of Functioning** at 78.5% compared to the lowest at SA 4 at 68.4%.

SA 6 had the highest percent of respondents scoring 3.5 or above on **Perception of Social Connectedness** at 90.7% compared to the lowest at SA 4 at 80.5%.

TABLE 1.16A: ADULTS - SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction**	General Satisfaction**	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes**	Perception of Functioning**	Perception of Social Connectedness*
SA 1	4.0	4.4	4.2	4.3	4.2	3.7	3.6	3.8
SA 2	4.1	4.4	4.2	4.3	4.3	3.9	3.9	4.0
SA 3	4.2	**4.6**	**4.4**	**4.4**	**4.4**	3.9	3.8	4.0
SA 4	**4.3**	4.5	**4.4**	**4.4**	4.3	**4.0**	4.0	**4.1**
SA 5	4.1	4.5	4.3	4.3	4.3	3.9	3.9	3.8
SA 6	**4.3**	**4.6**	**4.4**	**4.4**	4.3	**4.0**	**4.1**	**4.1**
SA 7	4.1	4.4	4.3	**4.4**	4.3	3.9	3.8	3.9
SAs 8	4.0	4.3	4.1	4.2	4.2	3.8	3.8	3.8
Average	4.1	4.4	4.2	4.3	4.3	3.9	3.8	3.9

Note: * Significant differences by Service Area at $p \leq 0.05$. ** Significant differences by Service Area at $p \leq 0.01$. Highest means are in bold.

Table 1.16A shows differences in subscales by Service Area among Adults. Out of the seven subscales, six were significantly different across Service Areas (SAs), with the exception of the Perception of Participation in Treatment Planning.

SA 4 and SA 6 had the highest mean score for Overall Satisfaction at 4.3. SA 3 and SA 6 had the highest mean score for Perception of General Satisfaction at 4.6. SA 3, SA 4 and SA 6 had the highest mean score for Perception of Access at 4.4. SA 3, SA 4, SA 6 and SA 7 had the highest mean score on Perception of Quality and Appropriateness at 4.4. SA 4 and SA 6 had the highest mean score on Perception of Outcomes. SA 6 had the highest mean score for Perception of Functioning at 4.1. SA 4 and SA 6 had the highest mean score on Perception of Social Connectedness at 4.1.

TABLE 1.16B: ADULT – PERCENT RESPONDENTS SCORING 3.5 OR ABOVE ON SUBSCALE DOMAINS BY SERVICE AREA

	Overall Satisfaction**	General Satisfaction**	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes**	Perception of Functioning**	Perception of Social Connectedness*
SA 1	81.8%	91.3%	84.6%	86.1%	**78.2%**	**57.2%**	**48.7%**	**61.9%**
SA 2	82.4%	89.4%	**83.5%**	88.2%	82.9%	70.1%	70.9%	70.5%
SA 3	90.8%	89.6%	**92.9%**	**94.5%**	82.3%	71.7%	64.0%	70.0%
SA 4	**91.5%**	**93.8%**	90.3%	91.4%	**85.1%**	**80.8%**	76.2%	**72.3%**
SA 5	81.3%	88.9%	86.2%	90.1%	82.9%	69.9%	66.3%	64.4%
SA 6	91.0%	86.4%	89.6%	90.3%	83.8%	74.0%	**76.8%**	70.5%
SA 7	88.7%	85.0%	87.5%	93.4%	80.2%	68.7%	68.5%	69.0%
SA 8	**78.5%**	**80.4%**	84.3%	**85.9%**	79.1%	64.5%	65.1%	63.4%
Average	85.8%	88.1%	87.4%	90.0%	81.8%	69.6%	67.1%	67.7%

Note: * Significant differences by Service Area at $p \leq 0.05$. ** Significant differences by Service Area at $p \leq 0.01$. Significance tests were conducted for mean scores not percentages. Highest and lowest percent are in bold.

Table 1.16B shows that Adults in SA 4 had the highest percent of respondents scoring 3.5 or above on **Overall Satisfaction** at 91.5% compared to the lowest in SA 8 at 78.5%.

SA 4 scored the highest percent of respondents scoring 3.5 or above on **General Satisfaction** at 93.8% compared to the lowest at SA 8 at 80.4%.

SA 3 scored the highest percent of respondents scoring 3.5 or above on **Perception of Access** at 92.9% compared to the lowest at SA 2 at 83.5%.

SA 3 scored the highest percent of respondents scoring 3.5 or above **Perception of Quality and Appropriateness** at 94.5% compared to the lowest at SA 8 at 85.9%.

SA 4 scored the highest percent of respondents scoring 3.5 or above **Perception of Participation in Treatment Planning** at 85.1% compared to the lowest at SA 1 at 78.2%.

SA 4 scored the highest percent of respondents scoring 3.5 or above on **Perception of Outcomes** at 80.8% compared to the lowest at SA 1 at 57.2%.

SA 6 scored the highest percent of respondents scoring 3.5 or above on **Perception of Functioning** at 76.8% compared to the lowest at SA 1 at 48.7%.

SA 4 scored the highest percent of respondents scoring 3.5 or above on **Perception of Connectedness** at 72.3% compared to the lowest at SA 1 at 61.9%.

TABLE 1.17: OLDER ADULT SURVEY – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	3.8	3.9	3.8	4.0	4.1	3.7	3.6	3.9
SA 2	4.3	4.5	4.5	4.4	4.5	4.1	3.9	4.0
SA 3	4.4	4.8	4.7	4.6	4.6	3.9	3.9	4.0
SA 4	4.2	4.5	4.4	4.4	4.4	4.0	3.9	4.0
SA 5	4.1	4.5	4.2	4.3	4.3	3.8	3.8	3.5
SA 6	4.5	4.7	4.6	4.6	4.5	4.3	4.3	4.4
SA 7	4.2	4.4	4.4	4.3	4.3	4.0	4.0	4.1
SA 8	4.3	4.6	4.5	4.5	4.4	4.1	4.0	4.2
Average	4.2	4.5	4.4	4.4	4.3	4.0	3.9	4.0

Note: Statistical tests across Service Areas were not conducted for Older Adult survey data due to small sample size.

SUMMARY OF SUBSCALE DIFFERENCES ON THE FOUR SURVEYS BETWEEN SERVICE AREAS

YSS-F

Among YSS-F, all subscales were significantly different across Service Areas except for Perception of Access and Perception of Social Connectedness.

YSS

Among YSS, all subscale differences were statistically significantly across Service Areas.

Adults

Among Adult surveys, all subscales were significantly significant across Service Areas except for Perception of Participation in Treatment Planning.

Older Adults

Statistical tests across Service Areas were not conducted for Older Adult survey data due to small sample size.

MHSIP SUBSCALE COMPARISON BETWEEN MAY 2009, AUGUST 2012, AND AUGUST 2013 SURVEY

TABLE 1.18: ADULT SURVEY – SUBSCALE MEANS
2009 – 2013 SURVEY PERIOD

	May 2009			August 2012			August 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	5,291	**4.39**	0.71	3,362	**4.41**	0.68	2,881	**4.44**	0.70
Perception of Access	5,282	4.24	0.71	3,349	4.26	0.69	2,863	4.23	0.70
Perception of Quality and Appropriateness	5,250	4.25	0.68	3,338	4.29	0.65	2,850	4.32	0.65
Perception of Participation in Treatment Planning	5,202	4.21	0.77	3,297	4.25	0.74	2,825	4.30	0.74
Perception of Outcomes	5,177	3.89	0.81	3,321	3.89	0.80	2,864	3.88	0.82
Perception of Functioning	5,005	**3.87**	0.87	3,218	**3.85**	0.88	2,741	**3.85**	0.88
Perception of Social Connectedness	4,969	3.89	0.88	3,188	3.87	0.89	2,691	3.93	0.87

Note: Highest and lowest means are in bold.

In August 2013 among Adult survey respondents the highest rated subscale was for **General Satisfaction at 4.44**. This subscale was also the highest rated subscale in previous survey periods at 4.41 in August 2012 and at 4.39 in May 2009.

TABLE 1.19: OLDER ADULT SURVEY – SUBSCALE MEANS
MAY 2009 – AUGUST 2013

	May 2009			August 2012			August 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	397	**4.45**	0.69	304	**4.54**	0.66	335	**4.53**	0.61
Perception of Access	394	4.33	0.68	302	4.42	0.62	337	4.37	0.71
Perception of Quality and Appropriateness	388	4.34	0.63	307	4.41	0.62	336	4.40	0.66
Perception of Participation in Treatment Planning	385	4.33	0.72	298	4.41	0.71	330	4.35	0.75
Perception of Outcomes	366	4.04	0.71	276	4.01	0.82	330	4.03	0.79
Perception of Functioning	362	**3.99**	0.80	273	**3.91**	0.93	325	**3.98**	0.85
Perception of Social Connectedness	356	**3.99**	0.83	270	4.01	0.92	322	4.04	0.89

Note: Highest and lowest means are in bold.

In August 2013 among Older Adult survey respondents the highest rated subscale was also for **General Satisfaction at 4.53**. This subscale was also the highest rated subscale in previous survey periods at 4.54 in August 2012 and at 4.45 in May 2009.

TABLE 1.20: YSS – SUBSCALE MEANS
MAY 2009 – AUGUST 2013

	May 2009			August 2012			August 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,021	4.04	0.78	1,779	4.10	0.73	2,528	4.15	0.63
Perception of Access	2,962	3.97	0.86	1,755	4.00	0.81	2,483	4.07	0.87
Perception of Quality and Appropriateness	2,995	**4.24**	0.74	1,765	**4.25**	0.71	2,493	**4.33**	0.75
Perception of Participation in Treatment Planning*	2,996	3.85	0.79	1,773	3.92	0.71	2,498	4.00	0.80
Perception of Outcomes	2,983	**3.88**	0.74	1,751	**3.91**	0.71	2,465	**3.88**	0.74
Perception of Functioning	2,978	3.90	0.73	1,750	**3.91**	0.71	2,456	3.89	0.75
Perception of Social Connectedness	2,939	4.10	0.74	1,700	4.10	0.71	2,435	4.13	0.71

Note: Highest and lowest means are in bold.

In August 2013 the highest mean score among YSS was for **Perception of Quality and Appropriateness** at 4.33. This subscale also had the highest mean in August 2012 at 4.25 and May 2009 at 4.24.

TABLE 1.21: YSS-F – SUBSCALE MEANS
MAY 2009 – AUGUST 2013

	May 2009			August 2012			August 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	4,875	4.35	0.66	3,434	4.33	0.71	3,441	4.33	0.69
Perception of Access	4,849	4.38	0.73	3,414	4.35	0.77	3,404	4.38	0.74
Perception of Quality and Appropriateness	4,850	**4.52**	0.63	3,424	**4.52**	0.68	3,401	**4.52**	0.65
Perception of Participation in Treatment Planning	4,824	4.31	0.67	3,401	4.27	0.71	3,411	4.28	0.72
Perception of Outcomes	4,783	3.87	0.80	3,327	**3.90**	0.78	3,347	**3.91**	0.77
Perception of Functioning	4,761	**3.88**	0.80	3,307	3.91	0.78	3,322	3.92	0.77
Perception of Social Connectedness	4,754	4.26	0.67	3,321	4.22	0.71	3,293	4.25	0.68

Note: Highest and lowest means are in bold.

In August 2013 the highest mean score among YSS-F was for **Perception of Quality and Appropriateness at 4.52.** This was also the highest rated mean among all seven subscales of consumer perception in August 2012 at 4.52 and May 2009 at 4.52.

MEDICATION AND MEDI-CAL INSURANCE — YSS-F AND YSS

TABLE 1.22: YSS-F – IN THE LAST YEAR, DID YOUR CHILD SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE HE/SHE WAS SICK? (N=2,467)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	Total
SA 1	83	7	44	7	141
Percent	***58.9%***	*5.0%*	*31.2%*	*5.0%*	*100%*
SA 2	346	36	122	16	520
Percent	*66.5%*	*6.9%*	*23.5%*	*3.1%*	*100%*
SA 3	286	23	94	24	427
Percent	*67.0%*	*5.4%*	*22.0%*	*5.6%*	*100%*
SA 4	155	22	66	9	252
Percent	*61.5%*	***8.7%***	*26.2%*	*3.6%*	*100%*
SA 5	88	8	26	2	124
Percent	***71.0%***	*6.5%*	*21.0%*	*1.6%*	*100%*
SA 6	189	13	62	7	271
Percent	*69.7%*	*4.8%*	*22.9%*	*2.6%*	*100%*
SA 7	215	14	79	17	325
Percent	*66.2%*	***4.3%***	*24.3%*	*5.2%*	*100%*
SA 8	267	23	106	11	407
Percent	*65.6%*	*5.7%*	*26.0%*	*2.7%*	*100%*
Total	**1,629**	**146**	**599**	**93**	**2467**
Percent	***66.0%***	***5.9%***	***24.3%***	***3.8%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.22 shows that across all Service Areas, 66.0% of the YSS-F families reported that: "In the Last Year, My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick," as compared with 24.3% that had not. Across all Service Areas, 5.9% of the YSS-F reported that: "Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick but Only in a Hospital or Emergency Room."

SA 5, at 71.0%, for the YSS-F, had the highest percent reporting that: “In the Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 1 at 58.9%.

SA 4, at 8.7%, for the YSS-F, had the highest percent reporting that: “Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick”—“But Only in a Hospital or Emergency Room [ER],” as compared with the lowest percent in SA 7 at 4.3%.

