

State Performance Outcomes and County Performance Outcomes Report

May 2009



**County of Los Angeles
Department of Mental Health
Program Support Bureau
Quality Improvement Division**

**Marvin J. Southard, D.S.W
Director**

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**ANNUAL STATE PERFORMANCE OUTCOMES
SUMMARY REPORT
FOR THE SURVEY PERIOD OF
MAY 4, 2009 – MAY 15, 2009**

PART 1 – CLINIC SURVEYS

BACKGROUND

In compliance with the mandated State Performance Outcomes System, Part I summarizes the results of the four consumer/family satisfaction surveys administered in Clinic Outpatient and Day Treatment Programs in the eight Service Areas of the LAC-DMH from May 4, 2009 to May 15, 2009. A baseline report was issued in August 2009 for the results of surveys conducted in May and November 2008. The surveys were administered to consumers/families who received face-to-face mental health care services in Clinic Outpatient and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Survey – Adults (Ages 18 – 59 Years)
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)

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

DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS

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

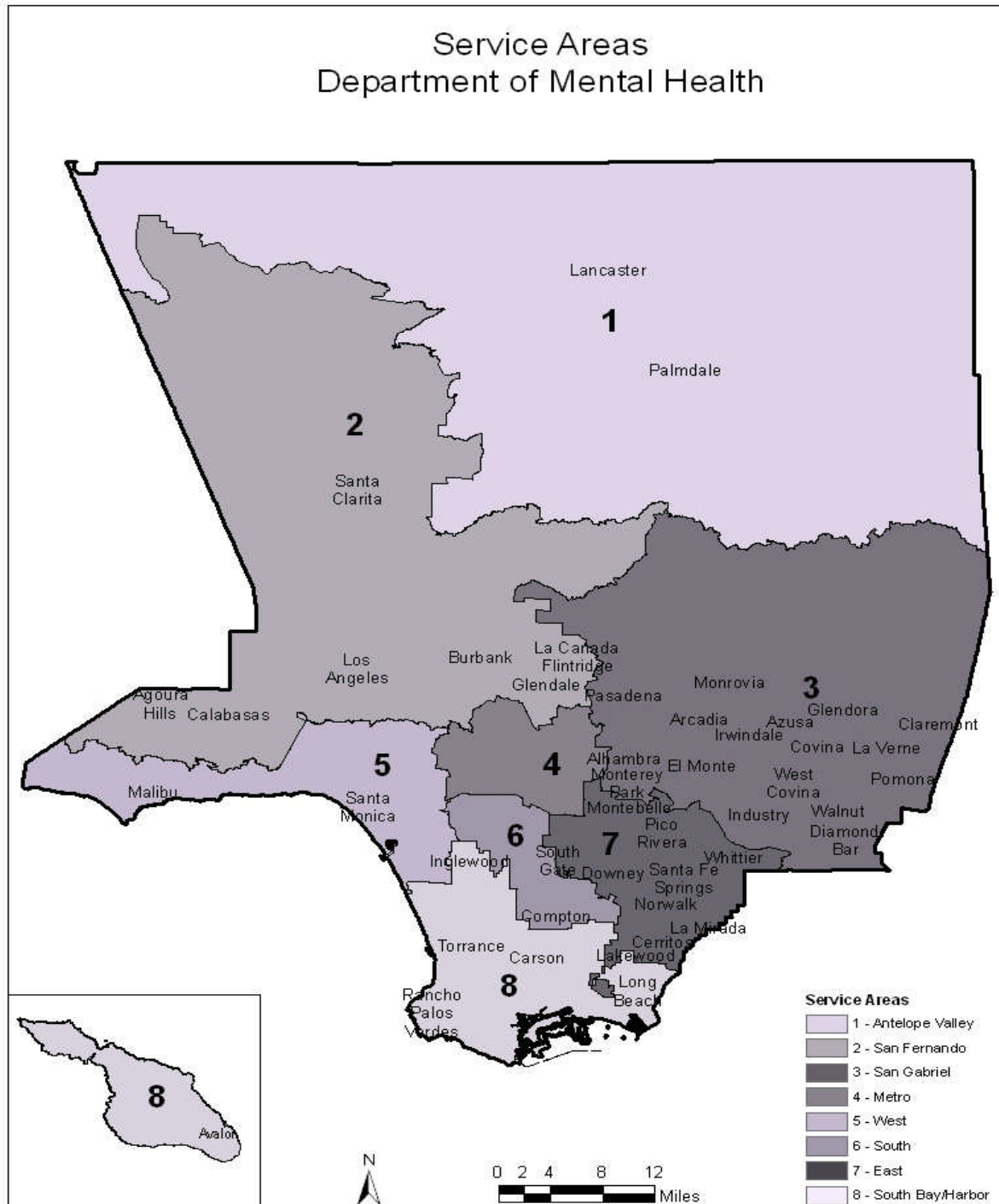
LIMITATIONS

The survey data was collected from consumers who visited LACDMH Outpatient and Day Treatment clinics during the two week survey period. As such the survey data is not representative of all

consumers served by LACDMH. Statistically significant findings are reflective only of consumers who received services during the two week survey period.

ELECTRONIC AVAILABILITY OF DATA

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



SURVEYS RECEIVED

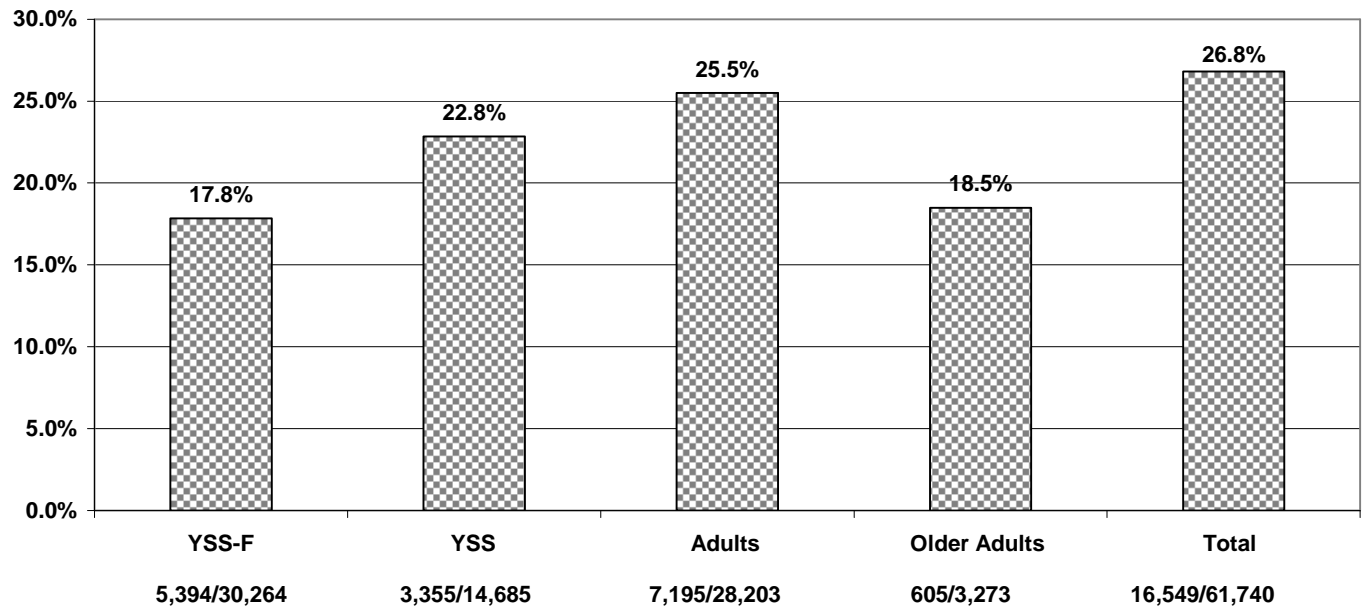
TABLE 1.1: SURVEYS RECEIVED BY AGE GROUP

Age Group	Surveys Received	Percent
YSS-F (0-17)	5,394	32.6%
YSS (13-17)	3,355	20.3%
Adult (18-59)	7,195	43.5%
Older Adult (60+)	605	3.6%
Total	16,549	100.0%

Table 1.1 shows that a total of 16,549 surveys were received for all age groups that received face-to-face mental health services in LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the survey period of May 4, 2009 to May 15, 2009. The highest percent of surveys was 43.5% from Adults or a total of 7,195 surveys. The lowest percent of surveys was approximately 3.6% from Older Adults or a total of 605 surveys. Nearly 32.6% of the surveys or 5,394 were from YSS-F between the ages 0 to 17. Another 20.3% of the surveys or 3,355 were from Youth (YSS) between the ages of 13 to 17.

There were 3,013 fewer surveys received in May 2009 compared with the November 2008 survey period. Adult surveys received increased by 2% and YSS-F surveys received decreased by 2% in May 2009 as compared with November 2008.

FIGURE 1.1: RESPONSE RATE FOR SURVEYS RECEIVED BY AGE GROUP

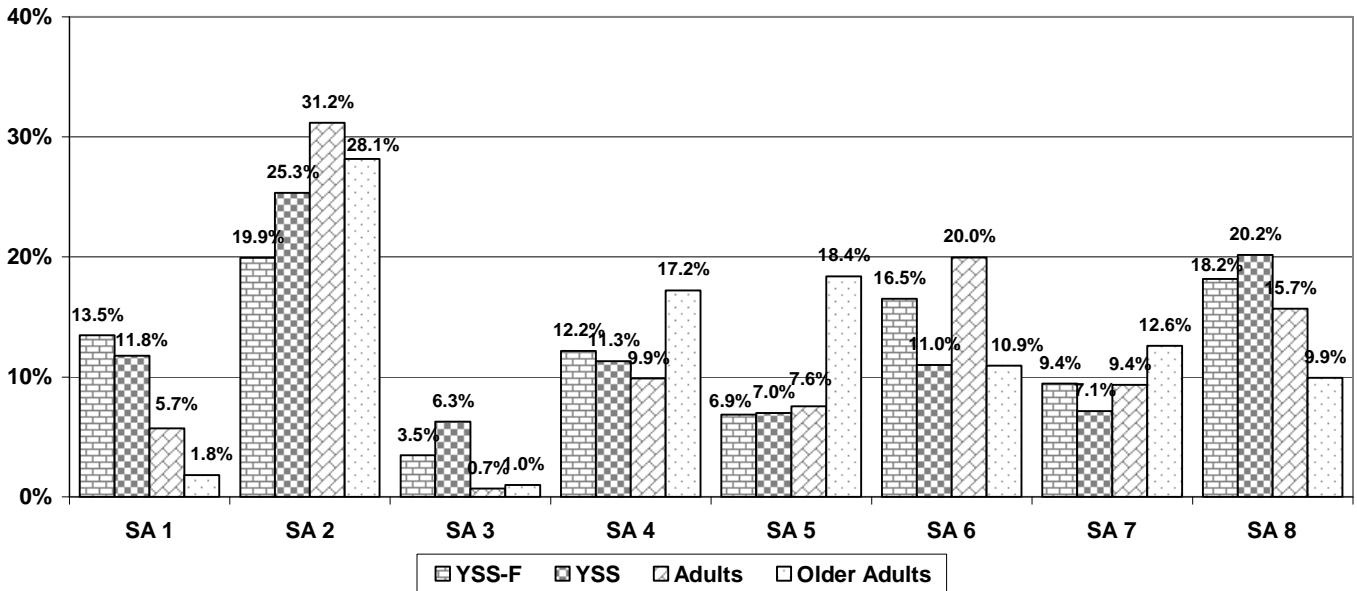


Note: YSS consumers served (ages 13-17 years) are not included in the Total consumers served because they are included in the YSS-F consumers (ages 0-17 years) served.

Figure 1.1 shows the Response Rate for Surveys Received. The Response Rate was calculated by dividing the number of surveys received by the number of consumers that received face-to-face services in LAC-DMH funded Clinic Outpatient and Day Treatment Programs during the survey period. The Total Response Rate for Surveys Received for all age groups was 26.8%. Adults had the highest Response Rate at 25.5%, followed by the YSS at 22.8%, Older Adult at 18.5% and YSS-F at 17.8%.

The Total Response Rate for surveys received In May 2009 was 5% lower at 26.8% as compared with November 2008 at 32.2%. Among Response Rate by age-groups, Adults decreased by 5%, YSS and YSS-F decreased by 4% and Older Adults decreased by 3%.

