

A Report on the State Performance Outcomes and County Performance Outcomes



County of Los Angeles
Department of Mental Health
Quality Improvement Division

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**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

**STATE
PERFORMANCE
OUTCOMES AND
COUNTY
PERFORMANCE
OUTCOMES**

**Executive
Summary**

NOV. 2008



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This is the first integrated report for State Performance Outcomes and County Performance Outcomes in compliance with the mandated State Performance Outcomes System, the Federal Block Grant, and the County of Los Angeles Board of Supervisors instructions for all Departments to convert to performance standards and measures for performance outcomes to improve the quality and effectiveness of services. Calendar year 2008 is dedicated to baseline data collection.

During the survey period of May 12, 2008 to May 23, 2008, Consumer and Family Perception Surveys were conducted throughout County of Los Angeles, by the Department of Mental Health, in the eight (8) Service Areas responsible for the provision of mental health care services. The survey instruments for Clinic settings represent four (4) age groups: Mental Health Statistics Improvement Program (MHSIP) Adults (Ages 18-59), MHSIP Older Adults (Ages 60+), Youth Services Survey (YSS) (Ages 13-17) and Youth Services Survey – Family (YSS-F) (Family Members of Consumers Ages 0-17). These survey instruments were completed in English and Spanish but also included Chinese, Tagalog, Russian and Vietnamese. Additionally, the brief survey instrument, representing the four (4) age groups identified above, was completed by persons receiving face-to-face services and/or their families in Field Based settings. These surveys were completed in English and Spanish.

A grand total of 25,791 surveys were received for the State Performance Outcomes and County Performance Outcomes for the identified survey instruments. A Total of 20,405 (80%) surveys were received for the MHSIP Adult, MHSIP Older Adult, YSS and YSS-F, from Clinic settings. This represented 27% of the State Performance Outcomes surveys received Statewide. A Total of 5,386 (20%) Field Based surveys were received. The Field Based surveys are only used by the LAC-DMH in response to the County of Los Angeles Board of Supervisors performance outcome measures instructions to all Departments.

Of the Total 20,405 surveys received for the MHSIP Adult, MHSIP Older Adult, YSS, and YSS-F in Clinic settings, 16,310 surveys were determined to meet the established selection criteria as required by the Federal Block Grant. Of the Total 20,405 surveys received, 3,531, or approximately 17%, had a refusal codes for: “refused”, “impaired”, “language”, and “other”. Additionally, surveys were excluded from the completed totals because they were missing identifying Service Area information, or because they did not have at least two-thirds of the data required for domains including subscales. A grand total of 21,067 surveys for the Clinic and Field Based settings met the selection criteria for analysis computation.

The Overall Satisfaction mean is 4.10 for all age groups. For the YSS-F, the highest mean is for the Perception of Cultural Sensitivity Subscale at 4.5 and the lowest is for the Perception of Outcomes of Services at 3.8. For the YSS, the highest mean is for the Perception of Cultural Sensitivity Subscale at 4.2 and the lowest is for the Perception of Outcomes of Services at 3.8. For Adults, the highest mean is for the General Satisfaction Subscales at 4.5 and the lowest is for the Perception of Social Connectedness at 4.0. For the Older Adults, the highest mean is for the General Satisfaction Subscale at 4.4 and the lowest is for the Perception of Functioning Subscale at 4.0.

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COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

QUALITY IMPROVEMENT DIVISION

STATE PERFORMANCE OUTCOMES AND COUNTY PERFORMANCE OUTCOMES

**SUMMARY REPORT FOR CY 2008 & FOR THE SURVEY PERIOD OF MAY 12, 2008
TO MAY 23, 2008**

INTRODUCTION

This is the first integrated Report for State Performance Outcomes and County Performance Outcomes by Service Area and Countywide. This Report is divided into three parts: Part I summarizes the State Performance Outcomes, Part II summarizes the County Performance Outcomes and merges relevant data elements from Part I into the Tables and Figures presented. Part III is dedicated to the County Performance Outcomes for timely access to services for persons discharged from psychiatric inpatient hospitals and residential treatment programs/institutional settings.

In Compliance with the mandated State Performance Outcomes System and the Federal Block Grant requirements, the County of Los Angeles Department of Mental Health (LAC-DMH) conducts four consumer/family satisfaction surveys in Adult, Older Adult, Transitional Age Youth, and Children's Outpatient and Day Treatment Programs in the eight (8) Service Areas of the County of Los Angeles. These consumer and family perception surveys are administered twice each year in May and November. Summary Reports are prepared upon completion of the survey process which includes collaboration with the California Performance Outcomes System and the Performance Outcomes & Quality Improvement (POQI) Unit of the California Department of Mental Health (CDMH). The existing partnership that exists between the Counties and the CDMH POQI is critical to the successful application of this Web-Based statewide reporting system that is linked to the national database network for performance measures and outcomes.

In Compliance with the Los Angeles County Board of Supervisors instructions to County Social Service Departments, including the County of Los Angeles, Department of Mental Health, the LAC-DMH converted to Performance Based Contracting (PBC) and performance measures, commencing on January 1, 2008. Subsequently, the Auditor-Controller requested the inclusion of all social services and administrative contracts in PBC initiatives.

This resulted in the re-assessment of existing LAC-DMH performance measures and the development of County Performance Outcomes which were selected by an interdisciplinary team of stakeholders including representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. This team was developed in 2007 and remains active to the present time to provide recommendations to the Department's Executive Management Team (EMT) for effective administration of the selected performance measures and to support the continuous quality improvement processes and strategies needed to achieve successful outcomes. The team recommended the integration of State Performance

Outcomes and County Performance Outcomes for the selected measures to: support existing consumer/family initiatives and performance measures; foster cost neutrality; reduce duplicative efforts; and, create opportunities for partnering with providers for improved service quality.

Additionally, the team recommended the development of a brief survey for the inclusion of field and school based service settings and the inclusion of performance measures for timely access to services for persons discharged from psychiatric inpatient hospitals and residential treatment facilities/institutional settings.

Lastly, the team recommended that Calendar Year 2008 be dedicated to establishing baseline data for the selected measures and that quality improvement initiatives be directed at improving mental health care services. The team further requested the creation of a work group devoted specifically to the performance measure selected for timely access to services for persons discharged from psychiatric inpatient facilities. As a result, a Performance Improvement Project (PIP) was initiated including the formation of a multi-functional team to identify and address problems related to hospitalizations and re-hospitalizations.

OVERVIEW OF THE INSTRUMENTS

The LAC-DMH uses the following instruments for data collection and data analysis:

In compliance with the mandated State Performance Outcomes System, the following satisfaction survey instruments are utilized and included in the Part I reporting, for the May 2008 survey period:

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

In compliance with the County Performance Outcomes, the brief seven (7) item survey instrument for school and field based services was utilized and included in the Part II reporting, for the May 2008 survey period. Additionally, Part II merges relevant data from Part I into Part II Tables and Figures.

In compliance with the County Performance Outcomes, Information System (IS) data is utilized to capture timely access to services for persons discharged from psychiatric inpatient facilities and residential treatment programs/institutional post discharge care.

METHODOLOGY

The purpose of the State Performance Outcomes and administration of the Consumer/Family Perception Surveys is to obtain consumer/family input; improve accountability; and comply with State and Federal funding requirements. The survey data collection methodology includes conducting two week data collection survey periods, twice each year, in May and November, for the target population of consumers/families who have received face-to-face services during the

survey period. The dates for the two week survey period are selected by the CDMH and exclude surveying persons in the following settings: Hospitals, Jails, Crisis Interventions, and Long-Term Residential.

Prior to each survey period, CDMH POQI provides an updated Training Manual, available on line at the POQI documents page poqi.support@dmh.ca.gov for downloading and an overview survey training that highlights changes to the process, methodology, and forms. Additionally, prior to each survey period, the LAC-DMH conducts training in each of the eight (8) Service Areas. Both of these trainings are provided in order to ensure that responsible staff in the Service Areas are knowledgeable in: preparing the forms, collecting the data, using the right forms for the right ages in the right languages, reviewing the submitted forms, and accessing a current Training Manual from the CDMH POQI website to use. Additionally, the survey process and trainings within LAC-DMH are coordinated by the Program Support Bureau, Quality Improvement Division, and each Service Area has a designated Survey Liaison to assist with the process. The LAC-DMH training also includes methodology for the brief field-based surveys by age group.

Consumers/Families voluntarily participate in the survey process during the specified two week survey period and Survey Completion Rates are computed based on the Federal Block Grant formula for surveys submitted, which include reason codes for not completing the surveys and domains (including subscales) with insufficient data completed or less than two-thirds of the items completed to be meaningfully used in analysis calculations. Other exclusion reasons include unrecognizable entries and insufficient Service Area identification. Survey data is also scanned and submitted to CDMH POQI, for the survey period, in accordance with the due date provided by CDMH POQI. County data is processed by CDMH POQI for statewide data collection reporting and returned to the County, at which time hard copies of the surveys may be shredded or disposed of in an otherwise confidential manner. Service Areas are highly encouraged to use the “Comments” sections of the surveys because this feedback is generally highly specific to each Service Area. Cumulative data collection for the Comments section does not occur at the County, State, or Federal level.

Data collection, data analysis and reporting for CY 2008 is dedicated specifically to baseline data collection and data analysis including the application of reliability and significance testing.

PART I

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH QUALITY IMPROVEMENT DIVISION

STATE PERFORMANCE OUTCOMES – SUMMARY REPORT

Survey Period of May 12, 2008 – May 23, 2008

Background

In compliance with the mandated State Performance Outcomes System, this report summarizes the results of four consumer/family satisfaction surveys administered at Adult, Older Adult, Transitional Age Youth, and Children's Outpatient and Day Treatment Programs in the eight Service Areas of the Los Angeles County Department of Mental Health, from May 12, 2008 to May 23, 2008. The surveys were administered to consumers/families who received face-to-face services during the survey period. The four surveys are:

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

This report summarizes the results for each survey by subscale means, and overall means (MHSIP Total – Adult and Older Adult, YSS Total, and YSS-F Total) for each Service Area.

Description of the Instruments

The MHSIP Consumer Survey is a public domain instrument developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) 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 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 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, issued changes to the surveys as released by SAMHSA for incorporation into the instruments (MHSIP, YSS, and YSS-F) and a new Functioning Subscale and a new Social Connectedness Subscale.

1. The MHSIP survey is used for adults 18 to 59 years and older adults 60 years and above;
2. The child/youth version (YSS) of the MHSIP survey is used for children ages 13 to 17 years;
3. The child/family (YSS-F) is used by family of children who are 0-17 years.

Higher subscale mean scores indicate a better client perception of care in that domain.

The surveys were primarily completed in two languages in all Service Areas – English and Spanish. A few surveys (Adult 0.46%, Older Adult 3.1%, and YSS-F <0.01%) in some Service Areas, were completed in Chinese, Tagalog, Russian, and Vietnamese. All seven threshold language State translated survey forms were available online: English, Spanish, Russian, Chinese, Hmong, Tagalog, and Vietnamese.

Findings

The following Tables and Figures summarize the findings:

TABLE 1.1: SURVEYS SUBMITTED TO STATE DMH BY ALL COUNTIES AND THOSE SUBMITTED BY LAC-DMH BY AGE GROUP

Survey	May 2008 Survey Period		
	State	LA County	Percent
YSS-F	23,740	6,790	28.6%
YSS	15,192	4,174	27.5%
Adult	34,071	8,669	25.4%
Older Adult	3,196	772	24.2%
Total	76,199	20,405	26.8%

TABLE 1.2: SURVEYS RECEIVED AND RESPONSE RATE BY AGE GROUP

Survey	May 2008 Survey Period		
	Consumers Served	Surveys Received	Received Response Rate *
YSS-F	21,085	6,790	32.2%
YSS	**10,035	4,174	41.6%
Adult	22,115	8,669	39.2%
Older Adult	2,350	772	32.9%
Total	45,550	20,405	44.8%

* Received Response Rates based on the total surveys received by age group divided by the number of unique consumers/families who received face-to-face service in

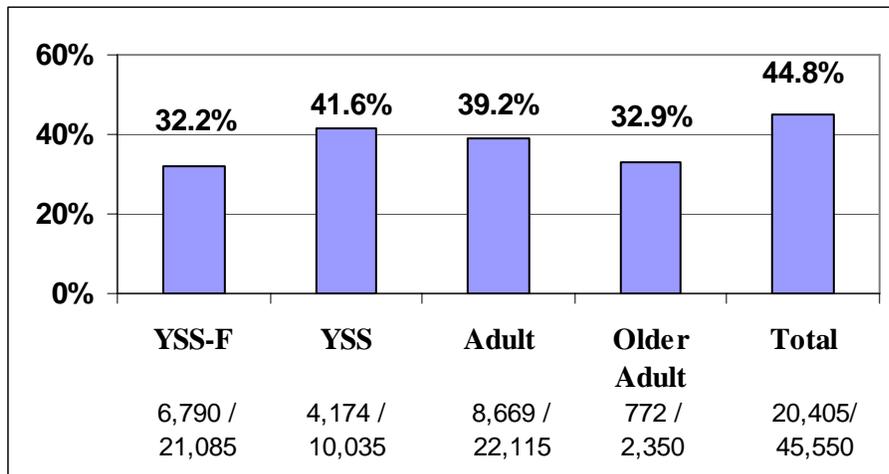
Outpatient and Day Treatment settings as reported in the IS (Information System)

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

Consumers served by the Department during the survey period are extracted from the DMH IS system. This includes children and youth ages 0 to 17 and adults 18 years and older. There were 21,085 children and youth ages 0 to 17, 22,115 Adults and 2,350 Older Adults served during the survey period.

Families of children ages 0 to 17 who received face-to-face services completed the YSS-F survey. Youth ages 13 to 17 completed the YSS survey. Therefore, the number of youth served during the survey period (N = 10,035) is a subset of all the children and youth served ages 0 to 17 (N = 21,085) during the survey period. For total number of consumers/families served during the survey period, it is only necessary to add the YSS-F, Adult and Older Adult consumers served during the survey period.

FIGURE 1.2: SURVEYS RECEIVED AND RESPONSE RATE BY AGE GROUP



The selection Algorithm for identifying the number of surveys that are determined to be complete and that can be used for analysis is applied to all of the surveys received.

The MHSIP, YSS, and YSS-F Surveys are “Completed” after the following Algorithm (reasons for exclusion) is applied:

1. The survey does not contain an identifying Service Area Number (1 through 8)
2. The survey contains a Refusal Code for Refused, Impaired, Language, or Other.
3. The survey did not have at least two thirds of the survey completed to be meaningfully used in the calculations for the survey subscales (domains).

If a survey meets any of these three exclusion criteria then the survey is excluded from analysis.

TABLE 1.3 – REFUSAL CODE DISTRIBUTION BY AGE GROUP

	May 2008 Survey Period				
	Refused	Impaired	Language	Other	Total
YSS-F	330	39	19	294	682
YSS	244	37	17	130	428
Adult	1,030	273	281	557	2,141
Older Adult	114	21	65	80	280
All Age Groups	1,718	370	382	1,061	3,531

TABLE 1.4 – REFUSAL CODE DISTRIBUTION BY PERCENT AND AGE GROUP

	May 2008 Survey Period				
	Refused	Impaired	Language	Other	Total
YSS-F	48.4%	5.7%	2.8%	43.1%	100.0%
YSS	57.0%	8.6%	4.0%	30.4%	100.0%
Adult	48.1%	12.8%	13.1%	26.0%	100.0%
Older Adult	40.7%	7.5%	23.2%	28.6%	100.0%
All Age Groups	48.7%	10.5%	10.8%	30.0%	100.0%

FIGURE 1.4 – REFUSAL CODE DISTRIBUTION BY PERCENT AND AGE GROUP

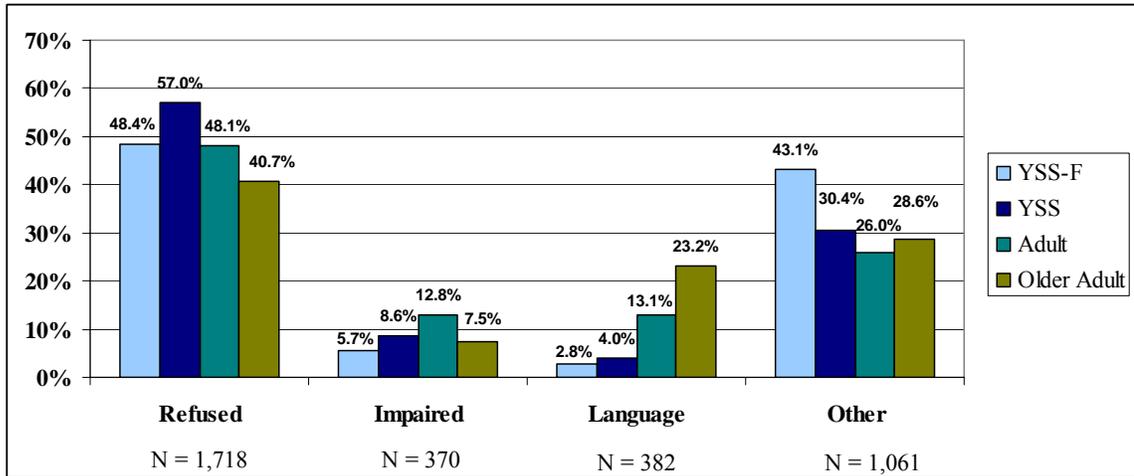


TABLE 1.5: SURVEYS COMPLETED AND RESPONSE RATE BY AGE GROUP

Survey	May 2008 Survey Period		
	Consumers Served	Surveys Completed	Completed Response Rate *
YSS-F	21,085	6,059	28.7%
YSS	**10,035	3,714	37.0%
Adult	22,115	6,148	27.8%
Older Adult	2,350	389	16.6%
Total	45,550	16,310	35.8%

* Completed Response Rates based on total surveys, completed divided by the number of unique Consumers/Families who received face-to-face services in Outpatient and Day Treatment settings as reported in the IS (Information System).

** YSS Total ages 13 to 17 are not included in the consumers served Total because they are included in the YSS-F Total.

Consumers served by the Department during the survey period are extracted from the DMH IS system. This includes children and youth ages 0 to 17 and adults 18 years and older. There were 21,085 children and youth

ages 0 to 17, 22,115 Adults and 2,350 Older Adults served during the survey period.

Families of children ages 0 to 17 who received face-to-face services completed the YSS-F survey. Youth ages 13 to 17 completed the YSS survey. Therefore, the number of youth served during the survey period (N = 10,035) is a subset of all the children and youth served ages 0 to 17 (N = 21,085) during the survey period. For total number of consumers/families served during the survey period, it is only necessary to add the YSS-F, Adult and Older Adult consumers served during the survey period.

FIGURE 1.5: SURVEYS COMPLETED AND RESPONSE RATE BY AGE GROUP

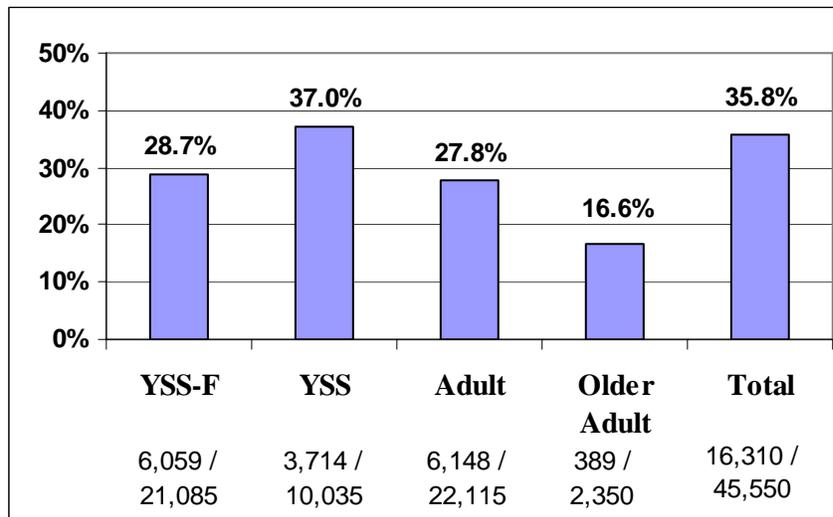


TABLE 1.6: SURVEYS COMPLETED BY GENDER AND AGE GROUP

	May 2008 Survey Period				Total
	Female	Male	Other	Unknown	
YSS-F	2,220	3,515	8	316	6,059
YSS	1,672	1,816	18	208	3,714
Adult	3,311	2,413	23	401	6,148
Older Adult	237	109	3	40	389
All Age Groups	7,440	7,853	52	965	16,310

TABLE 1.7: COMPLETED RESPONSE RATE BY GENDER AND AGE GROUP

	May 2008 Survey Period				
	Female	Male	Other	Unknown	Total
YSS-F	36.60%	58.00%	0.10%	5.20%	100.00%
YSS	45.00%	48.90%	0.50%	5.60%	100.00%
Adult	53.90%	39.20%	0.40%	6.50%	100.00%
Older Adult	60.90%	28.00%	0.80%	10.30%	100.00%
All Age Groups	45.60%	48.10%	0.30%	5.90%	100.00%

FIGURE 1.7: COMPLETED RESPONSE RATE BY GENDER AND AGE GROUP (N= 16,310)

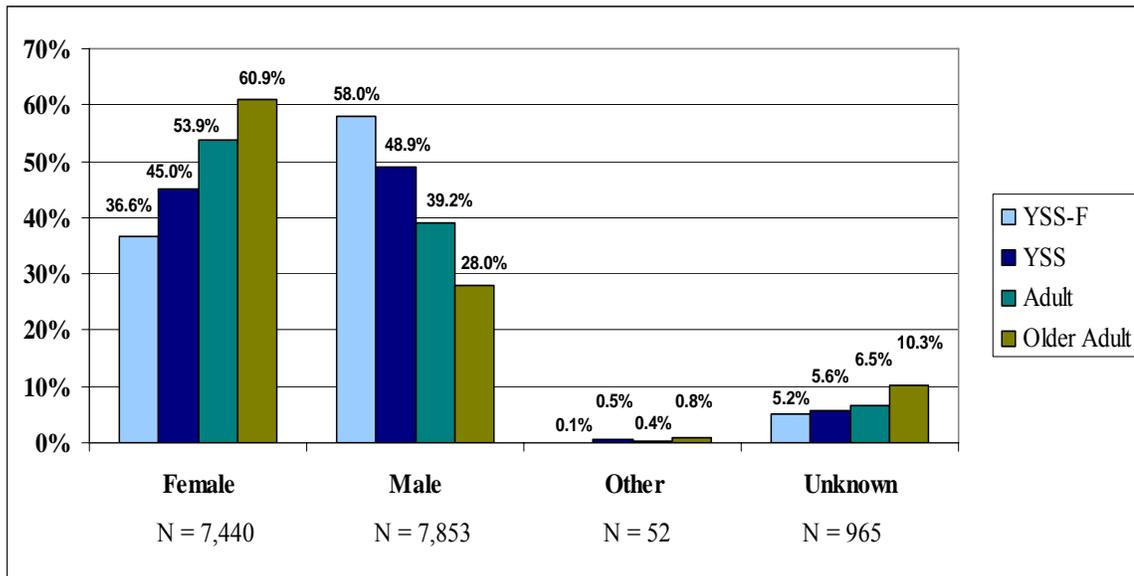


TABLE 1.8: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP (N = 16,310)

	May 2008 Survey Period						
	English	Spanish	Chinese	Russian	Tagalog	Vietnamese	Hmong
YSS-F	3,852	2,202	5	0	0	0	0
YSS	3,614	100	0	0	0	0	0
Adult	5,417	706	22	0	2	1	0
Older Adult	326	51	6	4	1	1	0
All Age Groups	13,209	3,059	33	4	3	2	0

**TABLE 1.9: COMPLETED RESPONSE RATE BY LANGUAGE AND AGE GROUP
(N = 16, 310)**

	May 2008 Survey Period						
	English	Spanish	Chinese	Russian	Tagalog	Vietnamese	Hmong
YSS-F	63.6%	36.3%	0.1%	0.0%	0.0%	0.0%	0.0%
YSS	97.3%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Adult	88.1%	11.5%	0.4%	0.0%	0.0%	0.0%	0.0%
Older Adult	83.8%	13.1%	1.5%	1.0%	0.3%	0.3%	0.0%
All Age Groups	81.0%	18.8%	0.2%	0.0%	0.0%	0.0%	0.0%

**FIGURE 1.9: COMPLETED RESPONSE RATE BY LANGUAGE AND AGE GROUP
(N = 16, 310)**

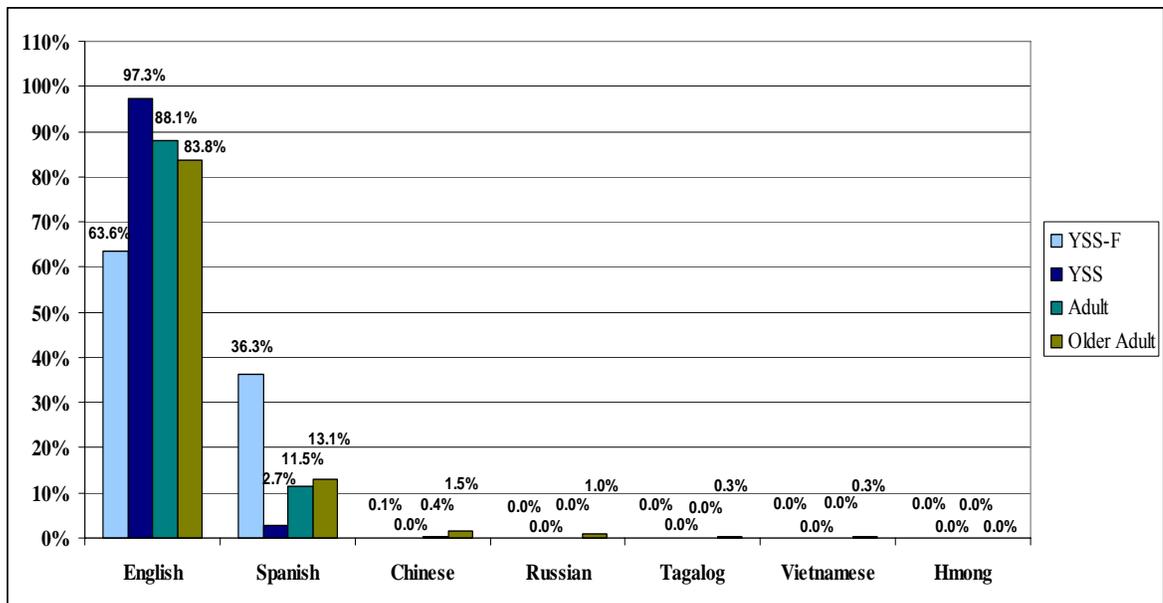
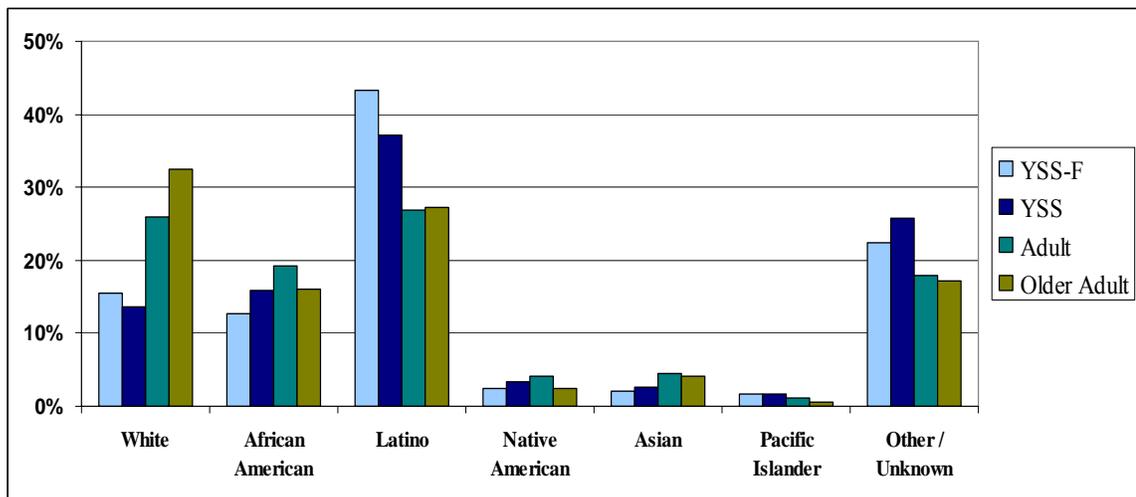


TABLE 1.10: ETHNICITY DISTRIBUTION * BY AGE GROUP

May 2008 Survey Period							
	White	African American	Latino	Native American	Asian	Pacific Islander	Other / Unknown
YSS-F	15.5%	12.7%	43.3%	2.4%	2.1%	1.6%	22.4%
YSS	13.6%	15.9%	37.1%	3.4%	2.6%	1.6%	25.7%
Adult	26.0%	19.3%	26.9%	4.1%	4.5%	1.2%	18.0%
Older Adult	32.4%	16.0%	27.2%	2.5%	4.1%	0.6%	17.2%

*Consumers / Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers / families indicating more than one ethnic category.

FIGURE 1.10: ETHNICITY DISTRIBUTION *BY AGE GROUP

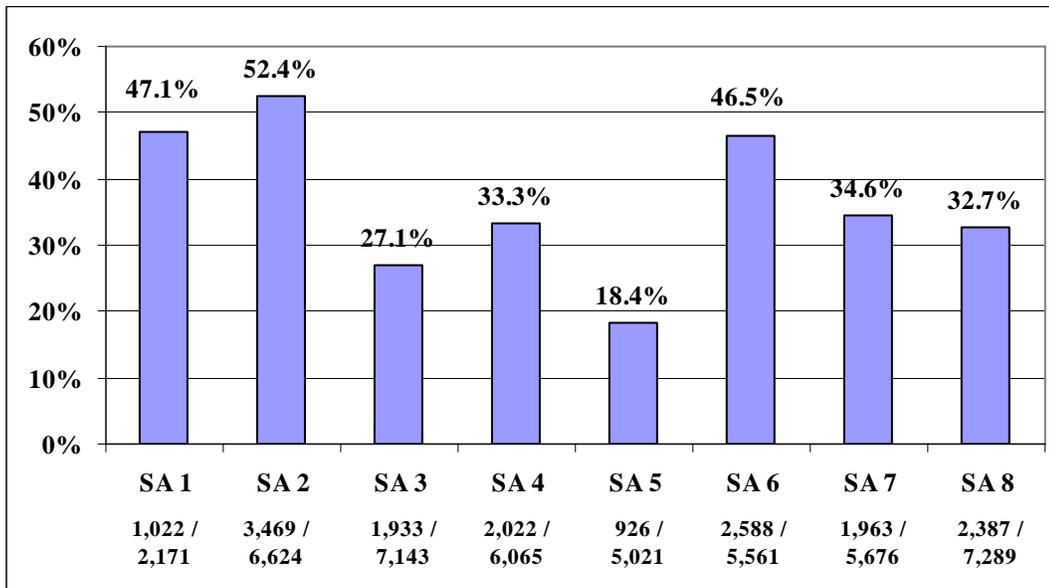


*Consumers/Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers / families indicating more than one ethnic category.