TABLE 1.23: YSS-F – IS YOUR CHILD ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N=2,319)

	Yes	No	Total
SA 1	59	75	134
Percent	*44.0%*	*54.0%*	*100%*
SA 2	224	267	491
Percent	***45.6%***	*54.4%*	*100%*
SA 3	128	285	413
Percent	*31.0%*	*69.0%*	*100%*
SA 4	51	187	238
Percent	***21.4%***	*78.6%*	*100%*
SA 5	38	81	119
Percent	*31.9%*	*68.1%*	*100%*
SA 6	89	159	248
Percent	*35.9%*	*64.1%*	*100%*
SA 7	131	174	305
Percent	*43.0%*	*57.1%*	*100%*
SA 8	150	221	371
Percent	*40.4%*	*59.6%*	*100%*
Total	**870**	**1,449**	**2,319**
Percent	***37.5%***	***62.5%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.23 shows that across all Service Areas, 37.5% of the YSS-F respondents reported that their child was on medication for emotional/behavioral problems.

SA 2, at 45.6%, for the YSS-F, had the highest percent reporting that their child was on medication for emotional/behavioral problems, as compared with the lowest percent in SA 4 at 21.4%.

TABLE 1.24: YSS-F – DID THE DOCTOR OR NURSE TELL YOU AND/OR YOUR CHILD OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=1,165)

	Yes	No	Total
SA 1	36	26	62
Percent	*58.1%*	*41.9%*	*100%*
SA 2	185	68	253
Percent	***73.1%***	*26.9%*	*100%*
SA 3	127	66	193
Percent	*65.8%*	*34.2%*	*100%*
SA 4	40	58	98
Percent	***40.8%***	*59.2%*	*100%*
SA 5	33	14	47
Percent	*70.2%*	*29.8%*	*100%*
SA 6	80	48	128
Percent	*62.5%*	*37.5%*	*100%*
SA 7	126	59	185
Percent	*68.1%*	*31.9%*	*100%*
SA 8	126	73	199
Percent	*63.3%*	*36.7%*	*100%*
Total	**753**	**412**	**1,165**
Percent	***62.5%***	***37.5%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.24 shows that for the YSS-F across all Service Areas, 62.5% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 37.5% that did not.

SA 2, at 73.1%, for the YSS-F, had the highest percent reporting that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 40.8%.

TABLE 1.25: YSS-F – DOES YOUR CHILD HAVE MEDI-CAL (MEDICAID) INSURANCE? (N = 2,417)

	Yes	No	Total
SA 1	132	1	133
Percent	***99.3%***	*0.8%*	*100%*
SA 2	613	40	504
Percent	*95.6%*	*4.4%*	*100%*
SA 3	412	7	419
Percent	*98.3%*	*1.7%*	*100%*
SA 4	246	3	249
Percent	*98.8%*	*1.2%*	*100%*
SA 5	120	11	131
Percent	***91.6%***	*8.4%*	*100%*
SA 6	262	7	269
Percent	*97.4%*	*2.6%*	*100%*
SA 7	317	10	327
Percent	*96.9%*	*3.1%*	*100%*
SA 8	371	14	385
Percent	*96.4%*	*3.6%*	*100%*
Total	**2,342**	**75**	**2,417**
Percent	***96.9%***	***3.1%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.25 shows that across all Service Areas, 96.9% of the YSS-F respondents reported that their child had Medi-Cal (Medicaid) insurance as compared with 3.1% that did not.

SA 1, at 99.3%, for the YSS-F, had the highest percent reporting that their child had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 5 at 91.6%.

TABLE 1.26: YSS – IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK? (N=1,613)

	Yes	Yes	No	Don't Remember	Total
	Clinic/Office	Hospital/ER			
SA 1	47	14	20	17	98
Percent	*48.0%*	*14.3%*	*20.4%*	*17.4%*	*100%*
SA 2	193	53	49	70	365
Percent	*52.9%*	*14.5%*	*13.4%*	*19.2%*	*100%*
SA 3	196	34	46	61	337
Percent	*58.2%*	*10.1%*	*13.7%*	*18.1%*	*100%*
SA 4	100	20	24	28	172
Percent	*58.1%*	*11.6%*	*14.0%*	*16.3%*	*100%*
SA 5	48	9	20	31	108
Percent	***44.4%***	***8.3%***	*18.5%*	*28.7%*	*100%*
SA 6	43	15	19	18	95
Percent	*45.3%*	***15.8%***	*20.0%*	*19.0%*	*100%*
SA 7	88	14	20	21	143
Percent	*61.5%*	*9.8%*	*14.0%*	*14.7%*	*100%*
SA 8	183	31	37	44	295
Percent	***62.0%***	*10.5%*	*12.5%*	*14.9%*	*100%*
Total	**898**	**190**	**235**	**290**	**1,613**
Percent	***56.7%***	***11.8%***	***14.6%***	***18.0%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.26 shows that across all Service Areas, 56.7% of the YSS respondents reported that: "In the Last Year, They had Seen a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick," as compared with 14.6% that had not.

SA 8, at 62.0%, for the YSS, had the highest percent reporting that: "In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick," as compared with the lowest percent in SA 5 at 44.4%.

SA 6, at 15.8%, for the YSS, had the highest percent reporting that: "In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room," as compared with the lowest percent in SA 5 at 8.3%.

TABLE 1.27: YSS – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N=1,920)

	Yes	No	Total
SA 1	125	47	172
Percent	***72.7%***	*27.3%*	*100%*
SA 2	183	200	383
Percent	*47.8%*	*52.2%*	*100%*
SA 3	184	191	375
Percent	*49.1%*	*50.9%*	*100%*
SA 4	64	118	182
Percent	***35.2%***	*64.8%*	*100%*
SA 5	74	66	140
Percent	*52.9%*	*47.14%*	*100%*
SA 6	67	61	128
Percent	*52.3%*	*47.7%*	*100%*
SA 7	91	80	171
Percent	*53.2%*	*47.8%*	*100%*
SA 8	219	150	369
Percent	*59.4%*	*40.7%*	*100%*
Total	**1,007**	**913**	**1920**
Percent	***52.5%***	***47.6%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.27 shows that in all Service Areas, 52.5% of the YSS respondents reported that they were on medication for emotional/behavioral problems as compared with 47.6% that were not.

SA 1, at 72.7%, for the YSS, had the highest percent reporting that they were on medication for emotional/behavioral problems as compared with the lowest percent in SA 4 at 35.2%.

TABLE 1.28: YSS – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N=1,335)

	Yes	No	Total
SA 1	81	86	167
Percent	*48.5%*	*51.5%*	*100%*
SA 2	155	86	241
Percent	***64.3%***	*35.7%*	*100%*
SA 3	130	111	241
Percent	*53.9%*	*46.1%*	*100%*
SA 4	46	57	103
Percent	***44.7%***	*55.3%*	*100%*
SA 5	51	51	102
Percent	*50.0%*	*50.0%*	*100%*
SA 6	45	40	85
Percent	*52.9%*	*47.1%*	*100%*
SA 7	59	60	119
Percent	*49.6%*	*50.4%*	*100%*
SA 8	139	138	277
Percent	*50.2%*	*49.8%*	*100%*
Total	**706**	**629**	**1,335**
Percent	***52.9%***	***47.1%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.28 shows that for the YSS across all Service Areas, 52.9% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 47.1% that did not. SA 2, at 64.3%, for the YSS, had the highest percent reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 44.7%.

TABLE 1.29: YSS – DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE? (N=2,151)

	Yes	No	Total
SA 1	87	138	225
Percent	***38.7%***	***61.3%***	*100%*
SA 2	297	123	420
Percent	*70.7%*	*29.3%*	*100%*
SA 3	290	124	414
Percent	*70.1%*	*30.0%*	*100%*
SA 4	146	35	181
Percent	***80.7%***	***19.3%***	*100%*
SA 5	90	74	164
Percent	*54.9%*	*45.1%*	*100%*
SA 6	72	62	134
Percent	*53.7%*	*46.3%*	*100%*
SA 7	125	69	194
Percent	*64.4%*	*35.6%*	*100%*
SA 8	253	166	419
Percent	*60.4%*	*39.6%*	*100%*
Total	**1,360**	**791**	**2,151**
Percent	***63.2%***	***36.8%***	***100%***

Note: Highest and lowest percent are in bold.

Table 1.29 shows that across all Service Areas, a total of 63.2% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 36.8% that did not.

SA 4, at 80.7%, for the YSS, had the highest percent reporting that they had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 1 at 38.7%.

SA 1 at 61.3% had the highest percent of non Medi-Cal insured Youth as compared with the lowest percent in SA 4 at 19.3%.

SUMMARY

A total of 1,629 YSS-F respondents representing 66.0% said that their child had seen a medical doctor or a nurse in the last year either for a check-up or because he/she was sick. The highest response to this question was in SA 5 at 71.0% as compared with the lowest in SA 1 at 58.9%. Approximately, 8.7% of the YSS-F respondents in SA 4 reported that their child was taken to the ER as compared with the lowest percent in SA 7 at 4.3%.

37.5% of the YSS-F respondents said their child was on medication for emotional/behavioral problems. The highest proportion was in SA 2 at 45.6% as compared with the lowest proportion in SA 4 at 21.4%.

62.5% of the YSS-F respondents reported that the doctor or nurse told them or their child about the side effects of medication. The highest response to this question was in SA 2 at 73.1% and the lowest was in SA 4 at 40.8%.

96.9% of the YSS-F respondents reported that their child has Medi-Cal (Medicaid) insurance. The highest response to this question was in SA 1 at 99.3% and the lowest was in SA 5 at 91.6%.

56.7% of the YSS respondents reported they saw a medical doctor or nurse in the last year. The highest response was in SA 8 at 62.0% and the lowest was in SA 5 at 44.4%.

52.5% of the YSS respondents reported they were on medication for emotional/behavioral problems. The highest response was in SA 1 at 72.7% and the lowest in SA 4 at 35.2%.

52.9% of the YSS respondents reported that their doctor or nurse discussed medication side effects. The highest response was in SA 2 at 64.3% and the lowest was in SA 4 at 44.7%.

63.2% of the YSS respondents reported that they had Medi-Cal (Medicaid) insurance. The highest response was in SA 4 at 80.7% and the lowest in SA 1 at 38.7%.

ANNUAL COUNTY PERFORMANCE OUTCOMES

SUMMARY REPORT

BACKGROUND

The County Performance Outcomes were developed in compliance with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LAC-DMH County Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The LAC-DMH adopted the seven (7) recommended performance measures selected from the State Performance Outcomes surveys of the Mental Health Statistics Improvement Program (MHSIP for Adult, Older Adult, YSS-F, and YSS), in consideration of the following criteria: to support existing consumer/family initiatives and performance outcome measures; to reduce duplicative efforts for data collection; to analyze trends in survey results and, to create opportunities for partnering with providers for Quality Improvement purposes.

Part II summarizes the results of the seven (7) selected survey items as County Performance Outcomes from the MHSIP surveys. These surveys were administered in Outpatient Clinic and Day Treatment Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from August 26, 2013 to August 30, 2013. The County Performance Outcome surveys for the four (4) age groups are described below:

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F; FAMILY MEMBER OF CONSUMERS AGES 0-17 YEARS)

1. I felt my child had someone to talk to when he/she was troubled. (Source: YSS-F, #5)
2. The location of services was convenient for me. (Source: YSS-F, #8)
3. Services were available at times that were convenient for me. (Source: YSS-F, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS-F, #15)
5. My child gets along better with family members. (Source: YSS-F, #17)
6. My child is doing better in school and/or work. (Source: YSS-F, #19)
7. In a crisis, I would have the support I need from family or friends (Source: YSS-F, #25)

YOUTH SERVICES SURVEY FOR YOUTH (YSS; AGES 13-17 YEARS)

1. I felt I had someone to talk to when I was troubled. (Source: YSS, #5)
2. The location of services was convenient for me. (Source: YSS, #8)
3. Services were available at times that were convenient for me. (Source: YSS, #9)
4. Staff was sensitive to my cultural/ethnic background. (Source: YSS, #15)
5. I get along better with family members. (Source: YSS, #17)
6. I am doing better in school and/or work. (Source: YSS, #19)
7. In a crisis, I would have the support I need from family or friends. (Source: YSS,

#25)

ADULT SURVEY (AGES 18-59 YEARS)

1. The location of services was convenient for me. (Source: Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Adult MHSIP, #28)

OLDER ADULT SURVEY (AGES 60 YEARS AND OVER)

1. The location of services was convenient. (Source: Older Adult MHSIP, #4)
2. Staff was willing to see me as often as I felt it was necessary. (Source: Older Adult MHSIP, #5)
3. Services were available at times that were good for me. (Source: Older Adult MHSIP, #7)
4. Staff was sensitive to my cultural background. (Source: Older Adult MHSIP, #18)
5. I deal more effectively with daily problems. (Source: Older Adult MHSIP, #21)
6. I do better in school and/or work. (Source: Older Adult MHSIP, #26)
7. My symptoms are not bothering me as much. (Source: Older Adult MHSIP, #28)

The following four outcome measures are common to all four age-group surveys:

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

The following three outcome measures are common to the YSS-F and the YSS.