FIGURE 1.2: SURVEYS RECEIVED BY SERVICE AREA AND AGE GROUP¹

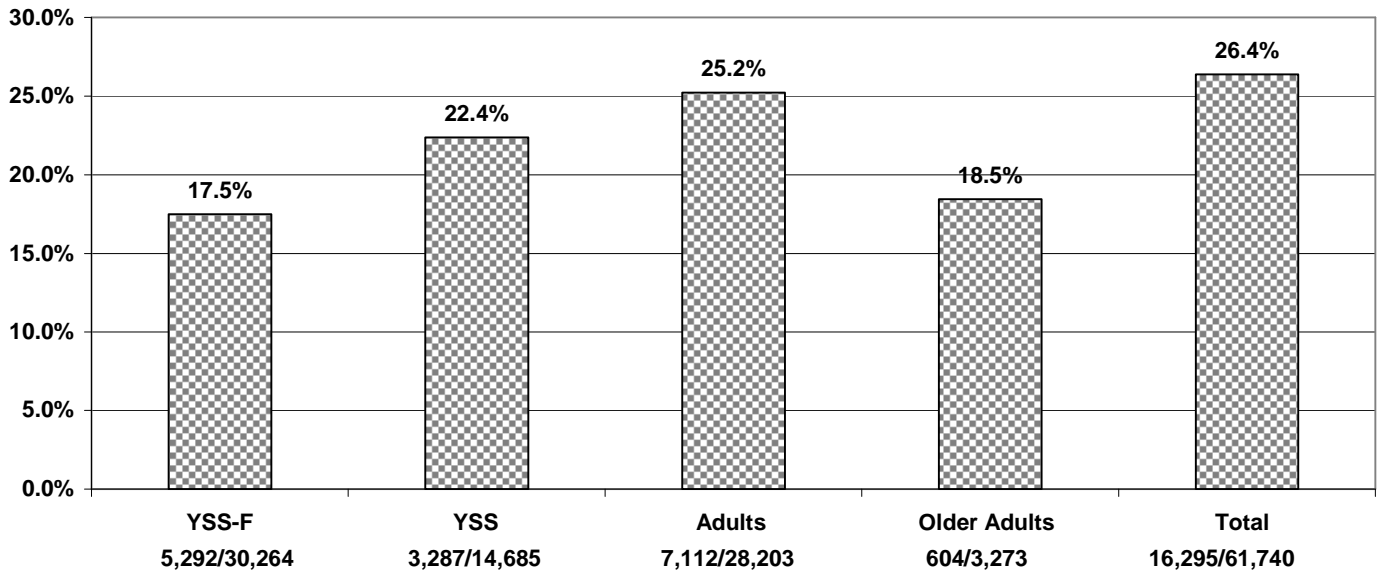


¹*p* ≤ 0.05 for all age groups

SA 2 had the highest number of Surveys Received for all age groups as shown in Figure 1.2. SA 3 had the lowest number of Surveys Received for YSS-F, YSS, Adults and Older Adults.

SURVEYS COMPLETED

FIGURE 1.3: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP



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

The Total Response Rate for Surveys Completed for all age groups was 26.4%. Adults had the highest Response Rate of 25.2% followed by the YSS at 22.4%, Older Adults at 18.5% and YSS-F at 17.5%.

The Total Response Rate for surveys completed In May 2009 was 1.1% lower at 26.4% as compared with November 2008 at 27.5%. Among Response Rate by age-groups the YSS-F and YSS decreased by 2%, Adults increased by 1.2% and Older Adults increased by 2.7%.

SURVEYS RECEIVED AND COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.4: SURVEYS RECEIVED BY LANGUAGE AND AGE GROUP

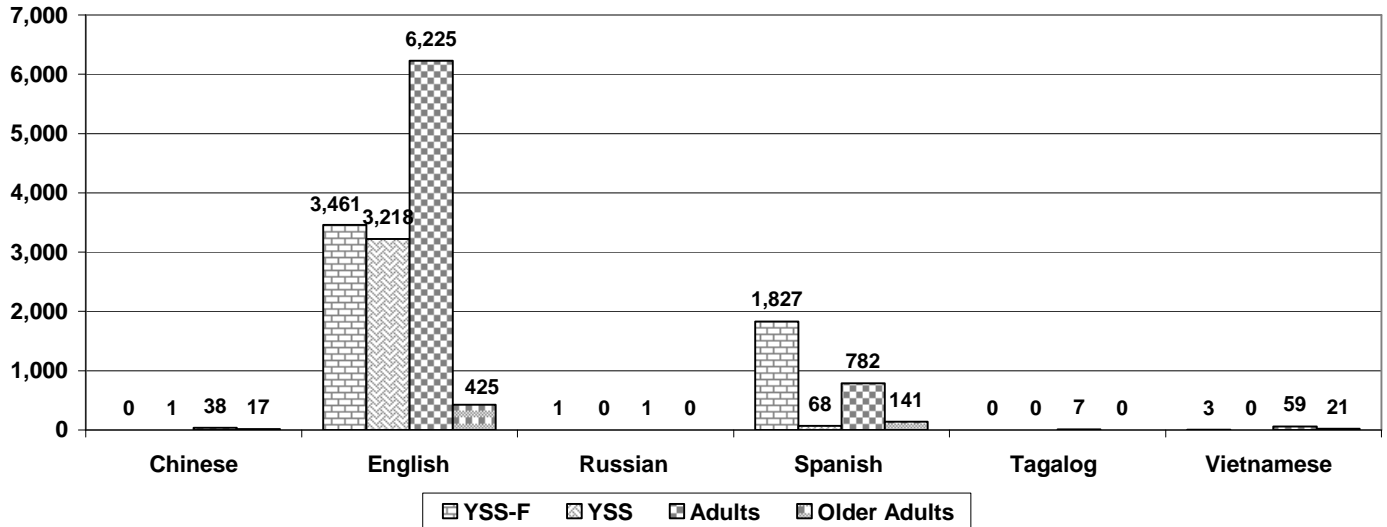


Figure 1.4 shows that the majority of consumers, 13,329 or 80.5% used English Survey Forms. A total of 2,818 or 17%, Spanish Survey Forms were used: 1,827 for YSS-F, 782 for Adults, 141 or Older Adults, and 68 for YSS. A combined total of 148 or 0.9%, of the Survey Forms were used in Chinese, Tagalog, Vietnamese and Russian.

SUMMARY

A total of 16,549 surveys were received during the May 2009 survey period with a Response Rate of 26.8%. This shows a 5% decrease when compared with a 32.2% Response Rate in 2008. Adults had the highest Response Rate at 25.5% and the YSS-F had the lowest Response Rate at 17.8%. SA 2 had the highest number of surveys received for all age groups while SA 3 had the lowest number of surveys received for YSS-F, YSS, Adults and Older Adults.

Surveys were administered in 7 out of 13 threshold languages. The majority of the surveys at 80.5% (n = 13,329) were completed in English followed by 17% (N = 2,828) in Spanish. A combination of Chinese, Tagalog Vietnamese and Russian language survey forms at 0.9% (n = 148) were also used to complete the survey.

**TABLE 1.2: “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?”
BY AGE GROUP**

	Yes	No	Total
YSS-F	4,134	148	4,282
<i>Percent</i>	96.5%	3.5%	100%
YSS	2,276	178	2,454
<i>Percent</i>	92.7%	7.3%	100%
Adult	3,639	203	3,842
<i>Percent</i>	94.7%	5.3%	100%
Older Adult	291	22	313
<i>Percent</i>	93.0%	7.0%	100%
Total	10,340	551	10,891
<i>Percent</i>	94.9%	5.1%	100%

Table 1.2 shows that 96.5% of the YSS-F, 94.7% of Adults, 93.0% of Older Adults and 92.7% of the YSS reported that they had written information (for example, brochures describing available services, their rights as a consumer, and mental health education materials) available to them in the language they prefer.

**TABLE 1.3 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?”
BY SERVICE AREA FOR ALL AGE GROUPS**

	Yes	No	Total
SA 1	1,149	44	1,193
<i>Percent</i>	96.3%	3.7%	100%
SA 2	2,517	133	2,650
<i>Percent</i>	95.0%	5.0%	100%
SA 3	345	23	368
<i>Percent</i>	93.8%	6.2%	100%
SA 4	1,124	90	1,214
<i>Percent</i>	92.6%	7.4%	100%
SA 5	828	39	867
<i>Percent</i>	95.5%	4.5%	100%
SA 6	1,617	90	1,707
<i>Percent</i>	94.7%	5.3%	100%
SA 7	1,066	36	1,102
<i>Percent</i>	96.7%	3.3%	100%
SA 8	1,849	89	1,938
<i>Percent</i>	95.4%	4.6%	100%
Total	10,495	544	11,039
<i>Percent</i>	95.1%	4.9%	100%

Note: Highest and lowest percent are in bold.

Table 1.3 shows that in all Service Areas, a total of 95.1% reported that they had written information available to them in the language they prefer and 4.9% that did not.

SA 7, at 96.7% had the highest percent reporting that they had written information available to them in the language they prefer as compared with the lowest percent in SA 4 at 92.6%.

**TABLE 1.4 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?”
YSS-F & YSS**

	YSS-F			YSS		
	Yes	No	Total	Yes	No	Total
SA 1	560	11	571	289	18	307
<i>Percent</i>	98.1%	1.9%	100%	94.1%	5.9%	100%
SA 2	800	29	829	502	49	551
<i>Percent</i>	96.5%	3.5%	100%	91.1%	8.9%	100%
SA 3	143	14	157	157	9	166
<i>Percent</i>	91.1%	8.9%	100%	94.6%	5.4%	100%
SA 4	480	30	510	251	29	280
<i>Percent</i>	94.1%	5.9%	100%	89.6%	10.4%	100%
SA 5	275	10	285	170	7	177
<i>Percent</i>	96.5%	3.5%	100%	96.0%	4.0%	100%
SA 6	675	28	703	228	23	251
<i>Percent</i>	96.0%	4.0%	100%	90.8%	9.2%	100%
SA 7	417	10	427	181	6	187
<i>Percent</i>	97.7%	2.3%	100%	96.8%	3.2%	100%
SA 8	722	13	735	447	35	482
<i>Percent</i>	98.2%	1.8%	100%	92.7%	7.3%	100%
Total	4,072	145	4,217	2,225	176	2,401
<i>Percent</i>	96.6%	3.4%	100%	92.7%	7.3%	100%

Note: Highest and lowest percent are in bold.

Table 1.4 shows that in all Service Areas, a total of 96.6% of the YSS-F and 92.7% of the YSS reported that they had written information available to them in the language they prefer.

SA 8, at 98.2%, for the YSS-F, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 3 at 91.1%. SA 7 at 96.8% for the YSS, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 4 at 89.6%.

**TABLE 1.5 “WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?”
ADULTS & OLDER ADULTS**

	ADULT			OLDER ADULT		
	Yes	No	Total	Yes	No	Total
SA 1	292	15	307	8	0	8
<i>Percent</i>	95.1%	4.9%	100%	100%	0%	100%
SA 2	1,144	44	1,188	71	11	82
<i>Percent</i>	96.3%	3.7%	100%	86.6%	13.4%	100%
SA 3	39	0	39	6	0	6
<i>Percent</i>	100%	0%	100%	100%	0%	100%
SA 4	362	27	389	31	4	35
<i>Percent</i>	93.1%	6.9%	100%	88.6%	11.4%	100%
SA 5	314	20	334	69	2	71
<i>Percent</i>	94.0%	6.0%	100%	97.2%	2.8%	100%
SA 6	694	38	732	20	1	21
<i>Percent</i>	94.8%	5.2%	100%	95.2%	4.8%	100%
SA 7	417	17	434	51	3	54
<i>Percent</i>	96.1%	3.9%	100%	94.4%	5.6%	100%
SA 8	646	40	686	34	1	35
<i>Percent</i>	94.2%	5.8%	100%	97.1%	2.9%	100%
Total	3,908	201	4,109	290	22	312
<i>Percent</i>	95.1%	4.9%	100%	92.9%	7.1%	100%

Note: Highest and lowest percent are in bold.

Table 1.5 shows that in all Service Areas, a total of 95.1% of Adults and 92.9% of Older Adults reported that they had written information available to them in the language they prefer.

SA 3 at 100% for Adults had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 4 at 93.1%. SA 1 and SA 3, at 100% for Older Adults, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 2 at 86.6%.

SUMMARY

The majority of consumers at 95.1% reported that written information was available to them in the language they preferred. The highest proportion of consumers in SA 7 at 96.7% reported they had written information in the language they preferred and the lowest proportion was in SA 4 at 92.6%.

Among the YSS-F and YSS, the highest proportion of consumers who said they received written information in their preferred language was in SA 8 at 98.2% and SA 7 at 96.8 respectively. The lowest proportion of consumers who reported receiving written information in the language they preferred for both age groups was in SA 3 at 91.1% and SA 4 at 89.6%, respectively.

Among Adults and Older Adults the highest proportion of consumers who said they received written information in their preferred language was in SA 3 at 100%, as compared with the lowest proportion in SA 4 at 93.1% among Adults and in SA 2 at 86.6% among Older Adults.