TABLE 1.11: COMPLETED RESPONSE RATE BY SERVICE AREA

Service Area	May 2008 Survey Period			Completed Response Rate
	Consumers Served	Surveys Received	Surveys Completed	
SA 1	2,171	1,142	1,022	47.1%
SA 2	6,624	4,768	3,469	52.4%
SA 3	7,143	2,236	1,933	27.1%
SA 4	6,065	2,467	2,022	33.3%
SA 5	5,021	1,167	926	18.4%
SA 6	5,561	3,051	2,588	46.5%
SA 7	5,676	2,341	1,963	34.6%
SA 8	7,289	2,885	2,387	32.7%
Unknown	0	348	0	0.0%
All Service Areas	45,550	20,405	16,310	35.8%

FIGURE 1.11: COMPLETED RESPONSE RATE BY SERVICE AREA



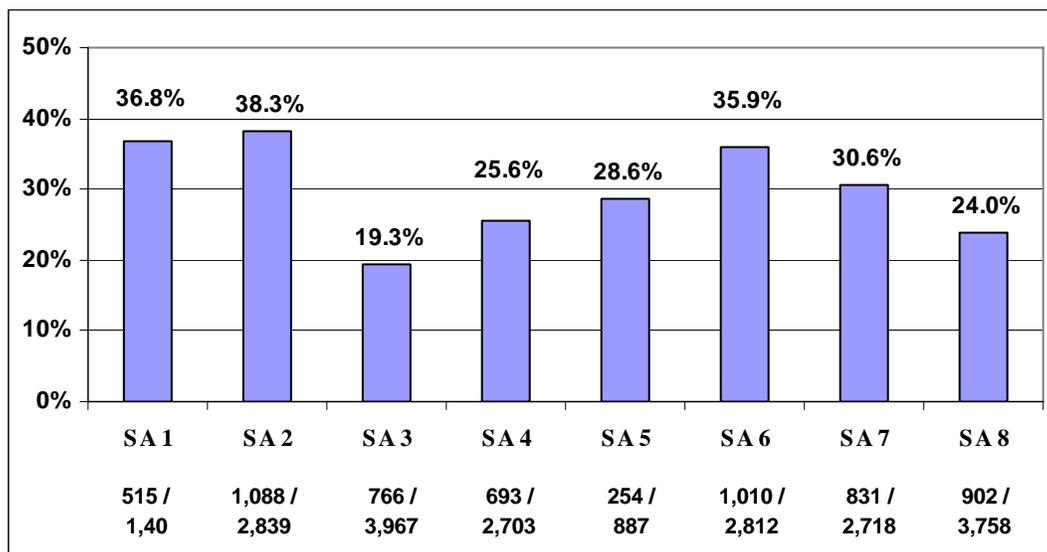
YSS-F

TABLE 1.12: YSS-F - COMPLETED RESPONSE RATE BY SERVICE AREA

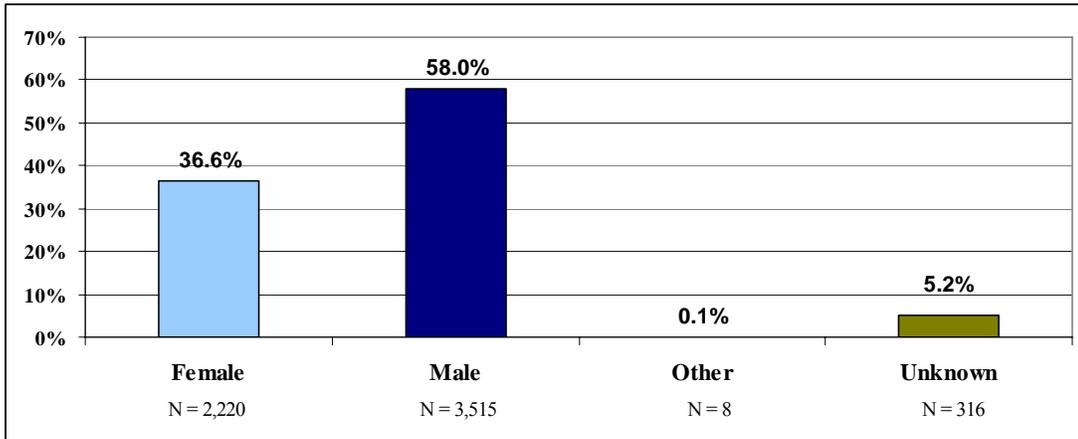
May 2008 Survey Period				
Service Area	Consumers Served	Surveys Received	Surveys Completed	Completed Response Rate
SA 1	1,401	556	515	36.8%
SA 2	2,839	1,273	1,088	38.3%
SA 3	3,967	869	766	19.3%
SA 4	2,703	748	693	25.6%
SA 5	887	284	254	28.6%
SA 6	2,812	1,107	1,010	35.9%
SA 7	2,718	882	831	30.6%
SA 8	3,758	1,019	902	24.0%
All Service Areas	21,085	6,738	6,059	28.7%

In Table 1.12, for all Service Areas, the 6,738 surveys received represent 32.0% of the 21,085 unique consumers served. The total “Completed” response rate for YYS-F is 28.7%.

FIGURE 1.12: YSS-F - COMPLETED RESPONSE RATE BY SERVICE AREA

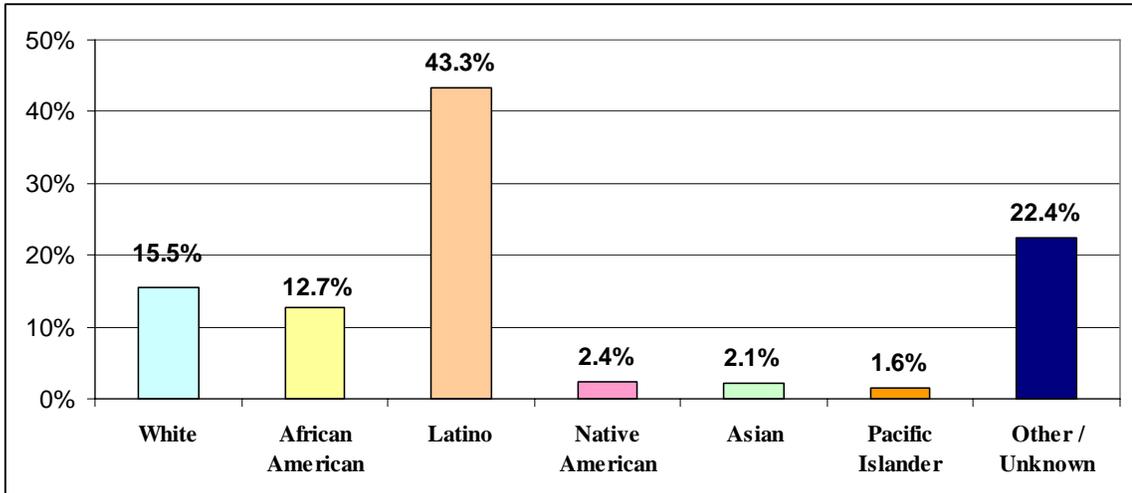


**FIGURE 1.13: YSS-F – COMPLETED RESPONSE RATE BY GENDER
(N = 6,059)**



In Figure 1.13, the-YSS-F Gender Response Rate indicates more completed surveys for males at 58% than for females at 36.6%.

FIGURE 1.14: YSS-F - ETHNICITY DISTRIBUTION*



*Consumers/Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers/families indicating more than one ethnic category.

In Figure 1.14 the YSS-F Ethnicity Distribution indicates that most surveys were completed for Latinos at 43.3%, Whites at 15.5%, and African Americans at 12.7%. Also, 22.4% of the YSS-F surveys indicate “other/unknown” for ethnicity.

TABLE 1.15: YSS-F - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

	YSS-F - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Cultural Sensitivity Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
Means	4.195	4.313	4.320	4.498	4.274	3.837	3.856	4.227
Std. Dev.	0.552	0.669	0.742	0.614	0.675	0.781	0.778	0.676

The scale ranges from 1 through 5, with 1 = Strongly Disagree and 5 = Strongly Agree

Table 1.15 indicates the means and standard deviations for the YSS-F Overall Satisfaction and all Subscales. The Perception of Cultural Sensitivity Subscale had the highest means at 4.5. The Perception of Outcomes of Services had the lowest means at 3.8.

TABLE 1.16: YSS-F – DISTRIBUTION FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Subscales (Domains)	Overall Satisfaction	40.31%	45.84%	8.85%	3.36%	1.64%
	General Satisfaction	46.95%	42.63%	6.99%	1.87%	1.57%
	Perception of Access	47.37%	43.92%	3.78%	3.13%	1.81%
	Perception of Cultural Sensitivity	67.93%	27.60%	2.44%	0.72%	1.33%
	Perception of Participation in Treatment Planning	41.89%	49.90%	3.77%	2.85%	1.60%
	Perception of Outcomes Of Services	23.87%	47.43%	19.46%	7.16%	2.07%
	Perception of Functioning	23.36%	48.79%	19.68%	6.37%	1.79%
	Perception of Social Connectedness	38.59%	51.10%	6.31%	2.45%	1.56%

TABLE 1.17: YSS-F – PERCENT “STRONGLY AGREE” RESPONSES FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area	YSS-F - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Cultural Sensitivity Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
SA 1	34.80%	40.58%	40.91%	61.92%	35.69%	20.09%	18.93%	35.12%
SA 2	39.17%	45.74%	46.25%	67.05%	40.54%	22.97%	22.20%	36.25%
SA 3	42.94%	50.07%	50.92%	70.09%	46.50%	25.85%	26.11%	40.34%
SA 4	40.41%	46.57%	45.28%	67.18%	39.44%	27.09%	26.87%	37.24%
SA 5	42.85%	50.21%	49.29%	71.94%	45.97%	23.80%	23.72%	41.77%
SA 6	39.89%	45.87%	46.38%	67.84%	42.04%	22.87%	22.38%	39.22%
SA 7	40.18%	46.45%	49.59%	68.95%	41.24%	23.14%	22.50%	39.54%
SA 8	42.48%	50.54%	49.63%	69.39%	44.57%	24.62%	23.91%	40.34%
All Service Areas	40.31%	46.95%	47.37%	67.93%	41.89%	23.87%	23.36%	38.59%

Table 1.17 indicates that for All Service Areas, the highest YSS-F response rate was for Perception of Cultural Sensitivity Subscale at 67.93%. The lowest response rate was for Perception of Functioning Subscale at 23.36%.

TABLE 1.18: YSS-F - SUBSCALE RELIABILITY

SUBSCALE (DOMAIN)	α
General Satisfaction	.91
Perception of Access	.74
Perception of Cultural Sensitivity	.93
Perception of Participation in Treatment Planning	.80
Perception of Outcomes Of Services	.92
Perception of Functioning	.81
Perception of Social Connectedness	.87

In Table 1.18, Cronbach’s alpha (α) measures the reliability of each Subscale by calculating an intraclass correlation between items. A Subsscale with a Cronbach’s alpha score of .70 or higher is considered reliable and can be used as a measured Subsscale. The reliability score for all the Subscale for the YSS-F was .74 or higher.

TABLE 1.19 - YSS-F - CUMULATIVE DATA SUMMARY BY SERVICE AREA

YSS-F OVERALL SATISFACTION							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.099	0.527	34.80%	48.29%	10.93%	4.47%	1.52%
SA 2	4.182	0.568	39.17%	46.65%	9.38%	3.09%	1.70%
SA 3	4.247	0.530	44.80%	44.80%	7.83%	3.10%	1.33%
SA 4	4.202	0.584	40.41%	47.28%	7.17%	2.75%	2.39%
SA 5	4.225	0.487	42.85%	42.59%	10.01%	3.91%	0.64%
SA 6	4.187	0.560	39.89%	46.69%	7.97%	3.64%	1.81%
SA 7	4.198	0.522	40.18%	45.61%	9.64%	3.24%	1.33%
SA 8	4.218	0.549	42.48%	43.63%	9.03%	3.36%	1.50%
All Service Areas	4.195	0.552	40.31%	45.84%	8.85%	3.36%	1.64%

General Satisfaction Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.218	0.672	40.58%	45.87%	9.58%	2.26%	1.71%
SA 2	4.291	0.678	45.74%	43.04%	7.81%	1.80%	1.61%
SA 3	4.376	0.625	50.07%	41.50%	5.69%	1.60%	1.13%
SA 4	4.298	0.727	46.57%	44.08%	4.94%	1.78%	2.62%
SA 5	4.351	0.630	50.21%	38.89%	7.71%	2.78%	0.42%
SA 6	4.304	0.663	45.87%	44.53%	6.09%	1.79%	1.73%
SA 7	4.314	0.633	46.45%	42.22%	8.63%	1.79%	0.91%
SA 8	4.356	0.671	50.54%	39.53%	6.40%	1.99%	1.53%
All Service Areas	4.313	0.669	46.95%	42.63%	6.99%	1.87%	1.57%

Perception of Access Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.228	0.733	40.91%	48.98%	3.98%	4.37%	1.75%
SA 2	4.306	0.748	46.25%	44.76%	4.15%	3.03%	1.82%
SA 3	4.381	0.705	50.92%	42.17%	2.43%	2.89%	1.58%
SA 4	4.254	0.834	45.28%	44.54%	3.29%	3.67%	3.22%
SA 5	4.252	0.836	49.29%	37.27%	3.87%	8.76%	0.81%
SA 6	4.321	0.736	46.38%	45.43%	3.87%	2.26%	2.06%
SA 7	4.368	0.701	49.59%	42.69%	3.95%	2.51%	1.26%
SA 8	4.371	0.684	49.63%	42.44%	4.39%	2.34%	1.20%
All Service Areas	4.320	0.742	47.37%	43.92%	3.78%	3.13%	1.81%

Perception of Cultural Sensitivity Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.415	0.589	61.92%	32.64%	3.43%	0.65%	1.36%
SA 2	4.490	0.630	67.05%	28.09%	2.87%	0.53%	1.46%
SA 3	4.535	0.572	70.09%	26.30%	2.01%	0.78%	0.82%
SA 4	4.469	0.682	67.18%	27.62%	1.62%	1.16%	2.41%
SA 5	4.555	0.559	71.94%	23.55%	2.83%	1.42%	0.26%
SA 6	4.504	0.603	67.84%	27.90%	2.28%	0.74%	1.23%
SA 7	4.515	0.562	68.95%	27.68%	2.20%	0.41%	0.77%
SA 8	4.522	0.626	69.39%	26.18%	2.57%	0.60%	1.27%
All Service Areas	4.498	0.614	67.93%	27.60%	2.44%	0.72%	1.33%

Perception of Participation in Treatment Planning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.214	0.634	35.69%	55.98%	4.30%	2.76%	1.28%
SA 2	4.254	0.682	40.54%	50.60%	4.27%	2.88%	1.71%
SA 3	4.339	0.650	46.83%	46.83%	2.73%	2.55%	1.39%
SA 4	4.225	0.751	39.44%	52.46%	2.75%	2.70%	2.65%
SA 5	4.301	0.694	45.97%	44.98%	4.38%	3.54%	1.13%
SA 6	4.262	0.697	42.04%	49.29%	3.45%	3.35%	1.86%
SA 7	4.274	0.620	41.24%	50.00%	5.03%	2.71%	1.02%
SA 8	4.327	0.640	44.57%	48.11%	3.54%	2.64%	1.14%
All Service Areas	4.274	0.675	41.89%	49.90%	3.77%	2.85%	1.60%

Perception of Outcomes Of Services Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.715	0.785	20.09%	45.09%	22.99%	10.24%	1.58%
SA 2	3.839	0.782	22.97%	48.86%	19.66%	6.32%	2.19%
SA 3	3.874	0.779	25.85%	46.71%	18.62%	6.83%	1.99%
SA 4	3.958	0.730	27.09%	49.96%	16.40%	4.49%	2.06%
SA 5	3.853	0.716	23.80%	46.40%	22.53%	6.07%	1.20%
SA 6	3.809	0.789	22.87%	48.88%	17.72%	8.32%	2.21%
SA 7	3.817	0.797	23.14%	46.77%	20.37%	7.35%	2.38%
SA 8	3.835	0.785	24.62%	45.72%	20.31%	7.41%	1.93%
All Service Areas	3.837	0.781	23.87%	47.43%	19.46%	7.16%	2.07%

Perception of Functioning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.719	0.779	18.93%	46.03%	24.34%	9.40%	1.30%
SA 2	3.856	0.775	22.20%	50.83%	19.63%	5.50%	1.84%
SA 3	3.910	0.776	26.11%	47.95%	18.70%	5.53%	1.72%
SA 4	3.981	0.726	26.87%	51.10%	16.42%	3.87%	1.74%
SA 5	3.898	0.714	23.72%	47.96%	22.79%	4.76%	0.77%
SA 6	3.820	0.798	22.38%	49.70%	17.67%	8.16%	2.10%
SA 7	3.836	0.787	22.50%	48.38%	20.58%	6.38%	2.15%
SA 8	3.853	0.779	23.91%	47.09%	20.75%	6.69%	1.57%
All Service Areas	3.856	0.778	23.36%	48.79%	19.68%	6.37%	1.79%

Perception of Social Connectedness Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.160	0.664	35.12%	52.14%	8.17%	3.00%	1.57%
SA 2	4.197	0.675	36.25%	52.69%	7.28%	2.35%	1.43%
SA 3	4.279	0.641	40.34%	51.49%	4.86%	2.21%	1.11%
SA 4	4.183	0.747	37.24%	51.83%	6.00%	2.74%	2.59%
SA 5	4.303	0.557	41.77%	49.24%	6.28%	2.71%	0.00%
SA 6	4.236	0.677	39.22%	51.07%	5.39%	2.53%	1.79%
SA 7	4.252	0.654	39.54%	50.38%	6.85%	1.96%	1.27%
SA 8	4.240	0.682	40.34%	49.08%	6.51%	2.52%	1.55%
All Service Areas	4.227	0.676	38.59%	51.10%	6.31%	2.45%	1.56%

Table 1.19 summarizes the results of the YSS-F by Service Area, including the:

- Overall means and standard deviation for the Overall Satisfaction;
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for Overall Satisfaction;
- Subscale means and standard deviations for each Subscale; and
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for each Subscale.

TABLE 1.20 YSS-F MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area		YSS-F - Overall Satisfaction	* General Satisfaction Subscale	* Perception of Access Subscale	* Perception of Cultural Sensitivity Subscale	* Perception of Participation in Treatment Planning Subscale	* Perception of Outcomes of Services Subscale	* Perception of Functioning Subscale	Perception of Social Connectedness Subscale
SA 1	Means	4.099	4.218	4.228	4.415	4.214	3.715	3.719	4.160
	Std. Dev.	0.527	0.672	0.733	0.589	0.634	0.785	0.779	0.664
SA 2	Means	4.182	4.291	4.306	4.490	4.254	3.839	3.856	4.197
	Std. Dev.	0.568	0.678	0.748	0.630	0.682	0.782	0.775	0.675
SA 3	Means	4.247	4.376	4.381	4.535	4.339	3.874	3.910	4.279
	Std. Dev.	0.530	0.625	0.705	0.572	0.650	0.779	0.776	0.641
SA 4	Means	4.202	4.298	4.254	4.469	4.225	3.958	3.981	4.183
	Std. Dev.	0.584	0.727	0.834	0.682	0.751	0.730	0.726	0.747
SA 5	Means	4.225	4.351	4.252	4.555	4.301	3.853	3.898	4.303
	Std. Dev.	0.487	0.630	0.836	0.559	0.694	0.716	0.714	0.557
SA 6	Means	4.187	4.304	4.321	4.504	4.262	3.809	3.820	4.236
	Std. Dev.	0.560	0.663	0.736	0.603	0.697	0.789	0.798	0.677
SA 7	Means	4.198	4.314	4.368	4.515	4.274	3.817	3.836	4.252
	Std. Dev.	0.522	0.633	0.701	0.562	0.620	0.797	0.787	0.654
SA 8	Means	4.218	4.356	4.371	4.522	4.327	3.835	3.853	4.240
	Std. Dev.	0.549	0.671	0.684	0.626	0.640	0.785	0.779	0.682
All Service Areas	Means	4.195	4.313	4.320	4.498	4.274	3.837	3.856	4.227
	Std. Dev.	0.552	0.669	0.742	0.614	0.675	0.781	0.778	0.676

* For Table 1.20, these Subscale means indicate significant differences by Service Area.

TABLE 1.21: 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=6,050)

Service Area	May 2008 Survey Period				
	Clinic	Emergency Room	No	Don't Remember	Unknown
SA 1	70.3%	4.4%	19.2%	3.3%	2.9%
SA 2	64.6%	6.7%	18.1%	4.0%	6.5%
SA 3	66.1%	6.6%	18.1%	3.5%	5.6%
SA 4	64.4%	6.4%	17.3%	4.4%	7.4%
SA 5	65.6%	4.5%	21.9%	2.0%	6.1%
SA 6	66.3%	5.8%	18.9%	3.1%	5.9%
SA 7	67.0%	4.2%	21.5%	3.6%	3.6%
SA 8	67.5%	5.9%	19.0%	2.6%	5.1%
All Service Areas	66.3%	5.7%	19.0%	3.5%	5.5%

TABLE 1.22: YSS-F - IS YOUR CHILD ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=6,050)

Service Area	May 2008 Survey Period		
	Yes	No	Unknown
SA 1	50.8%	44.8%	4.4%
SA 2	37.0%	54.3%	8.7%
SA 3	40.2%	50.9%	8.9%
SA 4	29.9%	58.1%	12.0%
SA 5	35.6%	55.1%	9.3%
SA 6	36.6%	51.8%	11.6%
SA 7	32.5%	60.8%	6.7%
SA 8	43.8%	48.9%	7.3%
All Service Areas	37.9%	53.4%	8.7%

TABLE 1.23: YSS-F – DID THE DOCTOR OR NURSE TELL YOU AND/OR YOUR CHILD OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=2,710*)

Service Area	May 2008 Survey Period	
	Yes	No
SA 1	77.8%	22.2%
SA 2	69.8%	30.2%
SA 3	68.8%	31.2%
SA 4	52.8%	47.2%
SA 5	75.0%	25.0%
SA 6	65.3%	34.7%
SA 7	66.9%	33.1%
SA 8	78.0%	22.0%
All Service Areas	68.7%	31.3%

* Smaller N represents the number of family members that answered “Yes” to the question “Is your child on medication for emotional / behavioral problems?”

TABLE 1.24: YSS-F - DOES YOUR CHILD HAVE MEDI-CAL (MEDICAID) INSURANCE? (N = 6,050)

Service Area	May 2008 Survey Period		
	Yes	No	Unknown
SA 1	87.5%	3.6%	8.8%
SA 2	74.7%	16.2%	9.1%
SA 3	82.6%	7.9%	9.5%
SA 4	23.9%	21.3%	54.8%
SA 5	70.4%	21.9%	7.7%
SA 6	81.0%	8.3%	10.7%
SA 7	83.1%	10.0%	6.9%
SA 8	83.4%	6.8%	9.8%
All Service Areas	80.8%	9.8%	9.4%

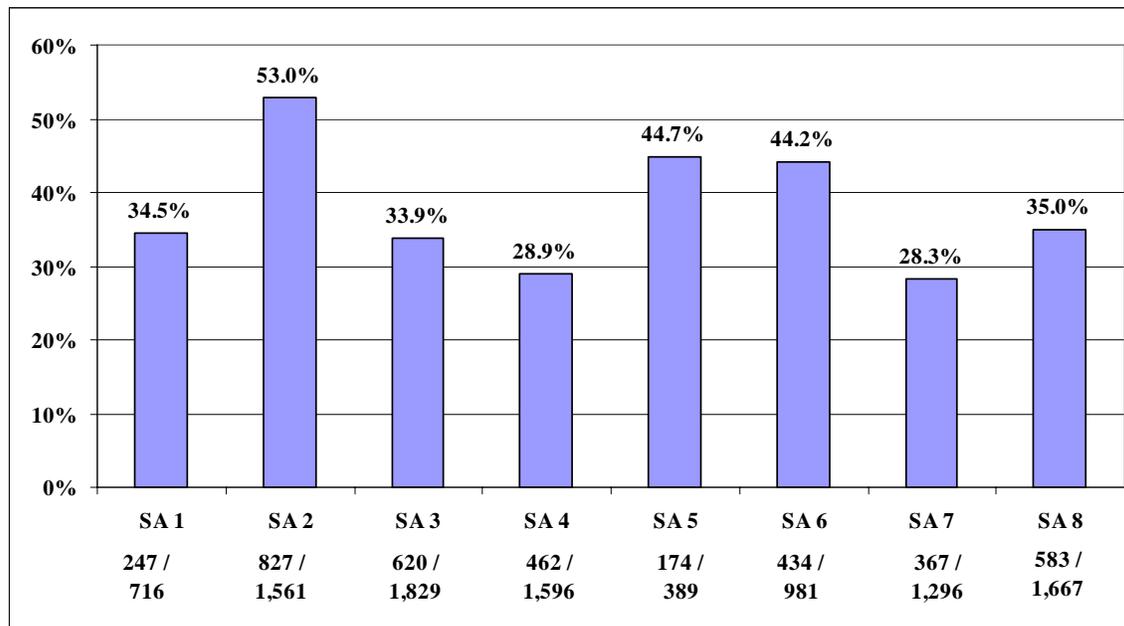
YSS

TABLE 1.25: YSS - COMPLETED RESPONSE RATE BY SERVICE AREA

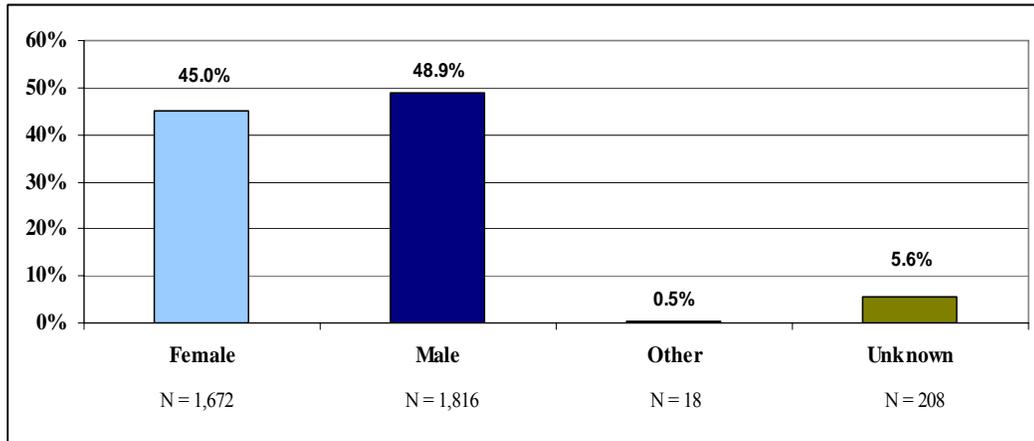
Service Area	May 2008 Survey Period			
	Consumers Served	Surveys Received	Surveys Completed	Completed Response Rate
SA 1	716	267	247	34.5%
SA 2	1,561	988	827	53.0%
SA 3	1,829	680	620	33.9%
SA 4	1,596	489	462	28.9%
SA 5	389	192	174	44.7%
SA 6	981	472	434	44.2%
SA 7	1,296	414	367	28.3%
SA 8	1,667	643	583	35.0%
All Service Areas	10,035	4,145	3,714	37.0%

In Table 1.25, for all Service Areas, the 4,145 surveys received represent 41.3% of the 10,035 unique consumers served. The total “Completed” response rate for YSS is 37.0%.

FIGURE 1.25: YSS - COMPLETED RESPONSE RATE BY SERVICE AREA

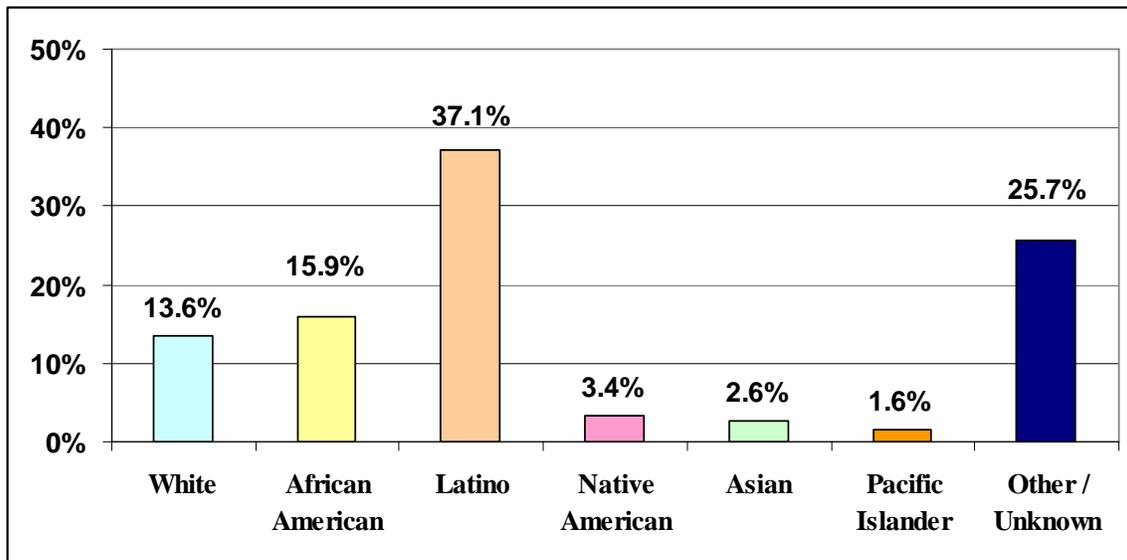


**FIGURE 1.26 YSS – COMPLETED RESPONSE RATE BY GENDER
(N = 3,714)**



In Figure 1.26, the YSS Gender Response Rate indicates more completed surveys for males at 48.9% than females at 45.0%.

FIGURE 1.27: YSS - ETHNICITY DISTRIBUTION*



*Consumers/Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers/families indicating more than one ethnic category.

In Figure 1.27, the YSS Ethnicity Distribution indicates that most surveys were completed by Latinos at 37.1%, African Americans at 15.9%, and Whites at 13.6%. Also, 25.7% of YSS surveys indicated “other/unknown” for ethnicity.

TABLE 1.28: YSS - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

	YSS - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Cultural Sensitivity Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
Means	3.965	3.987	3.933	4.192	3.798	3.854	3.856	4.072
Std.. Dev.	0.638	0.810	0.869	0.778	0.818	0.753	0.757	0.739

The scale ranges from 1 through 5, with 1 = Strongly Disagree and 5 = Strongly Agree

Table 1.28 indicates the means and standard deviations for the YSS Overall Satisfaction and all Subscales. The Perception of Cultural Sensitivity Subscale had the highest means at 4.2. The Perception of Participation in Treatment Planning Subscale had the lowest means at 3.8.

TABLE 1.29: YSS - DISTRIBUTION FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
YSS - Overall Satisfaction		30.64%	47.43%	13.44%	4.85%	3.63%
Subscales (Domains)	General Satisfaction	32.37%	46.14%	12.94%	4.54%	4.01%
	Perception of Access	27.65%	50.38%	12.91%	5.25%	3.81%
	Perception of Cultural Sensitivity	40.94%	45.38%	8.49%	2.40%	2.79%
	Perception of Participation in Treatment Planning	23.10%	50.17%	14.41%	7.73%	4.60%
	Perception of Outcomes Of Services	26.18%	46.06%	18.12%	6.01%	3.63%
	Perception of Functioning	25.48%	47.94%	17.86%	5.43%	3.29%
	Perception of Social Connectedness	32.92%	50.13%	10.60%	3.44%	2.91%

TABLE 1.30: YSS - PERCENT “STRONGLY AGREE” RESPONSES FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area	YSS - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Cultural Sensitivity Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
SA 1	31.98%	35.35%	26.29%	42.31%	22.27%	26.80%	27.20%	34.91%
SA 2	29.37%	30.94%	25.57%	38.49%	22.37%	25.13%	24.45%	32.71%
SA 3	30.79%	31.17%	28.44%	38.15%	24.24%	28.32%	27.68%	33.55%
SA 4	27.02%	26.86%	23.39%	35.45%	18.62%	25.98%	23.95%	29.58%
SA 5	34.46%	37.02%	28.41%	47.72%	28.29%	28.50%	27.84%	36.06%
SA 6	32.06%	34.48%	31.00%	43.66%	23.72%	26.76%	26.80%	32.87%
SA 7	32.06%	35.25%	30.25%	45.86%	26.13%	26.51%	25.95%	34.41%
SA 8	30.91%	34.22%	29.46%	43.53%	23.13%	23.80%	22.96%	32.88%
All Service Areas	30.64%	32.37%	27.65%	40.94%	23.10%	26.18%	25.48%	32.92%

Table 1.30 indicates that for All Service Areas, the highest YSS response rate was for Perception of Cultural Sensitivity Subscale at 40.94%. The lowest response rate was for Perception of Functioning Subscale at 25.48%.

TABLE 1.31: YSS - SUBSCALE RELIABILITY

SUBSCALE (DOMAIN)	α
General Satisfaction	.90
Perception of Access	.75
Perception of Cultural Sensitivity	.89
Perception of Participation in Treatment Planning	.74
Perception of Outcomes Of Services	.86
Perception of Functioning	.85
Perception of Social Connectedness	.83

On Table 1.31, Cronbach’s alpha (α) measures the reliability of each Subscale by calculating an intraclass correlation between items. A Subscale with a Cronbach’s alpha score of .70 or higher is considered reliable and can be used as a measured Subscale. The reliability score for all the Subscales for the YSS was .74 or higher.