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

The following tables and figures summarize the Follow-up Data County Performance Outcome results obtained during the August 2013 survey period.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2:01 AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
YSS-F AND YSS
August 2013

Performance Outcome		YSS-F (N = 3,471)	Among Service Areas*		YSS (N = 2,638)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	I felt my child/I had someone to talk to when he/she/I was troubled.	91.1%	SA 4 (94.8%)	SA 8 (89.7%)	84.4%	SA 5 (90.4%)	SA 4 (78.5%)
2	Location of services was convenient for us/me.	91.2%	SA 4 (97.7%)	SA 2 (86.8%)	81.5%	SA 7 (91.0%)	SA 4 (73.8%)
3	Services were available at times that were convenient for us/me.	92.6%	SA 4 (97.7%)	SA 1 (89.1%)	81.9%	SA 1 (88.6%)	SA 3 (73.9%)
4	Staff were sensitive to my cultural/ethnic background.	**95.2%**	SA 4 (92.8%)	SA 3 (91.6%)	**85.7%**	SA 7 (91.9%)	SA 4 (76.8%)
5	My child/I gets along better with family members.	76.6%	SA 4 (82.7%)	SA 5 (72.1%)	**71.7%**	SA 5 (79.6%)	SA 8 (67.6%)
6	My child/I am doing better in school and /or work.	**73.6%**	SA 8 (80.8%)	SA 8 (66.8%)	72.0%	SA 1 (78.1%)	SA 8 (62.1%)
7	In a crisis, I would have the support I need from family or friends.	86.3%	SA 4 (89.5%)	SA 1 (82.0%)	81.9%	SA 7 (87.8%)	SA 8 (79.8%)

[1]Highest and lowest percent are in bold.

Table 2.01 shows the percent of the YSS-F and the YSS that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcomes.

The YSS-F average percentages from highest to lowest were: (4) “Staff were sensitive to my cultural/ethnic background” at 95.2%; (3) “Services were available at times that were convenient” at

92.6%; (2) “Location of services was convenient” at 91.2%; (1) “I felt my child had someone to talk to when he/she was troubled” at 91.1%; (7) “In crisis I would have the support I need from family or friends” at 86.3%; (5) “My child gets along better with family members” at 76.6%; and (6) “My child is doing better in school and /or work” at 73.6%.

The YSS average percentages from highest to lowest were: (4) “Staff was sensitive to my cultural/ethnic background” at 85.7%; (1) “I felt I had someone to talk to when I was troubled” at 84.4%; (3) “Services were available at times that were convenient” at 81.9%; (7) “In crisis I would have the support I need from family or friends” at 81.9%; (2) “Location of services was convenient” at 81.5%; (6) “I am doing better in school and/or work” at 72.0%; and (5) “I get along better with family members” at 71.7%.

TABLE 2.02: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
ADULT AND OLDER ADULT MHSIP SURVEYS
August 2013

	Performance Outcome	Adult Survey (N = 2,891)	Among Service Areas* Highest	Among Service Areas* Lowest	Older Adult Survey (N = 354)	Among Service Areas* Highest	Among Service Areas* Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.3%	SA 3 (89.0%)	SA 2 (77.6%)	86.0%	SA 4 (100.0%)	SA 1 (66.7%)
2	Staff were willing to see me as often as I felt was necessary.	88.4%	SA 3 (93.3%)	SA 2 (85.7%)	89.6%	SA 4 (100.0%)	SA 1 (66.7%)
3	Services were available at times that were good for me.	**91.4%**	SA 4 (95.3%)	SA 8 (89.8%)	90.8%	SA 1 & 4 (100.0%)	SA 2 (85.8%)
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	86.3%	SA 4 (90.0%)	SA 8 (84.7%)	**97.9%**	SA 3 & 4 (100.0%)	SA 1 (66.7%)
5	I deal more effectively with daily problems.	78.7%	SA 4 (86.0%)	SA 1 (71.3%)	85.1%	SA 1 (100.0%)	SA 7 (70.5%)
6	I do better in school and/or work.	**61.9%**	SA 3 (66.7%)	SA 1 (53.6%)	**66.0%**	SA 4 (80.0%)	SA 7 (42.9%)
7	My symptoms are not bothering me as much.	63.1%	SA 4 (68.7%)	SA 1 (54.6%)	69.5%	SA 4 (84.6%)	SA 1 (33.3%)

[1]Highest and lowest percent are in bold.

Table 2.02 shows the percent of Adult and Older Adult surveys that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

The Adult survey average percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 91.4%; (2) “Staff were willing to see me as often as I felt was necessary” at 88.4%; (4) “Staff were sensitive to my cultural background” at 86.3%; (1) “The location of services was convenient” at 82.3%; (5) “I deal more effectively with daily problems” at 78.7%; (7) “My symptoms are not bothering me as much” at 63.1%; and (6) “I do better in school and/or work” at 61.9%.

The Older Adult survey average percentages from highest to lowest were: (4) “Staff were sensitive to my cultural background” at 97.9%; (3) “Services were available at times that were good for me” at 90.8%; (2) “Staff were willing to see me as often as I felt was necessary” at 89.6%; (1) “The location of services was convenient” at 86.0%; (5) “I deal more effectively with daily problems” at 85.1%; (7) “My symptoms are not bothering me as much” at 69.5%; and (6) “I do better in school and/or work” at 66.0%.

TABLE 2.03: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT MHSIP SURVEYS

May 2009

Outcome Measure	YSS-F (N = 6,889)	YSS (N=4,577)	Adult Survey (N=5,559)	Older Adult Survey (N = 615)	Average for All Age Groups
1. Location of services was convenient	93.3%	82.9%	84.6%	90.0%	87.7%
2. Services were available at times that were convenient	94.1%	81.7%	89.7%	93.4%	89.7%
3. Staff were sensitive to cultural/ethnic background	95.5%	84.6%	84.6%	91.2%	89.0%
4. Doing better in school and/or work	73.9%	73.4%	62.4%	69.1%	69.7%

February 2012

Outcome Measure	YSS-F (N=9,920)	YSS (N=5,976)	Adult Survey (N=9,855)	Older Adult Survey (N=1,211)	Average for All Age Group
1. Location of services was convenient	93.7%	81.0%	84.7%	82.4%	85.5%
2. Services were available at times that were convenient	94.2%	81.7%	89.5%	93.2%	89.7%
3. Staff was sensitive to cultural/ethnic background	91.2%	76.8%	86.0%	90.8%	86.2%
4. Doing better in school and /or work	71.7%	73.0%	52.3%	40.1%	59.3%

August 2012

Outcome Measure	YSS-F (N = 4028)	YSS (N=2025)	Adult Survey (N=3973)	Older Adult Survey (N = 426)	Average for All Age Groups
1. Location of services was convenient	91.0%	80.6%	82.1%	87.7%	85.4%
2. Services were available at times that were convenient	93.2%	80.6%	89.0%	95.3%	89.5%
3. Staff were sensitive to cultural/ethnic background	94.8%	82.7%	85.2%	90.3%	88.3%
4. Doing better in school and/or work	72.4%	75.7%	59.0%	62.6%	67.4%

TABLE 2.03 (CONTD.): COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT MHSIP SURVEYS

August 2013

Outcome Measure	YSS-F (N = 2,578)	YSS (N=2,638)	Adult Survey (N=2,891)	Older Adult Survey (N = 354)	Average for All Age Groups
1. Location of services was convenient	91.2%	81.5%	82.3%	86.0%	85.2%
2. Services were available at times that were convenient	93.6%	81.9%	91.4%	90.8%	89.4%
3. Staff were sensitive to cultural/ethnic background	95.2%	85.7%	86.3%	90.9%	89.5%
4. Doing better in school and/or work	73.6%	71.9%	61.9%	66.1%	68.4%

Table 2.03 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult, and Older Adult surveys from May 2009 to August 2013. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree and 5 = Strongly Agree. The measures across each age group were compared and a combined average for all age groups was computed. In August 2013 the highest average was for (3) Staff were sensitive to my cultural/ethnic background at 89.5%.

TABLE 2.04: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES YSS-F AND YSS

Outcome Measure	May 09 YSS-F (N = 6889)	May 09 YSS (N = 4577)	Feb. 12 YSS-F (N = 9920)	Feb. 12 YSS (N = 5976)	Aug. 12 YSS-F (N = 4028)	Aug. 12 YSS (N = 2025)	Aug. 13 YSS-F (N = 3,471)	Aug. 13 YSS (N = 2,638)	Average for All Four Survey Periods-YSS-F & YSS
1. I felt my child/I had someone to talk when He/She/I was troubled.	92.8%	82.9%	90.1%	82.9%	90.5%	80.9%	91.1%	84.4%	86.9%
2. My child/I gets along better with family members.	75.9%	70.1%	76.4%	67.8%	76.2%	72.6%	76.6%	71.7%	73.4%
3. In a crisis, I would have the support I need from family or friends.	87.4%	86.8%	86.9%	81.5%	85.6%	81.8%	86.3%	81.9%	84.8%

Table 2.04 shows the average percentages for County Performance Outcome Measures that were common only to YSS-F and YSS between May 2009 and August 2013. The highest average percent across the four surveys periods was (1) “I felt my child/I had someone to talk when He/She/I was troubled” at 86.9%, followed by (3) “In a crisis, I would have the support I need from family or friends” at 84.8% and (2) “My child gets along better with family members” at 73.4%.

TABLE 2.05: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES ADULT AND OLDER ADULT MHSIP SURVEYS

Outcome Measure	May 09 Adult Survey (N=5,559)	May 09 Older Adult Survey (N = 615)	Feb 12 Adult Survey (N = 9855)	Feb 12 Older Adult Survey (N = 1211)	Aug 12 Adult Survey (N = 3973)	Aug 12 Older Adult Survey (N = 426)	Aug 13 Adult Survey (N = 2,891)	Aug 13 Older Adult Survey (N = 354)	Average for All Four Survey Periods - Adult & Older Adult Survey
1. Staff was willing to see me as often as I felt was necessary.	87.3%	90.8%	88.5%	91.7%	86.6%	93.9%	88.4%	89.6%	89.6%
2. I deal more effectively with daily problems.	76.4%	77.9%	71.8%	76.6%	78.5%	83.2%	78.7%	85.1%	78.5%
3. My symptoms are not bothering me as much.	63.7%	65.4%	60.0%	66.4%	63.0%	72.5%	63.1%	69.5%	65.4%

Table 2.05 shows the average percentages for County Performance Outcome Measures that were common only to Adults and Older Adults between May 2009 and August 2013. The highest average percent across all four survey periods were (1) “Staff was willing to see me as often as I felt was necessary” at 89.6%. This was followed by (2) “I deal more effectively with my daily problems” at 78.5% and (3) “My symptoms are not bothering me as much” at 65.4%.

TABLE 2.06: RANKORDER OF COUNTY OUTCOME MEASURES[1]
May 2009 through August 2013

Outcome Measure	Average Percent [2]	Rank Order
Services were available at times that were convenient [4]	89.6%	1
Staff were willing to see me as often as I felt necessary [3]	89.6%	1
Staff were sensitive to cultural/ethnic background [4]	88.3%	2
I felt my child/I had someone to talk to when he/she/I was troubled [5]	86.9%	3
Location of services was convenient [4]	86.0%	4
In a crisis I would have the support I need from family and friends [5]	84.8%	5
I deal more effectively with daily problems [3]	78.5%	6
My child/I get along better with family members [5]	73.4%	7
Doing better in school and/or work [4]	66.2%	8
Symptoms are not bothering me as much [3]	65.4%	9

[1] Computed average percent for May 2009, February 2012, August 2012, and August 2013
[2] Percent "Strongly Agree" or "Agree"
[3] Outcomes for Adults and Older Adults surveys only
[4] Outcomes for YSS-F, YSS, Adult, and Older Adult surveys
[5] Outcomes for YSS-F and YSS only

SUMMARY

The average percent in Table 2.06 was computed by combining the results of four survey periods, from May 2009 through August 2013. The highest average percent for "Strongly Agree" or "Agree" for the Performance Outcome measure was (1) "Services were available at times that were convenient" and "Staff were willing to see me as often as I felt it was necessary" at 89.6%; (2) "Staff were sensitive to cultural/ethnic background" at 88.3%; (3) "I felt my child/I had someone to talk to when he/she was troubled" at 86.9%; and (4) "Location of services were convenient" at 86.0%; The lowest average percent was (9) "Symptoms are not bothering me as much" at 65.4%.

YSS-F COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Performance Outcome Measures for the YSS-F by Service Areas are shown in Figure 2.01 to 2.07.

Figure 2.01 YSS-F: Q1 "I FELT MY CHILD HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"

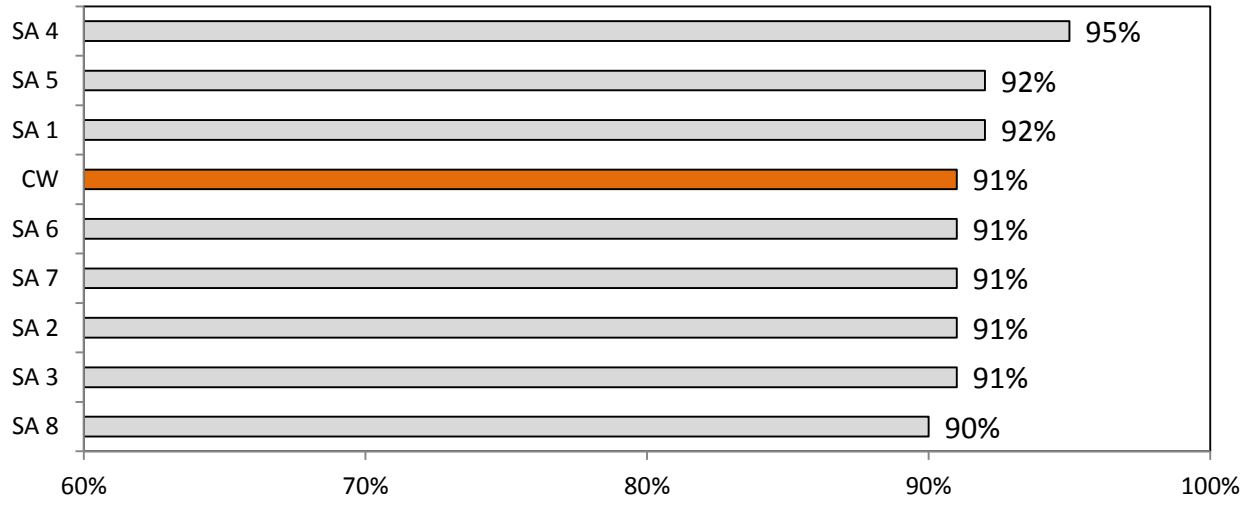


Figure 2.01 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "I felt my child had someone to talk to when he/she was troubled." SA 4 had the highest percent at 95%, and SA 8 had the lowest percent at 90%.