FIGURE 1.5: SURVEYS COMPLETED BY AGE GROUP AND RACE/ETHNICITY

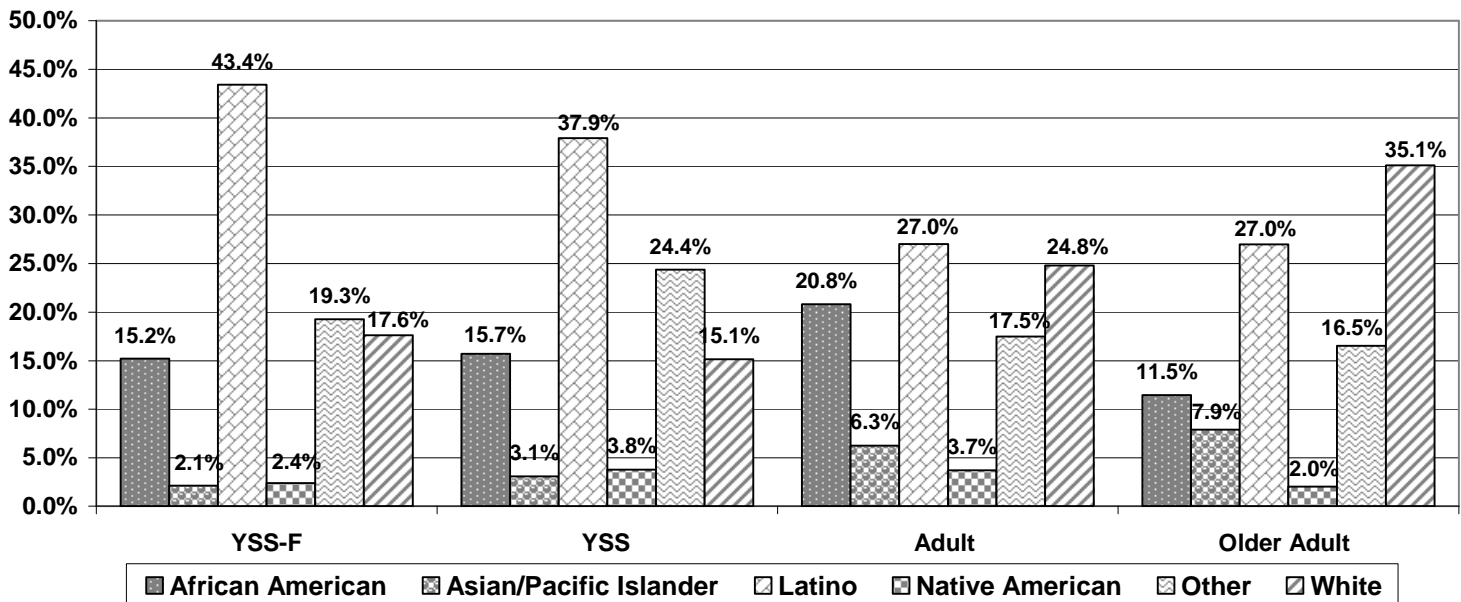


Figure 1.5 shows Surveys Completed by Age group and Race/Ethnicity. Figure 1.7 shows that the YSS-F at 43.4%, the YSS at 37.9% and Adults at 27.0% had the highest percent of surveys completed from Latinos. Older Adults had the highest percent of surveys completed from Whites at 35.1%.

TABLE 1.6: YSS- F SURVEYS RECEIVED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	235	14	206	31	116	222	824
<i>Percent</i>	28.5%	1.7%	25.0%	3.8%	14.1%	26.9%	100%
SA2	67	20	593	29	218	286	1213
<i>Percent</i>	5.5%	1.6%	48.9%	2.4%	18.0%	23.6%	100%
SA 3	36	9	103	7	56	47	258
<i>Percent</i>	14.0%	3.5%	39.9%	2.7%	21.7%	18.2%	100%
SA 4	41	18	455	6	178	57	755
<i>Percent</i>	5.4%	2.4%	60.3%	0.8%	23.6%	7.5%	100%
SA 5	57	20	127	11	72	118	405
<i>Percent</i>	14.1%	4.9%	31.4%	2.7%	17.8%	29.1%	100%
SA 6	286	8	437	21	178	88	1018
<i>Percent</i>	28.1%	0.8%	42.9%	2.1%	17.5%	8.6%	100%
SA 7	44	6	358	13	204	92	717
<i>Percent</i>	6.1%	0.8%	50.0%	1.8%	28.5%	12.8%	100%
SA 8	203	32	440	30	190	201	1096
<i>Percent</i>	18.5%	2.9%	40.1%	2.7%	17.3%	18.5%	100%
Total	969	127	2,719	148	1,212	1,111	6,286
<i>Percent</i>	15.4%	2.0%	43.3%	2.4%	19.3%	17.6%	100%

Note: Highest percent are in bold.

Table 1.6 shows the YSS-F in SA 1 at 28.5% had the highest percent of surveys received from African Americans. SA 5 at 4.9% had the highest percent of the YSS-F surveys received from Asian/Pacific Islanders. SA 4 at 60.3% had the highest percent of the YSS-F received from Latinos. SA 1, at 3.8%, had the highest percent of surveys received from Native Americans. SA 7 at 28.5% had the highest percent of surveys received from the Other ethnic group. SA 5 at 29.1% had the highest percent of surveys received from Whites.

TABLE 1.7: YSS SURVEYS RECEIVED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	132	16	133	25	103	108	517
<i>Percent</i>	25.5%	3.1%	25.7%	4.8%	20.0%	20.9%	100%
SA 2	77	30	374	31	233	195	940
<i>Percent</i>	8.2%	3.2%	39.8%	3.3%	24.8%	20.7%	100%
SA 3	45	8	82	10	62	51	258
<i>Percent</i>	17.4%	3.1%	31.8%	3.9%	24.0%	19.8%	100%
SA 4	52	12	241	18	152	21	496
<i>Percent</i>	10.5%	2.4%	48.6%	3.6%	30.6%	4.3%	100%
SA 5	37	8	76	6	53	74	254
<i>Percent</i>	14.6%	3.1%	29.9%	2.4%	20.9%	29.1%	100%
SA 6	109	4	167	15	110	21	426
<i>Percent</i>	25.6%	0.9%	39.2%	3.5%	25.8%	5.0%	100%
SA 7	20	7	158	6	89	41	321
<i>Percent</i>	6.2%	2.2%	49.2%	1.9%	27.7%	12.8%	100%
SA 8	171	28	293	43	183	105	823
<i>Percent</i>	20.8%	3.4%	35.6%	5.2%	22.2%	12.8%	100%
Total	643	113	1,524	154	985	616	4,035
<i>Percent</i>	15.9%	2.8%	37.8%	3.8%	24.4%	15.3%	100%

Note: Highest percent are in bold.

Table 1.7 shows the YSS in SA 6 at 25.6%, had the highest percent of surveys received from African Americans. SA 8 at 3.4% had the highest percent of the YSS surveys received from Asian/Pacific Islanders. SA 7 at 49.2%, had the highest percent of the YSS surveys received from Latinos. SA 8 at 5.2%, had the highest percent of surveys received from Native Americans. SA 4, at 30.6%, had the highest percent of surveys received from the Other ethnic group. SA 5, at 29.1%, had the highest percent of surveys received from Whites.

TABLE 1.8: ADULT SURVEYS RECEIVED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	85	8	68	26	47	164	398
<i>Percent</i>	21.4%	2.0%	17.1%	6.5%	11.8%	41.2%	100%
SA 2	183	91	480	66	324	583	1,727
<i>Percent</i>	10.6%	5.3%	27.8%	3.8%	18.8%	33.8%	100%
SA 3	21	0	21	2	14	12	70
<i>Percent</i>	30.0%	0.0%	30.0%	2.9%	20.0%	17.1%	100%
SA 4	91	79	181	21	109	84	565
<i>Percent</i>	16.1%	14.0%	32.0%	3.7%	19.3%	14.9%	100%
SA 5	95	23	84	18	65	162	447
<i>Percent</i>	21.3%	5.1%	18.8%	4.0%	14.5%	36.2%	100%
SA 6	532	38	217	27	122	59	995
<i>Percent</i>	53.5%	3.8%	21.8%	2.7%	12.3%	5.9%	100%
SA 7	26	20	326	18	196	118	704
<i>Percent</i>	3.7%	2.8%	46.3%	2.6%	27.8%	16.8%	100%
SA 8	201	99	190	40	145	272	947
<i>Percent</i>	21.2%	10.5%	20.1%	4.2%	15.3%	28.7%	100%
Total	1,234	358	1,567	218	1,022	1,454	5,853
<i>Percent</i>	21.1%	6.1%	26.8%	3.7%	17.5%	24.8%	100%

Note: Highest percent are in bold.

Table 1.8 shows that Adults in SA 6 at 53.5% had the highest percent of surveys received from African Americans. SA 4 at 14.0% had the highest percent of surveys received from Asian/Pacific Islanders. SA 7 at 46.3% had the highest percent of surveys received from Latinos. SA 1 at 6.5% had the highest percent of surveys received from Native Americans. SA 7 at 27.8% had the highest percent of surveys received from Other ethnic group. SA 1 at 41.2% had the highest percent of surveys received from Whites.

TABLE 1.9: OLDER ADULT SURVEYS RECEIVED BY SERVICE AREA AND RACE/ETHNICITY

	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	2	0	3	0	2	3	10
<i>Percent</i>	20.0%	0.0%	30.0%	0.0%	20.0%	30.0%	100%
SA2	5	3	24	1	14	50	97
<i>Percent</i>	5.2%	3.1%	24.8%	1.0%	14.4%	51.5%	100%
SA 3	0	0	3	0	1	1	5
<i>Percent</i>	0.0%	0.0%	60.0%	0.0%	20.0%	20.0%	100%
SA 4	4	11	15	2	6	9	47
<i>Percent</i>	8.5%	23.4%	31.9%	4.3%	12.8%	19.1%	100%
SA 5	10	1	9	1	5	51	77
<i>Percent</i>	13.0%	1.3%	11.7%	1.3%	6.5%	66.2%	100%
SA 6	19	6	6	2	5	1	39
<i>Percent</i>	48.7%	15.4%	15.4%	5.1%	12.8%	2.6%	100%
SA 7	1	0	41	1	30	8	81
<i>Percent</i>	1.2%	0.0%	50.6%	1.2%	37.0%	10.0%	100%
SA 8	3	10	5	1	2	15	36
<i>Percent</i>	8.3%	27.8%	13.9%	2.8%	5.5%	41.7%	100%
Total	44	31	106	8	65	138	392
<i>Percent</i>	11.2%	8.0%	27.0%	2.0%	16.6%	35.2%	100%

Note: Highest percent are in bold.

Table 1.9 shows that Older Adults in SA 6 at 48.7% had the highest percent of surveys received from African Americans. SA 8 at 27.8% had the highest percent of surveys received from Asian/Pacific Islanders. SA 3 at 60.0% had the highest percent of surveys received from Latinos. SA 6 at 5.1% had the highest percent of surveys received from Native Americans. SA 7 at 37.0% had the highest percent of surveys received from Other ethnic groups. SA 5 at 66.2% had the highest percent of surveys received from Whites.

OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.10: SUBSCALE RELIABILITY BY AGE GROUP

Subscales	YSS-F	YSS	Adult	Older Adult
	Cronbach's Alpha (α)			
General Satisfaction	0.91	0.89	0.85	0.86
Perception of Access	0.79	0.76	0.88	0.89
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.94	0.89	0.94	0.93
Perception of Participation in Treatment Planning	0.81	0.73	0.64	0.70
Perception of Outcomes	0.93	0.86	0.92	0.94
Perception of Functioning	0.93	0.84	0.92	0.94
Perception of Social Connectedness	0.88	0.86	0.88	0.88

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a subscale. The reliability score for all the subscales was greater than 0.70 with the exception of Perception of Participation in Treatment Planning for Adults which had a Cronbach's alpha of .64. This can probably be attributed to this subscale having only 2 items.

TABLE 1.11: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP

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

Table 1.11 shows that the subscales are similar for all four age-groups. The 30 items for the Overall Satisfaction scale and the seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adults), 4 = Agree and 5 = Strongly Agree. The different items measuring the subscales and the number of items measuring the subscales in each domain were different for the Adults/Older Adults and the YSS-F/YSS. Therefore, the mean score for each subscale cannot be compared between Adults/Older Adults and the YSS-F/YSS. Please see, "State Performance and County Performance Outcomes Report: Calendar Year 2008," for individual items for each subscale by age group.

TABLE 1.12: MEAN¹ AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR YSS-F AND YSS

	YSS-F		YSS		Range
	Mean	SD	Mean	SD	
Overall Satisfaction (Scale)	126.5	17.1	120.9	18.3	30 – 150
Satisfaction Subscales					
General Satisfaction	26.2	3.9	24.4	4.6	6 – 30
Perception of Access	8.8	1.4	8.0	1.7	2 – 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.1	2.5	16.9	2.9	4 – 20
Perception of Participation in Treatment Planning	12.9	2.0	11.6	2.3	3 – 15
Perception of Outcomes	23.3	4.8	23.4	4.4	6 – 30
Perception of Functioning	19.5	4.0	19.6	3.6	5 – 25
Perception of Social Connectedness	17.1	2.6	16.4	3.0	4 – 20

¹ Higher score indicates greater Overall Satisfaction and positive perception for each subscale

Table 1.12 shows the mean score for Overall Satisfaction for the YSS-F at 126.5 and for the YSS at 120.9. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were slightly lower for the YSS as compared with the YSS-F.

The mean score for **General Satisfaction** was at 26.2 for the YSS-F and 24.4 for the YSS.

The mean score for **Perception of Access** was 8.8 for the YSS-F and 8.0 for the YSS.

The mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)** was slightly higher for the YSS-F at 18.1 as compared with the YSS at 16.9.

The mean score on **Perception of Participation in Treatment Planning** was 12.9 for the YSS-F and 11.6 for the YSS.

The mean score for **Perception of Outcomes and Perception of Functioning** were similar for both the YSS-F at 23.3 and 19.5 and the YSS at 23.4 and 19.6.

The mean score for **Perception of Social Connectedness** was slightly higher for the YSS-F at 17.1 as compared with the YSS at 16.4.