TABLE 1.32 - YSS - CUMULATIVE DATA SUMMARY BY SERVICE AREA

YSS OVERALL SATISFACTION							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.023	0.586	31.98%	48.53%	12.67%	4.07%	2.75%
SA 2	3.899	0.701	29.37%	46.04%	14.23%	5.59%	4.77%
SA 3	3.948	0.638	30.79%	45.72%	14.61%	5.14%	3.74%
SA 4	3.888	0.628	27.02%	49.27%	13.96%	5.60%	4.15%
SA 5	3.977	0.692	34.46%	42.55%	13.65%	5.43%	3.91%
SA 6	4.055	0.564	32.06%	49.68%	12.57%	3.38%	2.31%
SA 7	4.088	0.522	32.06%	49.68%	12.57%	3.38%	2.31%
SA 8	3.965	0.662	30.91%	47.89%	12.10%	4.96%	4.14%
All Service Areas	3.965	0.638	30.64%	47.43%	13.44%	4.85%	3.63%

General Satisfaction Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.073	0.748	35.35%	47.00%	10.85%	3.53%	3.26%
SA 2	3.915	0.889	30.94%	44.28%	14.17%	5.05%	5.56%
SA 3	3.935	0.842	31.17%	44.83%	14.51%	5.09%	4.40%
SA 4	3.837	0.856	26.86%	47.46%	13.83%	6.41%	5.44%
SA 5	4.025	0.823	37.02%	40.29%	13.56%	5.87%	3.27%
SA 6	4.119	0.658	34.48%	49.79%	11.24%	2.49%	1.99%
SA 7	4.137	0.642	35.25%	48.45%	12.19%	2.65%	1.46%
SA 8	4.024	0.813	34.22%	46.38%	11.10%	4.21%	4.09%
All Service Areas	3.987	0.810	32.37%	46.14%	12.94%	4.54%	4.01%

Perception of Access Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.958	0.799	26.29%	52.19%	14.34%	4.78%	2.39%
SA 2	3.859	0.918	25.57%	50.59%	13.07%	5.76%	5.02%
SA 3	3.925	0.888	28.44%	48.59%	14.02%	5.00%	3.95%
SA 4	3.802	0.919	23.39%	50.71%	13.44%	7.32%	5.14%
SA 5	3.850	0.945	28.41%	44.93%	12.75%	8.99%	4.93%
SA 6	4.081	0.741	31.00%	52.56%	11.89%	2.68%	1.86%
SA 7	4.108	0.702	30.25%	54.28%	10.36%	3.87%	1.24%
SA 8	3.950	0.889	29.46%	48.53%	12.91%	4.94%	4.16%
All Service Areas	3.933	0.869	27.65%	50.38%	12.91%	5.25%	3.81%

Perception of Cultural Sensitivity Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.272	0.676	42.31%	46.44%	8.15%	1.44%	1.65%
SA 2	4.102	0.859	38.49%	44.00%	9.91%	3.32%	4.27%
SA 3	4.155	0.757	38.15%	46.76%	9.97%	2.79%	2.34%
SA 4	4.057	0.822	35.45%	47.10%	9.99%	3.75%	3.70%
SA 5	4.259	0.840	47.72%	39.50%	7.49%	1.47%	3.82%
SA 6	4.287	0.690	43.66%	47.00%	6.54%	1.13%	1.67%
SA 7	4.364	0.611	45.86%	47.19%	5.33%	0.91%	0.70%
SA 8	4.221	0.797	43.53%	43.88%	7.46%	2.19%	2.95%
All Service Areas	4.192	0.778	40.94%	45.38%	8.49%	2.40%	2.79%

Perception of Participation in Treatment Planning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.784	0.853	22.27%	51.87%	13.55%	7.88%	4.43%
SA 2	3.781	0.828	22.37%	49.69%	14.61%	8.59%	4.73%
SA 3	3.831	0.791	24.24%	50.16%	13.74%	7.36%	4.49%
SA 4	3.733	0.785	18.62%	53.01%	15.40%	8.80%	4.18%
SA 5	3.781	0.950	28.29%	42.03%	15.54%	8.37%	5.78%
SA 6	3.836	0.778	23.72%	50.99%	15.13%	6.30%	3.86%
SA 7	3.929	0.715	26.13%	51.69%	13.25%	6.30%	2.63%
SA 8	3.751	0.876	23.13%	48.89%	14.05%	7.61%	6.32%
All Service Areas	3.798	0.818	23.10%	50.17%	14.41%	7.73%	4.60%

Perception of Outcomes Of Services Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.906	0.676	26.80%	47.08%	18.05%	5.50%	2.58%
SA 2	3.790	0.818	25.13%	44.65%	18.20%	7.06%	4.96%
SA 3	3.857	0.747	28.32%	42.75%	19.02%	6.00%	3.91%
SA 4	3.882	0.725	25.98%	47.93%	17.74%	5.17%	3.19%
SA 5	3.873	0.822	28.50%	44.14%	17.06%	6.48%	3.81%
SA 6	3.906	0.701	26.76%	47.30%	18.73%	4.67%	2.55%
SA 7	3.924	0.663	26.51%	48.08%	18.52%	4.94%	1.94%
SA 8	3.808	0.778	23.80%	48.30%	16.90%	6.87%	4.12%
All Service Areas	3.854	0.753	26.18%	46.06%	18.12%	6.01%	3.63%

Perception of Functioning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.912	0.685	27.20%	48.13%	16.86%	5.13%	2.69%
SA 2	3.792	0.821	24.45%	46.33%	18.22%	6.75%	4.26%
SA 3	3.858	0.750	27.68%	44.26%	19.48%	5.21%	3.38%
SA 4	3.882	0.729	23.95%	50.73%	17.48%	4.58%	3.26%
SA 5	3.871	0.784	27.84%	46.51%	16.72%	5.15%	3.78%
SA 6	3.910	0.707	26.80%	48.77%	17.88%	4.13%	2.42%
SA 7	3.941	0.655	25.95%	51.34%	17.54%	3.84%	1.34%
SA 8	3.800	0.786	22.96%	49.79%	16.74%	6.61%	3.90%
All Service Areas	3.856	0.757	25.48%	47.94%	17.86%	5.43%	3.29%

Perception of Social Connectedness Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.153	0.687	34.91%	51.66%	9.49%	2.02%	1.92%
SA 2	4.035	0.783	32.71%	47.93%	11.94%	3.73%	3.70%
SA 3	4.032	0.773	33.55%	46.42%	12.59%	4.40%	3.04%
SA 4	4.019	0.715	29.58%	52.31%	11.20%	3.75%	3.15%
SA 5	4.077	0.777	36.06%	44.82%	12.70%	3.50%	2.92%
SA 6	4.129	0.684	32.87%	53.97%	8.45%	2.82%	1.90%
SA 7	4.138	0.650	34.41%	51.16%	9.81%	2.80%	1.82%
SA 8	4.088	0.758	32.88%	52.38%	8.01%	3.35%	3.39%
All Service Areas	4.072	0.739	32.92%	50.13%	10.60%	3.44%	2.91%

Table 1.32 summarizes the results of the YSS by Service Area, including the:

- Overall means and standard deviation for Overall Satisfaction;
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for Overall Satisfaction;
- Subscale means and standard deviations for each Subscale; and
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for each subscale.

TABLE 1.33: YSS - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area		YSS - Overall Satisfaction	* General Satisfaction Subscale	* Perception of Access Subscale	* Perception of Cultural Sensitivity Subscale	* Perception of Participation in Treatment in Planning Subscale	* Perception of Outcomes of Services Subscale	* Perception of Functioning Subscale	Perception of Social Connectedness Subscale
SA 1	Means	4.023	4.073	3.958	4.272	3.784	3.906	3.912	4.153
	Std. Dev.	0.586	0.748	0.799	0.676	0.853	0.676	0.685	0.687
SA 2	Means	3.899	3.915	3.859	4.102	3.781	3.790	3.792	4.035
	Std. Dev.	0.701	0.889	0.918	0.859	0.828	0.818	0.821	0.783
SA 3	Means	3.948	3.935	3.925	4.155	3.831	3.857	3.858	4.032
	Std. Dev.	0.638	0.842	0.888	0.757	0.791	0.747	0.750	0.773
SA 4	Means	3.888	3.837	3.802	4.057	3.733	3.882	3.882	4.019
	Std. Dev.	0.628	0.856	0.919	0.822	0.785	0.725	0.729	0.715
SA 5	Means	3.977	4.025	3.850	4.259	3.781	3.873	3.871	4.077
	Std. Dev.	0.692	0.823	0.945	0.840	0.950	0.822	0.831	0.777
SA 6	Means	4.055	4.119	4.081	4.287	3.836	3.906	3.910	4.129
	Std. Dev.	0.564	0.658	0.741	0.690	0.778	0.701	0.707	0.684
SA 7	Means	4.088	4.137	4.108	4.364	3.929	3.924	3.941	4.138
	Std. Dev.	0.522	0.642	0.702	0.611	0.715	0.663	0.655	0.650
SA 8	Means	3.965	4.024	3.950	4.221	3.751	3.808	3.800	4.088
	Std. Dev.	0.662	0.813	0.889	0.797	0.876	0.778	0.786	0.758
All Service Areas	Means	3.965	3.987	3.933	4.192	3.798	3.854	3.856	4.072
	Std. Dev.	0.638	0.810	0.869	0.778	0.818	0.753	0.757	0.739

*For Table 1.33, these Subscale means indicate significant differences by Service Area.

**TABLE 1.34: YSS - IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK?
(N=3,664)**

Service Area	May 2008 Survey Period				
	Clinic	Emergency Room	No	Don't Remember	Unknown
SA 1	70.31%	4.41%	19.16%	3.26%	2.87%
SA 2	64.64%	6.72%	18.14%	3.96%	6.54%
SA 3	66.15%	6.64%	18.10%	3.52%	5.60%
SA 4	64.44%	6.37%	17.33%	4.44%	7.41%
SA 5	65.59%	4.45%	21.86%	2.02%	6.07%
SA 6	66.31%	5.80%	18.86%	3.14%	5.89%
SA 7	67.04%	4.24%	21.47%	3.62%	3.62%
SA 8	67.49%	5.87%	18.96%	2.60%	5.08%
All Service Areas	66.35%	5.72%	18.98%	3.49%	5.47%

TABLE 1.35: YSS - ARE YOU ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=3,664)

Service Area	May 2008 Survey Period		
	Yes	No	Unknown
SA 1	41.2%	48.7%	10.1%
SA 2	35.6%	43.0%	21.4%
SA 3	41.2%	48.4%	10.4%
SA 4	26.0%	63.4%	10.6%
SA 5	41.7%	44.3%	14.1%
SA 6	30.9%	58.1%	11.0%
SA 7	26.8%	57.2%	15.9%
SA 8	33.4%	51.0%	15.6%
All Service Areas	34.2%	51.1%	14.6%

TABLE 1.36: YSS - DID THE DOCTOR OR NURSE TELL YOU OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=1,863*)

Service Area	May 2008 Survey Period	
	Yes	No
SA 1	57.4%	42.6%
SA 2	69.6%	30.4%
SA 3	50.7%	49.3%
SA 4	46.6%	53.4%
SA 5	59.2%	40.8%
SA 6	49.1%	50.9%
SA 7	54.4%	45.6%
SA 8	58.1%	41.9%
All Service Areas	53.9%	46.1%

* Smaller N represents the number of youth that answered “Yes” to the question “Are you on medication for emotional / behavioral problems?”

TABLE 1.37: YSS - DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE? (N=3,664)

Service Area	May 2008 Survey Period		
	Yes	No	Unknown
SA 1	75.3%	4.9%	19.9%
SA 2	53.1%	16.6%	30.3%
SA 3	78.5%	7.8%	13.7%
SA 4	71.2%	10.2%	18.6%
SA 5	58.3%	18.2%	23.4%
SA 6	68.0%	8.7%	23.3%
SA 7	66.7%	10.1%	23.2%
SA 8	70.6%	6.8%	22.6%
All Service Areas	66.7%	10.7%	22.5%

ADULT

TABLE 1.38: ADULT - COMPLETED RESPONSE RATE BY SERVICE AREA

May 2008 Survey Period				
Service Area	Consumers Served	Surveys Received	Surveys Completed	Completed Response Rate
SA 1	718	313	256	35.7%
SA 2	3,374	2,261	1,437	42.6%
SA 3	2,852	661	527	18.5%
SA 4	2,979	1,124	814	27.3%
SA 5	3,787	635	455	12.0%
SA 6	2,561	1,377	1,065	41.6%
SA 7	2,651	985	722	27.2%
SA 8	3,193	1,173	872	27.3%
Unknown	0	140	0	0.0%
All Service Areas	22,115	8,669	6,148	27.8%

In Table 1.38, for all Service Areas, the 8,669 surveys received represent 39.1% of the 22,115 unique consumers served. The “total Completed” response rate is 27.8%.

FIGURE 1.38: ADULT - COMPLETED RESPONSE RATE BY SERVICE AREA

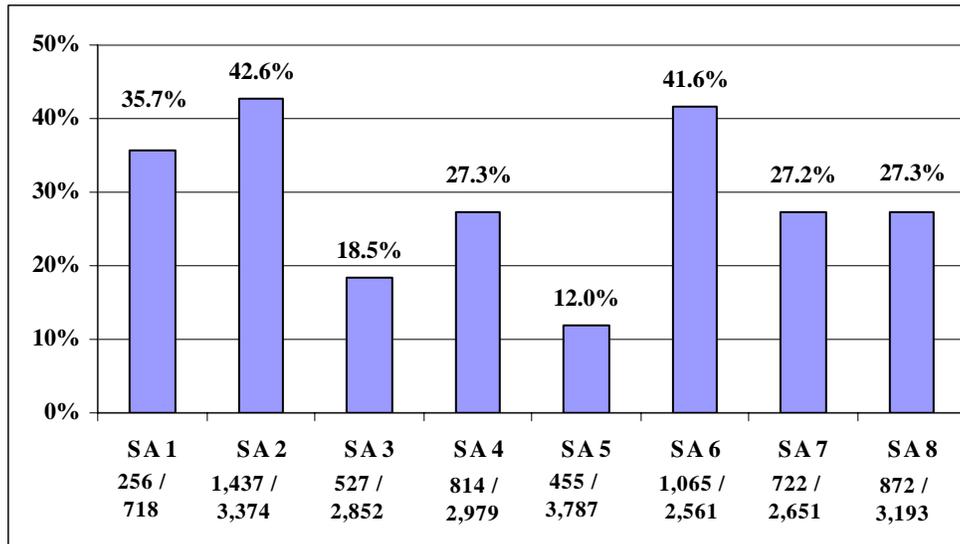
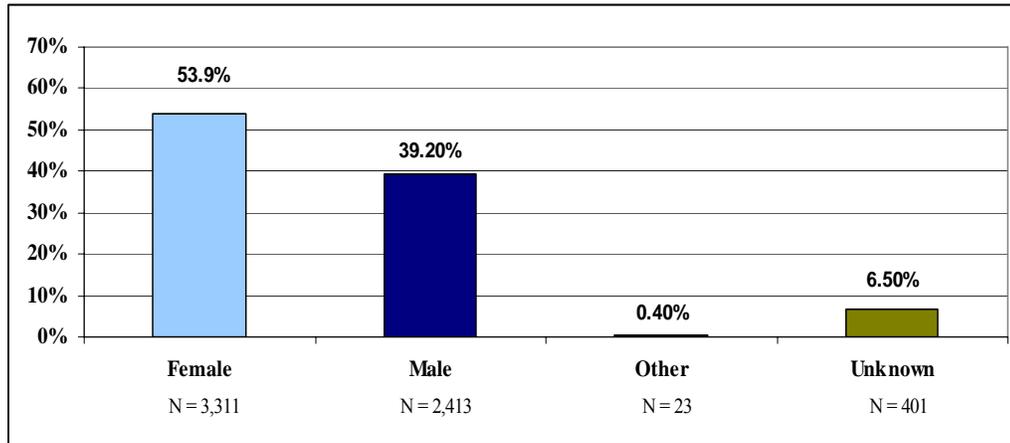
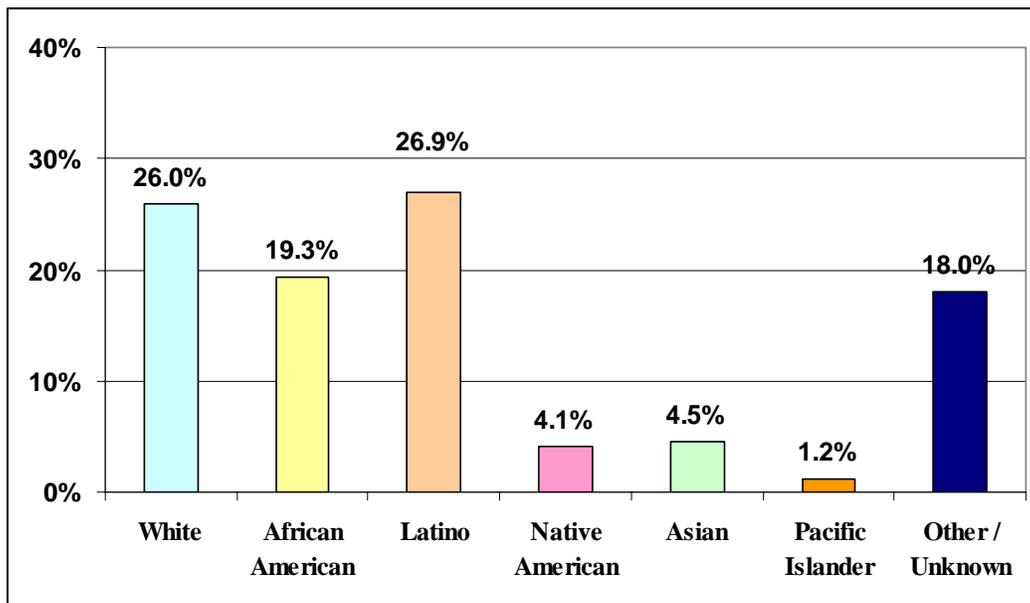


FIGURE 1.39: ADULT - COMPLETED RESPONSE RATE BY GENDER
(N = 6,148)



In Figure 1.39, the Adult Gender Response Rate indicates more completed surveys for females at 53.9% than males at 39.2%.

FIGURE 1.40: ADULT - ETHNICITY DISTRIBUTION*



*Consumers/Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers/families indicating more than one ethnic category.

In Figure 1.40, the Adult Ethnicity Distribution indicates that most surveys were completed by Latinos at 26.9%, Whites at 26.0%, and African Americans at 19.3%. Also, 18% of Adults indicate “other / unknown” for ethnicity.

TABLE 1.41: ADULT - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND SUBSCALES (DOMAINS)

	MHSIP Adult - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
Means	4.106	4.405	4.248	4.264	4.225	3.894	3.850	3.903
Std.. Dev.	0.597	0.684	0.685	0.655	0.741	0.782	0.869	0.856

The scale ranges from 1 through 5, with 1 = Strongly Disagree and 5 = Strongly Agree

Table 1.41 indicates the means and standard deviations for the Adult Overall Satisfaction and all Subscales. The General Satisfaction Subscale had the highest means at 4.4. The Perception of Functioning Subscale had the lowest means at 3.8.

TABLE 1.42: ADULT DISTRUBTION FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Subscales (Domains)	Overall Satisfaction	40.35%	38.57%	14.68%	4.48%	1.92%
	General Satisfaction	54.76%	35.03%	7.25%	1.97%	1.00%
	Perception of Access	50.48%	40.12%	3.94%	3.80%	1.65%
	Perception of Quality and Appropriateness	46.50%	38.65%	10.92%	2.73%	1.21%
	Perception of Participation in Treatment Planning	45.33%	37.95%	11.99%	3.41%	1.32%
	Perception of Outcomes of Services	31.44%	38.64%	20.66%	6.57%	2.68%
	Perception of Functioning	28.37%	41.21%	20.57%	6.99%	2.86%
	Perception of Social Connectedness	31.52%	39.57%	19.53%	6.48%	2.91%

TABLE 1.43: ADULT - PERCENT “STRONGLY AGREE” RESPONSES FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area	MHSIP Adult - Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness* Subscale
SA 1	30.62%	45.90%	41.36%	36.41%	35.25%	22.55%	18.79%	22.04%
SA 2	40.15%	55.56%	48.99%	46.34%	45.47%	31.38%	27.98%	32.04%
SA 3	42.93%	55.43%	53.44%	48.32%	46.55%	35.37%	30.96%	35.03%
SA 4	42.23%	55.21%	50.48%	46.96%	45.48%	35.62%	32.77%	33.46%
SA 5	38.39%	51.45%	47.67%	44.33%	43.15%	31.28%	27.83%	28.11%
SA 6	42.25%	56.38%	53.04%	49.82%	47.61%	32.15%	29.24%	31.56%
SA 7	39.63%	54.75%	51.73%	46.67%	45.41%	28.44%	25.97%	31.57%
SA 8	40.15%	55.50%	51.79%	45.88%	46.29%	29.88%	27.69%	31.69%
All Service Areas	40.35%	54.76%	50.48%	46.50%	45.33%	31.44%	28.37%	31.52%

Table 1.43 indicates that for All Service Areas, the highest Adult response rate was for the General Satisfaction Subscale at 54.76%. The lowest response rate was for the Perception of Functioning Subscale at 28.37%.

TABLE 1.44: ADULT - SUBSCALE RELIABILITY

SUBSCALE (DOMAIN)	α
General Satisfaction	.84
Perception of Access	.87
Perception of Quality and Appropriateness	.92
Perception of Participation in Treatment Planning	*
Perception of Outcomes of Services	.92
Perception of Functioning	.91
Perception of Social Connectedness	.87

* Perception of Participation in Treatment Planning Subscale consists of 2 items. α cannot be computed.

In Table 1.44 Cronbach's alpha (α) measures the reliability of each Subscale by calculating an intraclass correlation between items. A Subscale with a Cronbach's alpha score of .70 or higher is considered reliable and can be used as a measured Subscale. The reliability score for all the Subscales for Adults was .80 or higher.

TABLE 1.45 - MHSP SURVEY, ADULT - CUMULATIVE DATA SUMMARY BY SERVICE AREA

MHSP Adult Overall Satisfaction						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	3.902	30.62%	40.85%	19.88%	5.73%	2.93%
SA 2	4.099	40.15%	38.42%	14.86%	4.78%	1.78%
SA 3	4.164	42.93%	37.63%	13.94%	4.08%	1.43%
SA 4	4.149	42.23%	38.71%	13.09%	4.00%	1.97%
SA 5	4.049	38.39%	37.69%	16.57%	5.38%	1.96%
SA 6	4.157	42.25%	39.41%	12.61%	3.86%	1.88%
SA 7	4.099	39.63%	38.95%	15.22%	4.31%	1.89%
SA 8	4.081	40.15%	37.15%	15.85%	4.65%	2.20%
All Service Areas	4.106	40.35%	38.57%	14.68%	4.48%	1.92%

Perception of Access Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	4.458	46.15%	38.46%	15.38%	0.00%	0.00%
SA 2	4.357	64.19%	33.52%	7.68%	3.07%	1.54%
SA 3	4.530	64.44%	28.89%	2.96%	3.70%	0.00%
SA 4	4.471	56.85%	33.33%	5.65%	4.17%	0.00%
SA 5	4.322	63.31%	32.10%	7.75%	3.69%	1.11%
SA 6	4.348	49.67%	37.53%	9.27%	2.21%	1.32%
SA 7	4.425	53.56%	38.95%	4.49%	2.25%	0.75%
SA 8	4.146	47.09%	33.86%	10.58%	5.82%	2.65%
All Service Areas	4.363	53.63%	33.48%	8.07%	3.60%	1.22%

Perception of Participation in Treatment Planning Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	4.250	27.27%	36.36%	36.36%	0.00%	0.00%
SA 2	4.335	49.79%	38.40%	8.86%	1.69%	1.27%
SA 3	4.368	58.14%	27.91%	6.98%	4.65%	2.33%
SA 4	4.490	55.86%	37.84%	5.41%	0.90%	0.00%
SA 5	4.400	53.49%	38.37%	6.98%	1.16%	0.00%
SA 6	4.318	50.96%	34.39%	8.28%	6.37%	0.00%
SA 7	4.407	49.43%	42.53%	8.05%	0.00%	0.00%
SA 8	4.268	45.00%	40.00%	10.00%	5.00%	0.00%
All Service Areas	4.363	50.68%	36.04%	9.17%	3.58%	0.53%

Perception of Functioning Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	3.263	26.32%	15.79%	31.58%	10.53%	15.79%
SA 2	3.976	29.83%	48.62%	13.62%	6.55%	1.38%
SA 3	4.046	32.97%	46.15%	13.19%	6.59%	1.10%
SA 4	4.081	37.50%	44.14%	10.55%	3.91%	3.91%
SA 5	4.016	33.80%	40.38%	19.25%	6.57%	0.00%
SA 6	3.838	22.93%	49.07%	19.20%	7.73%	1.07%
SA 7	4.045	36.53%	39.73%	16.89%	5.48%	1.37%
SA 8	3.962	33.11%	40.54%	16.22%	10.14%	0.00%
All Service Areas	4.001	33.11%	43.84%	15.20%	6.16%	1.68%

General Satisfaction Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	4.500	46.15%	46.15%	7.69%	0.00%	0.00%
SA 2	4.617	67.40%	28.45%	2.76%	0.55%	0.83%
SA 3	4.675	70.15%	28.36%	1.49%	0.00%	0.00%
SA 4	4.478	58.96%	31.21%	5.78%	3.47%	0.58%
SA 5	4.690	70.92%	27.66%	1.42%	0.00%	0.00%
SA 6	4.441	67.78%	36.73%	5.71%	0.41%	1.22%
SA 7	4.534	62.96%	30.37%	5.19%	1.48%	0.00%
SA 8	4.567	63.92%	23.71%	11.34%	1.03%	0.00%
All Service Areas	4.552	62.89%	29.55%	5.13%	1.75%	0.67%

Perception of Quality and Appropriateness Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	4.417	42.11%	47.37%	10.53%	0.00%	0.00%
SA 2	4.365	50.29%	39.59%	7.37%	1.87%	0.88%
SA 3	4.393	57.45%	32.98%	5.32%	3.19%	1.06%
SA 4	4.455	54.00%	37.78%	7.19%	0.82%	0.21%
SA 5	4.349	53.87%	33.51%	9.79%	2.32%	0.52%
SA 6	4.430	52.86%	38.40%	5.42%	2.86%	0.45%
SA 7	4.383	49.67%	42.97%	6.51%	1.56%	0.26%
SA 8	4.251	48.85%	32.69%	12.69%	5.00%	0.77%
All Service Areas	4.381	51.73%	36.87%	8.35%	2.36%	0.68%

Perception of Outcomes of Services Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	3.210	1.379	22.58%	19.35%	16.13%	16.13%
SA 2	4.011	0.739	34.26%	42.82%	15.05%	6.25%
SA 3	4.121	0.745	39.33%	37.33%	14.67%	7.33%
SA 4	4.101	0.854	41.71%	38.94%	10.55%	5.28%
SA 5	4.026	0.679	35.11%	38.24%	19.75%	6.27%
SA 6	3.973	0.656	29.02%	45.77%	19.34%	5.35%
SA 7	4.073	0.738	37.77%	41.18%	14.24%	5.88%
SA 8	3.928	0.799	32.14%	38.39%	21.88%	7.14%
All Service Areas	4.031	0.758	35.79%	40.78%	15.99%	5.78%

Perception of Social Connectedness Subscale						
Means	Std.Dev.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
SA 1	3.083	1.041	8.33%	25.00%	41.67%	16.67%
SA 2	3.912	0.774	29.16%	42.33%	21.17%	6.05%
SA 3	4.066	0.790	36.71%	44.30%	8.86%	8.86%
SA 4	4.056	0.916	37.93%	41.87%	11.82%	5.91%
SA 5	3.917	0.765	30.30%	40.61%	21.21%	7.27%
SA 6	3.932	0.723	29.97%	42.27%	21.14%	5.99%
SA 7	4.224	0.825	48.50%	34.73%	9.58%	5.39%
SA 8	3.928	0.892	38.14%	28.81%	24.58%	6.78%
All Service Areas	4.004	0.817	35.21%	40.23%	16.85%	5.97%

Table 1.45 summarizes the results of the Adult surveys by Service Area, including the:

- Overall means and standard deviation for Overall Satisfaction;
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for Overall Satisfaction;
- Subscale means and standard deviations for each Subscale; and
- Percent of responses for the Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree categories for each Subscale.

TABLE 1.46: ADULT - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area		MHSIP Adult – Overall Satisfaction	*General Satisfaction Subscale	*Perception of Access Subscale	*Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale*	Perception of Functioning Subscale*	Perception of Social Connectedness Subscale*
SA 1	Means	3.902	4.302	4.088	4.128	4.083	3.609	3.508	3.680
	Std. Dev.	0.604	0.677	0.683	0.625	0.740	0.882	1.000	0.860
SA 2	Means	4.099	4.412	4.220	4.259	4.216	3.891	3.845	3.904
	Std. Dev.	0.603	0.685	0.689	0.657	0.761	0.788	0.854	0.855
SA 3	Means	4.164	4.427	4.290	4.295	4.268	3.985	3.925	3.988
	Std. Dev.	0.579	0.640	0.656	0.635	0.730	0.761	0.855	0.830
SA 4	Means	4.149	4.401	4.257	4.263	4.233	3.988	3.972	3.953
	Std. Dev.	0.624	0.716	0.709	0.705	0.751	0.762	0.838	0.855
SA 5	Means	4.049	4.353	4.163	4.201	4.174	3.877	3.826	3.772
	Std. Dev.	0.605	0.682	0.718	0.644	0.754	0.754	0.867	0.922
SA 6	Means	4.157	4.434	4.320	4.349	4.281	3.923	3.881	3.939
	Std. Dev.	0.563	0.673	0.660	0.613	0.700	0.773	0.861	0.834
SA 7	Means	4.099	4.406	4.276	4.268	4.234	3.847	3.796	3.927
	Std. Dev.	0.598	0.697	0.677	0.645	0.746	0.778	0.867	0.831
SA 8	Means	4.081	4.403	4.260	4.226	4.217	3.846	3.811	3.876
	Std. Dev.	0.591	0.692	0.675	0.676	0.739	0.784	0.879	0.875
All Service Areas	Means	4.106	4.405	4.248	4.264	4.225	3.894	3.850	3.903
	Std. Dev.	0.597	0.684	0.685	0.655	0.741	0.782	0.869	0.856

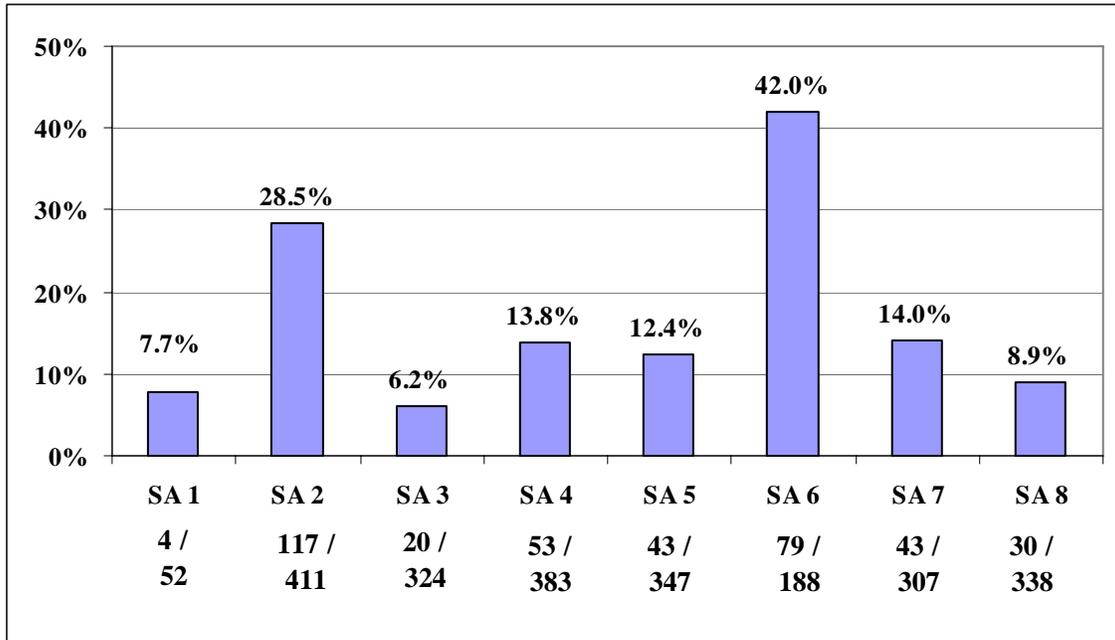
*For table 1.46, these Subscales means indicate significant differences by Service Area.