Figure 2.02 YSS-F: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR US"

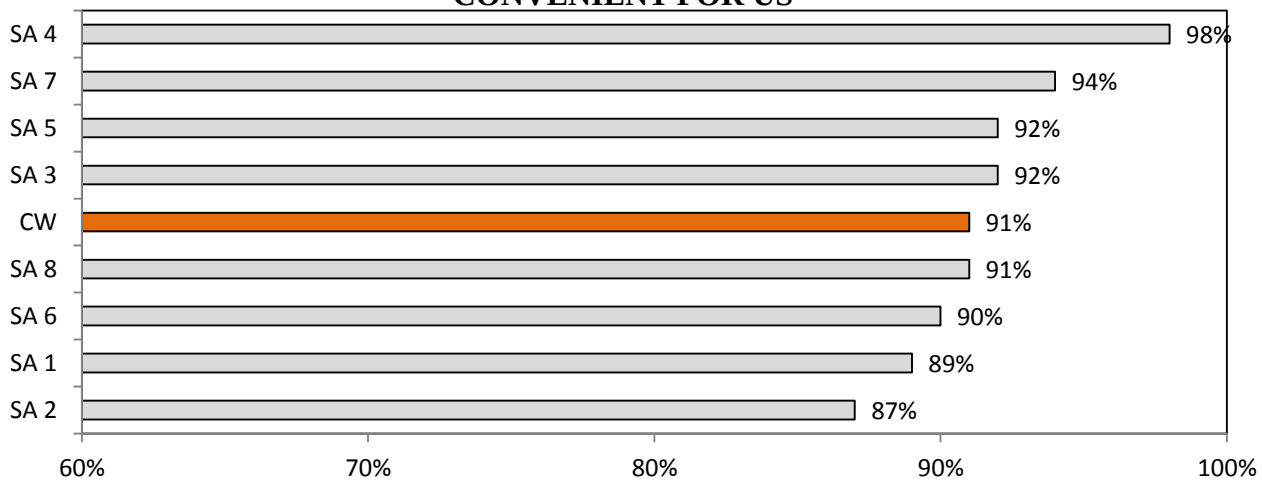


Figure 2.02 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "The location of services was convenient for us." SA 4 had the highest percent at 98%, and SA 2 had the lowest percent at 87%.

Figure 2.03 YSS-F: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR US"

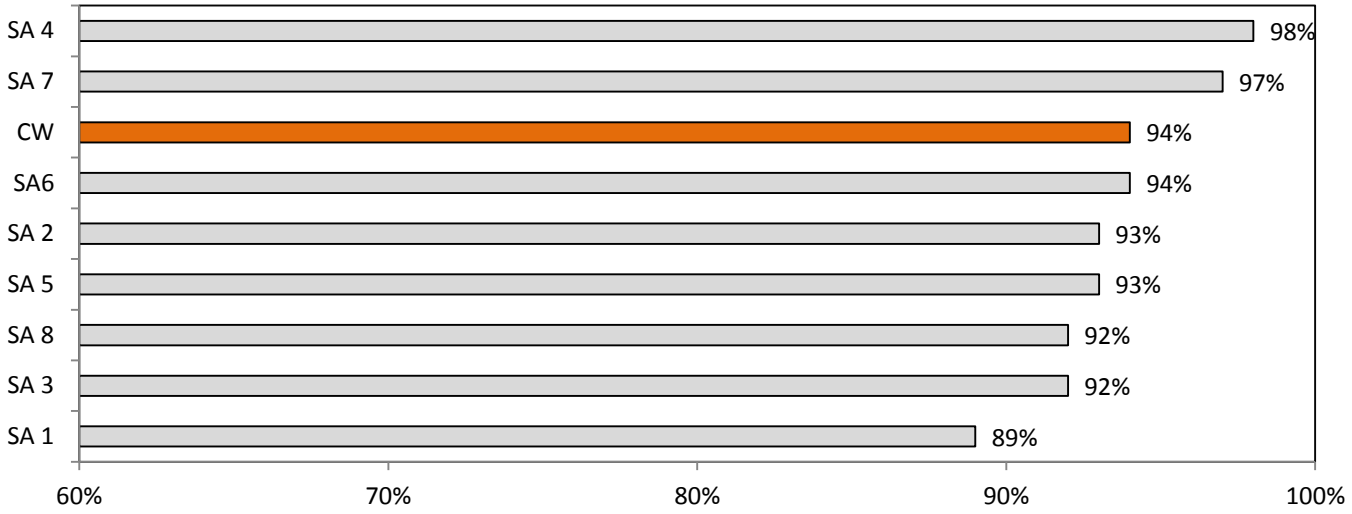


Figure 2.03 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "Services were available at times that were convenient for us." SA 4 had highest percent at 98 %, and SA 1 had the lowest percent at 89%.

Figure 2.04 YSS-F: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

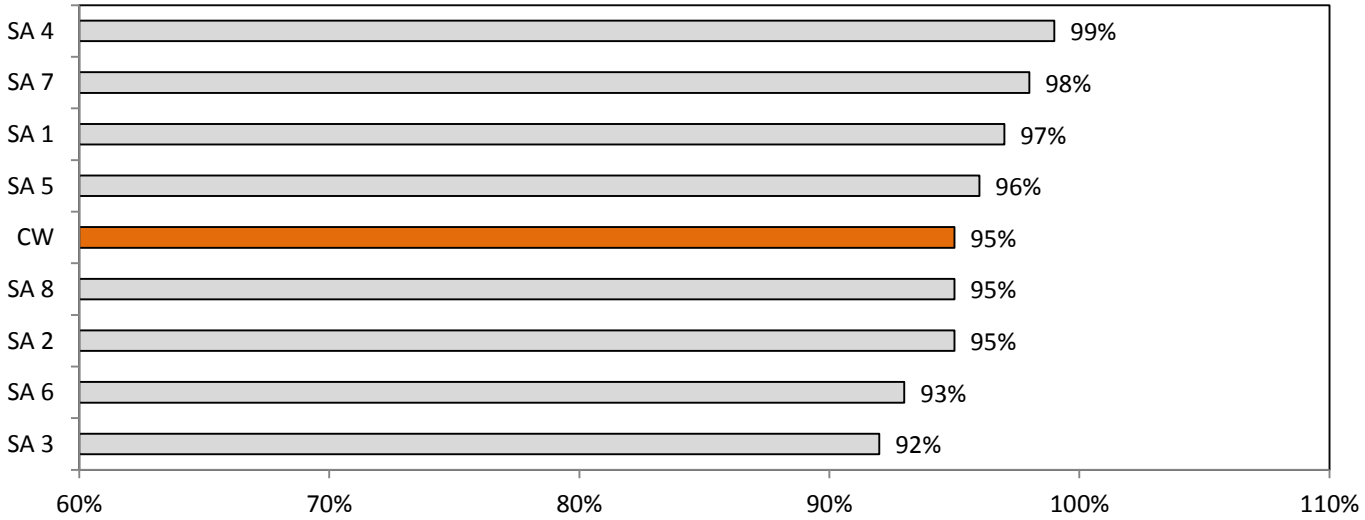


Figure 2.04 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "Staff were sensitive to my cultural/ethnic background." SA 4 had the highest percent at 99%, and SA 3 had the lowest percent at 92%.

Figure 2.05 YSS-F: Q5 "MY CHILD GETS ALONG BETTER WITH FAMILY MEMBERS"

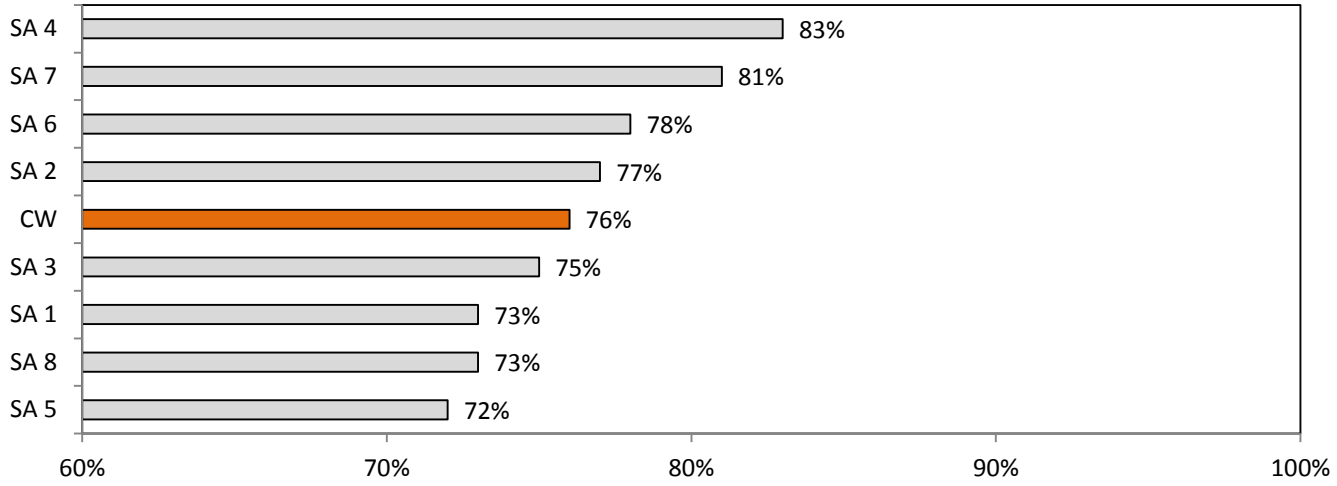


Figure 2.05 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "My child gets along better with family members." SA 4 had the highest percent at 83%, and SA 5 had the lowest percent at 72%.

Figure 2.06 YSS-F: Q6 "MY CHILD IS DOING BETTER IN SCHOOL AND/OR WORK"

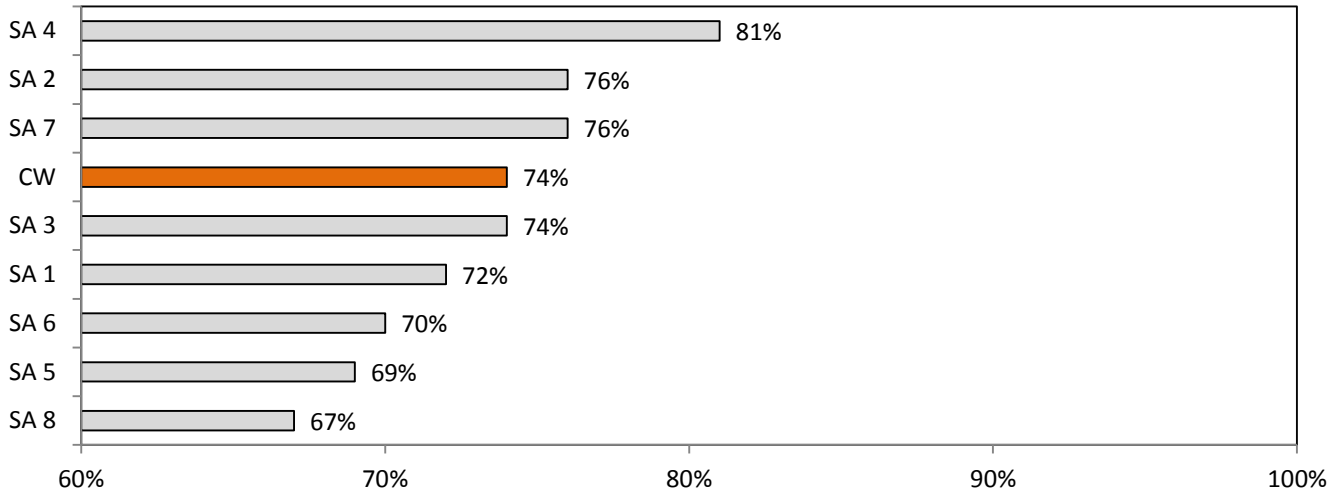


Figure 2.06 shows percent of the YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "My child is doing better in school and/or work." SA 4 had the highest percent at 81%, and SA 8 had the lowest percent at 67%.