TABLE 1.13: MEAN¹ AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR ADULT AND OLDER ADULT

	Adult		Older Adult		Range
	Mean	SD	Mean	SD	
Overall Satisfaction (Scale)	154.0	22.5	157.9	21.0	37 - 185
Satisfaction Subscales					
General Satisfaction	13.3	2.0	13.5	1.8	3 - 15
Perception of Access	25.7	4.1	26.3	3.6	6 - 30
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.6	6.0	39.5	5.2	9 - 45
Perception of Participation in Treatment Planning	8.5	1.5	8.8	1.3	2 - 10
Perception of Outcomes	31.4	6.3	32.6	5.7	8 - 40
Perception of Functioning	19.4	4.3	19.9	4.0	5 - 25
Perception of Social Connectedness	15.7	3.4	16.0	3.3	4 - 20

¹ Higher score indicates greater Overall Satisfaction and positive perception for each subscale

In Table 1.13 the mean score for Overall Satisfaction for Older Adults was 157.9 and 154.0 for Adults. The mean score for all subscales was slightly higher for Older Adults as compared with Adults.

The mean score for **General Satisfaction** for Older Adults was 13.5 and 13.3 for Adults.
 The mean score for **Perception of Access** for Older Adults was 26.3 and 25.7 for Adults.
 The mean score for **Cultural Sensitivity** for Older Adults was 39.5 and 38.6 for Adults.
 The mean score for **Perception of Participation in Treatment Planning** for Older Adults was 8.8 and 8.5 for Adults.
 The mean score for **Perception of Outcomes** for Older Adults was 32.6 and 31.4 for Adults.
 The mean score for **Perception of Functioning** was 19.9 for Older Adults and 19.4 for Adults.
 The mean score for **Perception of Social Connectedness** was 16.0 for Older Adults and 15.7 for Adults.

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

	Overall Satisfaction *	General Satisfaction *	Perception of Access	Perception of Quality and Appropriateness (Cultural Sensitivity) *	Perception of Participation in Treatment Planning *	Perception of Outcomes *	Perception of Functioning *	Perception of Social Connectedness
SA 1	122.5	25.6	8.6	17.6	12.7	22.2	18.5	16.8
SA 2	128.4	26.6	8.8	18.3	13.2	23.6	19.9	17.1
SA 3	128.0	26.6	8.7	17.9	12.7	24.0	20.0	17.1
SA 4	127.6	26.2	8.7	18.0	12.8	24.2	20.2	17.0
SA 5	128.3	26.8	8.7	18.4	13.3	23.6	19.8	17.1
SA 6	127.3	26.4	8.9	18.2	12.9	23.5	19.6	17.2
SA 7	123.7	25.6	8.6	17.8	12.7	22.4	18.7	17.0
SA 8	126.3	26.2	8.8	18.1	13.0	23.2	19.4	17.0
Total	126.5	26.3	8.7	18.0	12.9	23.3	19.5	17.0

* Statistically significant at $p \leq 0.05$

Note: Highest means are in bold for subscales with statistically significant differences by Service Area.

Table 1.14 shows the test of one way analysis of variance (ANOVA test) for each of the YSS-F subscales by Service Area. YSS-F statistically significant differences by Service Area were for, Overall Satisfaction, General Satisfaction, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes and Perception of Functioning.

The YSS-F in SA 2 had statistically significant highest mean score for Overall **Satisfaction**.

The YSS-F in SA 5 had statistically significant highest mean score on **General Satisfaction**.

The YSS-F in SA 2 had statistically significant highest mean score on **Perception of Quality and Appropriateness**.

The YSS-F in SA 5 had statistically significant highest mean score on **Perception of Participation in Treatment Planning**.

The YSS-F in SA 4 had statistically significant highest mean score on **Perception of Outcomes**.

The YSS-F in SA 4 had statistically significant highest mean score on **Perception of Functioning**.

TABLE 1.15: YSS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction *	General Satisfaction *	Perception of Access *	Perception of Quality and Appropriateness (Cultural Sensitivity) *	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	121.5	24.5	7.9	17.1	11.5	23.2	19.5	16.4
SA 2	120.5	23.9	7.8	16.5	11.5	23.1	19.4	16.3
SA 3	120.3	24.0	8.0	16.8	11.8	23.8	19.8	16.3
SA 4	121.3	24.4	8.0	16.8	11.6	23.7	19.7	16.5
SA 5	118.5	24.1	8.0	16.9	11.4	23.1	19.3	16.0
SA 6	121.7	25.0	8.2	17.4	11.6	23.6	19.7	16.7
SA 7	123.0	25.2	8.2	17.5	11.8	23.6	19.7	16.7
SA 8	120.9	25.6	8.0	17.1	11.5	23.4	19.6	16.5
Total	121.0	24.6	8.0	17.0	11.6	23.4	19.6	16.4

* Statistically significant at $p \leq 0.05$

Note: Highest means are in bold for subscales with statistically significant differences by Service Area.

Table 1.15 shows that among the YSS, there were statistically significant differences by Service Area for: Overall Satisfaction, General Satisfaction, Perception of Access and Perception of Quality and Appropriateness.

The YSS in SA 7 had statistically significant highest mean score on **Overall Satisfaction**.

The YSS in SA 8 had statistically significant highest mean score on **General Satisfaction**.

The YSS in SA 6 and SA 7 had statistically significant highest mean score on **Perception of Access**.

The YSS in SA 7 had statistically significant highest mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)**.

TABLE 1.16: ADULTS - SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction *	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness (Cultural Sensitivity) *	Perception of Participation in Treatment Planning	Perception of Outcomes *	Perception of Functioning *	Perception of Social Connectedness *
SA 1	148.1	13.2	25.6	38.8	8.4	29.6	17.8	14.8
SA 2	156.2	13.3	25.9	39.0	8.5	32.1	19.8	15.9
SA 3	148.6	12.9	25.2	37.1	8.1	30.8	19.3	16.2
SA 4	155.1	13.2	25.8	38.5	8.5	32.1	19.6	15.6
SA 5	153.2	13.2	25.6	38.1	8.4	31.4	19.6	15.3
SA 6	154.6	13.2	25.8	38.9	8.4	31.3	19.3	15.7
SA 7	154.0	13.3	25.9	38.5	8.5	31.4	19.5	16.0
SA 8	151.6	13.1	25.5	38.2	8.4	30.6	19.1	15.3
Total	152.7	13.2	25.7	38.4	8.4	31.2	19.3	15.6

* Statistically significant at $p \leq 0.05$

NOTE: Highest means are in bold for subscales with statistically significant differences by Service Area.

Table 1.16 shows that among Adults there were statistically significant differences by Service Area for: Overall Satisfaction, Perception of Quality and Appropriateness (Cultural Sensitivity), Perception of Outcomes, Perception of Functioning, Perception of Social Connectedness.

Adults in SA 2 had statistically significant highest mean score on **Overall Satisfaction**.

Adults in SA 2 had statistically significant highest mean score on **Perception of Quality and Appropriateness (Cultural Sensitivity)**.

Adults in SA 2 and SA 4 had statistically significant highest mean score on **Perception of Outcomes**.

Adults in SA 2 had statistically significant highest mean score on **Perception of Functioning**.

Adults in SA 3 had statistically significant highest mean score on **Perception of Social Connectedness**.

TABLE 1.17: OLDER ADULT – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness (Cultural Sensitivity)	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	164.7	12.9	26.7	41.0	8.6	32.5	19.2	17.3
SA 2	159.3	13.8	26.9	39.8	8.9	32.4	20.0	16.2
SA 3	0.0	14.0	23.0	38.0	8.6	31.2	20.6	13.6
SA 4	157.0	13.3	26.2	39.7	8.6	32.9	20.4	16.4
SA 5	153.4	13.6	25.8	39.4	8.7	32.3	19.2	15.2
SA 6	166.0	13.4	26.4	40.3	8.8	34.7	21.4	17.3
SA 7	154.2	13.4	26.1	38.5	8.7	32.0	19.5	16.5
SA 8	161.9	13.1	26.1	39.3	8.7	33.3	20.3	15.4
Total	159.5	13.4	25.9	39.3	8.7	32.7	20.1	16.0

Note: There were no statistically significant differences by Services Area for any subscale among Older Adults.

Table 1.17 shows that among Older Adults there were no statistically significant differences by Service Area for any of the subscales.

SUMMARY

Following is a brief summary of differences in overall satisfaction and subscale domains by age group.

YSS – F and YSS

The mean score for Overall Satisfaction was higher for the YSS-F at 126.5 compared with YSS at 121.0. The subscales for General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were all higher for the YSS-F compared with the YSS. The mean score for Perception of Functioning was slightly higher for the YSS at 19.6 compared with the YSS-F at 19.5.

Adults and Older Adults

The mean score for Overall Satisfaction scale was higher for Older Adults at 159.5 as compared with Adults at 152.7. Older Adults mean score for all subscales was also higher as compared with Adults, i.e., General Satisfaction, Perception of Access, Perception of Quality Appropriateness (Cultural Sensitivity), Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning, and Perception of Social Connectedness.

Following is a brief summary of subscale differences between service areas.

YSS-F

The YSS-F mean score for Overall Satisfaction scale was highest in SA 2 at 128.4 as compared with SA 1 which had the lowest mean score at 122.5. SA 5 had the highest mean score for the General Satisfaction subscale at 26.8 as compared with SA 1 and SA 7 at 25.6. The highest mean scores for Perception Quality and Appropriateness was highest in SA 2 at 18.3 as compared with the lowest in SA 1 at 17.6. Mean scores for Perception of Participation in Treatment Planning was highest in SA 5 at 13.3 as compared with the lowest in SA 1, SA 3 and SA 7 at 12.7. Mean score for Perception of Outcomes was highest in SA 4 at 24.2 as compared with the lowest in SA 1 at 22.2. Mean score for Perception of Functioning was highest in SA 4 at 20.2 as compared with the lowest in SA 1 at 18.5.

YSS

Among the YSS, SA 7 had the highest mean score at 123.0 for Overall Satisfaction scale as compared with the lowest mean score in SA 5 at 118.5. SA 8 had the highest mean score at 25.6 for General Satisfaction subscale as compared with SA 2 which had the lowest mean score at 23.9. SA 6 and SA 7 had the highest mean scores for Perception of Access Subscale at 8.2 as compared with the lowest mean score in SA 2 at 7.8. The highest mean score for Perception of Quality and Appropriateness (Cultural Sensitivity) Subscale was in SA 7 at 17.5 as compared with the lowest mean score in SA 2 at 16.5. The highest mean scores for the Perception of Participation in Treatment Planning subscale was in SA 3 and SA 7 at 11.8 as compared with the lowest mean score in SA 5 at 11.4. SA 3 had the highest mean score for Perception of Outcomes at 23.8 as compared with the lowest means score in SA 2 and SA 5 at 23.1.

Adults and Older Adults

Among Adults SA 2 had the highest mean score at 156.2 for Overall Satisfaction scale as compared with the lowest meant score in SA 1 at 148.1. The highest mean score for Perception of Quality of Appropriateness (Cultural Sensitivity) subscale was in SA 2 at 39.0 as compared the lowest mean score in SA 3 at 37.1. SA 2 and SA 4 had the highest mean score for Perception of Outcomes subscale at 32.1 as compared with lowest mean score in SA 8 at 30.6. SA 2 had the highest mean score for Perception of Functioning subscale at 19.8 as compared with SA 1 which had the lowest mean at 17.8. SA 3 had the highest mean scores for the Perception of Social Connectedness subscale at 16.2 as compared with SA 1 with the lowest mean score at 14.8.

There were no statistically significant differences between Service Areas and subscales among Older Adults.

QUALITY OF LIFE SUBSCALE DOMAINS

TABLE 1.18: ITEMS USED TO MEASURE QUALITY OF LIFE SUBSCALES FOR ADULT & OLDER ADULT

Perception of Living Situation¹	<ol style="list-style-type: none"> 1. How do you feel about the living arrangements where you live? 2. How do you feel about the privacy you have there? 3. How do you feel about the prospect of staying on where you currently live for a long period of time?
Perception of Daily Activities & Functioning¹	<ol style="list-style-type: none"> 1. How do you feel about the way you spend your spare time? 2. How do you feel about the chance you have to enjoy pleasant or beautiful things? 3. How do you feel about the amount of fun you have? 4. How do you feel about the amount of relaxation in your life?
Perception of Family Relationships¹	<ol style="list-style-type: none"> 1. How do you feel about the way you and your family act toward each other? 2. How do you feel about the way things are in general between you and your family?
Time Spent with Family^{2,4}	<ol style="list-style-type: none"> 1. About how often do you visit with someone who does not live with you? 2. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?
Perception of Social Relations¹	<ol style="list-style-type: none"> 1. How do you feel about the things you do with other people? 2. How do you feel about the amount of time you spend with other people? 3. How do you feel about the people you see socially? 4. How do you feel about the amount of friendship in your life?
Finances^{3,4}	<ol style="list-style-type: none"> 1. During the past month, did you generally have enough money to cover food? 2. During the past month, did you generally have enough money to cover clothing? 3. During the past month, did you generally have enough money to cover housing? 4. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives? 5. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?
Crime Victim on Past Month³	<ol style="list-style-type: none"> 1. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery? 2. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?
Perception of Legal Safety¹	<ol style="list-style-type: none"> 1. How do you feel about how safe you are on the streets in your neighborhood? 2. How do you feel about how safe you are where you live? 3. How do you feel about the protection you have against being robbed or attacked?
Perception of Health¹	<ol style="list-style-type: none"> 1. How do you feel about your health in general? 2. How do you feel about your physical condition? 3. How do you feel about your emotional well-being?

¹Scale measured on a 7 Point Scale: 1 = Terrible, 2 = Unhappy, 3 = Mostly Dissatisfied, 4 = Mixed, 5 = Mostly Satisfied, 6 = Pleased, 7 = Delighted.