OLDER ADULTS

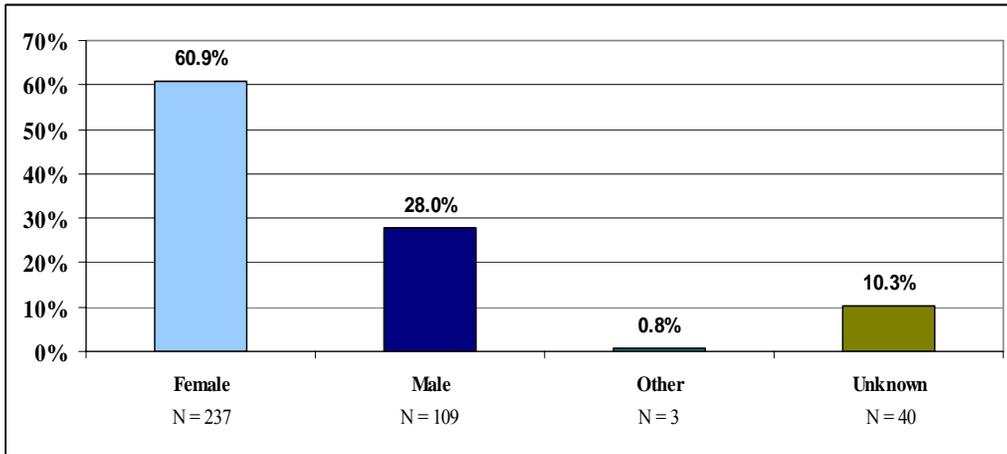
TABLE 1.47: OLDER ADULT - COMPLETED RESPONSE RATE BY SERVICE AREA

Service Area	May 2008 Survey Period			
	Consumers Served	Surveys Received	Surveys Completed	Completed Response Rate
SA 1	52	6	4	7.7%
SA 2	411	246	117	28.5%
SA 3	324	26	20	6.2%
SA 4	383	106	53	13.8%
SA 5	347	56	43	12.4%
SA 6	188	95	79	42.0%
SA 7	307	60	43	14.0%
SA 8	338	50	30	8.9%
All Service Areas	2,350	645	389	16.6%

FIGURE 1.47: OLDER ADULT - COMPLETED RESPONSE RATE BY SERVICE AREA

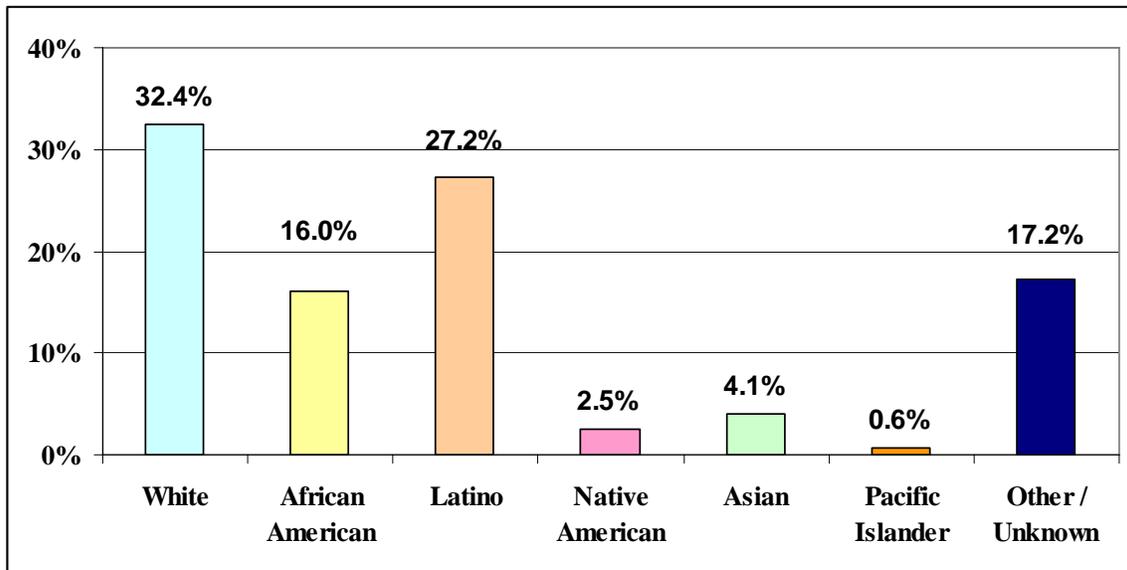


**FIGURE 1.48 OLDER ADULT - COMPLETED RESPONSE RATE BY GENDER
(N = 389)**



In Figure 1.48 the Older Adult Gender response rate indicates more completed surveys for females at 60.9% than males at 28.0%.

FIGURE 1.49: OLDER ADULT - ETHNICITY DISTRIBUTION*



*Consumers/Families may report more than one ethnicity on the surveys. Ethnicity Distribution includes duplicate reporting for consumers/families indicating more than one ethnic category.

In Figure 1.49, the Ethnicity Distribution indicates that most surveys were completed by Whites at 32.4%, Latinos 27.2%, and African Americans 16.0%. Also, 17.2% of the Older Adult surveys indicate “other/unknowns” for ethnicity.

TABLE 1.50: OLDER ADULT - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

	MHSIP Older Adult – Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
Means	4.552	4.552	4.363	4.381	4.363	4.031	4.001	4.004
Std.. Dev.	0.625	0.625	0.664	0.599	0.653	0.758	0.810	0.817

The scale ranges from 1 through 5, with 1 = Strongly Disagree and 5 = Strongly Agree

Table 1.50 indicates the means and standard deviations for the Older Adult Overall Satisfaction and all Subscales. Overall Satisfaction and the General Satisfaction Subscale had the highest means at 4.56. The Perception of Functioning Subscale had the lowest means at 4.

TABLE 1.51: OLDER ADULT - DISTRIBUTION FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS)

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Overall Satisfaction		45.92%	37.55%	11.33%	4.03%	1.18%
Subscales (Domains)	General Satisfaction	62.89%	29.55%	5.13%	1.75%	0.67%
	Perception of Access	53.63%	33.48%	8.07%	3.60%	1.22%
	Perception of Quality and Appropriateness	51.73%	36.87%	8.35%	2.36%	0.68%
	Perception of Participation in Treatment Planning	50.68%	36.04%	9.17%	3.58%	0.53%
	Perception of Outcomes of Services	35.79%	40.78%	15.99%	5.78%	1.66%
	Perception of Functioning	33.11%	43.84%	15.20%	6.16%	1.68%
	Perception of Social Connectedness	35.21%	40.23%	16.85%	5.97%	1.73%

TABLE 1.52: OLDER ADULT - PERCENT “STRONGLY AGREE” RESPONSES FOR OVERALL SATISFACTION AND ALL SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area	MHSIP Older Adult – Overall Satisfaction	General Satisfaction Subscale	Perception of Access Subscale	Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	Perception of Social Connectedness Subscale
SA 1	33.56%	46.15%	46.15%	42.11%	27.27%	22.58%	26.32%	8.33%
SA 2	44.41%	67.40%	54.19%	50.29%	49.79%	34.26%	29.83%	29.16%
SA 3	51.63%	70.15%	64.44%	57.45%	58.14%	39.33%	32.97%	36.71%
SA 4	49.22%	58.96%	56.85%	54.00%	55.86%	41.71%	37.50%	37.93%
SA 5	47.31%	70.92%	55.35%	53.87%	53.49%	35.11%	33.80%	30.30%
SA 6	41.47%	55.92%	49.67%	52.86%	50.96%	29.02%	22.93%	29.97%
SA 7	47.14%	62.96%	53.56%	48.70%	49.43%	37.77%	36.53%	48.50%
SA 8	43.34%	63.92%	47.09%	48.85%	45.00%	32.14%	33.11%	38.14%
All Service Areas	45.92%	62.89%	53.63%	51.73%	50.68%	35.79%	33.11%	35.21%

Table 1.52, indicates that for All Service Areas, the highest Older Adults response rate was for the General Satisfaction Subscale at 62.89%. The lowest response rate was for the Perception of Functioning Subscale at 33.11%.

TABLE 1.53: OLDER ADULT - SUBSCALE RELIABILITY

SUBSCALE (DOMAIN)	α
General Satisfaction	.89
Perception of Access	.87
Perception of Quality and Appropriateness	.91
Perception of Participation in Treatment Planning	*
Perception of Outcomes of Services	.93
Perception of Functioning	.91
Perception of Social Connectedness	.86

*Perception of Participation in Treatment Planning Subscale consists of 2 items. α cannot be computed.

In Table 1.53 Cronbach's alpha (α) measures the reliability of each Subscale by calculating an intraclass correlation between items. A Subscale with a Cronbach's alpha score of .70 or higher is considered reliable and can be used as a measured Subscale. The reliability score for all the Subscales for Older Adults was .80 or higher.

TABLE 1.54 - MHSIP SURVEY, OLDER ADULT - CUMULATIVE DATA SUMMARY BY SERVICE AREA

MHSIP Older Adult Overall Satisfaction							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.902	0.604	30.62%	40.85%	19.88%	5.73%	2.93%
SA 2	4.099	0.603	40.15%	38.42%	14.86%	4.78%	1.78%
SA 3	4.164	0.579	42.93%	37.63%	13.94%	4.08%	1.43%
SA 4	4.149	0.624	42.23%	38.71%	13.09%	4.00%	1.97%
SA 5	4.049	0.605	38.39%	37.69%	16.57%	5.38%	1.96%
SA 6	4.157	0.563	42.25%	39.41%	12.61%	3.86%	1.88%
SA 7	4.099	0.598	39.63%	38.95%	15.22%	4.31%	1.89%
SA 8	4.081	0.591	40.15%	37.15%	15.85%	4.65%	2.20%
All Service Areas	4.106	0.597	40.35%	38.57%	14.68%	4.48%	1.92%

Perception of Access Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.088	0.683	41.36%	46.90%	5.25%	4.67%	1.82%
SA 2	4.220	0.689	48.99%	40.95%	4.19%	4.01%	1.86%
SA 3	4.290	0.656	53.44%	37.61%	4.02%	3.85%	1.08%
SA 4	4.257	0.709	50.48%	40.16%	3.57%	4.30%	1.49%
SA 5	4.163	0.718	47.67%	39.64%	5.19%	5.39%	2.11%
SA 6	4.320	0.660	53.04%	39.19%	3.41%	2.94%	1.42%
SA 7	4.276	0.677	51.73%	40.43%	3.35%	2.86%	1.64%
SA 8	4.260	0.675	51.79%	38.91%	3.95%	3.55%	1.80%
All Service Areas	4.248	0.685	50.48%	40.12%	3.94%	3.80%	1.65%

Perception of Participation in Treatment Planning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.250	0.645	27.27%	36.36%	36.36%	0.00%	0.00%
SA 2	4.335	0.662	49.79%	38.40%	8.86%	1.69%	1.27%
SA 3	4.368	0.814	58.14%	27.91%	6.98%	4.65%	2.33%
SA 4	4.490	0.539	55.86%	37.84%	5.41%	0.90%	0.00%
SA 5	4.400	0.545	53.49%	38.37%	6.98%	1.16%	0.00%
SA 6	4.318	0.738	50.96%	34.39%	8.28%	6.37%	0.00%
SA 7	4.407	0.570	49.43%	42.53%	8.05%	0.00%	0.00%
SA 8	4.268	0.659	45.00%	40.00%	10.00%	5.00%	0.00%
All Service Areas	4.363	0.653	50.68%	36.04%	9.17%	3.58%	0.53%

Perception of Functioning Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.263	1.320	26.32%	15.79%	31.58%	10.53%	15.79%
SA 2	3.976	0.784	29.83%	48.62%	13.62%	6.55%	1.38%
SA 3	4.046	0.741	32.97%	46.15%	13.19%	6.59%	1.10%
SA 4	4.081	0.872	37.50%	44.14%	10.55%	3.91%	3.91%
SA 5	4.016	0.762	33.80%	40.38%	19.25%	6.57%	0.00%
SA 6	3.838	0.757	22.93%	49.07%	19.20%	7.73%	1.07%
SA 7	4.045	0.807	36.53%	39.73%	16.89%	5.48%	1.37%
SA 8	3.962	0.854	33.11%	40.54%	16.22%	10.14%	0.00%
All Service Areas	4.001	0.810	33.11%	43.84%	15.20%	6.16%	1.68%

General Satisfaction Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.302	0.677	45.90%	42.13%	9.36%	1.82%	0.78%
SA 2	4.412	0.685	55.56%	33.86%	7.70%	1.97%	0.91%
SA 3	4.427	0.640	55.43%	34.78%	7.42%	1.79%	0.58%
SA 4	4.401	0.716	55.21%	34.82%	6.65%	1.95%	1.37%
SA 5	4.353	0.682	51.45%	35.93%	9.50%	2.52%	0.59%
SA 6	4.434	0.673	56.38%	34.50%	6.38%	1.74%	1.01%
SA 7	4.406	0.697	54.75%	35.65%	6.10%	2.52%	0.98%
SA 8	4.403	0.692	55.50%	34.09%	7.24%	1.78%	1.39%
All Service Areas	4.405	0.684	54.76%	35.03%	7.25%	1.97%	1.00%

Perception of Quality and Appropriateness Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	4.417	0.500	42.11%	47.37%	10.53%	0.00%	0.00%
SA 2	4.365	0.615	50.29%	39.59%	7.37%	1.87%	0.88%
SA 3	4.393	0.659	57.45%	32.98%	5.32%	3.19%	1.06%
SA 4	4.455	0.516	54.00%	37.78%	7.19%	0.82%	0.21%
SA 5	4.349	0.559	53.87%	33.51%	9.79%	2.32%	0.52%
SA 6	4.430	0.584	52.86%	38.40%	5.42%	2.86%	0.45%
SA 7	4.383	0.496	48.70%	42.97%	6.51%	1.56%	0.26%
SA 8	4.251	0.774	48.85%	32.69%	12.69%	5.00%	0.77%
All Service Areas	4.381	0.599	51.73%	36.87%	8.35%	2.36%	0.68%

Perception of Outcomes of Services Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.210	1.379	22.58%	25.81%	19.35%	16.13%	16.13%
SA 2	4.011	0.739	34.26%	42.82%	15.05%	6.25%	1.62%
SA 3	4.121	0.745	39.33%	37.33%	14.67%	7.33%	1.33%
SA 4	4.101	0.854	41.71%	38.94%	10.55%	5.28%	3.52%
SA 5	4.026	0.679	35.11%	38.24%	19.75%	6.27%	0.63%
SA 6	3.973	0.656	29.02%	45.77%	19.34%	5.35%	0.52%
SA 7	4.073	0.738	37.77%	41.18%	14.24%	5.88%	0.93%
SA 8	3.928	0.799	32.14%	38.39%	21.88%	7.14%	0.45%
All Service Areas	4.031	0.758	35.79%	40.78%	15.99%	5.78%	1.66%

Perception of Social Connectedness Subscale							
	Means	Std.Dev.	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
SA 1	3.083	1.041	8.33%	25.00%	41.67%	16.67%	8.33%
SA 2	3.912	0.774	29.16%	42.33%	21.17%	6.05%	1.30%
SA 3	4.066	0.790	36.71%	44.30%	8.86%	8.86%	1.27%
SA 4	4.056	0.916	37.93%	41.87%	11.82%	5.91%	2.46%
SA 5	3.917	0.765	30.30%	40.61%	21.21%	7.27%	0.61%
SA 6	3.932	0.723	29.97%	42.27%	21.14%	5.99%	0.63%
SA 7	4.224	0.825	48.50%	34.73%	9.58%	5.39%	1.80%
SA 8	3.928	0.892	38.14%	28.81%	24.58%	6.78%	1.69%
All Service Areas	4.004	0.817	35.21%	40.23%	16.85%	5.97%	1.73%

Table 1.54 summarizes the results of the Older Adult surveys by Service Area, including the:

- Overall means and standard deviation for Overall Satisfaction;
- Percent of responses for the *Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree* categories for the Overall Satisfaction;
- Subscale means and standard deviations for each Subscale; and
- Percent of responses for the *Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree* categories for each Subscale.

TABLE 1.55: OLDER ADULT - MEANS AND STANDARD DEVIATIONS FOR OVERALL SATISFACTION AND SUBSCALES (DOMAINS) BY SERVICE AREA

Service Area		MHSIP Older Adult – Overall Satisfaction	General Satisfaction Subscale	*Perception of Access Subscale	*Perception of Quality and Appropriateness Subscale	Perception of Participation in Treatment Planning Subscale	Perception of Outcomes of Services Subscale	Perception of Functioning Subscale	*Perception of Social Connectedness Subscale
SA 1	Means	3.902	4.302	4.088	4.417	4.25	3.210	3.263	3.083
	Std. Dev.	0.604	0.677	0.683	0.500	0.645	1.379	1.320	1.041
SA 2	Means	4.099	4.412	4.220	4.365	4.335	4.011	3.976	3.912
	Std. Dev.	0.603	0.685	0.689	0.615	0.662	0.739	0.784	0.774
SA 3	Means	4.164	4.427	4.290	4.393	4.368	4.121	4.046	4.066
	Std. Dev.	0.579	0.640	0.656	0.659	0.814	0.745	0.741	0.790
SA 4	Means	4.149	4.401	4.257	4.455	4.490	4.101	4.081	4.056
	Std. Dev.	0.624	0.716	0.709	0.516	0.539	0.854	0.872	0.916
SA 5	Means	4.049	4.353	4.163	4.349	4.400	4.026	4.016	3.917
	Std. Dev.	0.605	0.682	0.718	0.559	0.545	0.679	0.762	0.765
SA 6	Means	4.157	4.434	4.320	4.430	4.318	3.973	3.838	3.932
	Std. Dev.	0.563	0.673	0.660	0.584	0.738	0.656	0.757	0.723
SA 7	Means	4.099	4.406	4.276	4.383	4.407	4.073	4.045	4.224
	Std. Dev.	0.598	0.697	0.677	0.496	0.570	0.738	0.807	0.825
SA 8	Means	4.081	4.403	4.260	4.251	4.268	3.928	3.962	3.928
	Std. Dev.	0.591	0.692	0.675	0.774	0.659	0.799	0.854	0.892
All Service Areas	Means	4.106	4.405	4.248	4.381	4.363	4.031	4.001	4.004
	Std. Dev.	0.597	0.684	0.685	0.599	0.653	0.758	0.810	0.817

For Table 1.55, these Subscale means indicate significant differences by Service Area.

Summary

This is the first integrated report for State Performance Outcomes and County Performance Outcomes, consistent with the mandated State Performance Outcomes System, the mandated Federal Block Grant requirements and the Board of Supervisors instructions for all Departments to convert to performance outcomes to improve the quality and effectiveness of mental health services.

CY 2008 is for baseline data collection for the established measures with one survey period occurring in May 2008 and another in November 2008. Data collection survey limitations are evident and are identified below:

- A significant limitation of the data collection and data analysis processes is that surveys are conducted on volunteer participants in the identified settings without the application of random sampling techniques. Therefore, the findings may not be representative of all consumers served by the County of Los Angeles Department of Mental Health system of care as rendered by County operated and contracted providers.
- Another significant limitation of the data collection and data analysis processes is that the surveys are available in the six (6) language translations provided by the State DMH for: Spanish, Chinese, Hmong, Russian, Tagalog, and Vietnamese. In addition to English, the County of Los Angeles has twelve (12) Threshold Languages including languages for which the State DMH has not provided language translations for: Arabic, Armenian, Cantonese, Cambodian, Farsi, Korean, and Mandarin. The unavailability of survey translations in all of the County of Los Angeles Threshold languages adversely affects response rates and leaves large populations of monolingual, non-English speaking consumers/families without the opportunity to anonymously express their perceptions concerning mental health services received and provided.
- Another limitation is the data collection and data analysis for ethnicity in which there is a high frequency of multiple reporting occurring for participants reporting multiple ethnicities categories or for the other/unknown category. The lack of distinct categories impacts accuracy response rate calculations and prohibits meaningful data analysis for ethnicity.
- Finally, there is also an apparent self-selection process introduced through volunteer participation in the surveys and a lack of needed language translations for the surveys. Ideally, this may be offset by overall higher response rates.

Data collection and data analysis methods will continue to be assessed and refined during CY 2008 and recommendations will be included in the report following the November 2008 survey period. This includes refining data collection and data analysis for the measures for timely access to services following discharge from psychiatric inpatient hospitals and residential facilities/institutions.

PART II

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

COUNTY PERFORMANCE OUTCOMES – SUMMARY REPORT
FOR SATISFACTION SURVEYS

PART II

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

COUNTY PERFORMANCE OUTCOMES – SUMMARY REPORT FOR SATISFACTION SURVEYS

Background

On March 14, 2006, the County of Los Angeles Board of Supervisors instructed County Social Service Departments, including the County of Los Angeles, Department of Mental Health, (LAC-DMH) to convert to Performance Based Contracting (PBC) commencing on January 1, 2008. Subsequently the Auditor-Controller requested the inclusion of all social services and administrative contracts in PBC initiatives.

As a result, PBC operational measures for Phase I and Phase II were developed, using existing questionnaire items from the age-group specific State Performance Outcomes questionnaires (Mental Health Statistics Improvement Program, MHSIP, YSS-F, and YSS) and by creating age-group specific Very Brief Questionnaires to capture survey responses to Field Based services.

The age-group specific Survey Questionnaire items for Phase I, including the Very Brief Questionnaire for Clinic and Field Based services, are as follows:

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F) (Family member of consumer's ages 0-17)

- I felt my child had someone to talk to when he/she was troubled. (Source: YSS-F, #5)
- The location of services was convenient for me. (Source: YSS-F, #8)
- Services were available at times that were convenient for us. (Source: YSS-F, #9)
- Staff were sensitive to my cultural/ethnic background. (Source: YSS-F, #15)
- My child gets along better with family members. (Source: YSS-F, #17)
- My child is doing better in school and/or work. (Source: YSS-F, #19)
- 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)

- I felt I had someone to talk to when I was troubled. (Source: YSS, #5)
- The location of services was convenient for me. (Source: YSS, #8)
- Services were available at times that were convenient for us. (Source: YSS, #9)
- Staff were sensitive to my cultural/ethnic background. (Source: YSS, #15)
- I get along better with family members. (Source: YSS, #17)
- I am doing better in school and/or work. (Source: YSS, #19)

- In a crisis, I would have the support I need from family or friends. (Source: YSS, #25)

ADULTS: (Ages 18-59)

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

OLDER ADULTS: (Ages 60 +)

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

There were four questionnaire items for clinic and field surveys that were common for all four age-groups: 1. The location of services was convenient for me; 2. Services were available at times that were convenient/good for me/us; 3. Staff were sensitive to my cultural/ethnic background; and, 4. I/my child is doing better in school and/or work.

There were three additional questionnaire items for clinic and field surveys that were common for the YSS-F and the YSS: 1. My child/I had someone to talk to when troubled; 2. My child/I get along better with family members; and, 3. In a crisis, I would have the support I need from family or friends. Also, there were three additional questionnaire items for clinic and field surveys that were common for Adults and Older Adults: 1. Staff were willing to see me as often as I felt it was necessary; 2. I deal more effectively with my daily problems; and, 3. My symptoms are not bothering me as much.

This is the first of two reports for CY 2008. The second report will follow the November 2008 survey period.

The following Tables and Figures summarize the Baseline Data collected for the above operational measures for Performance Based Contracting for both clinic and field based services during the May 2008 survey period.

**FIGURE 2.1: SURVEYS RECEIVED BY AGE GROUP
CLINIC AND FIELD BASED SURVEYS**

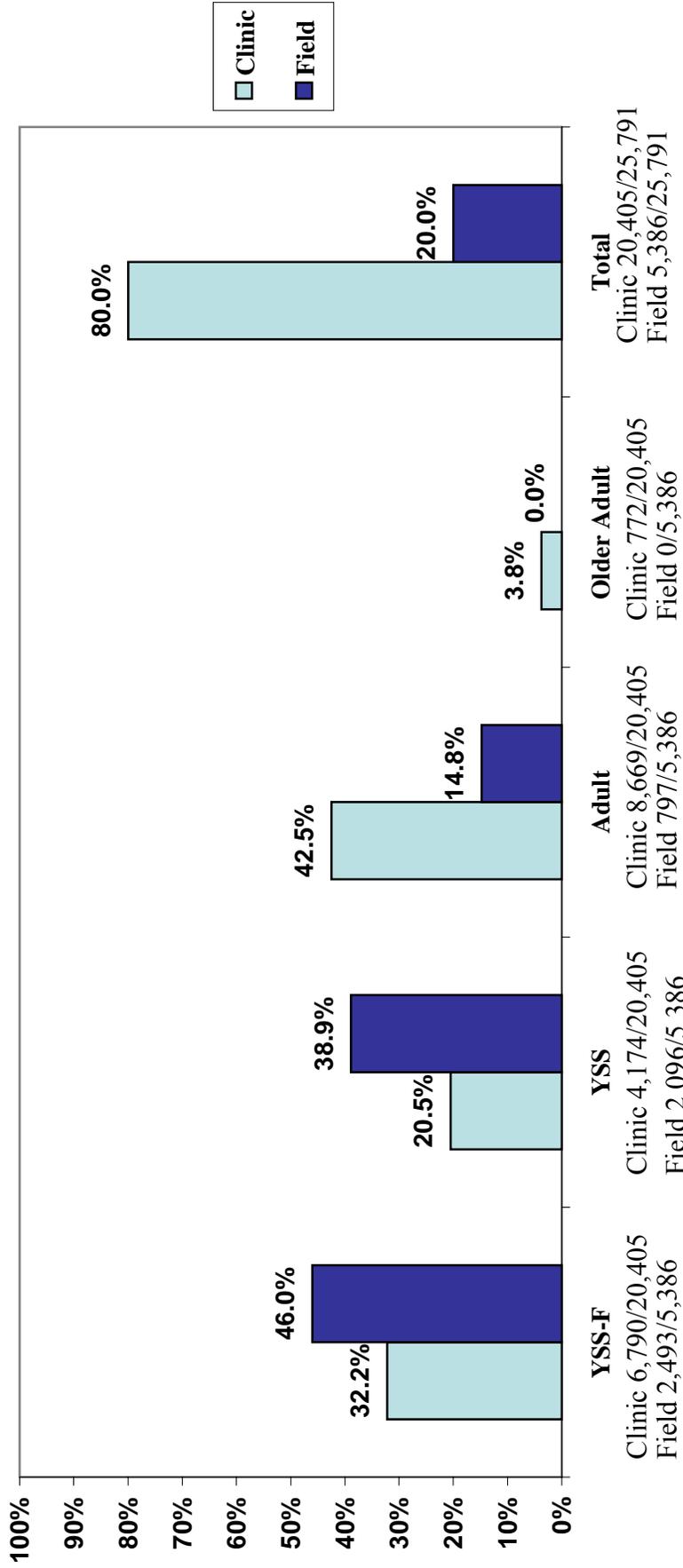
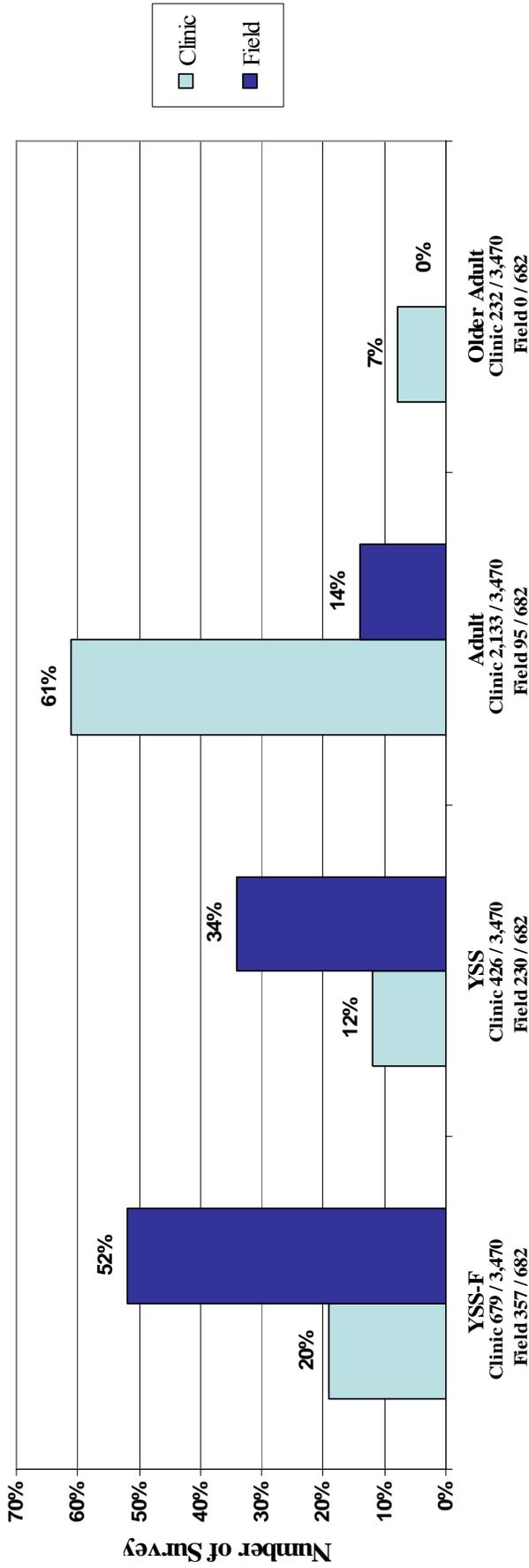


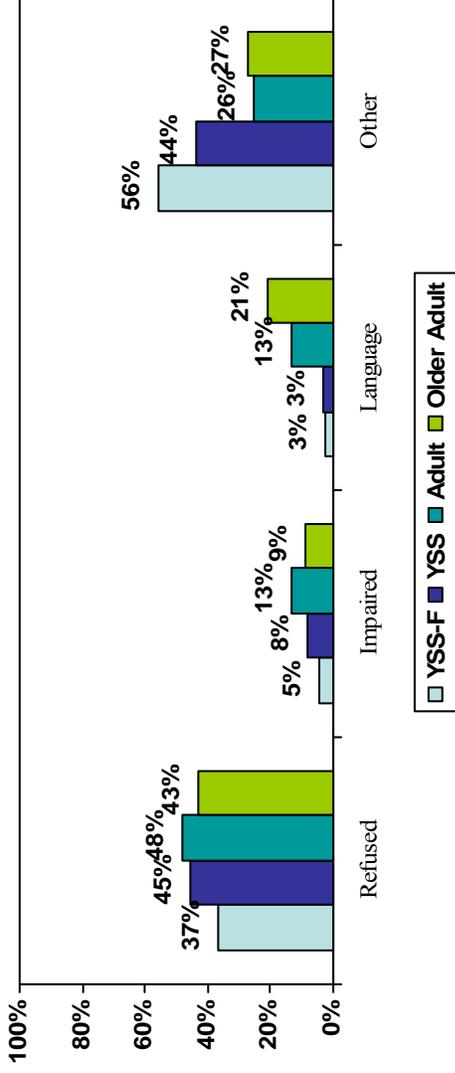
Figure 2.1, shows that 25, 791 surveys were received from both clinic and field based setting. While 80% of the surveys received were from the clinics, the remaining 20% were from the field based setting. A higher proportion of YSS-F (46%) and YSS (39%) responded to the surveys in the field based setting while a majority of the Adults (42.5%) responded to the surveys in the clinics.

**FIGURE 2.2: PERCENT REPORTING REFUSAL CODE
CLINIC AND FIELD BASED SURVEYS**



In Figure 2.2, of the 20,405 surveys received from the clinics, 3,531 surveys or 17% reported a reason for not completing the survey. In the clinic setting, the highest reported refusal codes were for Adults at 61% (n = 2,141) and in the field setting, the highest reported refusal codes were from the YSS-F surveys at 52% (n = 361).