Figure 2.07 YSS-F: Q7 "IN A CRISIS, I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

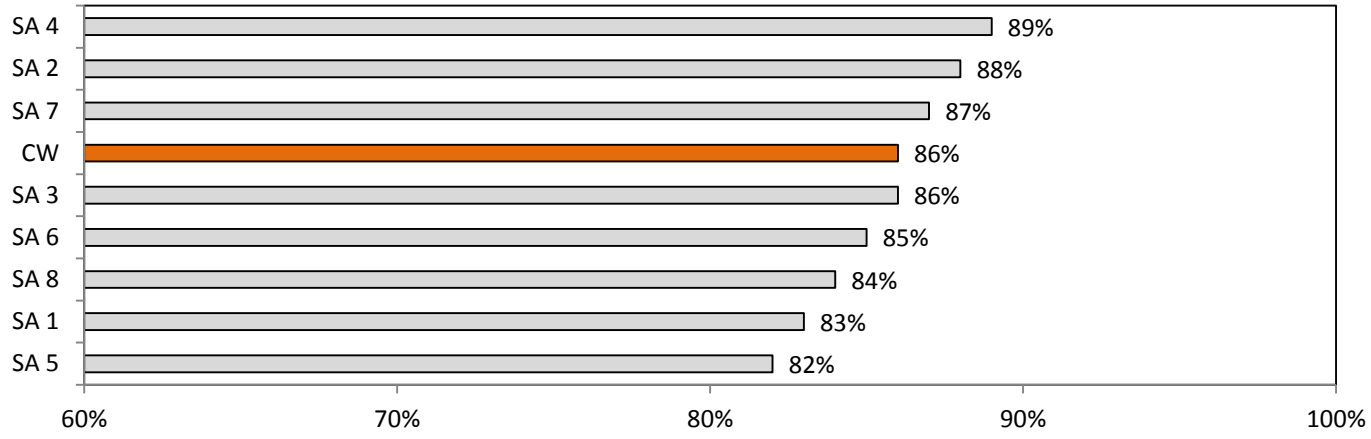


Figure 2.07 shows the percent of YSS-F respondents that Agree or Strongly Agree on the Performance Outcome Measure "In a crisis, I would have the support I need from my family or friends." SA 4 had the highest percent at 89%, and SA 5 had the lowest percent at 82%.

YSS COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Performance Outcome Measures for the YSS by Service Areas are shown in Figures 2.08 to 2.14.

Figure 2.08 YSS: Q1 "I FELT I HAD SOMEONE TO TALK TO WHEN I WAS TROUBLED"

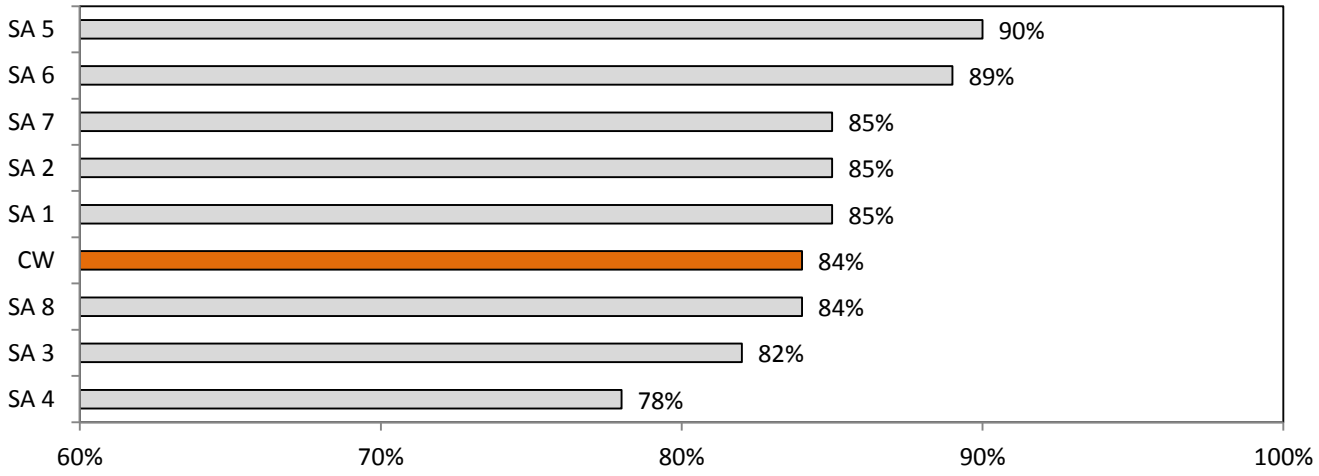


Figure 2.08 shows the percent of YSS respondents that Agree or Strongly Agree on the Performance Outcome Measure "I felt had someone to talk to when I was troubled." The highest percent was in SA 5 at 90%, and the lowest percent was in SA 4 at 78%.

Figure 2.09 YSS: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

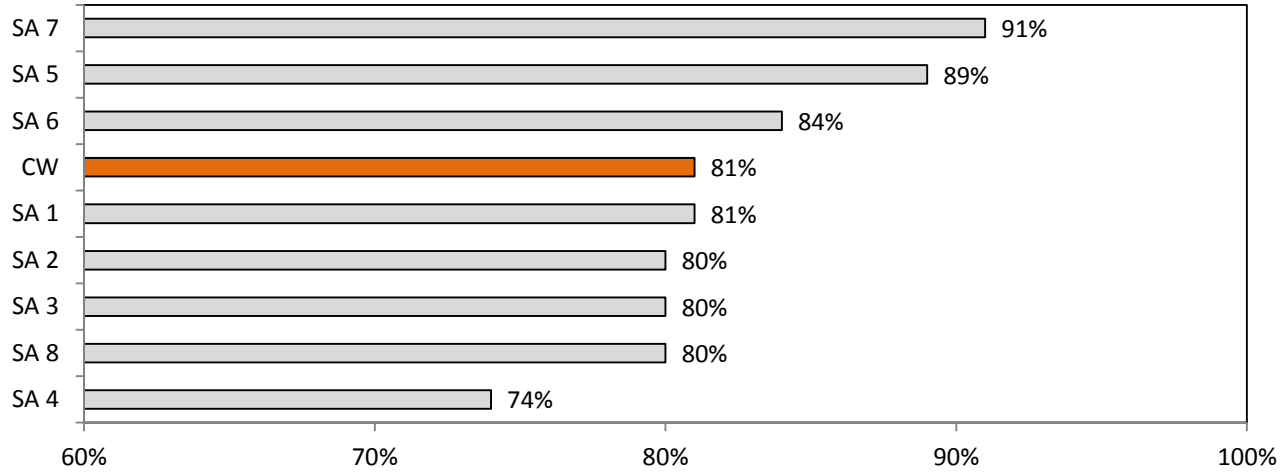


Figure 2.0`9 shows the percent of YSS respondents that Agree or Strongly Agree on the Performance Outcome Measure "Location of services was convenient for me." The highest percent was in SA 7 at 91%, and the lowest percent was in SA 4 at 74%.

Figure 2.10 YSS: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR ME"

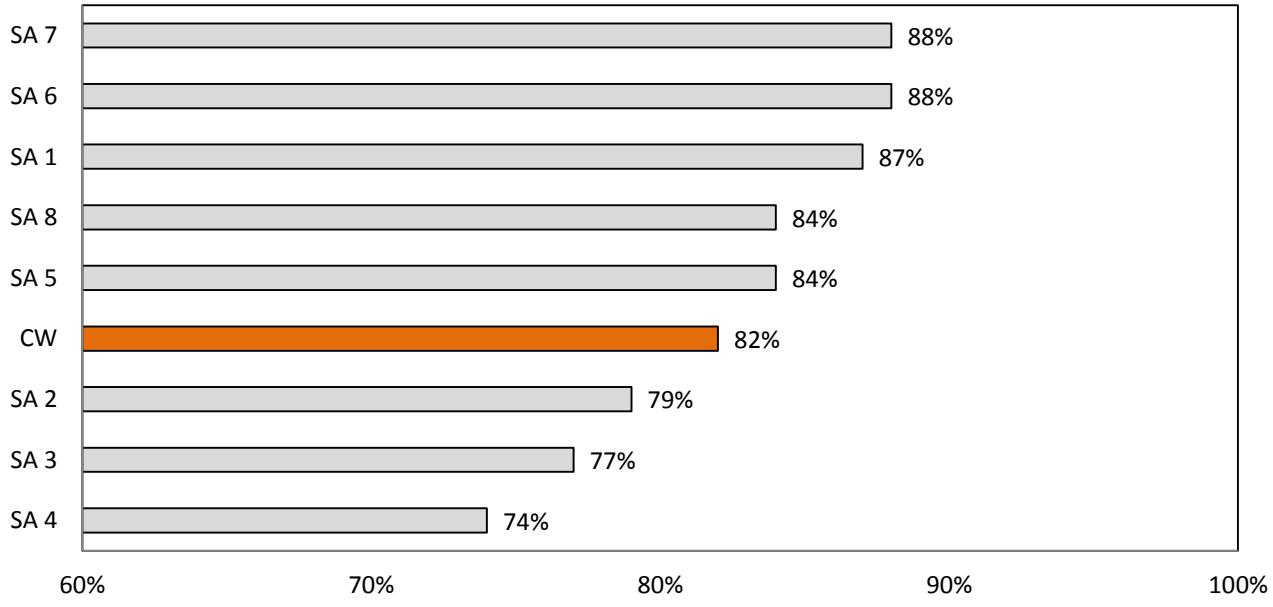


Figure 2.10 shows the percent of YSS respondents that Agree or Strongly Agree on the Performance Outcome Measure "Services were available at times that convenient for me." SA 6 and SA 7 had the highest percent at 88%, and SA 4 had the lowest percent at 74%.

Figure 2.11 YSS: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL / ETHNIC BACKGROUND"

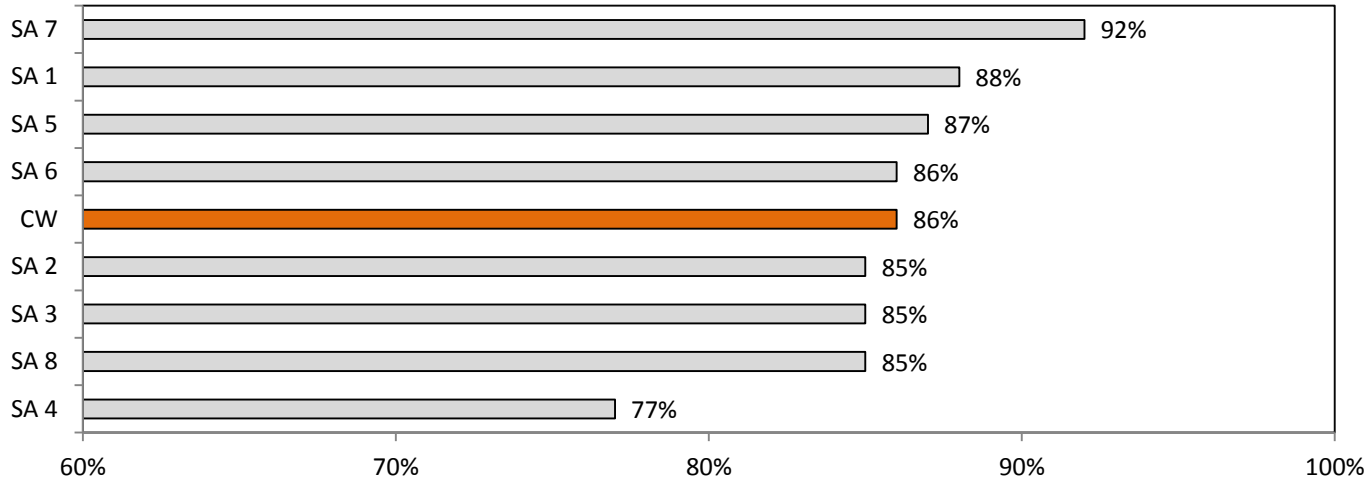


Figure 2.11 shows the percent of YSS respondents that Agree and Strongly Agree on the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 7 had the highest percent at 92%, and SA 4 had the lowest percent at 77%.

Figure 2.12 YSS: Q5 "I GET ALONG BETTER WITH FAMILY MEMBERS"

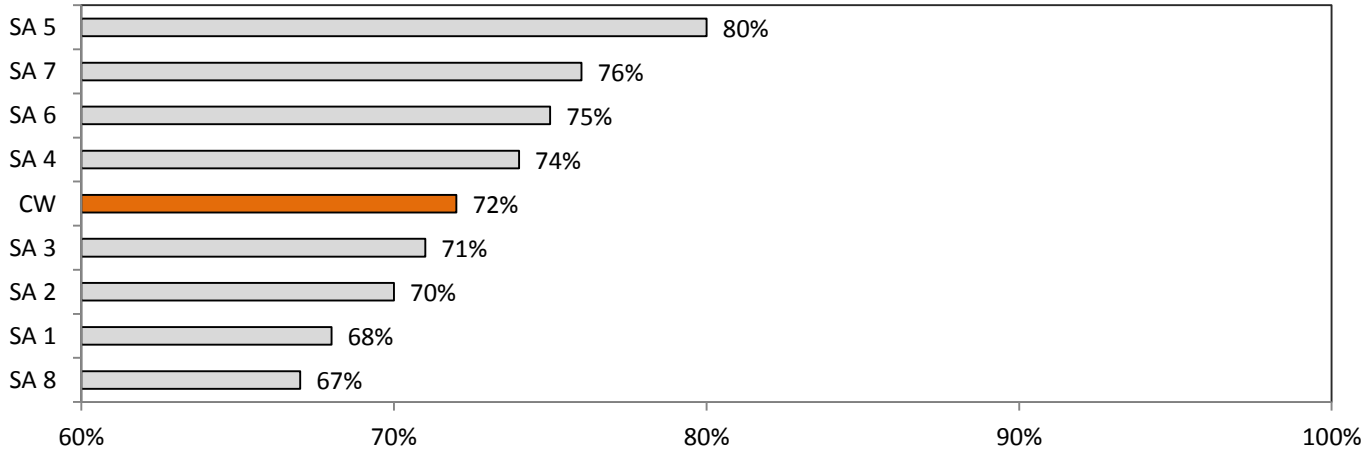


Figure 2.12 shows the percent of YSS respondents that Agree and Strongly Agree on the Performance Outcome Measure "I get along better with family members." SA 5 had the highest percent at 80%, and SA 8 the lowest at 67%.