²Scale measured on a 5 Point Scale: 1 = At least once a day, 2 = At least once a week, 3 = At least once a month, 4 = Less than once a month 5 = Not at all.

³Scale measured on a 2 Point Scale: 1 = Yes, 2 = No

⁴Questions not asked in the MHSIP Older Adult Survey

TABLE 1.19: MEAN AND STANDARD DEVIATION FOR QUALITY OF LIFE SUBSCALES: ADULTS AND OLDER ADULTS

Quality of Life	Adult		Older Adult		Range
	Mean	SD	Mean	SD	
Perception of Living Situation	13.75	4.59	14.15	4.33	3.00 - 21.00
Perception of Daily Activities & Functioning	18.41	5.44	18.86	4.72	4.00 - 28.00
Perception of Family Relationships	9.47	3.39	10.14	3.28	2.00 - 16.00
Time Spent with Family ¹	7.46	3.30	-	-	2.00 – 16.00
Perception of Social Relations	19.39	5.52	19.68	5.15	4.00 - 32.00
Finances ¹	3.14	1.76	-	-	0.00 – 5.00
Crime Victim in Past Month	0.18	0.49	0.11	0.39	0.00 - 2.00
Perception of Legal Safety	13.75	4.33	14.33	3.87	3.00 - 21.00
Perception of Health	12.67	4.40	12.87	3.81	3.00 - 21.00

¹ Questions not asked in the Older Adult Survey

Table 1.19 shows Older Adults had slightly higher scores on all the Quality of Life subscales except for Crime Victim in the Past Month, where Adults had a higher mean score at .18 as compared with .11 for Older Adults.

TABLE 1.20: STATISTICALLY SIGNIFICANT GENDER DIFFERENCES IN QUALITY OF LIFE SUBSCALES - ADULTS

Quality of Life	Male		Female	
	Mean	SD	Mean	SD
Perception of Living Situation*	14.10	4.55	13.48	4.58
Perception of Daily Activities & Functioning*	18.86	5.43	18.04	5.33
Time Spent with Family*	9.79	3.45	9.30	3.33

* Statistically significant at $p \leq 0.05$

Table 1.20 shows statistically significant gender differences in Quality of Life subscales.

Males had a statistically significant higher mean score on **Perception of Living Situation** at 14.1 as compared with females at 13.5.

Males had a statistically significant higher mean score on **Perception of Daily Activities and Functioning** at 18.9 as compared with females at 18.0.

Males had a statistically significant higher mean score on **Time Spent with Family** at 9.8 as compared with females at 9.3.

TABLE 1.21: STATISTICALLY SIGNIFICANT ETHNIC DIFFERENCES IN QUALITY OF LIFE SUBSCALES-ADULTS

Quality of Life Subscales	African American		Non-African American ¹	
	Mean	SD	Mean	SD
Perception of Living Situation	13.37	4.88	13.87	4.49
Time Spent with Family	9.22	3.47	9.55	3.36
Perception of Family Relationships	6.96	3.11	7.63	3.35
Crime Victim in Past Month	0.22	0.55	0.17	0.47
Perception of Legal Safety	13.12	4.47	13.97	4.25
	Asian/ Pacific Islander		Non-Asian¹/ Non-Pacific Islander	
	Mean	SD	Mean	SD
Perception of Daily Activities & Functioning	19.18	5.36	18.36	5.45
Perception of Family Relationships	8.07	3.70	7.41	3.26
Finances	3.49	1.62	3.12	1.76
Perception of Legal Safety	14.29	4.10	13.71	4.34
Perception of Health	13.46	4.28	12.60	4.40
	Latino		Non-Latino¹	
	Mean	SD	Mean	SD
Time Spent with Family	9.66	3.23	9.37	3.46
Perception of Family Relationships	7.66	3.23	7.36	3.33
Perception of Social Relations	19.94	5.35	19.12	5.59
Crime Victim in Past Month	0.14	0.44	0.20	0.51
Perception of Legal Safety	13.57	4.35	13.84	4.31
	Native American		Non-Native American¹	
	Mean	SD	Mean	SD
Crime Victim in Past Month	0.32	0.61	0.17	0.49
	White		Non-White¹	
	Mean	SD	Mean	SD
Crime Victim in Past Month	0.17	0.46	0.18	0.51
Perception of Legal Safety	14.48	4.01	13.41	4.40

* Statistically significant at $p \leq 0.05$. ¹ Ethnic differences are tested for one ethnic group compared with ALL other ethnic groups.

Table 1.21 shows statistically significant ethnic differences in the Quality of Life subscales for Adults.

Adult African Americans as compared with Adult non-African Americans had a higher mean score on Crime Victim in Past Month at 0.22.

Adult African Americans as compared with Adult non-African Americans had lower mean scores on Perception of Living Situation at 13.4 as compared with 13.9; Time Spent with Family at 9.2 as compared with 9.6; Perception of Family Relationships at 6.9 as compared with 7.6; and Perception of Legal Safety at 13.1 as compared with 13.9.

Adult Latinos as compared with Adult non-Latinos had higher mean scores on Time Spent with Family at 9.6 as compared with 9.4; Perception of Family Relationships at 7.6 as compared with 7.4; and Perception of Social Relations at 19.9 as compared with 19.1.

Adults Latinos as compared with Adult non-Latinos had lower mean scores on Crime Victim in Past Month at 0.14 as compared with 0.20; and Perception of Legal Safety at 13.6 as compared with 13.8.

Adult Native Americans as compared with Adult non-Native Americans had a higher mean score on Crime Victim in the Past Month at 0.32 as compared with 0.17.

Adult Whites as compared with Adult non-Whites had a higher mean score on Perception of Legal Safety at 14.5 as compared with 13.4.

Adult Whites as compared with Adult non-Whites had a lower mean score on Crime Victim in the Past Month at 0.17 as compared with 0.18.

TABLE 1.22: STATISTICALLY SIGNIFICANT* ETHNIC DIFFERENCES IN QUALITY OF LIFE SUBSCALES – OLDER ADULTS

Older Adults	Latino		Non-Latino ¹	
	Mean	SD	Mean	SD
Perception of Social Relations	20.66	5.29	19.24	5.04

* Statistically significant at $p \leq 0.05$. ¹ Ethnic differences are tested for one ethnic group compared with ALL other ethnic groups.

Table 1.22 shows statistically significant differences by ethnicity in the Quality of Life Subscales for Older Adults.

Older Adult Latinos as compared with Older Adult non-Latinos had a higher mean score on Perception of Social Relations at 20.7 as compared with 19.2.

SUMMARY

Mean scores for Quality of Life Subscales were higher for Older Adults as compared with Adults for all subscales except Crime Victim in the Past Month subscale which was higher among Adults at 0.18 as compared with Older Adults at 0.11.

Gender Differences

There were statistically significant gender differences for Quality of Life subscales, for Perception of Living Situation, Perception of Daily Activities and Functioning and Time Spent with Family. Mean scores were higher among males when compared with females on these subscales. For Perception of Living Situation, the mean score for males was 14.10 as compared with 13.48 for the females. For Perception of Daily Activities and Functioning, mean score for males was 18.86 as compared with 18.04 for females.

Ethnic Differences

Mean scores of Quality of Life subscales among African Americans were lower as compared with all other ethnic groups for the following subscales: Perception of Living Situation, Time Spent With family, Perception of Family Relationships and Perception of Legal Safety. The mean score for Crime Victim in the Past Month was higher among African Americans as compared with other ethnic groups.

Among Asian/Pacific Islanders mean scores on Quality of Life subscales were higher for the following subscales as compared with all other ethnic groups: Perception of Daily Activities and Functioning, Perception of Family Relationships, Finances, Perception of Legal Safety and Perception of Health.

Among Latinos the mean scores were higher for the following subscales as compared with all other ethnic groups: Time Spent with Family, Perception of Family Relationships, and Perception of Social

Relations. The mean score for Perception of Legal Safety and Crime Victim in Past Month was lower among Latinos as compared with other ethnic groups.

Among Native Americans, Crime Victim in the Past Month was the only subscale that showed statistically significant difference. The mean score on this subscale was higher at 0.32 for Native Americans as compared with the other ethnic groups at 0.17.

Among Whites, the mean score on Crime Victim in the Past Month was lower at 0.17 as compared with all other ethnic groups at 0.18. The mean score of the subscale Perception of Legal Safety was higher among Whites at 14.48 as compared with all other ethnic groups at 13.41.

Among Older Adults, the mean score on the Perception of Social Relations subscale was higher among Latinos at 20.66 as compared with all other ethnic groups at 19.24.

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

TABLE 1.23: 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=5,292)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	445	36	127	10	95	713
Percent	62.4%	5.0%	17.8%	1.4%	13.3%	100%
SA 2	637	54	168	26	169	1,054
Percent	60.4%	5.1%	15.9%	2.5%	16.0%	100%
SA 3	104	10	42	6	22	184
Percent	56.5%	5.4%	22.8%	3.3%	12.0%	100%
SA 4	354	32	127	20	110	643
Percent	55.1%	5.0%	19.8%	3.1%	17.1%	100%
SA 5	214	13	70	3	63	363
Percent	59.0%	3.6%	19.3%	0.8%	17.4%	100%
SA 6	543	38	151	35	106	873
Percent	62.2%	4.4%	17.3%	4.0%	12.1%	100%
SA 7	326	28	86	16	44	500
Percent	65.2%	5.6%	17.2%	3.2%	8.8%	100%
SA 8	592	50	134	27	159	962
Percent	61.5%	5.2%	13.9%	2.8%	16.5%	100%
Total	3,215	261	905	143	768	5,292
Percent	60.8%	4.9%	17.1%	2.7%	14.5%	100%

Note: Highest and lowest percent are in bold.

Table 1.23 shows that in all Service Areas a total of 60.8% of the YSS-F families reported that: “In the Last Year, My Child Was Seen By a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with 17.1% that had not. In all Service Areas, a total of 4.9% of the YSS-F reported that: “Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room.”

SA 7, at 65.2%, for the YSS-F, had the highest percent reporting that: “In the Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 4 at 55.1%.

SA 7, at 5.6%, for the YSS-F, had the highest percent reporting that: “Last Year My Child Was Seen by a Medical Doctor or Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room,” as compared with the lowest percent in SA 5 at 3.6%.

TABLE 1.24: YSS-F- IS YOUR CHILD ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=5,292)

	Yes	No	No Response	Total
SA 1	317	290	106	713
Percent	44.5%	40.7%	14.8%	100%
SA 2	360	489	205	1,054
Percent	34.2%	46.4%	19.4%	100%
SA 3	68	93	23	184
Percent	37.0%	50.5%	12.5%	100%
SA 4	152	343	148	643
Percent	23.6%	53.3%	23.1%	100%
SA 5	131	163	69	363
Percent	36.1%	44.9%	19.0%	100%
SA 6	285	437	151	873
Percent	50.1%	32.6%	17.3%	100%
SA 7	182	257	61	500
Percent	51.4%	36.4%	12.2%	100%
SA 8	350	418	194	962
Percent	36.4%	43.4%	20.1%	100%
Total	1,845	2,490	957	5,292
Percent	34.8%	47.1%	18.1%	100%

Note: Highest and lowest percent are in bold.

Table 1.24 shows that in all Service Areas, a total of 34.8% of the YSS-F reported that their child was on medication for emotional/behavioral problems.

SA 7, at 51.4%, for the YSS-F, had the highest percent reporting that their child was on medication for emotional/behavioral problems, as compared with the lowest percent in SA 4 at 23.6%.

TABLE 1.25: YSS-F - DID THE DOCTOR OR NURSE TELL YOU AND/OR YOUR CHILD OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=5,292)

	Yes	No	No Response	Total
SA 1	247	45	421	713
Percent	34.6%	6.4%	59.0%	100%
SA 2	313	128	613	1054
Percent	29.7%	12.1%	58.2%	100%
SA 3	60	33	91	184
Percent	32.6%	17.9%	49.5%	100%
SA 4	134	138	371	643
Percent	20.8%	21.5%	57.7%	100%
SA 5	114	17	232	363
Percent	31.4%	4.7%	63.9%	100%
SA 6	229	125	519	873
Percent	26.2%	14.3%	59.5%	100%
SA 7	154	71	275	500
Percent	30.8%	14.2%	55.0%	100%
SA 8	278	91	593	962
Percent	28.9%	9.5%	61.6%	100%
Total	1,529	648	3,115	5,292
Percent	28.9%	12.2%	58.9%	100%

Note: Highest and lowest percent are in bold

Table 1.25 shows that for the YSS-F in all Service Areas, 28.9% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 12.2% that did not.

SA 1, at 34.6%, for the YSS-F, had the highest percent reporting that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 20.8%.

TABLE 1.26: YSS-F - DOES YOUR CHILD HAVE MEDI-CAL (MEDICAID) INSURANCE? (N = 5,292)

	Yes	No	No Response	Total
SA 1	571	18	124	713
Percent	80.1%	2.5%	17.4%	100%
SA 2	703	154	197	1,054
Percent	66.7%	14.6%	18.6%	100%
SA 3	149	15	20	184
Percent	81.0%	8.2%	10.9%	100%
SA 4	492	40	111	643
Percent	76.5%	6.2%	17.3%	100%
SA 5	221	68	74	363
Percent	60.9%	18.7%	20.4%	100%
SA 6	657	67	149	873
Percent	75.3%	7.7%	17.0%	100%
SA 7	398	42	60	500
Percent	79.6%	8.4%	12.0%	100%
SA 8	716	43	203	962
Percent	74.4%	4.5%	21.1%	100%
Total	3,907	447	938	5,292
Percent	73.8%	8.4%	17.8%	100%

Note: Highest and lowest percent are in bold.