**FIGURE 2.3: SURVEYS RECEIVED BY AGE GROUP AND REFUSAL CODE TYPE
CLINIC AND FIELD BASED SURVEYS**



Consumers Reporting a Refusal Code on the Survey

➤ Of the 25,791 surveys received from the clinic and field based settings 16% (n =4,152) reported a refusal code. Among these 24.7% (n = 1,043) were from the YSS-F surveys, 15.6% (n = 660) were from the YSS surveys, 53% (n = 2,236) were Adults and 6.6% (n =280) were Older Adults.

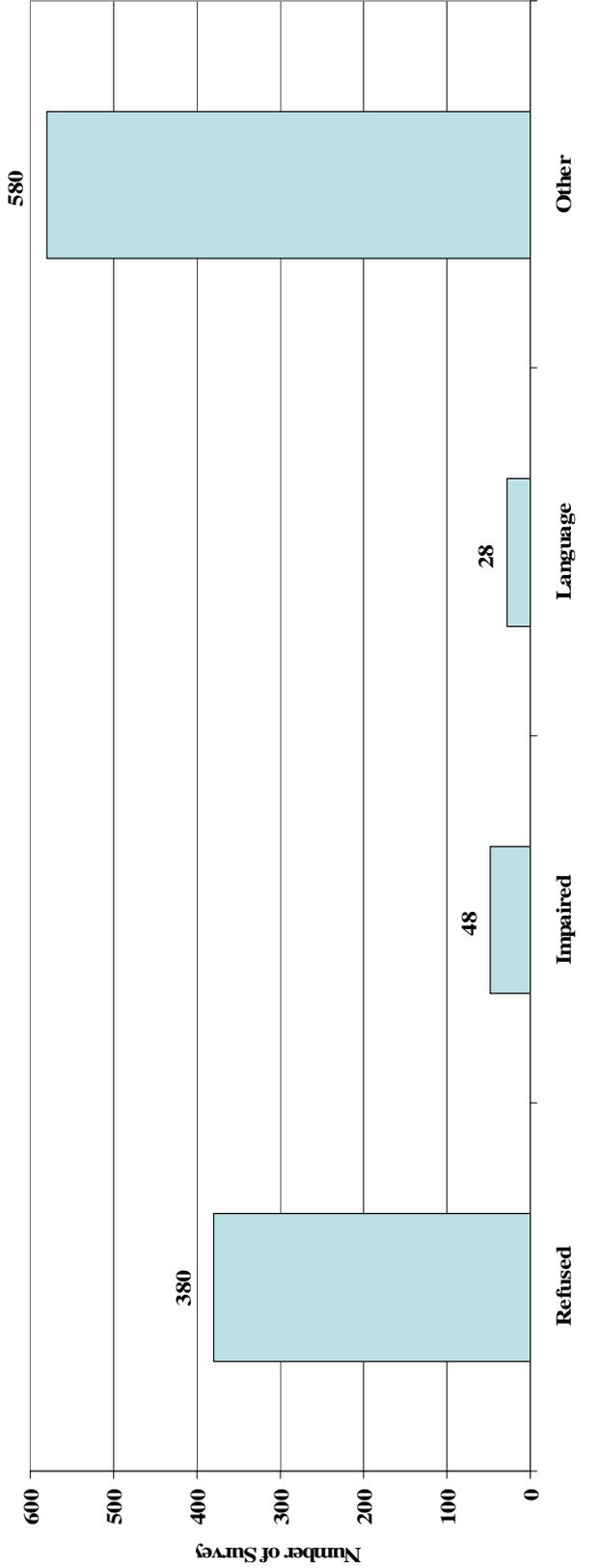
For the YSS-F, 4.6% did not respond because they were impaired, 2.7% did not respond due to language barriers and the remaining 92% did not respond because they either refused or had “Other” reasons.

For the YSS Surveys 8% did not respond because they were impaired and 3% did not respond due to language barriers.

13% of the Adults did not respond to the survey due to language barriers and another 13% were unable to do so because they were impaired.

21% of the Older Adults did not respond due to language barriers and 9% could not respond because they were impaired.

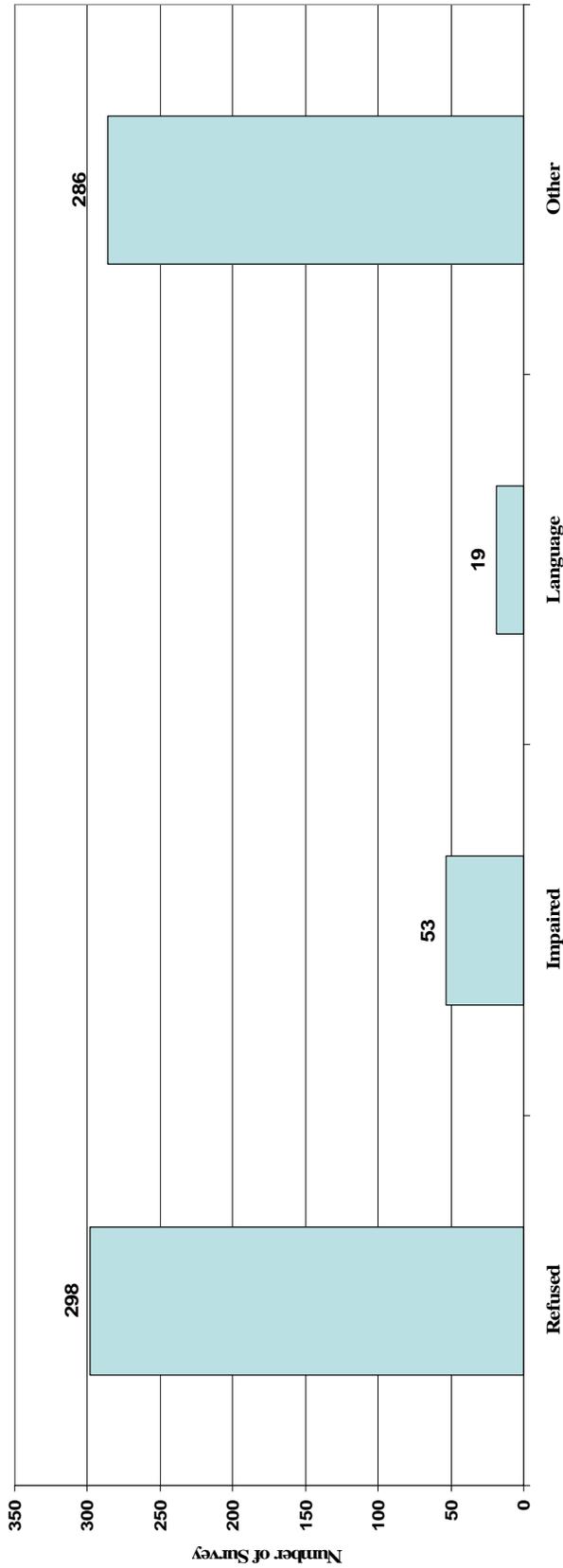
**FIGURE 2.4: YSS-F SURVEYS RECEIVED BY
REFUSAL CODE TYPE
CLINIC AND FIELD BASED SURVEYS**



YSS-F SURVEYS RECEIVED BY REFUSAL CODE TYPE AND SERVICE AREA

	Refused			Impaired			Language			Other			Total		
	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total
Service Area 1	23	6	29	2	0	2	0	1	1	16	2	18	41	9	50
Percent	79.31%	20.69%	100.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	88.89%	11.11%	100.00%	82.00%	18.00%	100.00%
Service Area 2	98	4	102	6	0	6	8	1	9	73	100	173	185	105	290
Percent	96.08%	3.92%	100.00%	100.00%	0.00%	100.00%	88.89%	11.11%	100.00%	42.20%	57.80%	100.00%	63.79%	36.21%	100.00%
Service Area 3	40	10	50	3	0	3	0	0	0	60	47	107	103	57	160
Percent	80.00%	20.00%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	56.07%	43.93%	100.00%	64.38%	35.63%	100.00%
Service Area 4	20	23	43	7	2	9	6	6	12	22	62	84	55	93	148
Percent	46.51%	53.49%	100.00%	77.78%	22.22%	100.00%	50.00%	50.00%	100.00%	26.19%	73.81%	100.00%	37.16%	62.84%	100.00%
Service Area 5	26	0	26	1	2	3	0	0	0	3	0	3	30	2	32
Percent	100.00%	0.00%	100.00%	33.33%	66.67%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	93.75%	6.25%	100.00%
Service Area 6	46	0	46	7	0	7	0	1	1	44	33	77	97	34	131
Percent	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	57.14%	42.86%	100.00%	74.05%	25.95%	100.00%
Service Area 7	32	2	34	8	4	12	1	0	1	10	38	48	51	44	95
Percent	94.12%	5.88%	100.00%	66.67%	33.33%	100.00%	100.00%	0.00%	100.00%	20.83%	79.17%	100.00%	53.68%	46.32%	100.00%
Service Area 8	43	7	50	5	1	6	4	0	4	65	5	70	117	13	130
Percent	86.00%	14.00%	100.00%	83.33%	16.67%	100.00%	100.00%	0.00%	100.00%	92.86%	7.14%	100.00%	90.00%	10.00%	100.00%
Total For All Service Area	328	52	380	39	9	48	19	9	28	293	287	580	679	357	1036
Total Percent %	86.32%	13.68%	100.00%	81.25%	18.75%	100.00%	67.86%	32.14%	100.00%	50.52%	49.48%	100.00%	65.54%	34.46%	100.00%

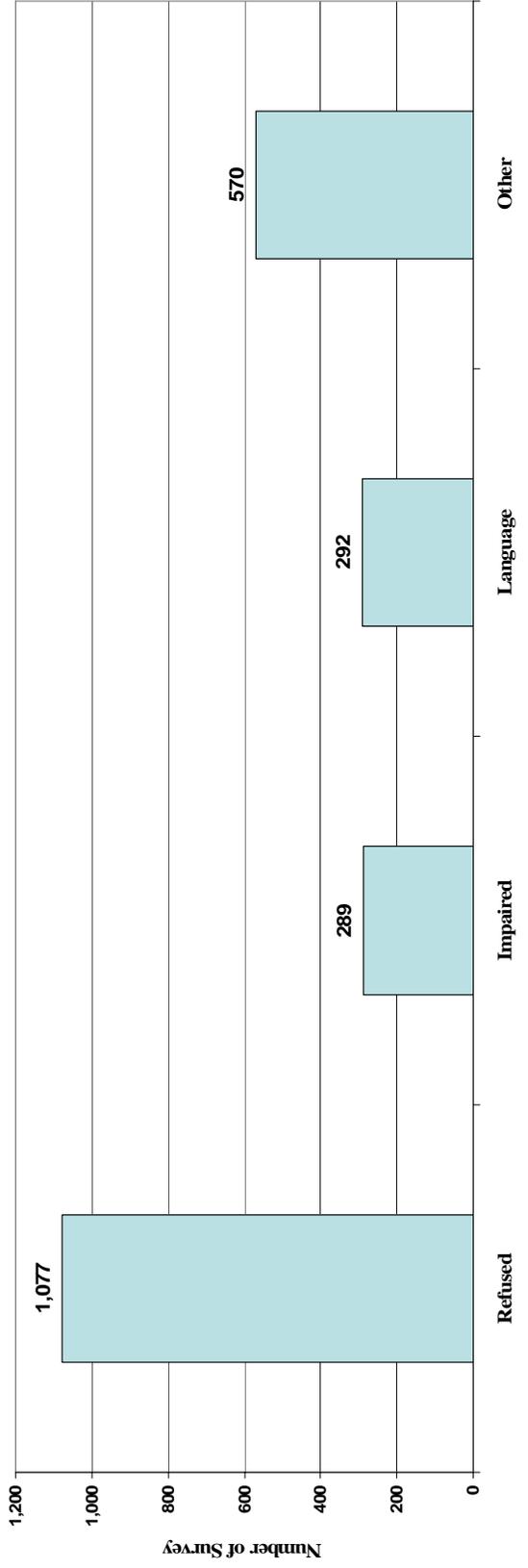
**FIGURE 2.5: YSS SURVEYS RECEIVED BY
REFUSAL CODE TYPE
CLINIC AND FIELD BASED SURVEYS**



YSS SURVEYS RECEIVED BY REFUSAL CODE TYPE AND SERVICE AREA

	Refused			Impaired			Language			Other			Total		
	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total	Clinic	Field	Total Clinic & Field
Service Area 1	11	2	13	3	0	3	2	0	2	4	3	7	20	5	25
Percent %	84.62%	15.38%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	57.14%	42.86%	100.00%	80.00%	20.00%	100.00%
Service Area 2	108	6	114	10	7	17	12	1	13	29	60	89	159	74	233
Percent %	94.74%	5.26%	100.00%	58.82%	41.18%	100.00%	92.31%	7.69%	100.00%	32.58%	67.42%	100.00%	68.24%	31.76%	100.00%
Service Area 3	25	16	41	2	1	3	0	0	0	33	30	63	60	47	107
Percent %	60.98%	39.02%	100.00%	66.67%	33.33%	100.00%	0.00%	0.00%	0.00%	52.38%	47.62%	100.00%	56.07%	43.93%	100.00%
Service Area 4	7	16	23	0	4	4	2	1	3	18	23	41	27	44	71
Percent %	30.43%	69.57%	100.00%	0.00%	100.00%	100.00%	66.67%	33.33%	100.00%	43.90%	56.10%	100.00%	38.03%	61.97%	100.00%
Service Area 5	13	1	14	2	0	2	0	0	0	3	0	3	18	1	19
Percent %	92.86%	7.14%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	94.74%	5.26%	100.00%
Service Area 6	20	4	24	9	2	11	0	0	0	9	20	29	38	26	64
Percent %	83.33%	16.67%	100.00%	81.82%	18.18%	100.00%	0.00%	0.00%	0.00%	31.03%	68.97%	100.00%	59.38%	40.63%	100.00%
Service Area 7	25	6	31	9	2	11	0	0	0	10	17	27	44	25	69
Percent %	80.65%	19.35%	100.00%	81.82%	18.18%	100.00%	0.00%	0.00%	0.00%	37.04%	62.96%	100.00%	63.77%	36.23%	100.00%
Service Area 8	34	4	38	2	0	2	1	0	1	23	4	27	60	8	68
Percent %	89.47%	10.53%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	85.19%	14.81%	100.00%	88.24%	11.76%	100.00%
Total For All Service Area	243	55	298	37	16	53	17	2	19	129	157	286	426	230	656
Total Percent	81.54%	18.46%	100.00%	69.81%	30.19%	100.00%	89.47%	10.53%	100.00%	45.10%	54.90%	100.00%	64.94%	35.06%	100.00%

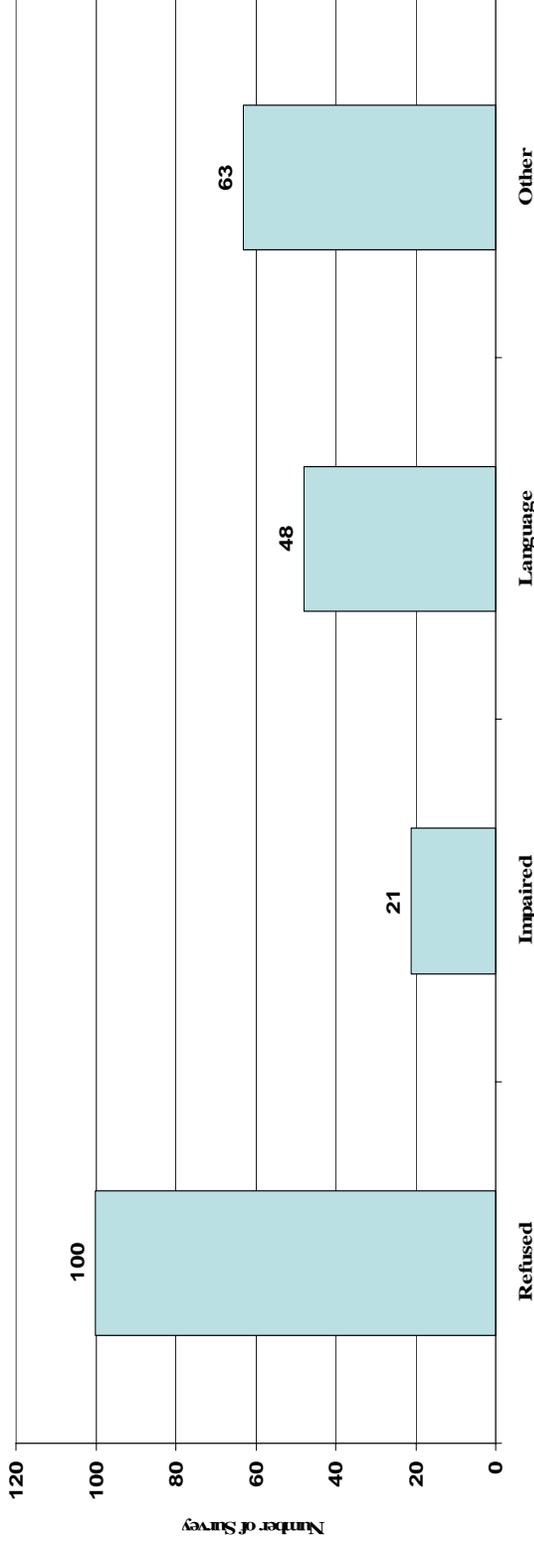
**FIGURE 2.6: ADULT SURVEYS RECEIVED BY
REFUSAL CODE TYPE
CLINIC AND FIELD BASED SURVEYS**



ADULT SURVEYS RECEIVED BY REFUSAL CODE TYPE AND SERVICE AREA

	Refused			Impaired			Language			Other			Total		
	Clinic	Field	Total	Clinic	Field	Total Clinic & Field									
	Percent %														
Service Area 1	36	0	36	16	2	18	2	1	3	3	1	4	57	4	61
Percent %	100.00%	0.00%	100.00%	88.89%	11.11%	100.00%	66.67%	33.33%	100.00%	75.00%	25.00%	100.00%	93.44%	6.56%	100.00%
Service Area 2	305	2	307	49	3	52	99	0	99	293	4	297	746	9	755
Percent %	99.35%	0.65%	100.00%	94.23%	5.77%	100.00%	100.00%	0.00%	100.00%	98.65%	1.35%	100.00%	98.81%	1.19%	100.00%
Service Area 3	78	2	80	8	0	8	1	0	1	26	0	26	113	2	115
Percent %	97.50%	2.50%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	98.26%	1.74%	100.00%
Service Area 4	62	11	73	34	4	38	86	0	86	68	3	71	250	18	268
Percent %	84.93%	15.07%	100.00%	89.47%	10.53%	100.00%	100.00%	0.00%	100.00%	95.77%	4.23%	100.00%	93.28%	6.72%	100.00%
Service Area 5	66	4	70	83	3	86	22	0	22	4	6	10	175	13	188
Percent %	94.29%	5.71%	100.00%	96.51%	3.49%	100.00%	1.03%	0.00%	1.03%	40.00%	60.00%	100.00%	93.09%	6.91%	100.00%
Service Area 6	211	8	219	20	0	20	20	0	20	12	0	12	263	8	271
Percent %	96.35%	3.65%	100.00%	100.00%	0.00%	100.00%	#DIV/0!	0.00%	#DIV/0!	100.00%	0.00%	100.00%	97.05%	2.95%	100.00%
Service Area 7	135	10	145	50	3	53	36	10	46	30	2	32	251	25	276
Percent %	93.10%	6.90%	100.00%	94.34%	5.66%	100.00%	78.26%	21.74%	100.00%	93.75%	6.25%	100.00%	90.94%	9.06%	100.00%
Service Area 8	133	14	147	12	2	14	15	0	15	118	0	118	278	16	294
Percent %	90.48%	9.52%	100.00%	85.71%	14.29%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	94.56%	5.44%	100.00%
Total For All Service Area	1,026	51	1,077	272	17	289	281	11	292	554	16	570	2,133	95	2,228
Total Percent	95.26%	4.74%	100.00%	94.12%	5.88%	100.00%	96.23%	3.77%	100.00%	97.19%	2.81%	100.00%	95.74%	4.26%	100.00%

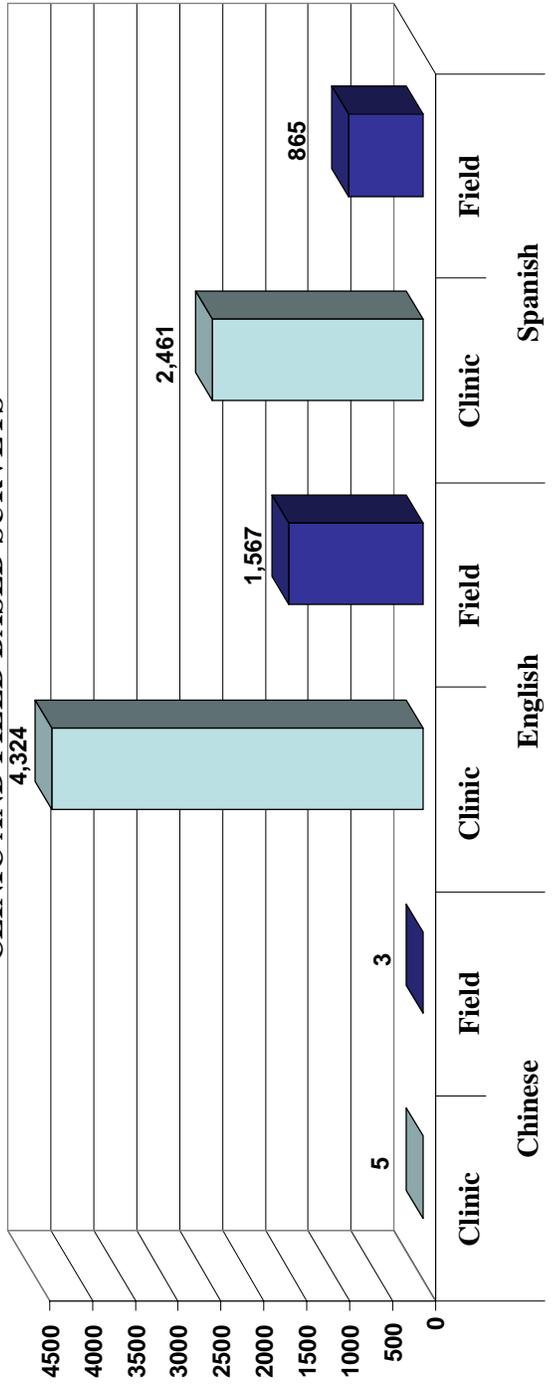
**FIGURE 2.7: OLDER ADULT SURVEYS RECEIVED BY
REFUSAL CODE TYPE
CLINIC AND FIELD BASED SURVEYS**



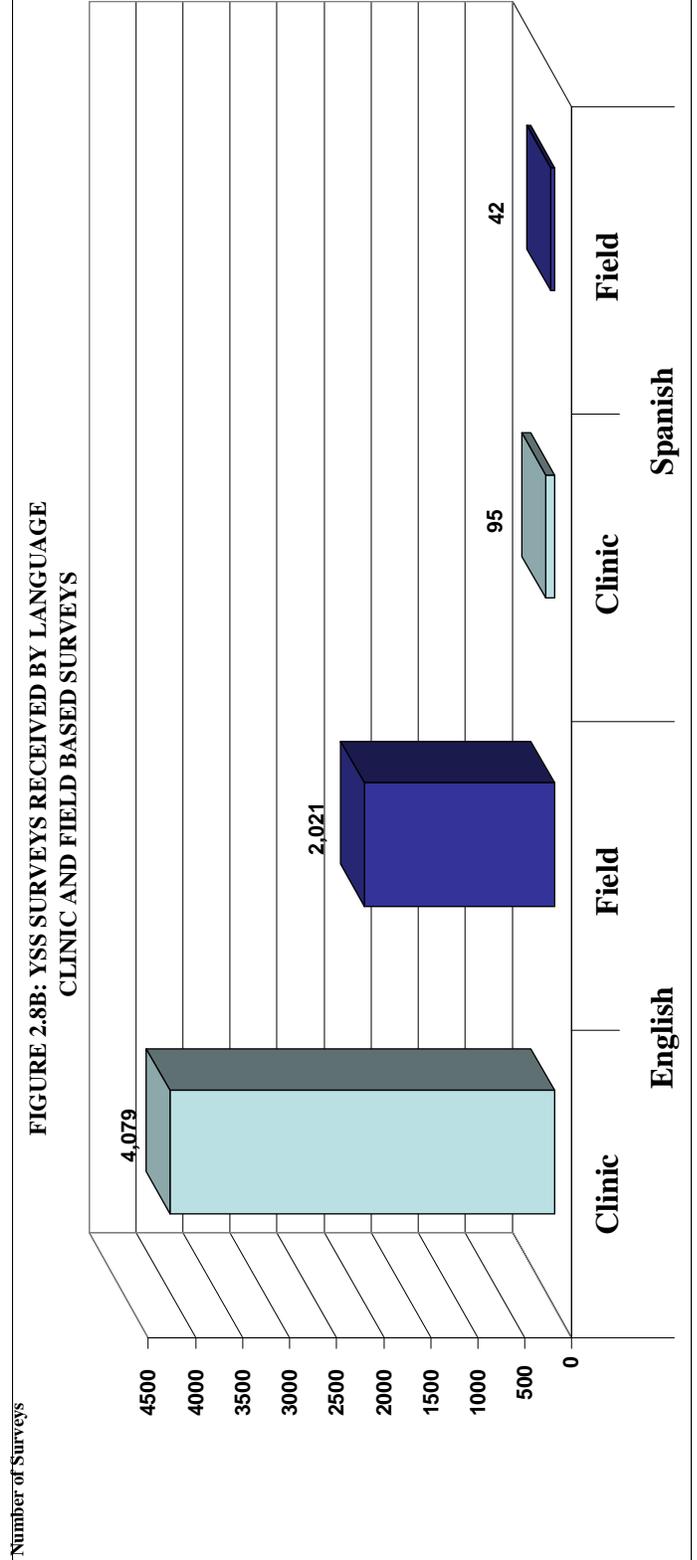
OLDER ADULT SURVEYS RECEIVED BY REFUSAL CODE TYPE AND SERVICE AREA

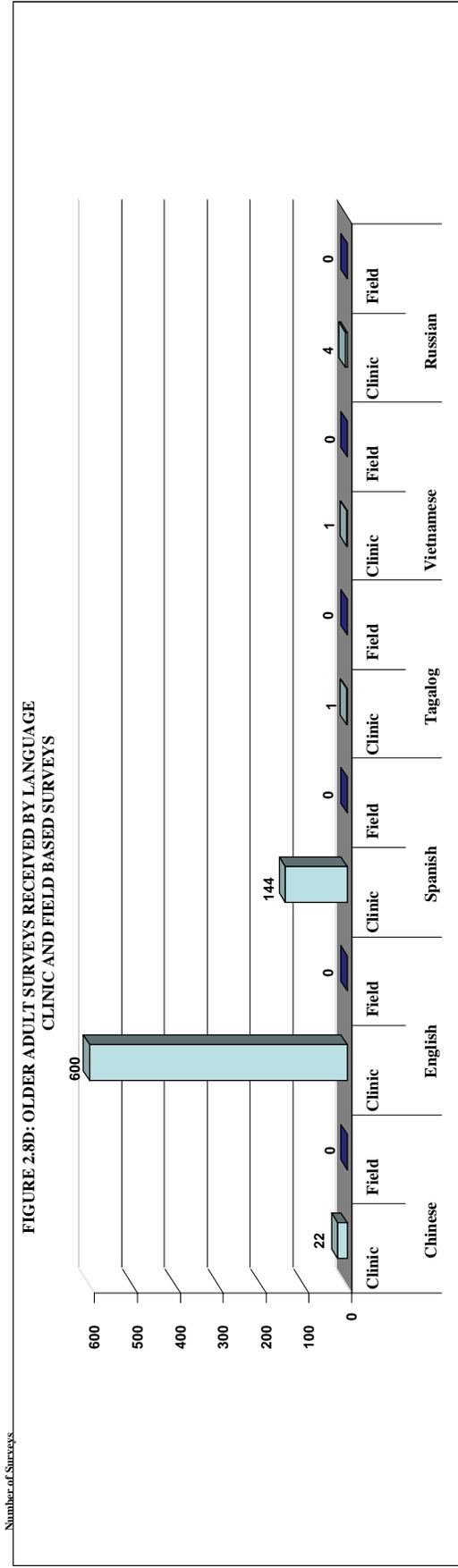
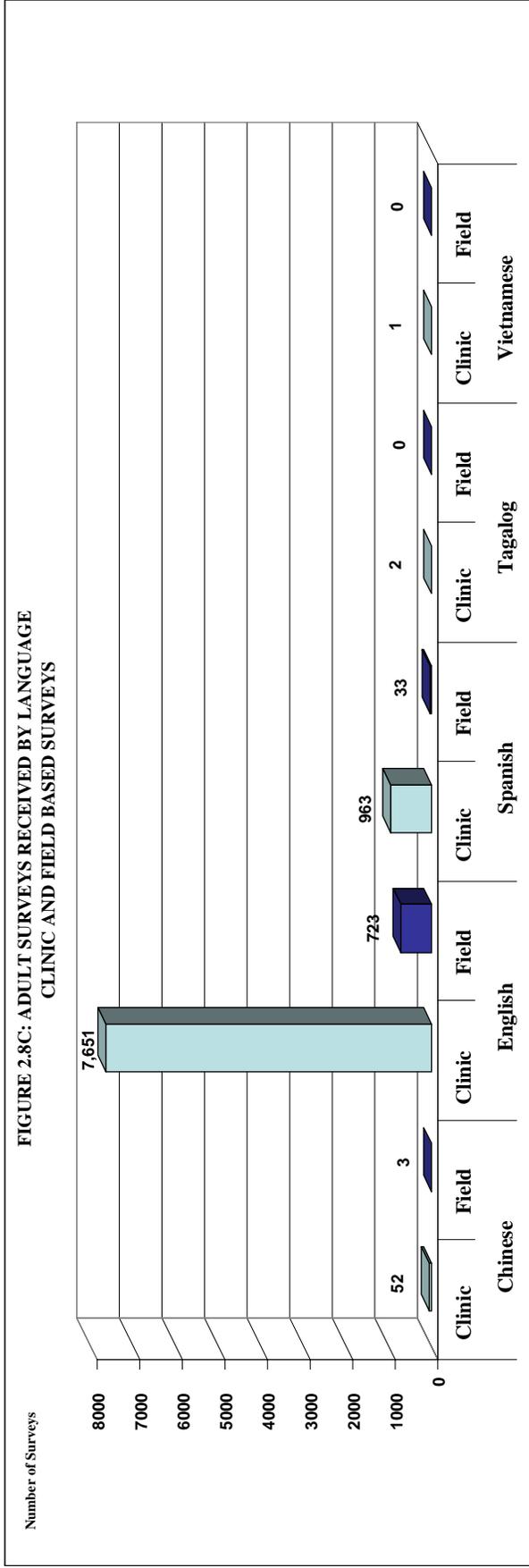
	Refused			Impaired			Language			Other			Total		
	Clinic	Field	Total												
	Percent %														
Service Area 1	2	0	2	0	0	0	0	0	0	0	0	0	2	0	2
Percent %	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%
Service Area 2	57	0	57	6	0	6	16	0	16	40	0	40	119	0	119
Percent %	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 3	0	0	0	0	0	0	0	0	0	1	0	1	1	0	1
Percent %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 4	15	0	15	8	0	8	26	0	26	4	0	4	53	0	53
Percent %	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 5	2	0	2	1	0	1	1	0	1	6	0	6	10	0	10
Percent %	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	0.43%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 6	6	0	6	2	0	2	0	0	0	3	0	3	11	0	11
Percent %	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 7	7	0	7	4	0	4	4	0	4	2	0	2	17	0	17
Percent %	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Service Area 8	11	0	11	0	0	0	1	0	1	7	0	7	19	0	19
Percent %	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
Total For All Service Area	100	0	100	21	0	21	48	0	48	63	0	63	232	0	232
Total Percent	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%

**FIGURE 2.8A: YSS-F SURVEYS RECEIVED BY LANGUAGE
CLINIC AND FIELD BASED SURVEYS**



**FIGURE 2.8B: YSS SURVEYS RECEIVED BY LANGUAGE
CLINIC AND FIELD BASED SURVEYS**





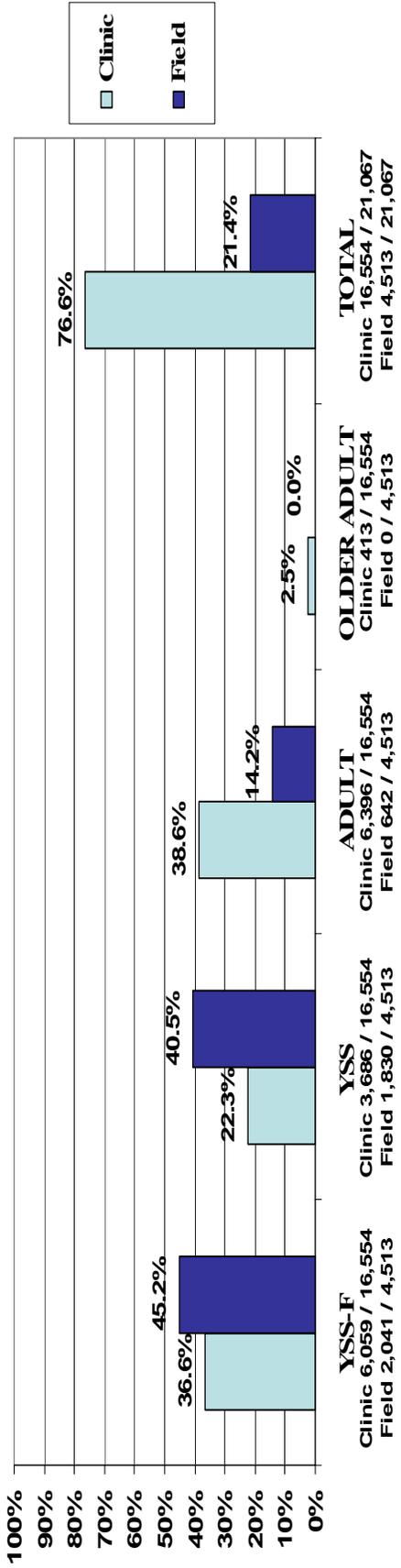
Language Forms Used to Respond to the Survey

In Figure 2.8A, among YSS-F surveys 63% (n = 5,891) were returned in English; 36% (n = 3,326) were returned in Spanish; and, 10 surveys were returned in Chinese. In Figure 2.8B, 98% (n = 6,100) of the YSS surveys were returned in English and only 2% (n = 137) were returned in Spanish.