Figure 2.13 YSS: Q6 "I AM DOING BETTER IN SCHOOL AND/OR WORK"

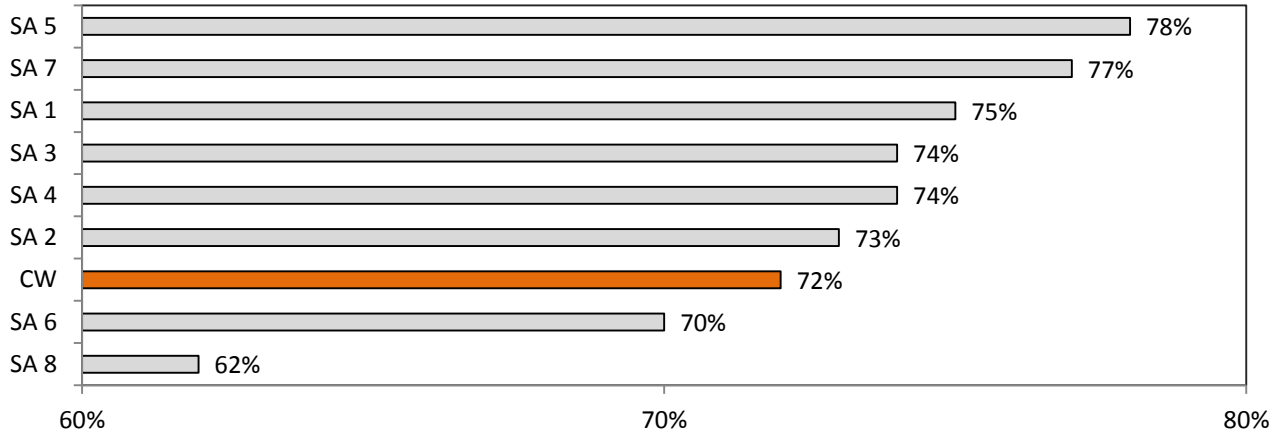


Figure 2.13 shows the percent of YSS respondents that Agree or Strongly Agree on the Performance Outcome "I am doing better in school/work." SA 5 had the highest percent at 78%, and SA 8 had lowest percent at 62%.

Figure 2.14 YSS: Q7 "IN A CRISIS, I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

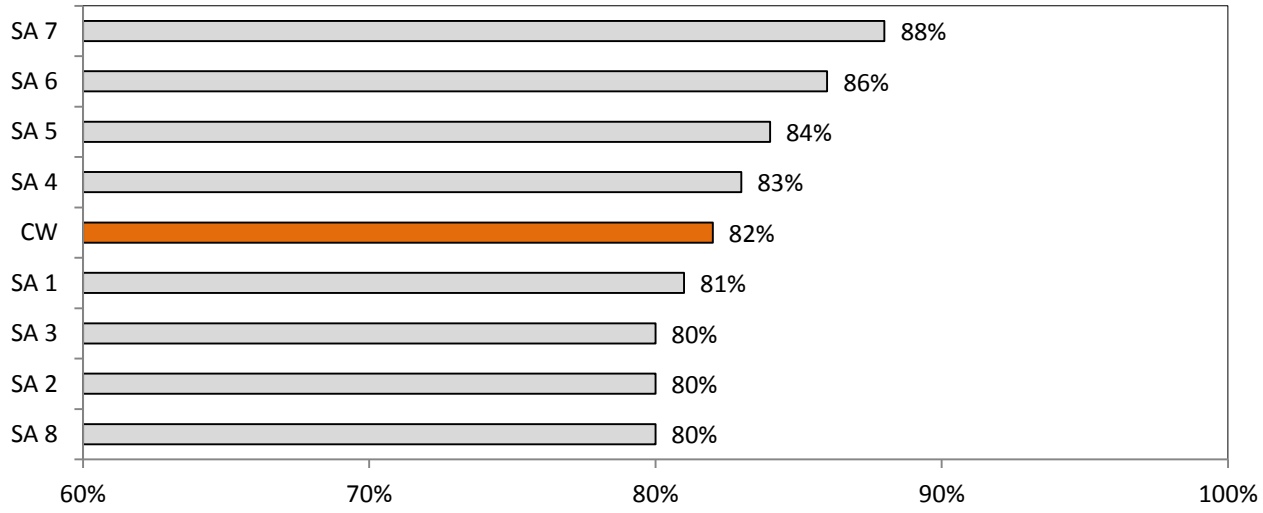


Figure 2.14 shows the percent of YSS respondents that Agree or Strongly Agree on the Performance Outcome Measure "In a crisis, I would have the support I need from family or friends." SA 7 had the highest percent at 88%, and SA 2, SA 3, and SA 8 had the lowest percent at 80%.

ADULT COUNTY PERFORMANCE OUTCOME MEASURES BY SERVICE AREA:

Performance Outcome Measures for the Adults by Service Areas are shown in Figure 2.15 to 2.21.

Figure 2.15 ADULT SURVEY: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

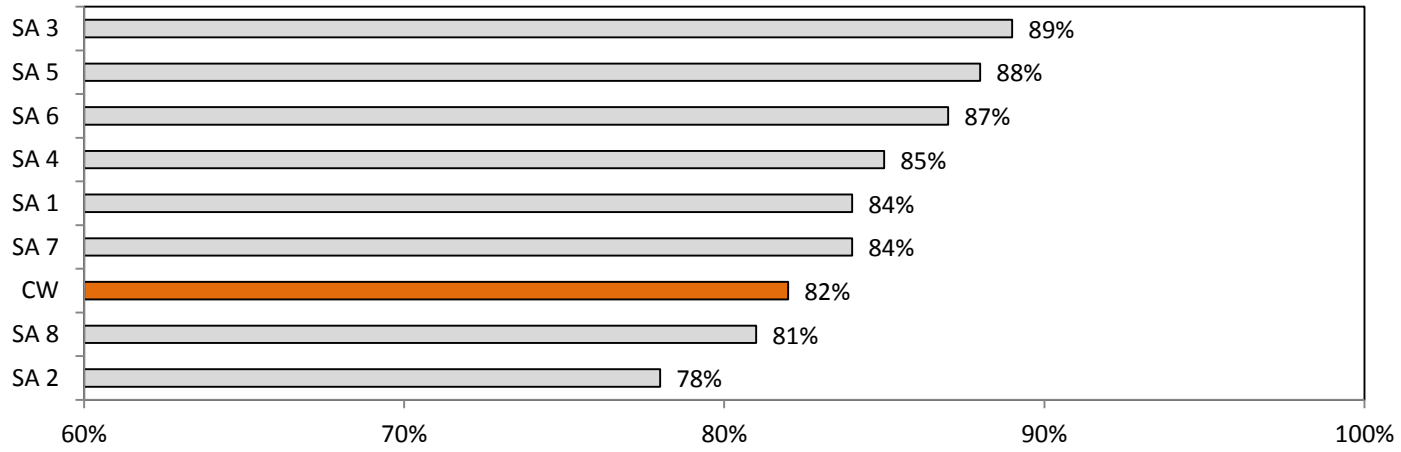


Figure 2.15 shows the percent of Adults that Agree or Strongly Agree on the Performance Outcome Measure "Location of services was convenient for me." SA 3 had the highest percent of proportion of consumers who Agree or Strongly Agree to this outcome at 89%, and SA 2 had the lowest percent at 78%.

Figure 2.16 ADULT SURVEY: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

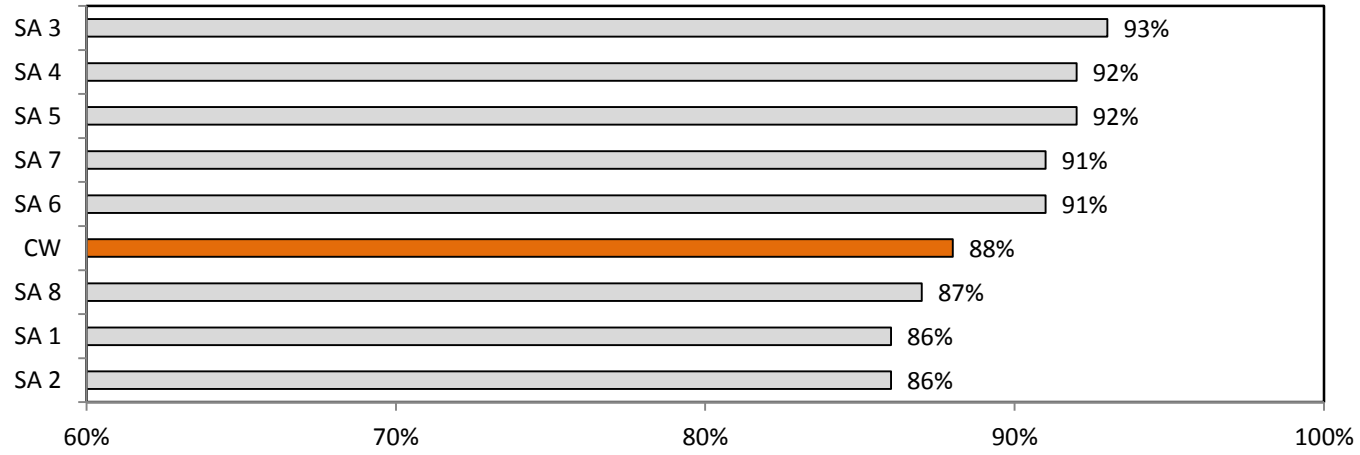


Figure 2.16 shows the percent of Adults that Agree or Strongly Agree on the Performance Outcome Measure "Staff were willing to see me as often as I felt necessary." SA 3 had the highest percent at 93%, and SA 1 and SA 2 had the lowest percent at 86%.

Figure 2.17 ADULT SURVEY: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

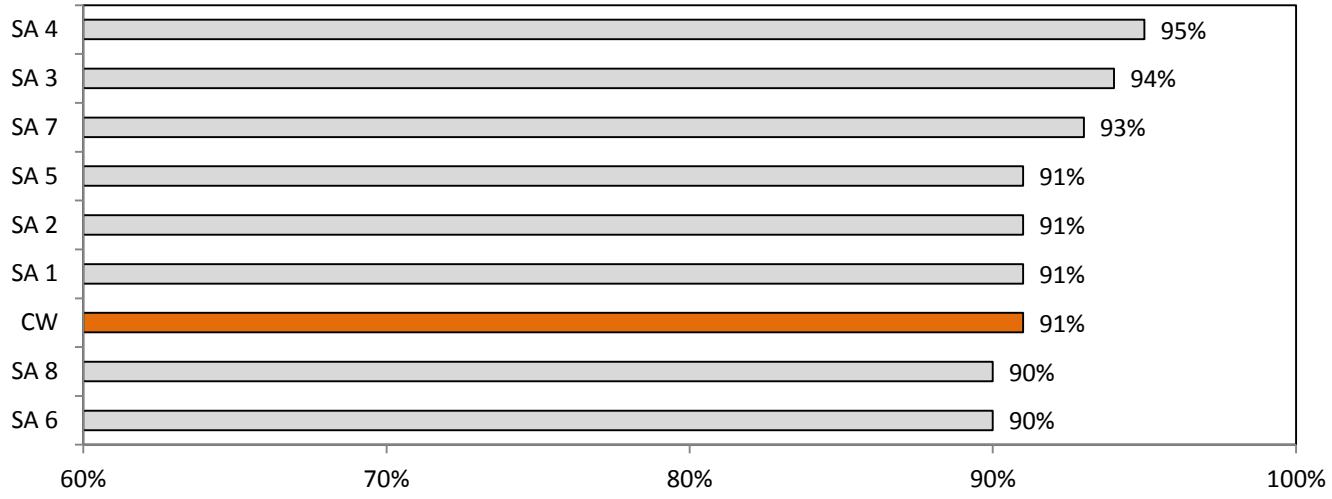


Figure 2.17 shows the percent of Adults that Agree or Strongly on the Performance Outcome Measure "Services were available at times that were good for me." SA 4 had the highest percent at 95%, and SA 6 and SA 8 had the lowest percent at 90%.

Figure 2.18 ADULT SURVEY: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND"

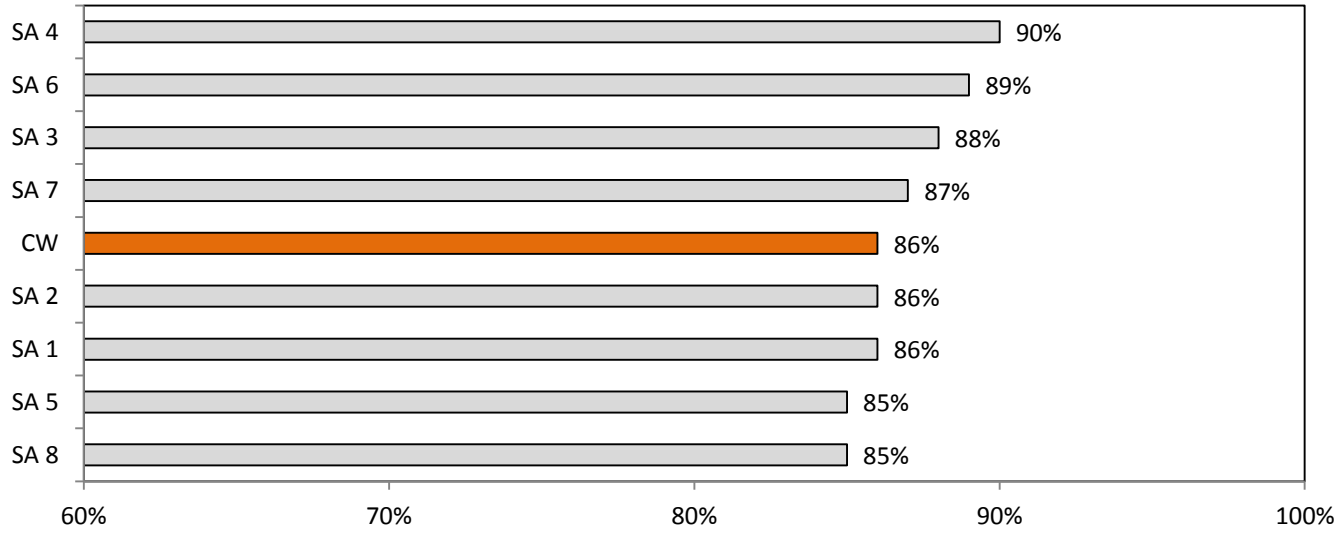


Figure 2.18 shows the percent of Adults that Agree or Strongly Agree on the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 4 had the highest percent at 90%, and SA 5 and SA 8 had the lowest percent at 85%.