Table 1.26 shows that in all Service Areas, a total of 73.8% of the YSS-F reported that their child had Medi-Cal (Medicaid) insurance as compared with 8.4% that did not.

SA 3, at 81.0%, for the YSS-F, had the highest percent reporting that their child had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 5 at 60.9%.

The YSS-F in SA 5 at 18.7% had the highest percent of non Medi-Cal insured children and SA 2 had the next highest at 14.6%.

TABLE 1.27: YSS - IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK? (N=3,287)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	197	48	49	59	34	387
Percent	50.9%	12.4%	12.7%	15.2%	8.8%	100%
SA 2	379	84	88	120	162	833
Percent	45.5%	10.1%	10.6%	14.4%	19.4%	100%
SA 3	119	14	24	22	27	206
Percent	57.8%	6.8%	11.7%	10.8%	13.1%	100%
SA 4	185	37	65	42	43	372
Percent	49.7%	9.9%	17.5%	11.3%	11.6%	100%
SA 5	108	17	36	39	30	230
Percent	47.0%	7.4%	15.8%	17.0%	13.0%	100%
SA 6	177	19	53	56	56	361
Percent	49.0%	5.3%	14.7%	15.5%	15.5%	100%
SA 7	124	20	30	36	25	235
Percent	52.8%	8.5%	12.8%	15.3%	10.6%	100%
SA 8	314	57	77	114	101	663
Percent	47.4%	8.6%	11.6%	17.2%	15.2%	100%
Total	1,603	296	422	488	478	3,287
Percent	48.8%	9.0%	12.8%	14.9%	14.5%	100%

Note: Highest and lowest percent are in bold.

Table 1.27 shows that in all Service Areas a total of 48.8% of the YSS reported that: “In the Last Year, They had Seen a Medical Doctor or Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with 12.8% that had not. In all Service Areas, a total of 9.0% of the YSS reported that: “They Had Seen a Medical Doctor or a Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room.”

SA 3, at 57.8%, for the YSS, had the highest percent reporting that: “In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up in a Clinic/Office Because He/She Was Sick,” as compared with the lowest percent in SA 2 at 45.5%.

SA 1, at 12.4%, for the YSS, had the highest percent reporting that: “In the Last Year, They Had Seen a Medical Doctor or a Nurse for a Health Check-Up Because He/She Was Sick But Only in a Hospital or Emergency Room,” as compared with the lowest percent in SA 6 at 5.3%.

TABLE 1.28: YSS - ARE YOU ON MEDICATION FOR EMOTIONAL/ BEHAVIORAL PROBLEMS? (N=3,287)

	Yes	No	No Response	Total
SA 1	165	170	52	387
Percent	42.6%	43.9%	13.5%	100%
SA 2	281	374	178	833
Percent	33.7%	44.9%	21.4%	100%
SA 3	113	69	24	206
Percent	54.9%	33.5%	11.6%	100%
SA 4	84	240	48	372
Percent	22.6%	64.5%	12.9%	100%
SA 5	89	104	37	230
Percent	38.7%	45.2%	16.1%	100%
SA 6	113	178	70	361
Percent	31.3%	49.3%	19.4%	100%
SA 7	91	111	33	235
Percent	38.7%	47.2%	14.1%	100%
SA 8	223	335	105	663
Percent	33.6%	50.5%	15.9%	100%
Total	1,159	1,581	547	3,287
Percent	35.3%	48.1%	16.6%	100%

Note: Highest and lowest percent are in bold.

Table 1.28 shows that in all Service Areas, a total of 35.3% of the YSS reported that they were on medication for emotional/behavioral problems as compared with 48.1% that were not.

SA 3, at 54.9%, for the YSS, had the highest percent reporting that they were on medication for emotional/behavioral problems as compared with the lowest percent in SA 4 at 22.6%.

TABLE 1.29: YSS - DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N=3,287)

	Yes	No	No Response	Total
SA 1	111	79	197	387
Percent	28.7%	20.4%	50.9%	100.0%
SA 2	219	154	460	833
Percent	26.3%	18.5%	55.2%	100.0%
SA 3	78	51	77	206
Percent	37.9%	24.8%	37.4%	100.0%
SA 4	66	91	215	372
Percent	17.7%	24.5%	57.8%	100.0%
SA 5	73	32	125	230
Percent	31.7%	13.9%	54.4%	100.0%
SA 6	91	67	203	361
Percent	25.2%	18.6%	56.2%	100.0%
SA 7	81	33	121	235
Percent	34.5%	14.0%	51.5%	100.0%
SA 8	180	128	355	663
Percent	27.1%	19.3%	53.5%	100.0%
Total	899	635	1,753	3,287
Percent	27.3%	19.3%	53.3%	100.0%

Note: Highest and lowest percent are in bold

Table 1.29 shows that for the YSS in all Service Areas, 27.3% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 19.3% that did not. SA 3, at 37.9%, for the YSS, had the highest percent reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percent in SA 4 at 17.7%.

**TABLE 1.30: YSS - DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE?
(N=3,287)**

	Yes	No	No Response	Total
SA 1	297	17	73	387
Percent	76.7%	4.4%	18.9%	100%
SA 2	435	118	280	833
Percent	52.2%	14.2%	33.6%	100%
SA 3	150	18	38	206
Percent	72.8%	8.7%	18.4%	100%
SA 4	253	31	88	372
Percent	68.0%	8.3%	23.7%	100%
SA 5	127	49	54	230
Percent	55.2%	21.3%	23.5%	100%
SA 6	224	45	92	361
Percent	62.0%	12.5%	25.5%	100%
SA 7	168	23	44	235
Percent	71.5%	9.8%	18.7%	100%
SA 8	456	53	154	663
Percent	68.8%	8.0%	23.2%	100%
Total	2,110	354	823	3,287
Percent	64.2%	10.8%	25.0%	100%

Note: Highest and lowest percent are in bold.

Table 1.30 shows that in all Service Areas, a total of 64.2% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 10.8% that did not.

SA 1, at 76.7%, for the YSS, had the highest percent reporting that they had Medi-Cal (Medicaid) insurance as compared with the lowest percent in SA 2 at 52.2%.

SA 5 at 21.3% had the highest percent of non Medi-Cal insured Youth as compared with the lowest percent in SA 1 at 4.4%.

SUMMARY

A total of 3,215 YSS-F representing 60.8% responded that their child had seen a medical doctor or a nurse in the last year either for a check-up or because he/she was sick. The highest response to this question was in SA 7 at 65.2% as compared with the lowest in SA 4 at 55.1%. Approximately, 5.6% of the YSS-F in SA 7 reported that their child was taken to the ER as compared with the lowest percent in SA 5 at 3.6%.

Among the YSS-F 34.8% said their child was on medication for emotional /behavioral problems. The highest proportion was in SA 7 at 51.4% as compared with the lowest proportion in SA 4 at 23.6%.

Among all the YSS-F surveys 28.9% reported that the doctor or nurse told them or their child about the side effects of medication. The highest response to this question was in SA 1 at 34.6% and the lowest was in SA 4 at 20.8%.

The majority of YSS-F at 73.8% reported that their child has Medi-Cal (Medicaid) insurance. The highest response to this question was in SA 3 at 81% and the lowest was in SA 5 at 60.9%.

Among the YSS, 48.8% reported they saw a medical doctor or nurse in the last year. The highest response was in SA 3 at 57.8% and the lowest was in SA 2 at 45.5%.

Among the YSS 35.3% reported they were on medication for emotional/ behavioral problems. The highest response was in SA 3 at 54.9% and the lowest in SA 4 at 22.6%.

Only 27.3% of the YSS reported that their doctor or nurse discussed medication side effects. The highest response was in SA 3 at 37.9% and the lowest was in SA 4 at 17.7%.

Among the YSS 64.2% reported that had Medi-Cal (Medicaid) insurance. The highest response was in SA 1 at 76.7% and the lowest in SA 2 at 52.2%.

ANNUAL COUNTY PERFORMANCE OUTCOMES

SUMMARY REPORT

PART II – CLINIC AND FIELD SURVEYS

BACKGROUND

Part II summarizes the results of the seven (7) selected survey items from the State Performance Outcome surveys. These surveys were administered in Clinic (Outpatient, Day Treatment) and Field Based Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from May 4, 2009 to May 15, 2009. The County Performance Outcome surveys for the four (4) age groups are described below:

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

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

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

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

ADULTS (Ages 18-59)

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

OLDER ADULTS (Ages 60 +)

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

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

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

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

- My child/I had someone to talk to when troubled.
- My child/I get along better with family members.
- In a crisis, I would have the support I need from family or friends.

The following three Outcome Measures are common to the Adult and Older Adult surveys.

- Staff was willing to see me as often as I felt it was necessary.
- I deal more effectively with my daily problems.
- My symptoms are not bothering me as much.

The following Tables and Figures summarize the Follow-up Data County Performance Outcome results obtained during the May 2009 survey periods.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

**TABLE 2.1: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
YSS-F & YSS**

Performance Outcome	YSS-F (N =6,889)	Among Service Areas*		YSS (N =4,577)	Among Service Areas*	
		Highest	Lowest		Highest	Lowest
1 I felt my child/I had someone to talk to when he/she/I was troubled.	92.8%	SA 2 (93.7%)	SA 1 (92.0%)	82.9%	SA 6 (85.3%)	SA 5 (80.8%)
2 Location of services was convenient for us/me.	93.3%	SA 8 (93.8%)	SA 1 (90.6%)	82.9%	SA 6 (85.8%)	SA 2 (78.6%)
3 Services were available at times that were convenient for us/me.	94.1%	SA 8 (94.9%)	SA 1 (91.9%)	81.7%	SA 4 (84.0%)	SA 2 (77.8%)
4 Staff were sensitive to my cultural/ethnic background.	95.5%	SA 6 (96.7%)	SA 1 (92.5%)	84.6%	SA 5 (87.7%)	SA 2 (80.1%)
5 My child/I gets along better with family members.	75.9%	SA 3 (85.8%)	SA 1 (67.5%)	70.1%	SA 4 (75.5%)	SA 1 (66.7%)
6 My child /I am doing better in school and /or work.	73.9%	SA 3, 4 (79.8%)	SA 1 (66.9%)	73.4%	SA 3 (79.5%)	SA 5 (70.7%)
7 In a crisis, I would have the support I need from family or friends.	87.4%	SA 3 (88.6%)	SA 1, 5 (86.6%)	81.6%	SA 4 (85.0%)	SA 3 (77.9%)

¹Highest and lowest percent are in bold.

* Statistically significant at $p \leq .05$

Table 2.1 shows the percent of the YSS-F and the YSS that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcomes.

Following is the percent of YSS-F and YSS who Strongly Agree or Agree with the County Outcomes from highest to the lowest.

The YSS-F average percents were: (4) “Staff were sensitive to my cultural/ethnic background” at 95.5%; (3) “Services were available at times that were convenient” at 94.1%; (2) “Location of services was convenient” at 93.3%; (1) “I felt my child had someone to talk to when he/she was troubled” at 92.8%; (7) “In crisis I would have the support I need from family or friends” at 87.4%; (5) “My child gets along better with family members” at 75.9%; and (6) “My child is doing better in school and /or work” at 73.9%.

The YSS average percents were: (4) “Staff was sensitive to my cultural/ethnic background” at 84.6%; (1) “I felt I had someone to talk when I was troubled” at 82.9 % (2) “Location of services was convenient” at 82.9%; (3) Services were available at times that were convenient” at 81.7%; (7) “In crisis I would have the support I need from family or friends” at 81.6%; (6) “I am doing better in school and/or work” at 73.4%; and (5) “I get along better with family members” at 70.1%.

**TABLE 2.2: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
ADULT & OLDER ADULT
May 2009**

Performance Outcome		Adult (N =5,559)	Among Service Areas*		Older Adult (N =615)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	84.6%	SA 6 (87.5%)	SA 8 (79.8%)	90.0%	SA 3 (95.8%)	SA 6 (84.2%)
2	Staff were willing to see me as often as I felt was necessary.	87.3%	SA 4 (89.2%)	SA 3 (82.1%)	90.8%	SA 8 (96.3%)	SA 1 (84.0%)
3	Services were available at times that were good for me.	89.7%	SA 3 (92.8%)	SA 1 (88.7%)	93.4%	SA 7 (97.4%)	SA 5 (89.0%)
4	Staff were sensitive to my cultural background (race, religion, language, etc).	84.6%	SA 6 (87.9%)	SA 1, 8 (83.2%)	91.2%	SA 4 (94.4%)	SA 5 (83.6%)
5	I deal more effectively with daily problems.	76.4%	SA 4 (80.1%)	SA 1 (69.1%)	77.9%	SA 5 (82.7%)	SA 1 (73.1%)
6	I do better in school and/or work.	62.4%	SA 4 (66.8%)	SA 1 (51.2%)	69.1%	SA 8 (82.9%)	SA 5 (61.4%)
7	My symptoms are not bothering me as much.	63.7%	SA 4 (67.3%)	SA 1 (49.9%)	65.4%	SA 3 (82.8%)	SA 1 (50.0%)

¹Highest and lowest averages are in bold.