In Figure 2.8C among Adult surveys 88% (n = 8,374) were returned in English and 11% (n = 996) were returned in Spanish.

In figure 2.8D, 78% (n = 600) of the Older Adult surveys were returned in English and 19% (n = 144) were returned in Spanish.

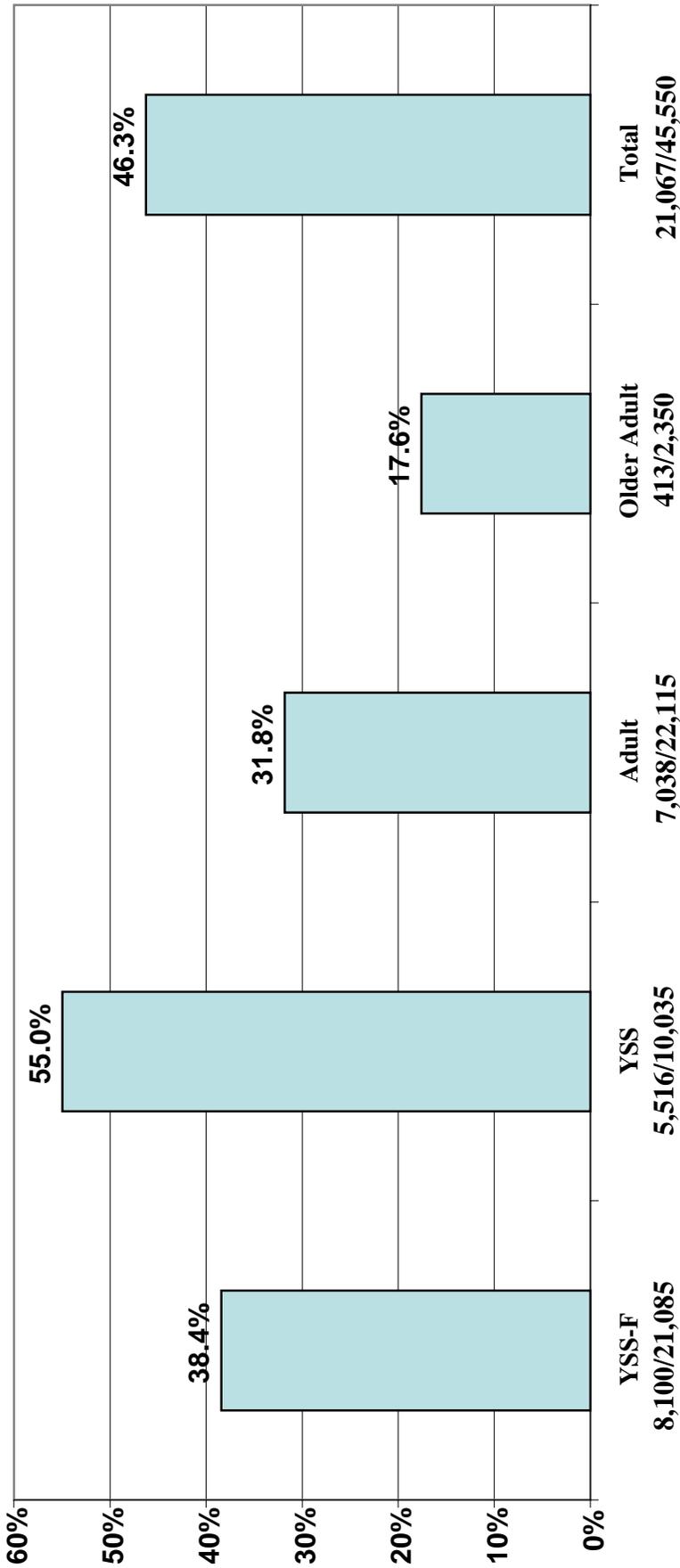
**FIGURE 2.9: SURVEYS COMPLETED BY AGE GROUP
CLINIC AND FIELD BASED SURVEYS**



SURVEYS COMPLETED BY AGE GROUP AND SERVICE AREA

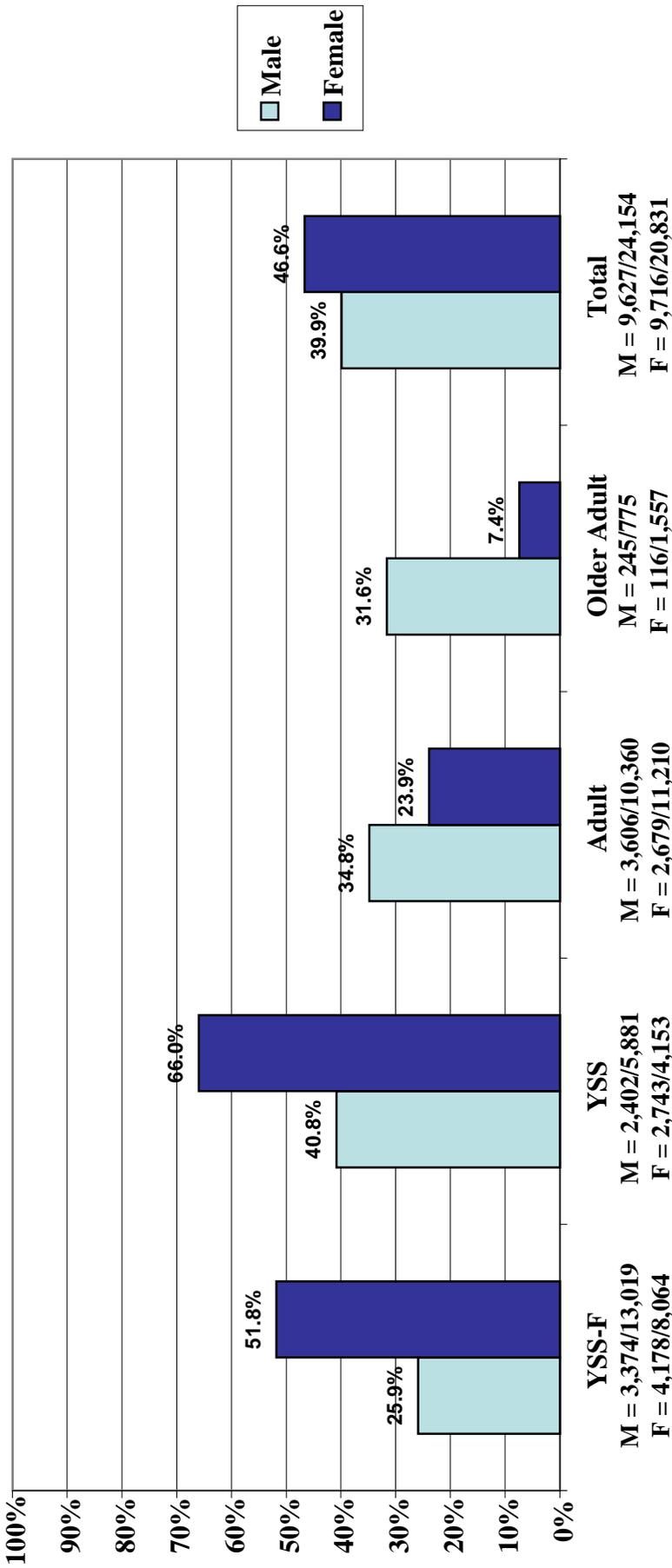
Service Area	YSS-F 0-17		YSS 13-17		Adult 18-59		Older Adult 60 & Older		Total			
	Clinic	Field	Clinic	Field	Clinic	Field	Clinic	Field	Clinic	Field		
	Percent	Percent	Percent	Percent	Percent	Percent	Percent	Percent	Percent	Percent		
Service Area 1	515	122	637	57	304	23	279	4	4	1,022	202	1,224
	80.85%	19.15%	100.00%	18.75%	100.00%	8.24%	100.00%	100.00%	0.00%	83.50%	16.50%	100.00%
Service Area 2	1,088	378	1,466	266	1,095	64	1,579	127	0	3,559	708	4,267
	74.22%	25.78%	100.00%	24.29%	100.00%	4.05%	100.00%	100.00%	0.00%	83.41%	16.59%	100.00%
Service Area 3	766	486	1,252	532	1,152	76	624	25	0	1,959	1,094	3,053
	61.18%	38.82%	100.00%	46.18%	100.00%	12.18%	100.00%	100.00%	0.00%	64.17%	35.83%	100.00%
Service Area 4	693	286	979	187	649	73	947	53	0	2,082	546	2,628
	70.79%	29.21%	100.00%	28.81%	100.00%	7.71%	100.00%	100.00%	0.00%	79.22%	20.78%	100.00%
Service Area 5	254	88	342	62	236	50	510	46	0	934	200	1,134
	74.27%	25.73%	100.00%	26.27%	100.00%	9.80%	100.00%	100.00%	0.00%	82.36%	17.64%	100.00%
Service Area 6	1,010	277	1,287	344	778	62	1,176	84	0	2,642	683	3,325
	78.48%	21.52%	100.00%	44.22%	100.00%	5.27%	100.00%	100.00%	0.00%	79.46%	20.54%	100.00%
Service Area 7	831	138	969	118	488	156	890	43	0	1,978	412	2,390
	85.76%	14.24%	100.00%	24.18%	100.00%	17.53%	100.00%	100.00%	0.00%	82.76%	17.24%	100.00%
Service Area 8	902	266	1,168	550	814	138	1,033	31	0	2,378	668	3,046
	77.23%	22.77%	100.00%	32.43%	100.00%	13.36%	100.00%	100.00%	0.00%	78.07%	21.93%	100.00%
Total For All Service Area	6,059	2,041	8,100	3,686	5,516	642	7,038	413	0	16,554	4,513	21,067
Total Percent	74.80%	25.20%	100.00%	33.18%	100.00%	9.12%	100.00%	100.00%	0.00%	78.58%	21.42%	100.00%

**FIGURE 2.10: COMPLETED RESPONSE RATE BY AGE GROUP
CLINIC AND FIELD BASED SURVEYS**



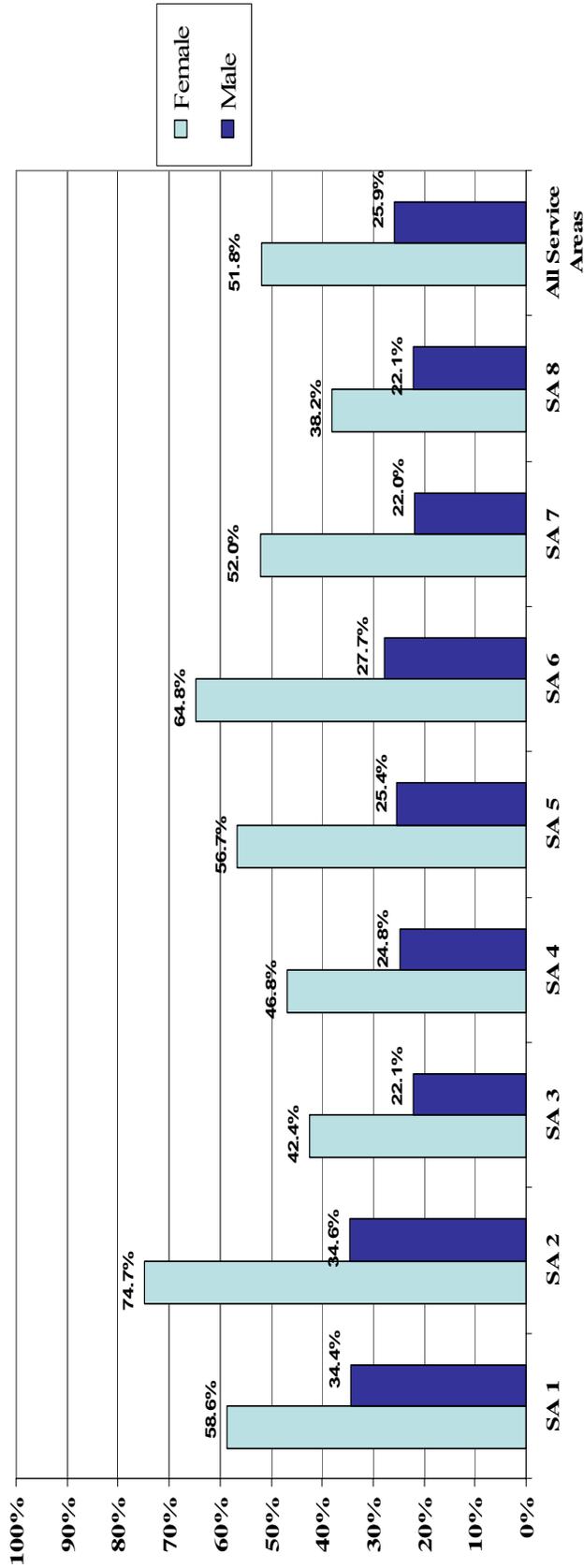
In Figure 2.10, a Response Rate for the completed surveys was calculated based on consumers served during the survey period who received face-to-face services in outpatient, day treatment and field based settings. Overall, the response rate across all four age-groups was 46.3% (n = 21,067). YSS surveys had the highest response rate 55% (n = 5,516) while Older Adults had the lowest response rate 17.6% (n = 413).

**FIGURE 2.11: COMPLETED RESPONSE RATES BY GENDER AND AGE GROUP
CLINIC AND FIELD BASED SURVEYS**



In Figure 2.11, females had a higher total response rate 46.6% (n = 9,716) compared with men 39.9% (n = 9,627). Response rate among YSS females 66% (n = 2,743) and YSS-F females 51.8% (n = 4,178) was higher compared with Adult females 23.9% (n = 2,679). Response rate among Older Adult females was the lowest with 7.4% (n = 116).

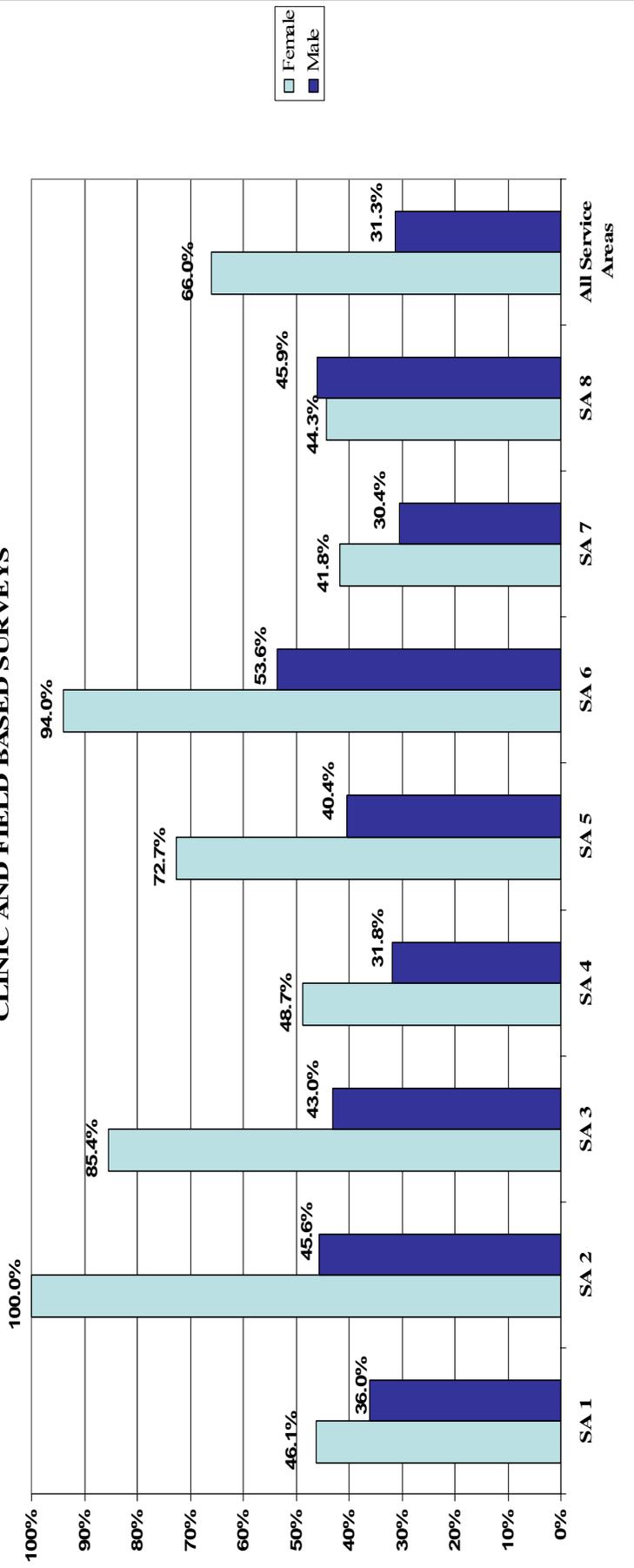
**FIGURE 2.12: YSS-F SURVEYS COMPLETED AND RESPONSE RATE BY GENDER AND SERVICE AREA
CLINIC AND FIELD BASED SURVEYS**



YSS-F SURVEYS COMPLETED AND RESPONSE RATE BY GENDER AND SERVICE AREA

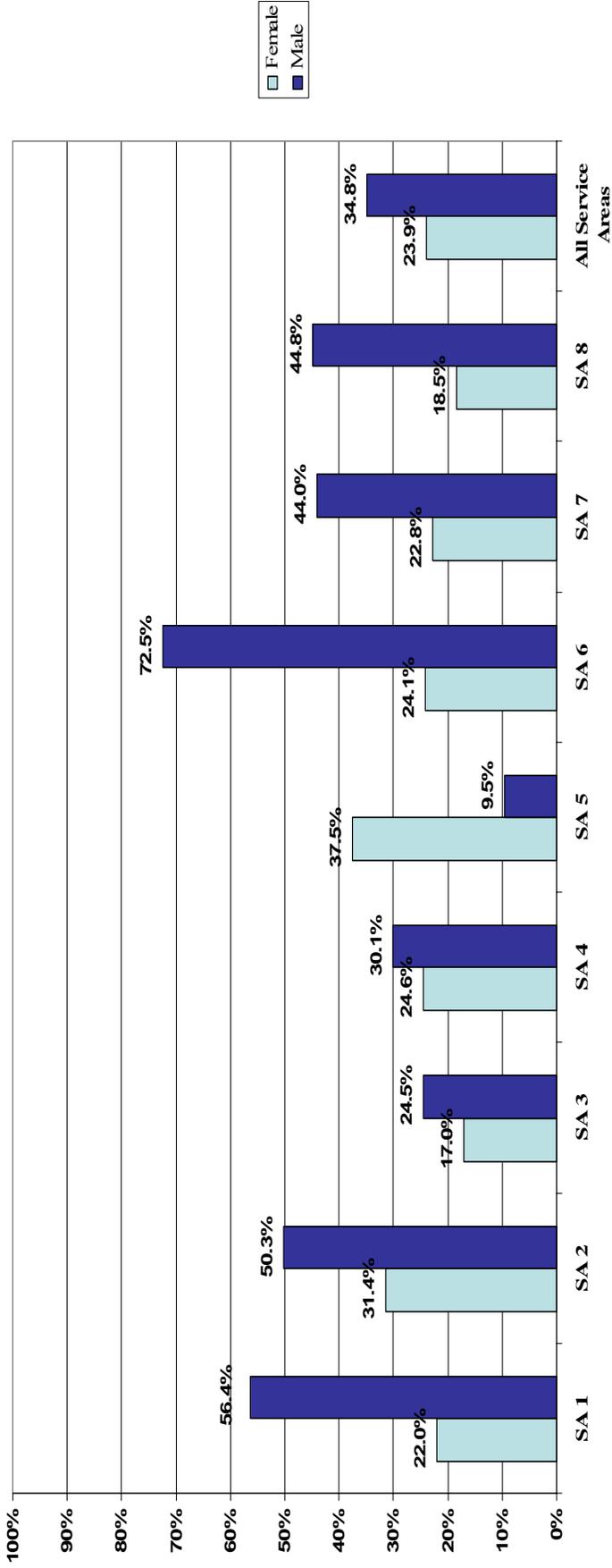
	Female (Completed)	Female (Served)	Response Rate	Male (Completed)	Male (Served)	Response Rate	Other
Service Area 1	330	563	58.61%	288	838	34.37%	0
Service Area 2	731	978	74.74%	644	1,861	34.61%	0
Service Area 3	653	1,541	42.38%	537	2,426	22.14%	0
Service Area 4	484	1,035	46.76%	414	1,668	24.82%	0
Service Area 5	186	328	56.71%	142	559	25.40%	0
Service Area 6	664	1,025	64.78%	495	1,787	27.70%	0
Service Area 7	525	1,009	52.03%	375	1,708	21.96%	1
Service Area 8	605	1,585	38.17%	479	2,172	22.05%	1
All Service Areas	4,178	8,064	51.81%	3,374	13,019	25.92%	2

**FIGURE 2.13: YSS SURVEYS COMPLETED RESPONSE RATES BY GENDER AND SERVICE AREA
CLINIC AND FIELD BASED SURVEYS**



YSS SURVEYS COMPLETED AND RESPONSE RATE BY GENDER AND SERVICE AREA						
	Female (Completed)	Female (Served)	Male (Completed)	Male (Served)	Response Rate	Other
Service Area 1	137	297	151	419	36.04%	0
Service Area 2	546	531	470	1,030	45.63%	0
Service Area 3	647	758	461	1,071	43.04%	1
Service Area 4	308	632	307	964	31.85%	1
Service Area 5	117	161	92	228	40.35%	1
Service Area 6	407	433	294	548	53.65%	0
Service Area 7	224	536	231	759	30.43%	1
Service Area 8	357	805	396	862	45.94%	0
All Service Areas	2,743	4,153	2,402	5,881	31.33%	4

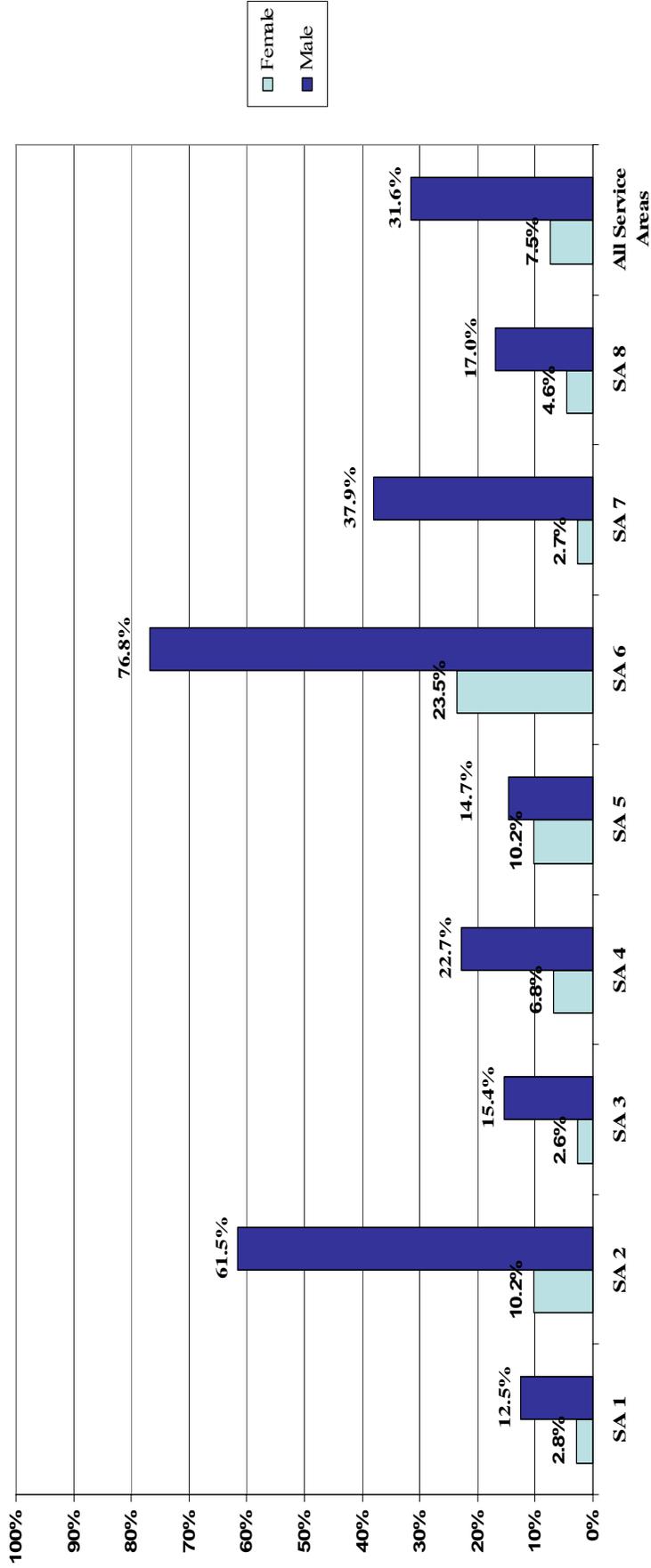
FIGURE 2.14: ADULT SURVEYS COMPLETED AND RESPONSE RATES BY GENDER AND SERVICE AREA
CLINIC AND FIELD BASED SURVEYS



ADULT SURVEYS COMPLETED AND RESPONSE RATE BY GENDER AND SERVICE AREA

	Female (Completed)	Female (Served)	Response Rate	Male (Completed)	Male (Served)	Response Rate	Other
Service Area 1	96	436	22.02%	159	282	56.38%	0
Service Area 2	594	1,894	31.36%	743	1,478	50.27%	1
Service Area 3	272	1,601	16.99%	307	1,251	24.54%	1
Service Area 4	380	1,544	24.61%	427	1,420	30.07%	0
Service Area 5	232	619	37.48%	251	2,641	9.50%	0
Service Area 6	394	1,638	24.05%	668	922	72.45%	0
Service Area 7	361	1,582	22.82%	470	1,069	43.97%	0
Service Area 8	350	1,896	18.46%	581	1,297	44.80%	0
All Service Areas	2,679	11,210	23.90%	3,606	10,360	34.81%	2

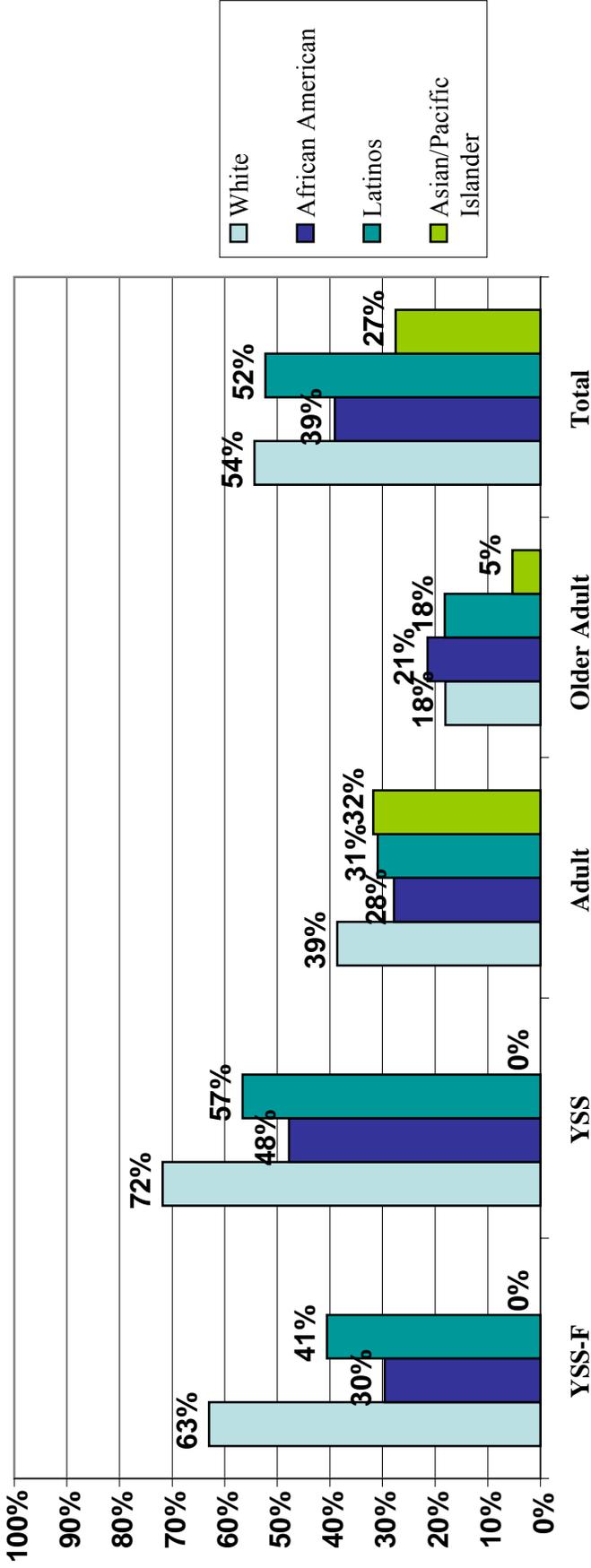
FIGURE 2.15: OLDER ADULT SURVEYS COMPLETED RESPONSE RATES BY GENDER AND SERVICE AREA CLINIC AND FIELD BASED SURVEYS



OLDER ADULT SURVEYS COMPLETED AND RESPONSE RATE BY GENDER AND SERVICE AREA

	Female (Completed)	Female (Served)	Response Rate	Male (Completed)	Male (Served)	Response Rate	Other
Service Area 1	1	36	2.78%	2	16	12.50%	0
Service Area 2	30	294	10.20%	72	117	61.54%	1
Service Area 3	6	233	2.58%	14	91	15.38%	0
Service Area 4	17	251	6.77%	30	132	22.73%	2
Service Area 5	17	166	10.24%	24	163	14.72%	0
Service Area 6	28	119	23.53%	53	69	76.81%	0
Service Area 7	6	220	2.73%	33	87	37.93%	0
Service Area 8	11	238	4.62%	17	100	17.00%	0
All Service Areas	116	1,557	7.45%	245	775	31.61%	3

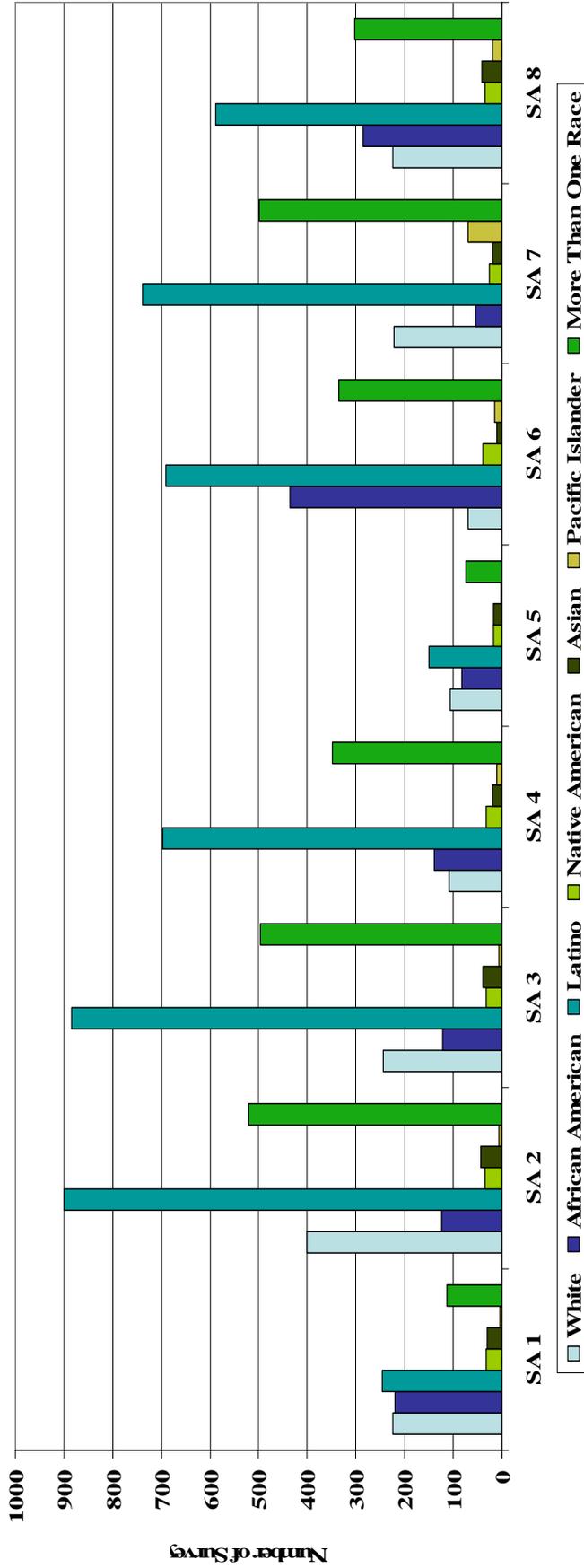
**FIGURE 2.16: COMPLETED RESPONSE RATES BY ETHNICITY AND AGE GROUP
CLINIC AND FIELD BASED SURVEYS**



In Figure 2.16, across all age-groups, Whites had the highest response rate (54%) followed by Latinos (52%), African Americans had a lower response rate of (39%) and response rate among Adult and Older Adult Asian population was (27%).