Figure 2.19 ADULT SURVEY: Q5 "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

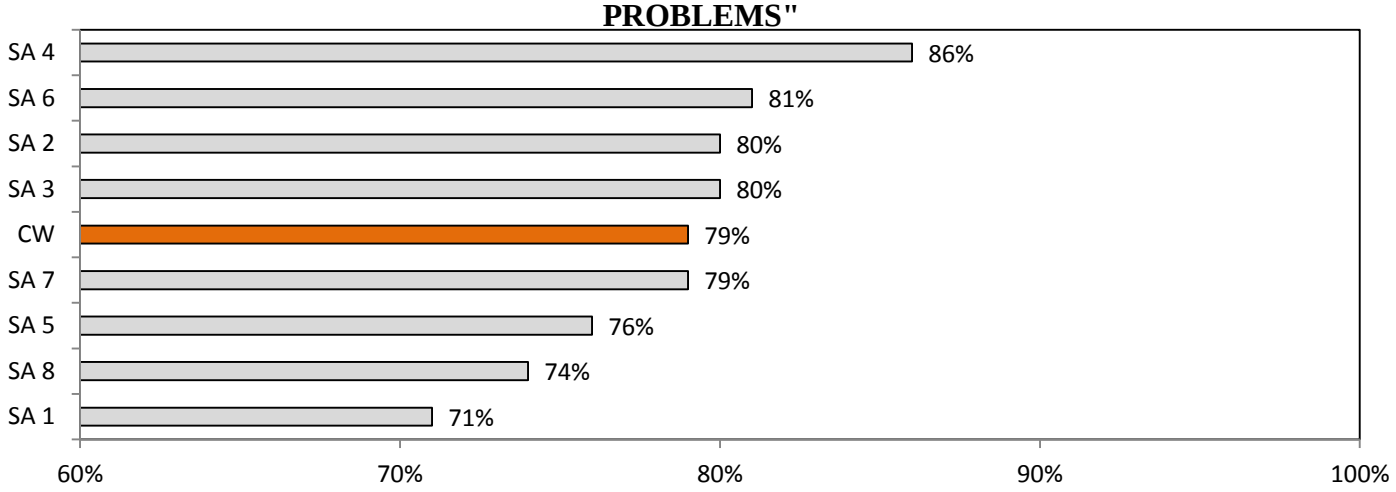


Figure 2.19 shows the percent of Adults that Agree or Strongly Agree on the Performance Outcome Measure "I deal more effectively with daily problems." SA 4 had the highest percent at 86%, and SA 1 had the lowest percent at 71%.

Figure 2.20 ADULT SURVEY: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

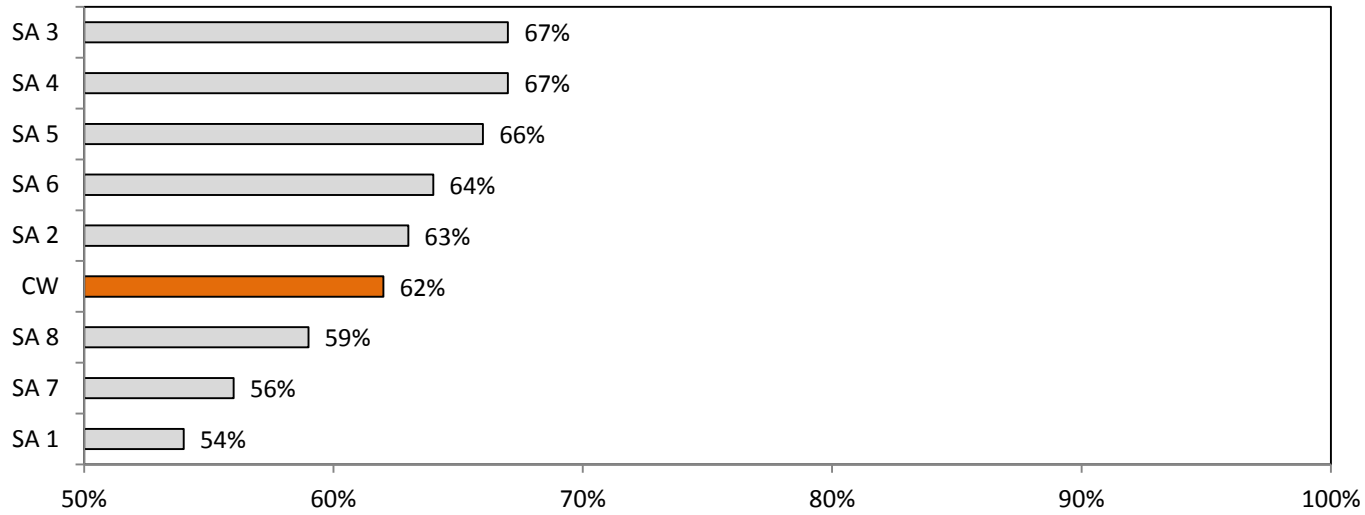


Figure 2.20 shows the percent of Adults that Agree or Strongly Agree on the Performance Outcome "I do better in school and/or work." SA 3 and SA 4 had the highest percent at 67%, and SA 1 had the lowest percent at 54%.

Figure 2.21 ADULT SURVEY: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

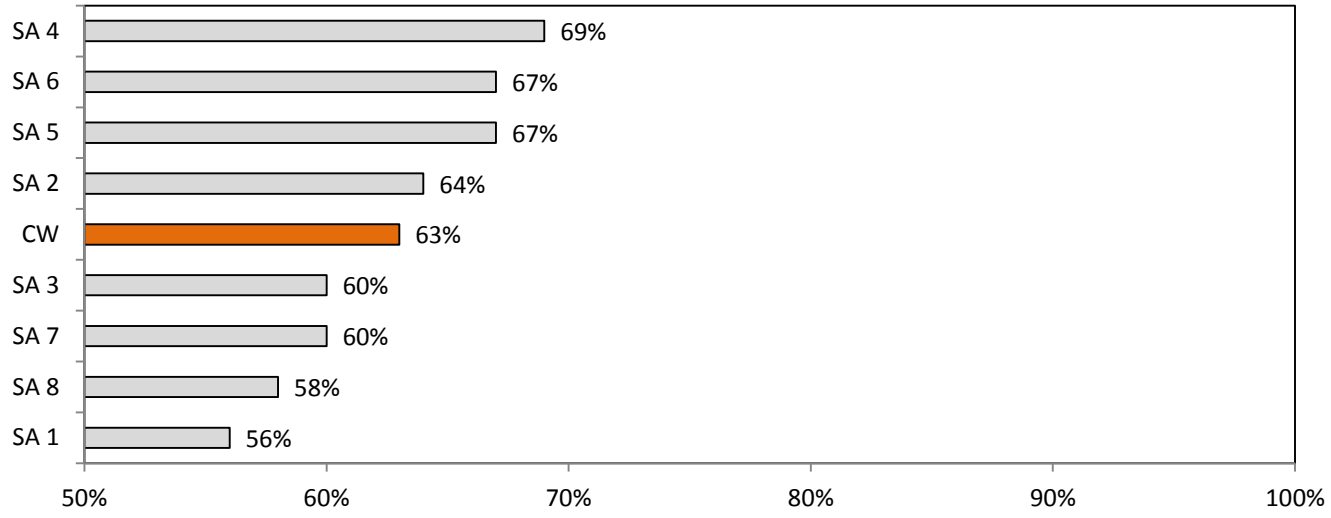


Figure 2.21 shows percent of Adults that Agree or Strongly Agree on Performance Outcome Measures "My symptoms are not bothering me as much." SA 4 had the highest percent at 69%, and SA 1 had the lowest at 56%.

OLDER ADULTS COUNTY PERFORMANCE OUTCOME:

Performance Outcome Measures for the Older Adult survey by Service Areas are shown in Figures 2.22 to 2.28.

Figure 2.22 OLDER ADULT SURVEY: Q1 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

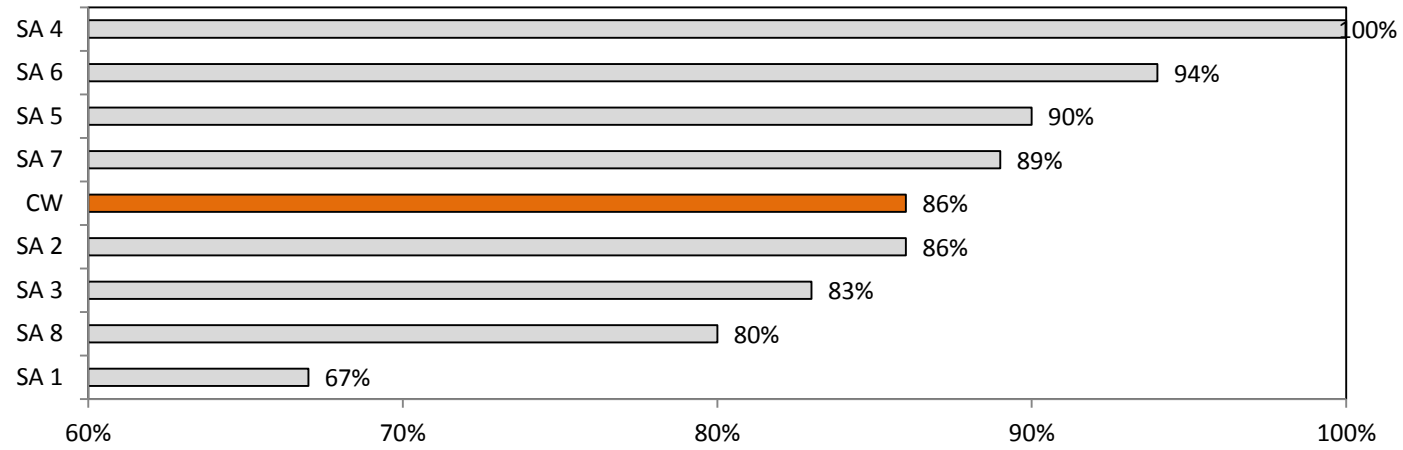


Figure 2.22 shows the percent of Older Adults that Agree on the Performance Outcome Measure "Location of services was convenient for me." SA 4 had the highest percent at 100%, and SA 1 had the lowest percent at 67%.

Figure 2.23 OLDER ADULT SURVEY: Q2 "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

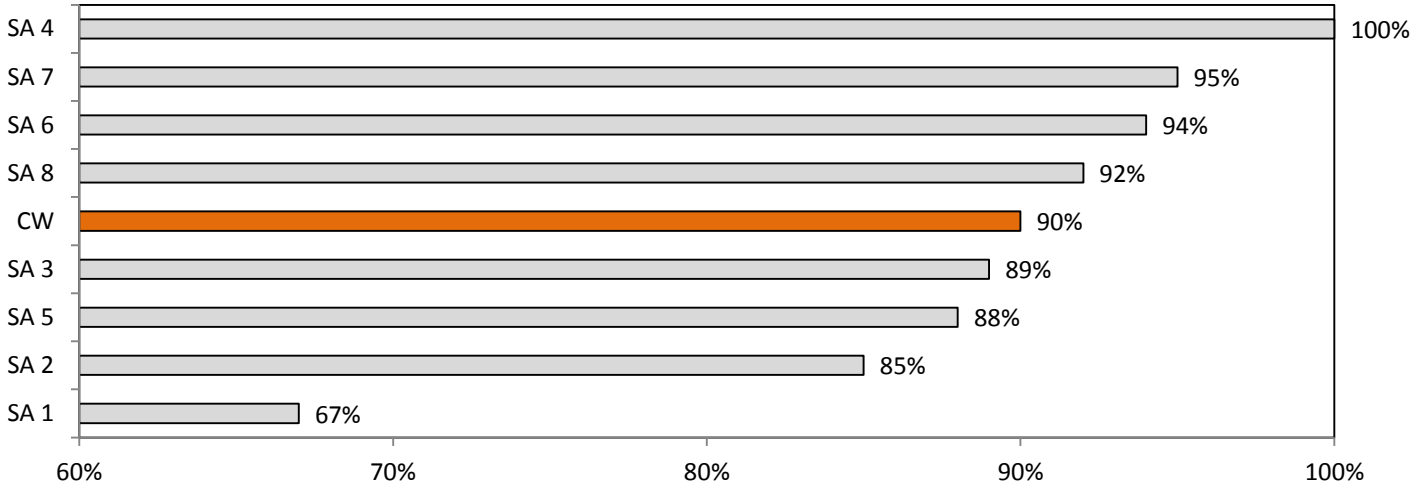


Figure 2.23 shows the percent of Older Adults that Agree or Strongly Agree on the Performance Outcome Measure "Staff were willing to see me as often as I felt necessary." SA 4 had the highest percent at 100%, and SA 1 had the lowest percent at 67%.