* Statistically significant at $p \leq .05$

Table 2.2 shows the percent of Adults and Older Adults that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

Following is the percent of Adults and Older Adults who Strongly Agree or Agree with the County Outcomes from highest to the lowest.

The Adult average percents were: (3) “Services were available at times that were good for me” at 89.7%; (2) “Staff were willing to see me as often as I felt was necessary” at 87.3%; (1) “The location of services was convenient” at 84.6%; (4) “Staff were sensitive to my cultural background” at 84.6%; (5.) “I deal more effectively with daily problems” at 76.4%; (7) “My symptoms are not bothering me as much” at 63.7%; and (6) “I do better in school and/or work” at 62.4%.

The Older Adult average percents were were: (3) “Services were available at times that were good for me” at 93.4%; (4) “Staff were sensitive to my cultural background” at 91.2%; (2) “Staff were willing to see me as often as I felt was necessary” at 90.8%; (1) “The location of services was convenient” at 90.0%; (5) “I deal more effectively with daily problems” at 77.9%; (6) “I do better in school and/or work” at 69.1%. and (7) “My symptoms are not bothering me as much” at 65.4%.

**TABLE 2.3: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES AMONG THE YSS-F,
YSS, ADULT & OLDER ADULT
May 2008**

Outcome Measure	YSS-F (N = 7,648)	YSS (N=5,282)	Adult (N=6,327)	Older Adult (N = 363)	Average for All Age Groups
1. Location of services was convenient	91.8%	80.6%	82.8%	87.1%	85.2%
2. Services were available at times that were convenient	93.0%	79.6%	89.3%	90.9%	88.2%
3. Staff were sensitive to cultural/ethnic background	95.2%	82.6%	84.9%	90.1%	88.2%
4. Doing better in school and/or work	73.6%	72.3%	62.3%	67.8%	70.0%

November 2008

Outcome Measure	YSS-F (N = 8,463)	YSS (N=5,684)	Adult (N=6,644)	Older Adult (N = 593)	Average for All Age Group
1. Location of services was convenient	92.3%	81.3%	83.9%	88.1%	86.4%
2. Services were available at times that were convenient	93.7%	80.0%	87.9%	92.7%	88.6%
3. Staff was sensitive to cultural/ethnic background	94.9%	83.2%	85.5%	90.9%	88.6%
4. Doing better in school and /or work	73.7%	73.0%	61.3%	68.6%	69.1%

May 2009

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

Table 2.3 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult and Older Adult surveys. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree and 5 = Strongly Agree. The measures across each age group were compared and a combined average for all age groups was computed.

Table 2.3 shows that the average percents for three of the four County Performance Outcomes were higher in May 2009 than in May or November 2008. The highest average percents for all age groups in May 2009 were (2) “Services were available at times that were convenient at 89.7%” and (3) “Staff were sensitive to cultural/ethnic background” at 89.0% and (1) “Location of services was convenient” at 87.7%. “Doing better in school and/or work” had the lowest percent at 69.7% in May 2009 as compared with 70.0% in May 2008.

TABLE 2.4: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES IN THE YSS-F & YSS

Outcome Measure	May 08 YSS-F (N = 7,648)	May 08 YSS (N=5,282)	Nov 08 YSS-F (N = 8,463)	Nov 08 YSS (N=5,684)	May 09 YSS-F (N = 6,889)	May 09 YSS (N=4,577)	Average for All Three Survey Periods- YSS-F & YSS
1. I felt my child/I had someone to talk when He/She/I was troubled.	91.9%	80.3%	91.7%	80.6%	92.8%	82.9%	86.7%
2. My child/I gets along better with family members.	75.2%	69.0%	75.2%	69.4%	75.9%	70.1%	72.5%
3. In a crisis, I would have the support I need from family or friends.	86.6%	80.6%	86.5%	81.0%	87.4%	81.6%	84.0%

Table 2.4 shows the average percents for May/November 2008 and May 2009 Performance Outcome Measures for the YSS-F and YSS. The highest average percent was (1) “I felt my child/I had someone to talk when He/She/I was troubled” at 86.7%, followed by (3) “In a crisis, I would have the support I need from family or friends” at 84.0% and (2) “My child gets along better with family members” at 72.5%.

Table 2.4 also shows that results from the May 2009 survey period were generally higher than for May and November 2008. Also the YSS-F average percents were generally higher than the YSS average percents.

TABLE 2.5: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES IN THE ADULT & OLDER ADULT

Outcome Measure	May 08 Adult (N=6,327)	May 08 Older Adult (N = 363)	Nov 08 Adult (N=6,644)	Nov 08 Older Adult (N = 593)	May 09 Adult (N=5,559)	May 09 Older Adult (N = 615)	Average for All Three Survey Periods Adult & Older Adult
1. Staff was willing to see me as often as I felt was necessary.	91.9%	80.3%	91.7%	80.6%	87.3%	90.8%	87.1%
2. I deal more effectively with daily problems.	75.2%	69.0%	75.2%	69.4%	76.4%	77.9%	73.9%
3. My symptoms are not bothering me as much.	86.6%	80.6%	86.5%	81.0%	63.7%	65.4%	77.3%

Table 2.5 shows the average percents for May/November 2008 and May 2009 Performance Outcome Measures for Adults and Older Adults. The highest average percents were (1) “Staff was willing to see me as often as I felt was necessary” at 87.1%. This was followed by (3) “My symptoms are not bothering me as much” at 77.3% and the lowest was (2) I deal more effectively with my daily problems” at 73.9%. Generally Adult average percents were higher in May and November as compared with May 2009. Older Adults had higher average percents in May 2009 as compared with May and November 2008.

TABLE 2.6: RANKORDER OF COUNTY OUTCOME MEASURES¹ – MAY 2009

Outcome Measure	Average Percent²	Rank Order
Services were available at times that were convenient ⁴	88.8%	1.
Staff were sensitive to cultural/ ethnic background ⁴	88.6%	2.
Staff were willing to see me as often as I felt necessary ³	87.1%	3.
I felt my child/ I had someone to talk to when he/she/I was troubled ⁵	86.7%	4.
Location of services was convenient ⁴	86.4%	5.
In a crisis I would have the support I need from family and friends ⁵	84.0%	6.
Symptoms are not bothering me as much ³	77.3%	7.
I deal more effectively with daily problems ³	73.9%	8.
My child/I get along better with family members ⁵	72.5%	9.
Doing better in school and / or work ⁴	69.6%	10.

¹ Computed average percent for May 08, November 08 and May 2009

² Percent “Strongly Agree” or “Agree”

³ Outcomes for Adults & Older Adults only

⁴ Outcomes for YSS-F, YSS, Adult & Older Adult

⁵ Outcomes for YSS-F & YSS only

The average percent in Table 2.6 was computed by combining the results for the May 2008, November 2008 and May 2009 survey periods. The highest average percent for “Strongly Agree” or “Agree” for the Performance Outcome measure was (1) “Services were available at times that were convenient” at 88.8%; (2) Staff were sensitive to my cultural or ethnic background” at 88.6% ; (3) “Staff were willing to see me as often as I felt it was necessary” at 87.1%. The lowest average percent was (10) “Doing better in school or at work” at 69.6%.

YSS-F COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Figure 2.1 YSS-F: Q1 "I FELT MY CHILD HAD SOMEONE TO TALK TO WHEN HE/SHE WAS TROUBLED"

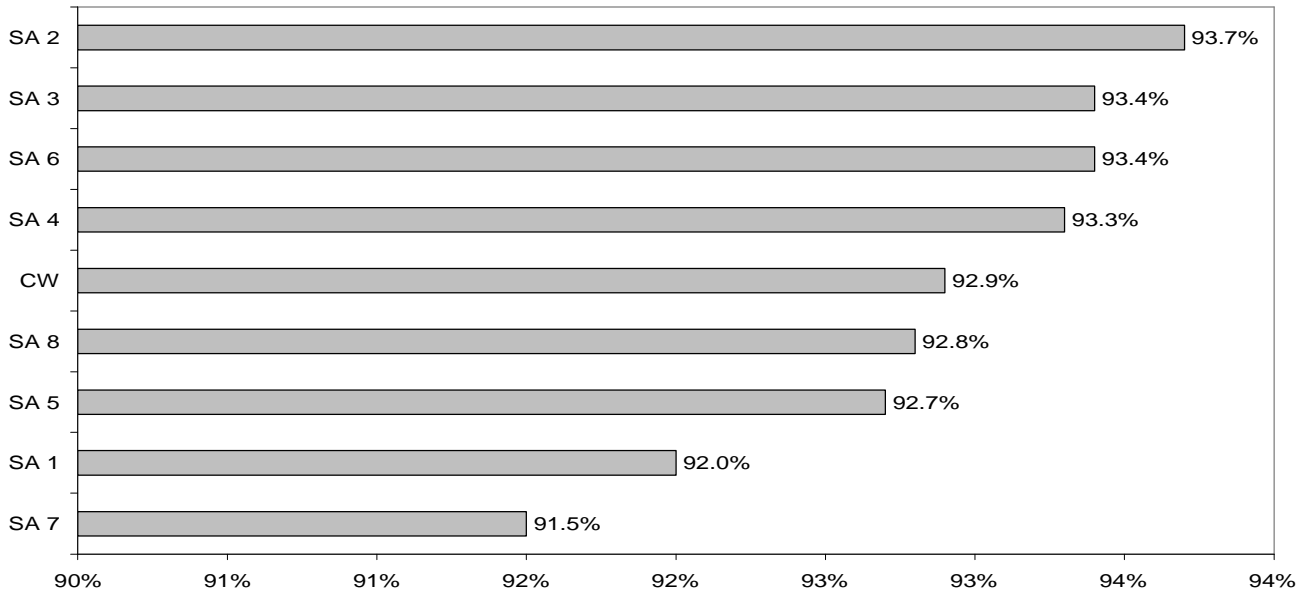


Figure 2.1 shows the percent of the YSS-F who Agree or Strongly Agree on the Performance Outcome Measure "I felt my child had someone to talk to when he/she was troubled". SA 2 had the highest percent at 93.7% and SA 7 had the lowest percent at 91.5%.

FIGURE 2.2 YSS-F: Q2: "LOCATION OF SERVICES WAS CONVENIENT FOR US"

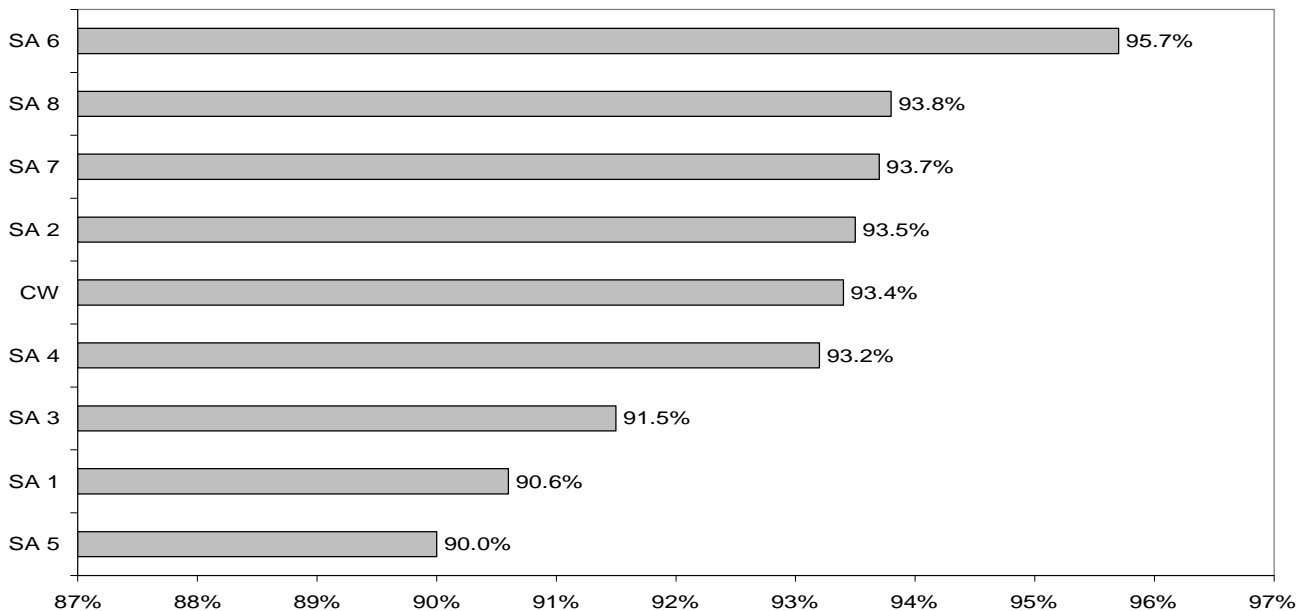


Figure 2.2 shows the percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "The location of services was convenient for us". SA 6 had the highest percent at 95.7% and SA 5 had the lowest percent at 90%.