Note: The surveys allowed the consumers to respond to more than one ethnic category. A high proportion of Asians, and Native Americans Youth and their families reported identification with more than one ethnic category. The response rate is calculated based on data for consumers (surved during the survey period) obtained from the DMH IS system which captures only one ethnic category for each consumer. As such the calculation of the response rate by ethnicity is not entirely accurate, especially for consumers reporting more than one ethnic category. The above chart calculates response rate for the three main ethnic categories, Whites, African Americans and Latinos and for Asians among Adults and Older Adults. Please see Table 2.17 through 2.20 by Service Area for a complete break down of all the ethnic categories reported by consumers in each age-group.

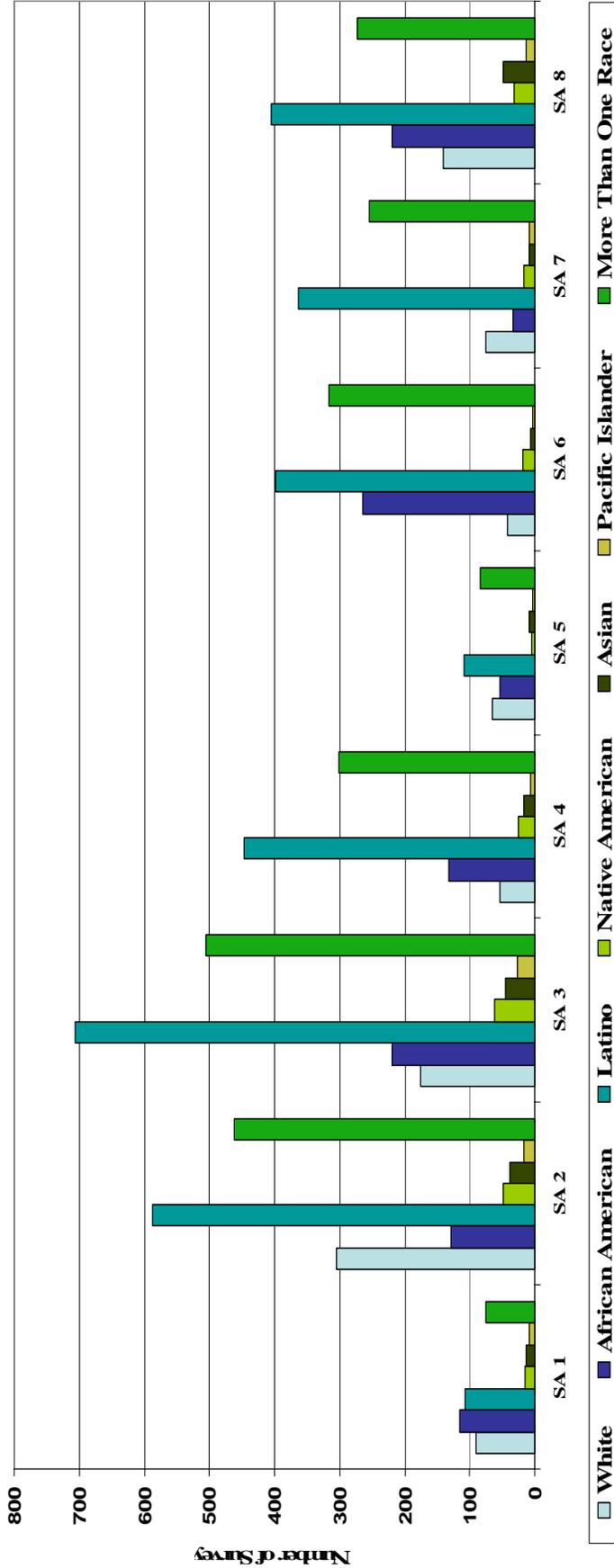
**FIGURE 2.17: YSSF-SURVEYS COMPLETED BY ETHNICITY
CLINIC AND FIELD BASED SURVEYS**



YSSF SURVEYS COMPLETED BY ETHNICITY

	White	African American	Latinos	Native American	Asian	Pacific Islander	More Than One Race	Total
Service Area 1	225	219	246	33	30	5	113	871
Service Area 2	401	125	900	35	43	6	520	2030
Service Area 3	243	122	884	33	39	7	496	1824
Service Area 4	110	139	698	32	19	10	349	1357
Service Area 5	107	82	151	17	18	3	74	452
Service Area 6	70	435	691	40	11	16	336	1599
Service Area 7	223	55	738	26	19	69	498	1628
Service Area 8	225	286	589	34	42	20	302	1498
All Service Areas	1604	1,463	4,897	250	221	136	2,688	11,259

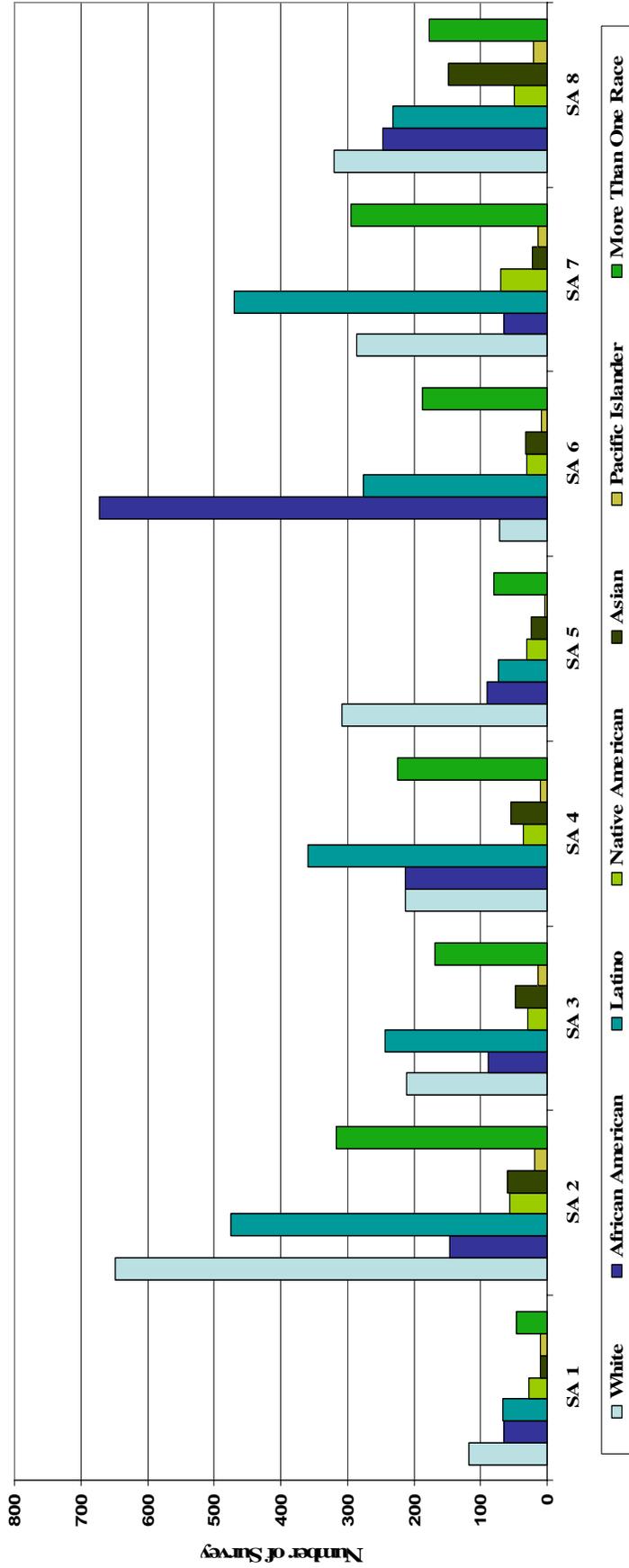
**FIGURE 2.18: YOUTH- SURVEYS COMPLETED BY ETHNICITY
CLINIC AND FIELD BASED SURVEYS**



YSS SURVEYS COMPLETED BY ETHNICITY

	White	African American	Latinos	Native American	Asian	Pacific Islander	More Than One Race	Total
Service Area 1	90	115	107	15	13	8	75	423
Service Area 2	305	129	587	48	38	17	462	1586
Service Area 3	176	219	706	62	45	26	506	1740
Service Area 4	54	132	447	25	16	6	302	982
Service Area 5	65	54	109	5	8	4	84	329
Service Area 6	42	265	398	18	7	3	316	1049
Service Area 7	76	33	363	16	9	9	255	761
Service Area 8	141	219	405	32	48	14	273	1132
All Service Areas	949	1,166	3,122	221	184	87	2,273	8,002

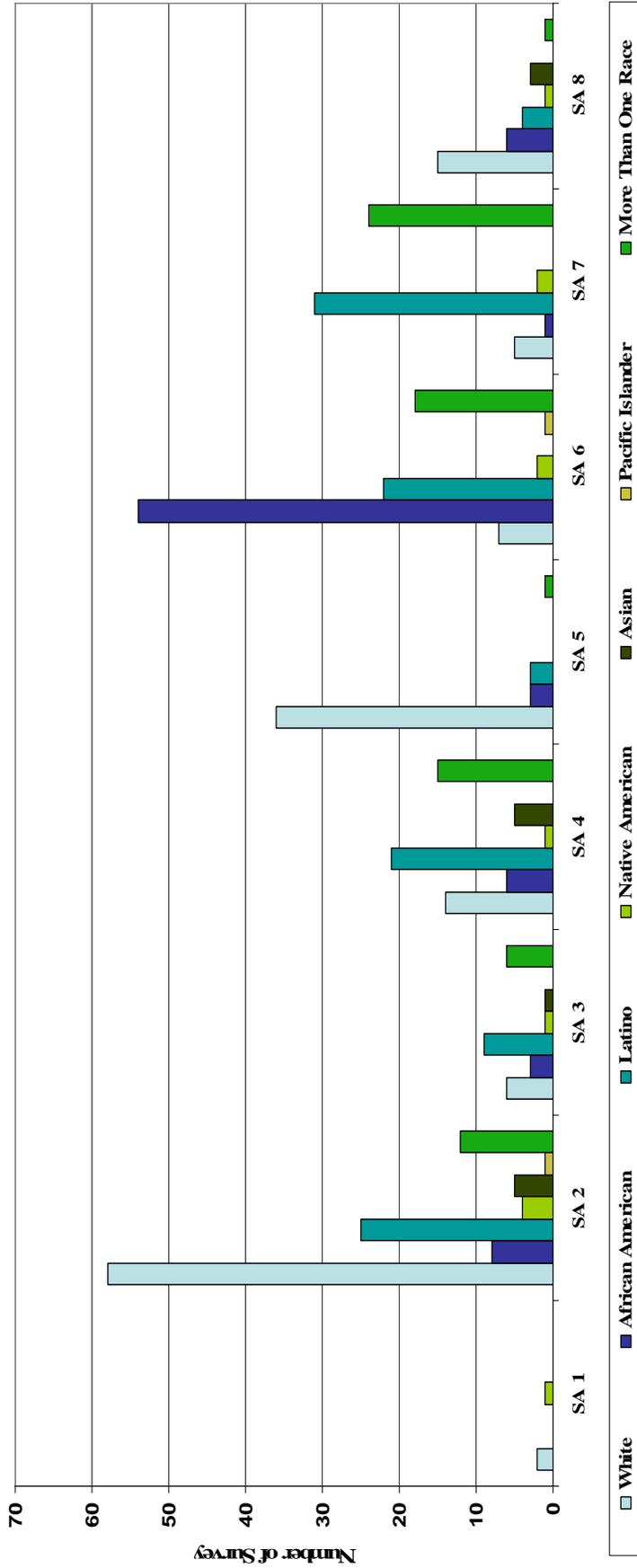
**FIGURE 2.19: ADULT- SURVEYS RECEIVED BY ETHNICITY
CLINIC AND FIELD BASED SURVEYS**



ADULT SURVEYS COMPLETED BY ETHNICITY

	White	African American	Latinos	Native American	Asian	Pacific Islander	More Than One Race	Total
Service Area 1	117	65	67	28	10	11	46	344
Service Area 2	649	146	475	57	60	19	317	1,723
Service Area 3	211	88	244	29	47	14	169	802
Service Area 4	213	213	360	35	54	10	225	1,110
Service Area 5	308	90	73	30	24	4	80	609
Service Area 6	72	673	275	31	33	8	187	1,279
Service Area 7	286	64	469	70	22	13	295	1,219
Service Area 8	320	246	231	49	148	20	177	1,191
All Service Areas	2,176	1,585	2,194	329	398	99	1,496	8,277

**FIGURE 2.20: OLDER ADULT- SURVEYS COMPLETED BY ETHNICITY
CLINIC AND FIELD BASED SURVEYS**



OLDER ADULT SURVEYS COMPLETED BY ETHNICITY

	White	African American	Latinos	Native American	Asian	Pacific Islander	More Than One Race	Total
Service Area 1	2	0	0	1	0	0	0	3
Service Area 2	58	8	25	4	5	1	12	113
Service Area 3	6	3	9	1	1	0	6	26
Service Area 4	14	6	21	1	5	0	15	62
Service Area 5	36	3	3	0	0	0	1	43
Service Area 6	7	54	22	2	0	1	18	104
Service Area 7	5	1	31	2	0	0	24	63
Service Area 8	15	6	4	1	3	0	1	30
All Service Areas	143	81	115	12	14	2	77	444

**Table 2.1 YSSF – Distribution of Individual Survey Items
Clinic and Field Based Surveys**

	Strongly Disagree/Disagree		Neutral		Strongly Agree/Agree		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
1. Felt had someone to talk when troubled	3.05	222	5.09	371	91.86	6,691	100	7,284
2. Location was Convenient	4.69	349	3.50	261	91.81	6,837	100	7,447
3. Service times were convenient	3.74	279	3.29	245	92.97	6,930	100	7,454
4. Staff was sensitive to cultural background	1.84	126	2.99	205	95.17	6,527	100	6,858
5. Get along better with family	7.75	562	17.08	1,239	75.18	5,455	100	7,256
6. Doing better in school	9.91	710	16.47	1,180	73.61	5,273	100	7,163
7. In crisis, have support from family or friends	5.38	392	8.01	584	86.61	6,314	100	7,290

In Figure 2.1, approximately 92% (n = 6,691) of YSSF surveys reported that their child had someone to talk to or that the location of services was convenient.

Nearly 95% (n =6,527) of the YSSF surveys reported that the staff was sensitive to their cultural/ethnic background.

Approximately 74 % (n = 5,273) of the YSSF surveys reported that their children were doing better in school and or/work and 75% (n = 5,455) reported that their children were getting along better with their family.

Table 2.1.1 YSSF – Location of Services were Convenient Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	4.95	3.51	91.53			
SA 2	4.71	4.15	91.14			
SA 3	4.89	3.10	92.10			
SA 4	5.73	2.34	91.93			
SA 5	10.48	2.40	87.13			
SA 6	3.63	3.55	92.82			
SA 7	3.68	3.46	92.86			
SA 8	3.44	4.15	92.41			

$p = < .001, \chi^2 = 44.8$ (df= 14)

Table 2.1.3 YSSF – Staff Were Sensitive to my Cultural and Ethnic Background Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	2.47	4.06	93.46			
SA 2	1.86	3.56	94.58			
SA 3	1.56	3.12	95.32			
SA 4	2.92	3.14	93.94			
SA 5	3.32	1.66	95.02			
SA 6	2.01	2.45	95.54			
SA 7	0.48	3.24	96.28			
SA 8	1.76	2.24	96.00			

$p = < .01, \chi^2 = 28.0$ (df= 14)

Table 2.1.2 YSSF – Service Times were Convenient Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	5.90	3.35	90.75			
SA 2	3.87	3.51	92.62			
SA 3	2.53	2.36	95.11			
SA 4	4.67	2.87	92.46			
SA 5	6.23	4.15	89.61			
SA 6	3.87	2.97	93.16			
SA 7	3.15	4.02	92.83			
SA 8	2.56	3.62	93.83			

$p = < .001, \chi^2 = 34.1$ (df= 14)

Response to six of the seven YSSF items varied significantly by Service Area.

In Table 2.1.1, more than 90% of the YSSF surveys in all Service Areas except SA 5 reported that the location of services were convenient. In SA 5, 87% of the YSSF surveys reported that the location of services were convenient.

**Table 2.1.4 YSSF – My Child is Getting Along Better with Family
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	11.91	20.88	67.21			
SA 2	7.06	16.27	76.67			
SA 3	6.67	16.60	76.73			
SA 4	5.51	14.70	80.40			
SA 5	7.41	19.44	73.15			
SA 6	9.47	14.84	75.69			
SA 7	7.84	18.59	73.57			
SA 8	8.42	19.55	72.04			

$p = < .001, \chi^2 = 58.4$ (df= 14)

**Table 2.1.5 YSSF – My Child is Doing Better in School
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	12.83	18.26	68.91			
SA 2	9.07	17.19	73.74			
SA 3	9.78	14.33	75.89			
SA 4	7.63	14.38	77.99			
SA 5	9.97	18.38	71.65			
SA 6	9.97	16.31	73.91			
SA 7	11.56	17.57	70.86			
SA 8	10.52	17.44	72.05			

$p = < .001, \chi^2 = 29.4$ (df= 14)

**Table 2.1.6 YSSF – In Crisis my Child Has Support from Family and Friends
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	8.83	8.67	82.50			
SA 2	5.57	7.45	86.98			
SA 3	5.28	6.71	88.01			
SA 4	5.94	7.45	86.81			
SA 5	5.02	10.66	84.33			
SA 6	3.99	7.56	88.45			
SA 7	4.21	10.09	85.70			
SA 8	5.58	8.99	85.43			

$p = < .001, \chi^2 = 36.3$ (df= 14)

In Table 2.1.4, approximately 67% of the YSSF surveys in Service Area 1 reported that their children were getting along better with their families compared with 80% in SA 4.

In Table 2.1.5, 69 % of the YSSF surveys in SA 1 reported that their children were doing better in school as compared with 76% in SA 3 and 78% in SA 4.

In Table 2.1.6, 88% of the YSSF in SA 3 and 6 reported that in times of crisis their child had someone to talk too compared to 82% in SA 1.

**Table 2.2 YSS- Distribution of Individual Items
Clinic and Field Based Surveys**

	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
1. Felt had someone to talk when troubled	7.85	408	11.86	616	80.29	4172	100	5196
2. Location was convenient	7.61	392	11.75	605	80.64	4152	100	5149
3. Service times were convenient	7.66	396	12.69	656	79.64	4116	100	5168
4. Staff was sensitive to cultural background	6.01	297	11.42	564	82.57	4079	100	4940
5. Get along better with family	11.09	570	19.93	1024	68.98	3545	100	5139
6. Doing better in school	8.90	457	18.84	967	72.26	3710	100	5134
7. In crisis, have support from family or friends	6.25	321	13.13	674	80.61	4137	100	5132

In Table 2.2, approximately 83% (n =4,079) of the YSS agreed that the staff were sensitive to their cultural/ethnic background. However, 69% (n =1,024) of the YSS agreed that they were getting along better with their family and 73% (n =967) agreed that they were doing better in school.

In Table 2.2.1, 77% of YSS in SA 4 reported that they had someone to talk to when troubled compared with 84% in SA 7.

In Table 2.2.4, 65% of YSS in SA 8 reported getting along better with family and friends compared with 70% of YSS in SA 4, 5, 6 and 7.

Table 2.2.1 YSS – Felt Had Someone to Talk to When in Trouble
Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	10.10	8.08		81.82		
SA 2	9.15	12.11		78.74		
SA 3	7.69	14.04		78.26		
SA 4	10.53	12.42		77.04		
SA 5	4.48	14.80		80.72		
SA 6	7.29	11.00		81.71		
SA 7	5.13	11.11		83.76		
SA 8	7.29	9.80		82.91		

$p < .001, \chi^2 = 34.7$ (df = 14)

Table 2.2.2 YSS – Location of Services were Convenient
Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	7.97	13.29		78.74		
SA 2	9.27	11.29		79.44		
SA 3	6.76	12.70		80.54		
SA 4	9.44	12.72		78.00		
SA 5	11.06	9.29		79.65		
SA 6	5.40	11.63		82.96		
SA 7	4.99	9.54		85.47		
SA 8	8.47	12.06		81.47		

$p < .001, \chi^2 = 29.5$ (df = 14)

Table 2.2.3 YSS – Service Times Were Convenient
Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	5.05	14.48		80.47		
SA 2	8.87	12.68		78.46		
SA 3	7.53	12.81		79.66		
SA 4	9.58	12.46		77.96		
SA 5	10.09	10.96		78.95		
SA 6	5.55	14.42		80.03		
SA 7	4.75	11.45		83.80		
SA 8	7.87	11.68		80.46		

$p < .001, \chi^2 = 24.7$ (df = 14)

Table 2.2.4 YSS – Get Along Better with Family
Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	10.54	22.11		67.35		
SA 2	12.20	18.83		68.97		
SA 3	9.79	22.39		67.82		
SA 4	11.06	18.11		70.83		
SA 5	9.91	20.27		69.82		
SA 6	11.67	18.06		70.28		
SA 7	7.39	20.87		71.74		
SA 8	13.58	21.45		64.97		

$p < .001, \chi^2 = 24.7$ (df = 14)

**Table 2.3 Adults: Distribution of Individual Items
Clinic and Field Based Surveys**

	Strongly Disagree/D disagree		Neutral		Agree/Strongly Agree		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
1. Location was convenient	6.66	396	10.52	626	82.82	4928	100	5,950
2. Staff willing to see me as often as necessary	3.90	251	8.63	555	87.47	5627	100	6,433
3. Service times were convenient	3.12	200	7.60	488	89.28	5732	100	6,420
4. Staff was sensitive to my cultural background	3.58	221	11.51	711	84.91	5245	100	6,177
5. I deal more effectively with daily problems	5.74	349	17.23	1047	77.03	4682	100	6,078
6. I am doing better in school/work	10.85	560	26.80	1383	62.34	3217	100	5,160
7. My symptoms not bothering me as much	14.29	868	20.97	1274	64.75	3934	100	6,076

In Table 2.3 approximately 83% (n = 4,928) of the Adult surveys reported that the location of services was convenient and 89% (n = 5,732) reported that service times were convenient. However, 62% (n = 3,217) reported that they were doing better in school and/or work and 65% (n = 3,934) reported that their symptoms were not bothering them as much.

More than two-thirds 77% (n = 4,682) of the Adults reported that they are able to deal more effectively with their daily problems.

**Table 2.3.1 Adult: Location was Convenient by SA
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent		Percent		Percent	
SA 1	4.31		12.94		82.75	
SA 2	7.96		12.48		79.82	
SA 3	4.13		12.38		83.49	
SA 4	6.58		10.05		83.37	
SA 5	6.97		11.01		82.02	
SA 6	4.22		6.10		89.68	
SA 7	5.15		9.04		85.81	
SA 8	10.94		11.99		77.07	

$p < .001, \chi^2 = 89.7$ (df = 14)

**Table 2.3.4 Adult: Staff Were Sensitive to My Cultural and Ethnic Background by SA
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent		Percent		Percent	
SA 1	1.89		14.39		83.71	
SA 2	3.24		12.67		84.09	
SA 3	3.60		10.27		86.13	
SA 4	4.69		11.66		83.65	
SA 5	3.96		17.08		78.96	
SA 6	3.11		7.82		89.07	
SA 7	2.60		11.24		86.15	
SA 8	5.08		11.20		83.71	

$p < .001, \chi^2 = 49.3$ (df = 14)

**Table 2.3.2 Adult: Staff was Willing to See Me Often by SA
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent		Percent		Percent	
SA 1	5.88		15.07		79.04	
SA 2	4.15		9.10		86.75	
SA 3	3.95		6.59		89.46	
SA 4	3.53		8.65		87.83	
SA 5	5.58		10.96		83.47	
SA 6	3.65		6.11		90.24	
SA 7	3.90		10.09		86.01	
SA 8	3.20		8.11		88.69	

$p < .001, \chi^2 = 42.7$ (df = 14)

**Table 2.3.3 Adult: Services Available at Convenient Times by SA
Clinic and Field Based Surveys**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent		Percent		Percent	
SA 1	2.53		11.55		85.92	
SA 2	3.17		7.45		89.38	
SA 3	2.81		8.42		88.78	
SA 4	4.15		7.49		88.36	
SA 5	3.39		8.96		87.65	
SA 6	3.00		5.81		91.19	
SA 7	3.12		8.55		88.34	
SA 8	2.51		7.04		90.45	

$p < .001, \chi^2 = 36.7$ (df = 14)

In Table 2.3.1, 90% of Adults in SA 6 reported that the location of services was convenient compared with 80% in SA 2 and 77% in SA 8.

In Table 2.3.2, 90% of the Adults in SA 6 said that the staff were willing to see them as often as necessary compared with 79% in SA 1.

In Table 2.3.4, 89% of the Adults in SA 6 reported that the staff was sensitive to their cultural/ethnic background as compared with 79% in SA 5.

Table 2.3.5 Adult: I Deal More Effectively with Daily Problems by SA
Clinic and Field Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	10.98	24.31	64.71			
SA 2	4.96	17.39	77.65			
SA 3	4.77	14.82	80.41			
SA 4	6.27	14.84	78.89			
SA 5	4.60	14.84	80.54			
SA 6	4.97	16.30	78.73			
SA 7	5.50	19.98	74.52			
SA 8	7.30	18.84	73.86			

$p < .001, \chi^2 = 49.9$ (df = 14)

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In Table 2.3.5, 80% of the Adults in SA 3 reported that they were able to deal more effectively with daily problems as compared with 65% in SA 1 and 74% in SA 8.

In Table 2.3.6 less than half or 49% of Adults in SA 1 reported that they were doing better in school and/or work compared with other Service Areas. No more than a third (67%) of the Adults in any Service Area reported that they were doing better at school and/or work.

In Table 2.3.7, 52% of Adults in SA 1 reported that their symptoms were not bothering them as much compared with 69% in SA 4.

Table 2.3.6 Adult: I do Better at Work by SA
Clinic and Filed Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	18.47	32.88	48.65			
SA 2	10.20	29.64	60.16			
SA 3	8.79	26.38	64.83			
SA 4	8.99	24.16	66.85			
SA 5	11.20	31.77	57.03			
SA 6	11.35	22.02	66.63			
SA 7	12.59	26.10	61.31			
SA 8	10.40	27.73	61.87			

$p < .001, \chi^2 = 53.9$ (df = 14)

In Table 2.3.6 Adults in SA 3 reported that they were able to deal more effectively with daily problems as compared with 65% in SA 1 and 74% in SA 8.

In Table 2.3.7, 52% of Adults in SA 1 reported that their symptoms were not bothering them as much compared with 69% in SA 4.

Table 2.3.7 Adult-My Symptoms Are Not Bothering Me As Much by SA
Clinic and Filed Based Surveys

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 1	20.90	27.24	51.87			
SA 2	14.92	20.90	64.18			
SA 3	11.89	21.33	66.78			
SA 4	11.07	19.74	69.19			
SA 5	14.62	22.46	62.92			
SA 6	14.66	18.61	66.73			
SA 7	14.34	23.45	62.21			
SA 8	14.99	20.49	64.52			

$p < .001, \chi^2 = 40.3$ (df = 14)

In Table 2.3.7, 52% of Adults in SA 1 reported that their symptoms were not bothering them as much compared with 69% in SA 4.

Table 2.4 Older Adult- Distribution of Individual Items Clinic and Field Based Surveys								
	Strongly Disagree/Disagree		Neutral		Strongly Agree/Agree		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
1. Location was convenient	3.81	16	9.05	38	87.14	366	100	420
2. Staff willing to see me as often as necessary	2.78	12	6.02	26	91.20	394	100	432
3. Service times were convenient	3.00	13	6.22	27	90.78	394	100	434
4. Staff was sensitive to cultural background	2.64	11	7.21	30	90.14	375	100	416
5. Deal more effectively with daily problems	5.31	22	10.39	43	84.30	349	100	414
6. Doing better in school/work	9.63	26	22.59	61	67.78	183	100	270
7. Symptoms not bothering as much	11.17	46	15.78	65	73.06	301	100	412

In Table 2.4, approximately 90% (n = 394) of Older Adults reported that service times were convenient and the staff were sensitive to their cultural/ethnic background.

However, 68% (n = 183) reported that they were doing better at school and/or work and 73% (n = 301) reported that their symptoms were not bothering them as much.

**Table 2.4.1 Older Adult – Location of Services were Convenient
Clinic and Field Based Surveys**

Service Area	Strongly Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 01	0.00	0.00	0.00	100.00		
SA 02	2.50	11.67		85.83		
SA 03	0.00	4.55		95.45		
SA 04	4.00	8.00		88.00		
SA 05	2.17	2.17		95.65		
SA 06	4.23	14.08		81.69		
SA 07	7.14	0.00		92.86		
SA 08	17.86	14.29		67.86		

$p = < .01$ $\chi^2 = 28.1$ (df = 14)

In Table 2.4.1 100% of Older Adults in SA 1 and 95% in SA 3 and SA 5 reported that the location of services were convenient compared with 68% in SA 8.