Figure 2.24 OLDER ADULT SURVEY: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

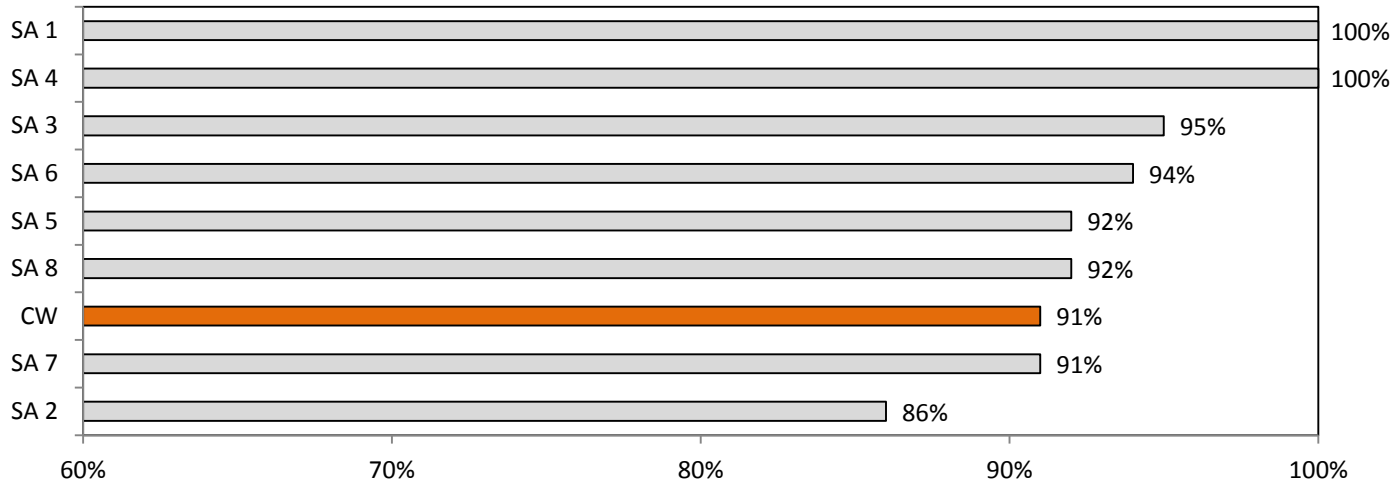


Figure 2.24 shows the percent of Older Adults that Agree or Strongly Agree on the Performance Outcome Measure "Services were available at times that were good for me." SA 1 and 4 had the highest percent at 100%, and SA 2 had the lowest percent at 86%.

Figure 2.25 OLDER ADULT SURVEY: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

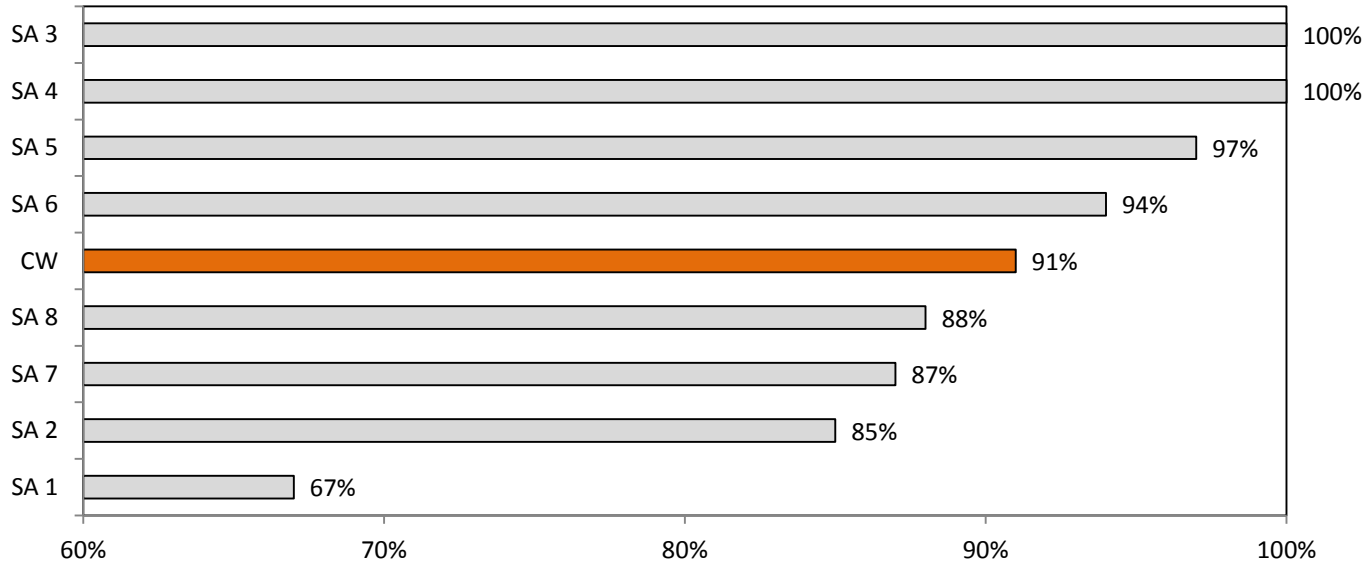


Figure 2.25 shows the percent of Older Adults that Agree or Strongly Agree on the Performance Outcome Measure "Staff were sensitive to my cultural/ethnic background." SA 3 and SA 4 had the highest percent at 100%, and SA 1 had the lowest percent at 67%.

Figure 2.26 OLDER ADULT SURVEY: Q5 "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

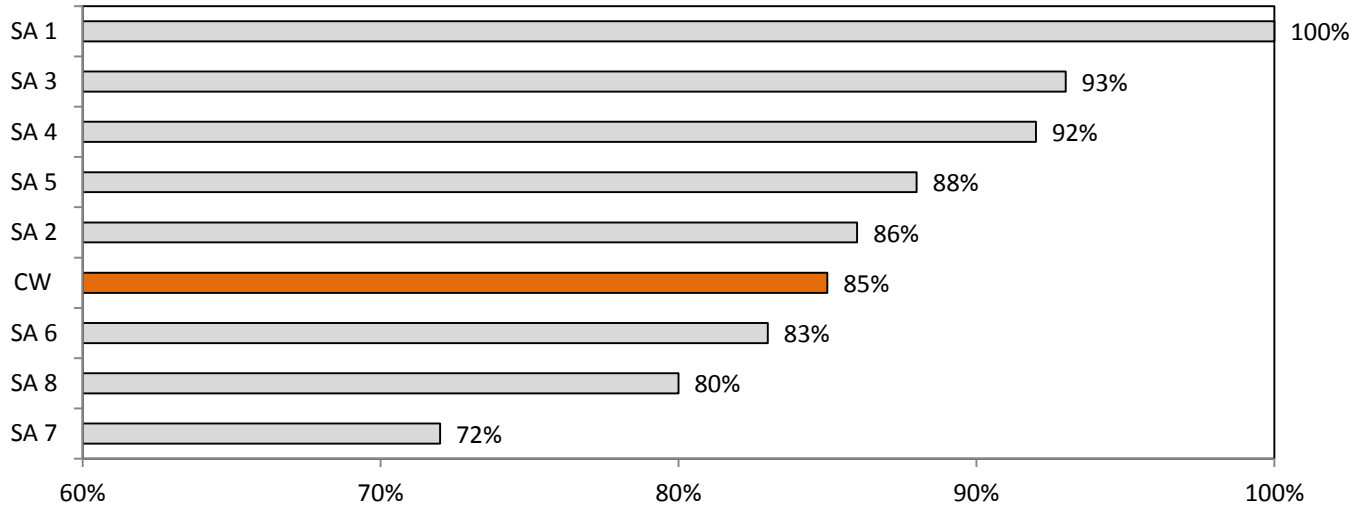


Figure 2.26 shows the percent of Older Adults that Agree or Strongly Agree on the Performance Outcome Measure "I deal more effectively with daily problems." SA 1 had the highest percent at 100%, and SA 7 had the lowest percent at 72%.

Figure 2.27 OLDER ADULT SURVEY: Q6 "I DO BETTER IN SCHOOL AND/OR WORK"

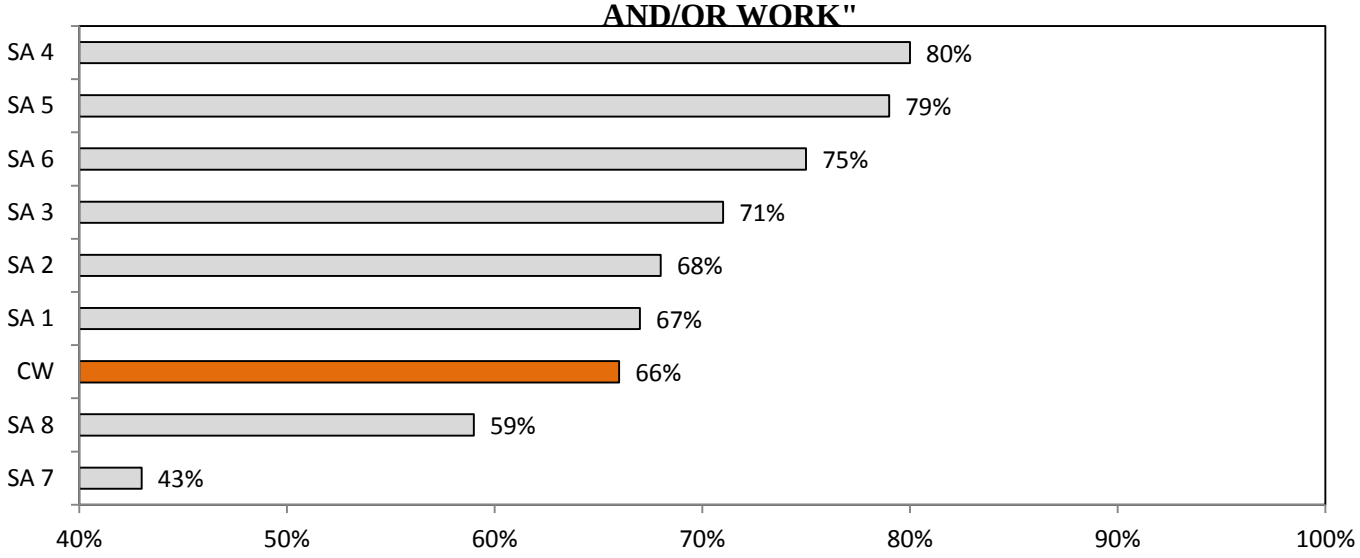


Figure 2.27 shows the percent of Older Adults that Agree or Strongly Agree the Performance Outcome Measure "I do better in school and/or work." SA 4 had the highest percent at 80%, and SA 7 had the lowest at 43%.

Figure 2.28 OLDER ADULT SURVEY: Q7 "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

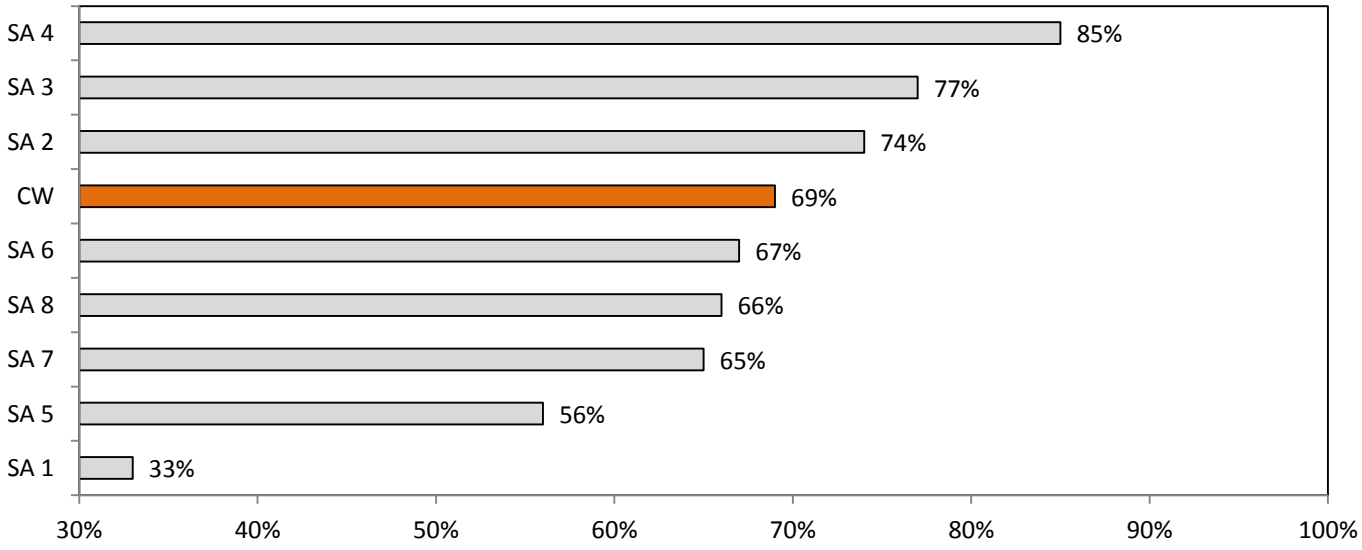


Figure 2.28 shows the percent of Older Adults that Agree or Strongly Agree on the Performance Outcome Measure "My symptoms are not bothering me as much." SA 4 had the highest percent at 85%, and SA 1 had the lowest percent at 33%.

SUMMARY

Overall nearly half or more of the eight SAs exceeded the countywide average on the County performance Outcome Measures except the following:

YSS-F - “I felt my child had someone to talk to when he/she was troubled,” SAs 2, 3, 6, 7, and 8 were below the countywide average of 91%.

YSS - “Location of Services was convenient for me,” SAs 1, 2, 3, 4, and 8 were below the countywide average of 81%.

Older Adults – “My symptoms are not bothering me as much,” SAs 1, 5, 6, 7, and 8 were below the countywide average of 69%.