In Table 2.4.2, nearly 80% of Older Adults reported doing better at school and/or work compared with 53% in SA 8

**Table 2.4.2 Older Adults – Doing Better at Work
Clinic and Field Based Survey**

Service Area	Strongly Disagree/Disagree		Neutral		Agree/Strongly Agree	
	Percent	Percent	Percent	Percent	Percent	Percent
SA 01	75.00	0.00	0.00	25.00		
SA 02	7.04	28.17		64.79		
SA 03	16.67	16.67		66.67		
SA 04	5.88	14.71		79.41		
SA 05	10.00	23.33		66.67		
SA 06	6.67	31.11		62.22		
SA 07	12.00	20.00		68.00		
SA 08	10.00	40.00		50.00		

$p = < .01$ $\chi^2 = 27.2$ (df = 14)

Summary

This is the first integrated report for State Performance Outcomes and County Performance Outcomes, consistent with the mandated State Performance Outcomes System, the mandated Federal Block Grant requirements and the Board of Supervisors instructions for all Departments to convert to performance outcomes to improve the quality and effectiveness of mental health services.

CY 2008 is for baseline data collection for the established measures with one survey period occurring in May 2008 and another in November 2008. Data collection survey limitations are evident and are identified below:

- A significant limitation of the data collection and data analysis processes is that surveys are conducted on volunteer participants in the identified settings without the application of random sampling techniques. Therefore, the findings may not be representative of all consumers served by the County of Los Angeles Department of Mental Health system of care as rendered by County operated and contracted providers.
- Another significant limitation of the data collection and data analysis processes is that the surveys are available in the six (6) language translations provided by the State DMH for: Spanish, Chinese, Hmong, Russian, Tagalog, and Vietnamese. In addition to English, the County of Los Angeles has twelve (12) Threshold Languages including languages for which the State DMH has not provided language translations for: Arabic, Armenian, Cantonese, Cambodian, Farsi, Korean, and Mandarin. The unavailability of survey translations in all of the County of Los Angeles Threshold languages adversely affects response rates and leaves large populations of monolingual, non-English speaking consumers/families without the opportunity to anonymously express their perceptions concerning mental health services received and provided.
- Another limitation is the data collection and data analysis for ethnicity in which there is a high frequency of multiple reporting occurring for participants reporting multiple ethnicities categories or for the other/unknown category. The lack of distinct categories impacts accuracy response rate calculations and prohibits meaningful data analysis for ethnicity.
- Finally, there is also an apparent self-selection process introduced through volunteer participation in the surveys and a lack of needed language translations for the surveys. Ideally, this may be offset by overall higher response rates.

Data collection and data analysis methods will continue to be assessed and refined during CY 2008 and recommendations will be included in the report following the November 2008 survey period. This includes refining data collection and data analysis for the measures for timely access to services following discharge from psychiatric inpatient hospitals and residential facilities/institutions.

PART III

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

PERFORMANCE BASED OUTCOMES FOR TIMELY ACCESS TO
POST-DISCHARGE CARE

- 1) ACUTE PSYCHIATRIC HOSPITALIZATION POST DISCHARGE CARE
- 2) RESIDENTIAL TREATMENT PROGRAM/INSTITUTIONAL POST DISCHARGE CARE

PART III

PERFORMANCE BASED OUTCOMES FOR TIMELY ACCESS TO POST-DISCHARGE CARE

ACUTE PSYCHIATRIC HOSPITALIZATION POST DISCHARGE CARE

The Department selected two additional operational measures for timely access to post-discharge care. The first measure is timely access for acute psychiatric hospitalization post-discharge care. This operational measure is defined as: “Client received continuity of care by being seen within seven (7) calendar days of discharge from an acute psychiatric hospital.”

This criterion was selected consistent with the national Substance Abuse and Mental Health Services Administration (SAMHSA) Sixteen State Indicators. It is also one of the indicators reported by all states to the National Association of State Mental Health Directors (NASMHD) for hospital readmission rates outcome data reporting. Research indicates that the identification of high risk groups and high risk factors contributing to high rates of hospitalization and re-hospitalization are important to preventing and managing potentially unnecessary hospitalizations. These events are correlated with quality of life indicators and the ability of consumers to enjoy productive lives in their communities in the least restrictive settings possible. Likewise, the provision of timely access to good discharge planning and follow-up mental health services, including medication management, following discharge from an acute psychiatric hospitalization, may serve to reduce rates of re-hospitalization.

The systems’ capacity to capture relevant data for hospitalizations exists through the IS Data system dates of admission and discharge; rates of readmission over time; and, length of hospital stay, exists through the IS data system. In addition to hospital utilization patterns the system is able to capture data for service utilization patterns in relationship to hospitalizations such as identifying the first service activity by IS Claims Data. Fiscal Year IS Claims Data for first service/activity billed and the IS Data for discharge date from acute psychiatric hospitalization is used to determine the seven (7) calendar day target.

In addition to the selection of this operational measure, a Performance Improvement Project (PIP) has been developed by the Department, including the assembly of a Multi-Functional Team, to specifically address high utilization patterns, coordination of care issues, and other barriers to timely access, as identified in the data reviewed for the study group. This Re-Hospitalization PIP serves to initiate appropriate quality improvement interventions directed at identified factors contributing to the problem of re-hospitalizations. This also includes participation in PIP statewide teleconferences, technical assistance, and consultation available throughout the life of

this PIP. This PIP is a multi-year process of continuous quality improvement with on-going data collection and reporting.

RESIDENTIAL TREATMENT PROGRAM/INSTITUTIONAL POST DISCHARGE CARE

The Department's second measure is timely access for Residential Treatment /Institutional post-discharge care. This operational measure is defined as: "Client was seen and received timely on-going care within 30 calendar days from the time of discharge from mental health residential/institutional setting."

This criterion was selected consistent with the above measure with the overall goals of: improved quality of life, productive tenure in the community in least restrictive settings, and improved service provision. Likewise, the systems capacity to capture relevant date for this measure exists through the IS data system. Similar to the above described measure, this measure would capture fiscal year data for date of the first service/activity billed to the IS after the date of discharge from a 24-hour facility (excluding acute psychiatric hospitalizations).

The Department has a multi-disciplined group preparing for the implementation of this measure, which will be formally reviewed and evaluated in semi-annual and annual intervals. Continuous quality improvement activities will be on-going.

APPENDIX
SURVEY INSTRUMENTS

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you or your child will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** *EXAMPLE:* Correct Incorrect

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree, Disagree, are Undecided, Agree, or Strongly Agree** with each of the statements below. If the question is about something you or your child have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>					
2. I helped to choose my child's services.	<input type="radio"/>					
3. I helped to choose my child's treatment goals.	<input type="radio"/>					
4. The people helping my child stuck with us no matter what.	<input type="radio"/>					
5. I felt my child had someone to talk to when he / she was troubled.	<input type="radio"/>					
6. I participated in my child's treatment.	<input type="radio"/>					
7. The services my child and / or family received were right for us.	<input type="radio"/>					
8. The location of services was convenient for us.	<input type="radio"/>					
9. Services were available at times that were convenient for us.	<input type="radio"/>					
10. My family got the help we wanted for my child.	<input type="radio"/>					
11. My family got as much help as we needed for my child.	<input type="radio"/>					
12. Staff treated me with respect.	<input type="radio"/>					
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>					
14. Staff spoke with me in a way that I understood.	<input type="radio"/>					
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>					

As a result of the services my child and / or family received:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
16. My child is better at handling daily life.	<input type="radio"/>					
17. My child gets along better with family members.	<input type="radio"/>					
18. My child gets along better with friends and other people.	<input type="radio"/>					
19. My child is doing better in school and / or work.	<input type="radio"/>					
20. My child is better able to cope when things go wrong.	<input type="radio"/>					
21. I am satisfied with our family life right now.	<input type="radio"/>					
22. My child is better able to do things he or she wants to do.	<input type="radio"/>					

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CSI County Client Number
Must be entered on EVERY page



For Questions #23-26, please answer for relationships with persons other than your mental health provider(s).

As a result of the services my child and / or family received:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>					
24. I have people that I am comfortable talking with about my child's problem(s).	<input type="radio"/>					
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					
26. I have people with whom I can do enjoyable things.	<input type="radio"/>					

27. What has been the most helpful thing about the services you and your child received over the last 6 months?

28. What would improve the services here?

29. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback.

Please answer the following questions to let us know how your child is doing.

1. Is your child currently living with you? Yes No

2. Has your child lived in any of the following places in the last 6 months? (Mark all that apply.)

- | | | |
|--|--|---|
| <input type="radio"/> With one or both parents | <input type="radio"/> Homeless shelter | <input type="radio"/> State correctional facility |
| <input type="radio"/> With another family member | <input type="radio"/> Group home | <input type="radio"/> Runaway / homeless / on the streets |
| <input type="radio"/> Foster home | <input type="radio"/> Residential treatment center | <input type="radio"/> Other (describe): _____ |
| <input type="radio"/> Therapeutic foster home | <input type="radio"/> Hospital | |
| <input type="radio"/> Crisis shelter | <input type="radio"/> Local jail or detention facility | |

3. In the last year, did your child see a medical doctor (or nurse) for a health check-up or because he/she was sick? (Check one.)

- Yes, in a clinic or office Yes, but only in a hospital or emergency room No Do not remember

4. Is your child on medication for emotional / behavioral problems? Yes No

4a. If yes, did the doctor or nurse tell you and/or your child what side effects to watch for? Yes No

5. Approximately, how long has your child received services here?

- | | | |
|---|--|--|
| <input type="radio"/> This is my child's first visit here. | <input type="radio"/> 1 - 2 Months | <input type="radio"/> More than 1 year |
| <input type="radio"/> My child has had more than one visit but has received services for less than one month. | <input type="radio"/> 3 - 5 Months | |
| | <input type="radio"/> 6 months to 1 year | |

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CSI County Client Number

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Please answer Questions #6 - 11 if your child has been receiving mental health services for ONE YEAR OR LESS.
If your child has been receiving mental health services for 'MORE THAN ONE YEAR,' skip to question 12 below.

6. Was your child arrested since beginning to receive mental health services? Yes No
7. Was your child arrested during the 12 months prior to that? Yes No
8. Since your child began to receive mental health services, have their encounters with the police:
- been reduced (for example, they have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 - stayed the same
 - increased
 - not applicable (they had no police encounters this year or last year)
9. Was your child expelled or suspended since beginning services? Yes No
10. Was your child expelled or suspended during the 12 months prior to that? Yes No
11. Since starting to receive services, the number of days my child was in school is:
- greater
 - about the same
 - less
 - does not apply (please select why this does not apply)
 - child did not have a problem with attendance before starting services
 - child is too young to be in school
 - child was expelled from school
 - child is home schooled
 - child dropped out of school
 - other: _____

SKIP to Question #18 on the next page 

Please answer Questions #12-17 only if your child has been receiving mental health services for 'MORE THAN ONE YEAR.'

12. Was your child arrested during the last 12 months? Yes No
13. Was your child arrested during the 12 months prior to that? Yes No
14. Over the last year, have your child's encounters with the police:
- been reduced (for example, they have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 - stayed the same
 - increased
 - not applicable (they had no police encounters this year or last year)
15. Was your child expelled or suspended during the last 12 months? Yes No
16. Was your child expelled or suspended during the 12 months prior to that? Yes No
17. Over the last year, the number of days my child was in school is:
- greater
 - about the same
 - less
 - does not apply (please select why this does not apply)
 - child did not have a problem with attendance before starting services
 - child is too young to be in school
 - child was expelled from school
 - child is home schooled
 - child dropped out of school
 - other: _____

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CSI County Client Number

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Please answer the following questions to let us know a little about your child.

18. What is your child's gender? Female Male Other

19. Are either of the child's parents of Mexican / Hispanic / Latino origin? Yes No Unknown

20. What is your child's race? (Mark all that apply.)
 American Indian / Alaskan Native Native Hawaiian / Other Pacific Islander Unknown
 Asian White / Caucasian
 Black / African American Other

21. What is your child's date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

	□	□	-	□	□	-	□	□	□	□
0	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EXAMPLE: Date of birth on April 30, 1990:

1. Write in your child's date of birth → **04 - 30 - 1990**

2. Fill in the corresponding circles

0	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input checked="" type="radio"/>	<input type="radio"/>								
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Does your child have Medi-Cal (Medicaid) insurance? Yes No

23. Were the services your child received provided in the language he / she preferred? Yes No

24. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? Yes No

25. Please identify who helped you complete any part of this survey (Mark all that apply):

I did not need any help. A professional interviewer helped me.
 A mental health advocate / volunteer helped me. My child's clinician / case manager helped me.
 Another mental health consumer helped me. A staff member other than my child's clinician or case manager helped me.
 A member of my family helped me. Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

- -

Reason (if applicable):

Ref Imp Lan Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

CSI County Client Number

Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #2 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #3 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Reporting Unit:



YOUTH SERVICES SURVEY FOR YOUTH (YSS)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** *EXAMPLE:* Correct Incorrect

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree, Disagree, are Undecided, Agree, or Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>					
2. I helped to choose my services.	<input type="radio"/>					
3. I helped to choose my treatment goals.	<input type="radio"/>					
4. The people helping me stuck with me no matter what.	<input type="radio"/>					
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>					
6. I participated in my own treatment.	<input type="radio"/>					
7. I received services that were right for me.	<input type="radio"/>					
8. The location of services was convenient for me.	<input type="radio"/>					
9. Services were available at times that were convenient for me.	<input type="radio"/>					
10. I got the help I wanted.	<input type="radio"/>					
11. I got as much help as I needed.	<input type="radio"/>					
12. Staff treated me with respect.	<input type="radio"/>					
13. Staff respected my religious / spiritual beliefs.	<input type="radio"/>					
14. Staff spoke with me in a way that I understood.	<input type="radio"/>					
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>					

As a result of the services I received:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
16. I am better at handling daily life.	<input type="radio"/>					
17. I get along better with family members.	<input type="radio"/>					
18. I get along better with friends and other people.	<input type="radio"/>					
19. I am doing better in school and / or work.	<input type="radio"/>					
20. I am better able to cope when things go wrong.	<input type="radio"/>					
21. I am satisfied with my family life right now.	<input type="radio"/>					
22. I am better able to do things I want to do.	<input type="radio"/>					

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CSI County Client Number
Must be entered on EVERY page



For Questions #23-26, please answer for relationships with persons other than your mental health provider(s).

As a result of the services I received:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>					
24. I have people that I am comfortable talking with about my problem(s).	<input type="radio"/>					
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					
26. I have people with whom I can do enjoyable things.	<input type="radio"/>					

27. What has been the most helpful thing about the services you received over the last 6 months?

28. What would improve the services here?

29. Please provide comments here and /or on the back of this form, if needed.
We are interested in both positive and negative feedback.

Please answer the following questions to let us know how you are doing.

1. Have you lived in any of the following places in the last 6 months? (Mark all that apply.)

- With one or both parents
- With another family member
- Foster home
- Therapeutic foster home
- Crisis shelter
- Homeless shelter
- Group home
- Residential treatment center
- Hospital
- Local jail or detention facility
- State correctional facility
- Runaway / homeless / on the streets
- Other (describe): _____

2. In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick? (Check one.)

- Yes, in a clinic or office Yes, but only in a hospital or emergency room No Do not remember

3. Are you on medication for emotional / behavioral problems? Yes No

3a. If yes, did the doctor or nurse tell you what side effects to watch for? Yes No

4. Approximately, how long have you received services here?

- This is my first visit here.
- I have had more than one visit but have received services for less than one month.
- 1 - 2 Months
- 3 - 5 Months
- 6 months to 1 year
- More than 1 year

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CSI County Client Number

Must be entered on EVERY page



*Please answer Questions #5-10 if you have been receiving mental health services for **ONE YEAR OR LESS**.
If you have been receiving mental health services for **'MORE THAN ONE YEAR,'** skip to question 11 below.*

5. Were you arrested since beginning to receive mental health services? Yes No
6. Were you arrested during the 12 months prior to that? Yes No
7. Since your began to receive mental health services, have your encounters with the police:
- been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 - stayed the same
 - increased
 - not applicable (you had no police encounters this year or last year)
8. Were you expelled or suspended since beginning services? Yes No
9. Were you expelled or suspended during the 12 months prior to that? Yes No
10. Since starting to receive services, the number of days you were in school is:
- greater
 - about the same
 - less
 - does not apply (please select why this does not apply)
 - I did not have a problem with attendance before starting services
 - I was expelled from school
 - I am home schooled
 - I dropped out of school
 - other: _____

SKIP to Question #17 on the next page 

*Please answer Questions #11-16 only if you have been receiving mental health services for **'MORE THAN ONE YEAR.'***

11. Were you arrested during the last 12 months? Yes No
12. Were you arrested during the 12 months prior to that? Yes No
13. Over the last year, have your encounters with the police:
- been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 - stayed the same
 - increased
 - not applicable (you had no police encounters this year or last year)
14. Were you expelled or suspended during the last 12 months? Yes No
15. Were you expelled or suspended during the 12 months prior to that? Yes No
16. Over the last year, the number of days you were in school is:
- greater
 - about the same
 - less
 - does not apply (please select why this does not apply)
 - I did not have a problem with attendance before starting services
 - I was expelled from school
 - I am home schooled
 - I dropped out of school
 - other: _____

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CSI County Client Number

Must be entered on EVERY page



Please answer the following questions to let us know a little about you.

17. What is your gender? Female Male Other

18. Are you of Mexican / Hispanic / Latino origin? Yes No Unknown

19. What is your race? (Mark all that apply.)

- American Indian / Alaskan Native Native Hawaiian / Other Pacific Islander Unknown
 Asian White / Caucasian
 Black / African American Other

20. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

	□	□	-	□	□	-	□	□	□	□
0	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EXAMPLE: Date of birth on April 30, 1990:

1. Write in your child's date of birth → **04 - 30 - 1990**

2. Fill in the corresponding circles

0	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input checked="" type="radio"/>	<input type="radio"/>								
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Do you have Medi-Cal (Medicaid) insurance? Yes No

22. Were the services you received provided in the language you prefer? Yes No

23. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? Yes No

24. Please identify who helped you complete any part of this survey (Mark all that apply):

- I did not need any help. A professional interviewer helped me.
 A mental health advocate / volunteer helped me. My clinician / case manager helped me.
 Another mental health consumer helped me. A staff member other than my clinician or case manager helped me.
 A member of my family helped me. Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

- -

Reason (if applicable):

- Ref Imp Lan Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

CSI County Client Number

Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #2 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #3 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Reporting Unit:



ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** EXAMPLE: Correct ● Incorrect ✕ ✓

MHSIP Consumer Survey*:

Please answer the following questions based on the **LAST 6 MONTHS** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>				
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>				
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>				
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>				
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>				
6. Staff returned my calls within 24 hours.	<input type="radio"/>	<input type="radio"/>				
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>				
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>				
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>				
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>				
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>				
12. I felt free to complain.	<input type="radio"/>	<input type="radio"/>				
13. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>				
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>				
15. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>				
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>				
17. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>				
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>				
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>				
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>				
As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>				
22. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>				

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

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CSI County Client Number
Must be entered on EVERY page



As a direct result of the services I received:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
23. I am better able to deal with crisis.	<input type="radio"/>					
24. I am getting along better with my family.	<input type="radio"/>					
25. I do better in social situations.	<input type="radio"/>					
26. I do better in school and /or work.	<input type="radio"/>					
27. My housing situation has improved.	<input type="radio"/>					
28. My symptoms are not bothering me as much.	<input type="radio"/>					
29. I do things that are more meaningful to me.	<input type="radio"/>					
30. I am better able to take care of my needs.	<input type="radio"/>					
31. I am better able to handle things when they go wrong.	<input type="radio"/>					
32. I am better able to do things that I want to do.	<input type="radio"/>					

For Questions #33-36, please answer for relationships with persons other than your mental health provider(s).

As a direct result of the services I received:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
33. I am happy with the friendships I have.	<input type="radio"/>					
34. I have people with whom I can do enjoyable things.	<input type="radio"/>					
35. I feel I belong in my community.	<input type="radio"/>					
36. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	<input type="radio"/>						

Living Situation

2. Think about your current living situation.

How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	<input type="radio"/>						
B. The privacy you have there?	<input type="radio"/>						
C. The prospect of staying on where you currently live for a long period of time?	<input type="radio"/>						

Daily Activities & Functioning

3. Think about how you spend your spare time.

How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	<input type="radio"/>						
B. The chance you have to enjoy pleasant or beautiful things?	<input type="radio"/>						
C. The amount of fun you have?	<input type="radio"/>						
D. The amount of relaxation in your life?	<input type="radio"/>						

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CSI County Client Number
Must be entered on EVERY page



Health

12. How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
--	----------	---------	---------------------	-------	------------------	---------	-----------

- | | | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. Your health in general? | <input type="radio"/> |
| B. Your physical condition? | <input type="radio"/> |
| C. Your emotional well-being? | <input type="radio"/> |

Please answer the following questions to let us know how you are doing.

1. **Approximately, how long have you received services here?**

- This is my first visit here. 1 - 2 Months More than 1 year
 I have had more than one visit but I have received services for less than one month. 3 - 5 Months 6 months to 1 year

Please answer Questions #2 - 4, below, if you have been receiving services for ONE YEAR OR LESS. If you have been receiving services for "MORE THAN ONE YEAR," please SKIP to Questions #5.

2. **Were you arrested since you began to receive mental health services?** Yes No
3. **Were you arrested during the 12 months prior to that?** Yes No
4. **Since you began to receive mental health services, have your encounters with the police . . .**
- been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 stayed the same
 increased
 not applicable (I had no police encounters this year or last year)

SKIP to Question #8, below ↓

Please answer Questions #5 - 7 only if you have been receiving mental health services for "MORE THAN ONE YEAR."

5. **Were you arrested during the last 12 months?** Yes No
6. **Were you arrested during the 12 months prior to that?** Yes No
7. **Over the last year, have your encounters with the police . . .**
- been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
 stayed the same
 increased
 not applicable (I had no police encounters this year or last year)

Please answer the following questions to let us know a little about you.

8. **What is your gender?** Female Male Other
9. **Are you of Mexican / Hispanic / Latino origin?** Yes No Unknown
10. **What is your race? (Please mark all that apply.)**
- American Indian / Alaskan Native Native Hawaiian / Other Pacific Islander Unknown
 Asian White / Caucasian
 Black / African American Other

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CSI County Client Number
Must be entered on EVERY page



11. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

- -
 0
 1
 2
 3
 4
 5
 6
 7
 8
 9

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth → - -

2. Fill in the corresponding circles

Date of Birth (mm-dd-yyyy)

0
 1
 2
 3
 4
 5
 6
 7
 8
 9

12. Were the services you received provided in the language you prefer? Yes No

13. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? Yes No

14. What was the primary reason you became involved with this program? (Mark one):

- I decided to come in on my own.
- Someone else recommended that I come in.
- I came in against my will.

15. Please identify who helped you complete any part of this survey (Mark all that apply):

- I did not need any help.
- A professional interviewer helped me.
- A mental health advocate / volunteer helped me.
- My clinician / case manager helped me.
- Another mental health consumer helped me.
- A staff member other than my clinician or case manager helped me.
- A member of my family helped me.
- Someone else helped me. Who?: _____

16. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

- -

Reason (if applicable):

- Ref Imp Lan Oth

Make sure the same CSI County Client Number is written on all four pages of this survey.

CSI County Client Number
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Optional County Questions:

County Question #1 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
- 11 12 13 14 15 16 17 18 19 20

County Question #2 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
- 11 12 13 14 15 16 17 18 19 20

County Question #3 (mark only ONE bubble):

- 01 02 03 04 05 06 07 08 09 10
- 11 12 13 14 15 16 17 18 19 20

County Reporting Unit:

61732



OLDER ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.**

EXAMPLE: Correct ● Incorrect ✗ ✓

MHSIP Consumer Survey*:

Please answer the following questions based on the **LAST 6 MONTHS** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>					
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>					
3. I would recommend this agency to a friend or family member.	<input type="radio"/>					
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>					
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>					
6. Staff returned my calls within 24 hours.	<input type="radio"/>					
7. Services were available at times that were good for me.	<input type="radio"/>					
8. I was able to get all the services I thought I needed.	<input type="radio"/>					
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>					
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>					
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>					
12. I felt free to complain.	<input type="radio"/>					
13. I was given information about my rights.	<input type="radio"/>					
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>					
15. Staff told me what side effects to watch out for.	<input type="radio"/>					
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	<input type="radio"/>					
17. I, not staff, decided my treatment goals.	<input type="radio"/>					
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>					
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>					

*This survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

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CSI County Client Number
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	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>					

As a direct result of the services I received:

21. I deal more effectively with daily problems.	<input type="radio"/>					
22. I am better able to control my life.	<input type="radio"/>					
23. I am better able to deal with crisis.	<input type="radio"/>					
24. I am getting along better with my family.	<input type="radio"/>					
25. I do better in social situations.	<input type="radio"/>					
26. I do better in school and /or work.	<input type="radio"/>					
27. My housing situation has improved.	<input type="radio"/>					
28. My symptoms are not bothering me as much.	<input type="radio"/>					
29. I do things that are more meaningful to me.	<input type="radio"/>					
30. I am better able to take care of my needs.	<input type="radio"/>					
31. I am better able to handle things when they go wrong.	<input type="radio"/>					
32. I am better able to do things that I want to do.	<input type="radio"/>					

For Questions #33-36, please answer for relationships with persons other than your mental health provider(s).

As a direct result of the services I received:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
33. I am happy with the friendships I have.	<input type="radio"/>					
34. I have people with whom I can do enjoyable things.	<input type="radio"/>					
35. I feel I belong in my community.	<input type="radio"/>					
36. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	<input type="radio"/>						

Living Situation

2. Think about your current living situation. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	<input type="radio"/>						
B. The privacy you have there?	<input type="radio"/>						
C. The prospect of staying on where you currently live for a long period of time?	<input type="radio"/>						

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CSI County Client Number
Must be entered on EVERY page



Daily Activities & Functioning

3. Think about how you spend your spare time.

How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	<input type="radio"/>						
B. The chance you have to enjoy pleasant or beautiful things?	<input type="radio"/>						
C. The amount of fun you have?	<input type="radio"/>						
D. The amount of relaxation in your life?	<input type="radio"/>						

Family

4. How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The way you and your family act toward each other?	<input type="radio"/>							
B. The way things are in general between you and your family?	<input type="radio"/>							

Social Relations

5. How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The things you do with other people?	<input type="radio"/>							
B. The amount of time you spend with other people?	<input type="radio"/>							
C. The people you see socially?	<input type="radio"/>							
D. The amount of friendship in your life?	<input type="radio"/>							

Legal & Safety

6. In the past MONTH, were you a victim of:

No Yes

- A. Any violent crimes such as assault, rape, mugging or robbery? No Yes
- B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated? No Yes

7. In the past MONTH, how many times have you been arrested for any crimes?

- No arrests 1 arrest 2 arrests 3 arrests 4 or more arrests

8. How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. How safe you are on the streets in your neighborhood?	<input type="radio"/>						
B. How safe you are where you live?	<input type="radio"/>						
C. The protection you have against being robbed or attacked?	<input type="radio"/>						

Health

9. In general, would you say your health is:

- excellent very good good fair poor

10. How do you feel about:

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. Your health in general?	<input type="radio"/>						
B. Your physical condition?	<input type="radio"/>						
C. Your emotional well-being?	<input type="radio"/>						

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8861

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CSI County Client Number
Must be entered on EVERY page



12. Were the services you received provided in the language you prefer? Yes No

13. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? Yes No

14. What was the primary reason you became involved with this program? (Mark one):
 I decided to come in on my own.
 Someone else recommended that I come in.
 I came in against my will.

15. Please identify who helped you complete any part of this survey (Mark all that apply):
 I did not need any help. My clinician / case manager helped me.
 A mental health advocate / volunteer helped me. A staff member other than my clinician or case manager helped me.
 Another mental health consumer helped me. Someone else helped me.
 A member of my family helped me. Who?: _____
 A professional interviewer helped me.

16. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:
 - -

Reason (if applicable):
 Ref Imp Lan Oth

Make sure the same CSI County Client Number is written on all four pages of this survey.

CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #2 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #3 (mark only ONE bubble):

01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Reporting Unit:

8861



Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. For each survey item, please fill in the circle that corresponds to your choice. Please fill in the circle completely.

Example: ● Correct ⊗ ⊖ ⊙ Incorrect

		Strongly Disagree	Disagree	I am Neutral	Agree	Strongly Agree	Not Applicable
1	I felt my child had someone to talk to when he / she was troubled.	<input type="radio"/>					
2	The location of services was convenient for us.	<input type="radio"/>					
3	Services were available at times that were convenient for us.	<input type="radio"/>					
4	Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>					
5	My child gets along better with family members.	<input type="radio"/>					
6	My child is doing better in school and / or work.	<input type="radio"/>					
7	In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					

What is your birth date?

Month / Date / Year

<input type="text"/>							
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

What is your gender?

Female

Male

Other

Are you of Mexican / Hispanic / Latino origin?

Yes

No

Unknown

What is your race?

(Please mark all that apply)

American Indian/ Alaskan Native

Asian

Black / African American

Native Hawaiian / Other Pacific Islander

White / Caucasian

Other

Unknown

FOR OFFICE USE ONLY

Client's MIS Number

<input type="text"/>						
0	0	0	0	0	0	0
1	1	1	1	1	1	1
2	2	2	2	2	2	2
3	3	3	3	3	3	3
4	4	4	4	4	4	4
5	5	5	5	5	5	5
6	6	6	6	6	6	6
7	7	7	7	7	7	7
8	8	8	8	8	8	8
9	9	9	9	9	9	9

Service Area

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Provider 4 Digit IS Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

Reason

REFUSED

IMPAIRED

LANG

OTHER



MAY 2008


F EN

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. For each survey item, please fill in the circle that corresponds to your choice. Please fill in the circle completely.

Example: ● Correct ⊗ ⊖ ⊙ Incorrect

	Strongly Disagree	Disagree	I am Neutral	Agree	Strongly Agree	Not Applicable
1 I felt I had someone to talk to when I was troubled.	<input type="radio"/>					
2 The location of services was convenient for me.	<input type="radio"/>					
3 Services were available at times that were convenient for me.	<input type="radio"/>					
4 Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>					
5 I get along better with family members.	<input type="radio"/>					
6 I am doing better in school and / or work.	<input type="radio"/>					
7 In a crisis, I would have the support I need from family or friends.	<input type="radio"/>					

What is your birth date?

Month / Date / Year

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1	9	<input type="text"/>	<input type="text"/>
0	0	0	0			0	0
1	1	1	1	●		1	1
2	2	2	2			2	2
3	3	3	3			3	3
4	4	4	4			4	4
5	5	5	5			5	5
6	6	6	6			6	6
7	7	7	7			7	7
8	8	8	8			8	8
9	9	9	9	●		9	9

What is your gender?

Female

Male

Other

Are you of Mexican / Hispanic / Latino origin?

Yes

No

Unknown

What is your race?

(Please mark all that apply)

American Indian / Alaskan Native

Asian

Black / African American

Native Hawaiian / Other Pacific Islander

White / Caucasian

Other

Unknown

FOR OFFICE USE ONLY

MIS Number

<input type="text"/>							
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

Service Area

<input type="text"/>
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Provider 4 Digit IS Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

Reason

REFUSED

IMPAIRED

LANG

OTHER



MAY 2008


Y EN

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Example: ● Correct ⊗ ⊖ ⊙ Incorrect

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1 The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>					
2 Staff were willing to see me as often as I felt was necessary.	<input type="radio"/>					
3 Services were available at times that were good for me.	<input type="radio"/>					
4 Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>					
5 I deal more effectively with daily problems.	<input type="radio"/>					
6 I do better in school and/or work.	<input type="radio"/>					
7 My symptoms are not bothering me as much.	<input type="radio"/>					

What is your birth date?

Month / Date / Year

<input type="text"/>							
0	0	0	0	1	9	0	0
1	1	1	1	●	1	1	1
2	2	2	2		2	2	2
3	3	3	3		3	3	3
4	4	4	4		4	4	4
5	5	5	5		5	5	5
6	6	6	6		6	6	6
7	7	7	7		7	7	7
8	8	8	8		8	8	8
9	9	9	9	●	9	9	9

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Male

Other

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Asian

Black / African American

Native Hawaiian / Other Pacific Islander

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Other

Unknown

FOR OFFICE USE ONLY

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<input type="text"/>							
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

Service Area

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Provider 4 Digit IS Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
0	0	0	0
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2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
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8	8	8	8
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Reason

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MAY 2008


A EN