FIGURE 2.3 YSSF: Q3 "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR US"

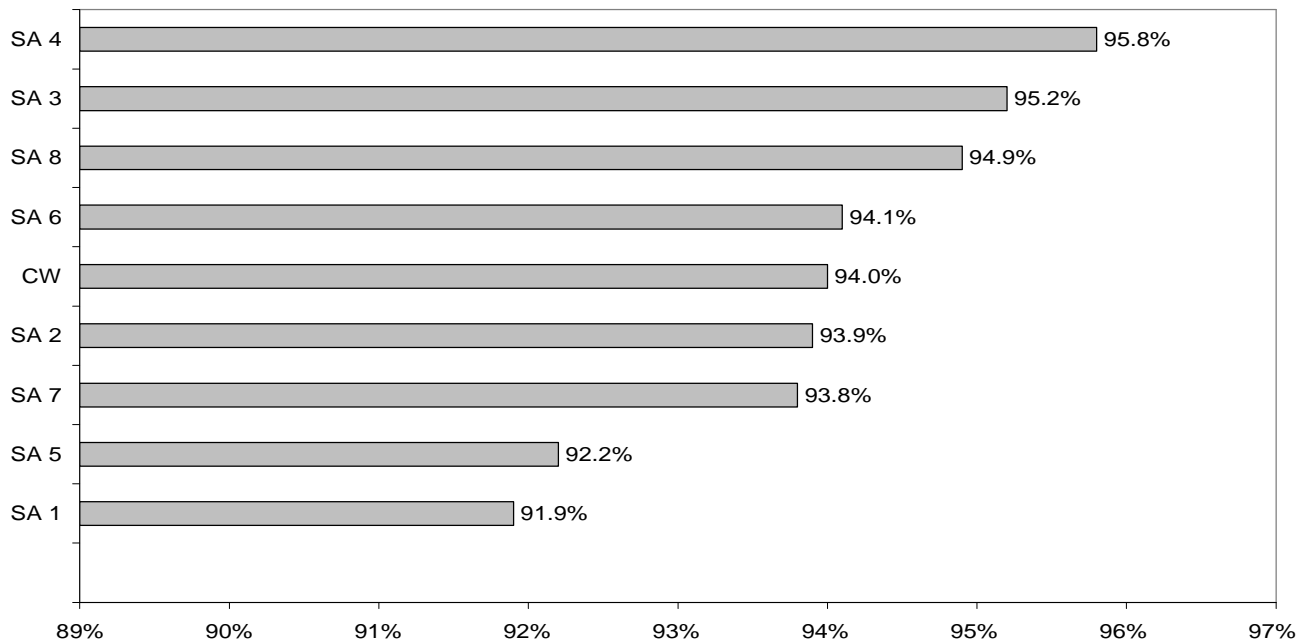


Figure 2.3 shows the percent of the YSSF who Agree or Strongly Agree with the Performance Outcome Measure “Services were available at times that were convenient for us.” SA 4 had highest percent at 95.8% and SA 1 had the lowest percent at 91.9%.

FIGURE 2.4 YSSF: Q4: "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

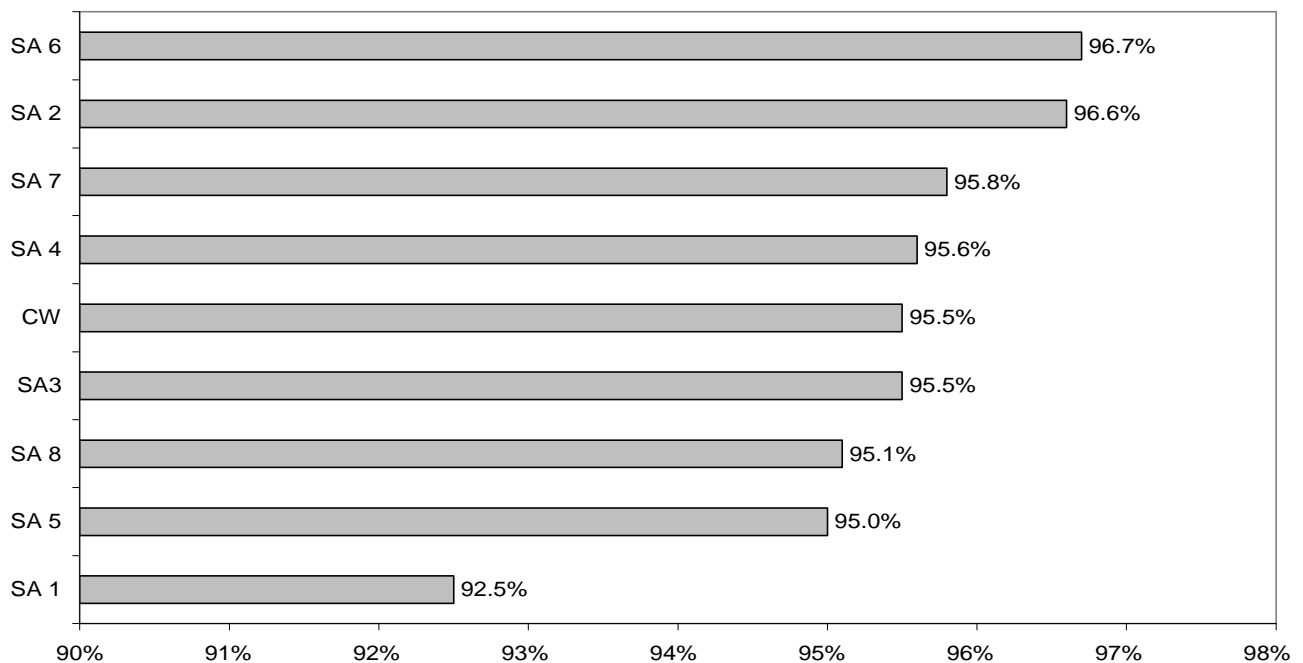


Figure 2.4 shows the percent of the YSSF who Agree or Strongly Agree with the Performance Outcome Measure “Staff were sensitive to my cultural/ethnic background.” SA 6 had the highest proportion of YSSF at 96.7% and SA 1 had the lowest percent at 92.5%.

FIGURE 2.5 YSS-F: Q5 "MY CHILD GETS ALONG BETTER WITH FAMILY MEMBERS"

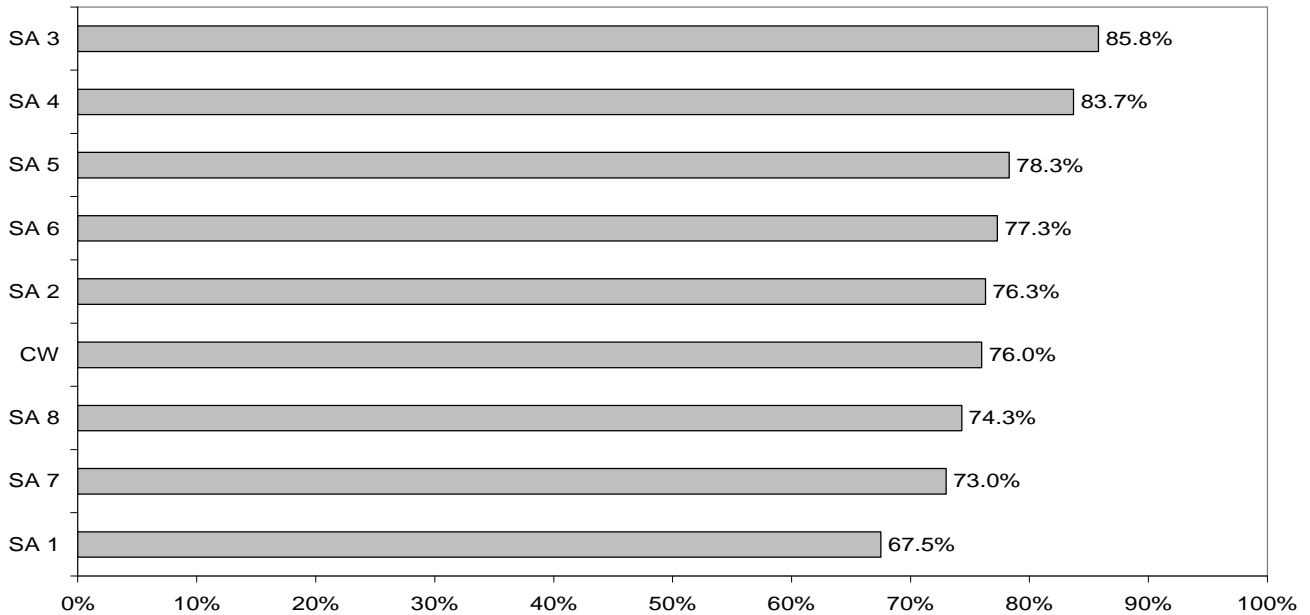


Figure 2.5 shows the percent of the YSS-F who Agree or Strongly Agree to the Performance Outcome "My child gets along better with family members." SA 3 had the highest percent at 85.8% and SA 1 had the lowest percent at 67.5%.

FIGURE 2.6 YSS-F: Q6 "MY CHILD IS DOING BETTER IN SCHOOL AND / OR WORK"

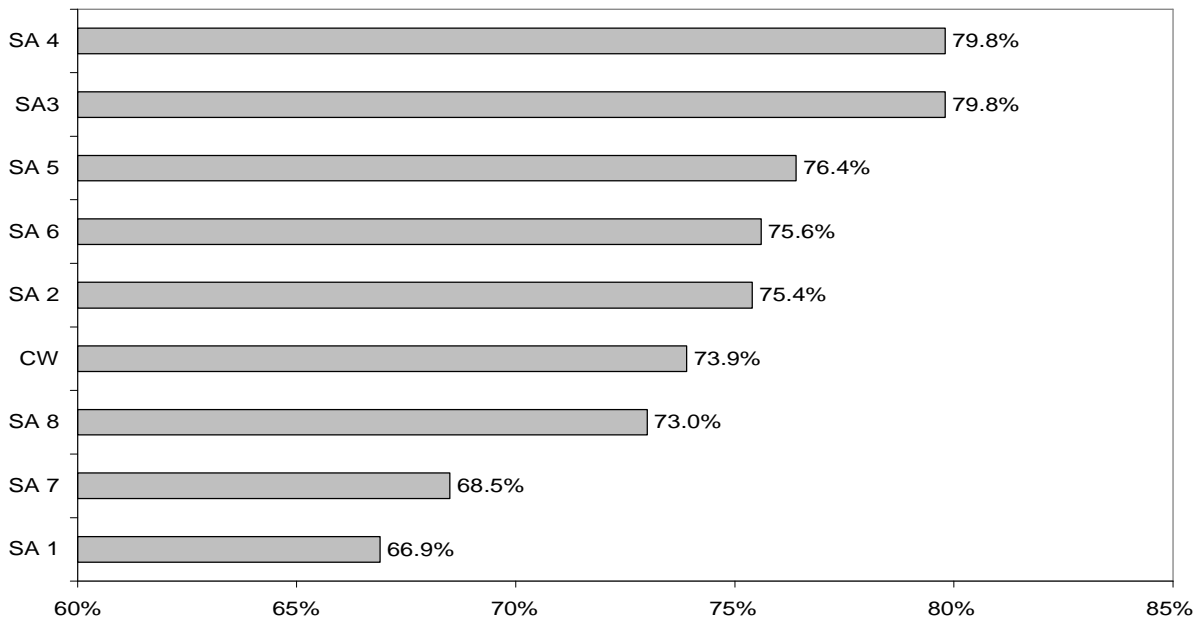


Figure 2.6 shows percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure "My child is doing better in school and/or work". SA 3 and SA 4 had the highest percent at 79.8% and SA 1 had the lowest percent at 66.9%.

FIGURE 2.7 YSS- F: Q7 " IN CRISIS I WOULD HAVE THE SUPPORT I NEED FROM FAMILY OR FRIENDS"

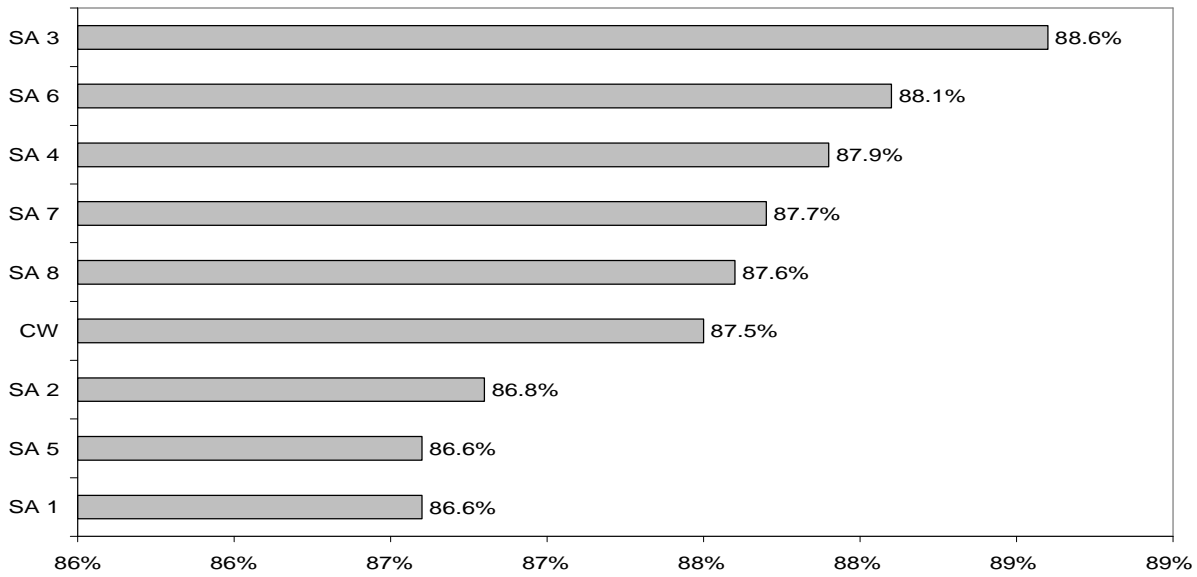
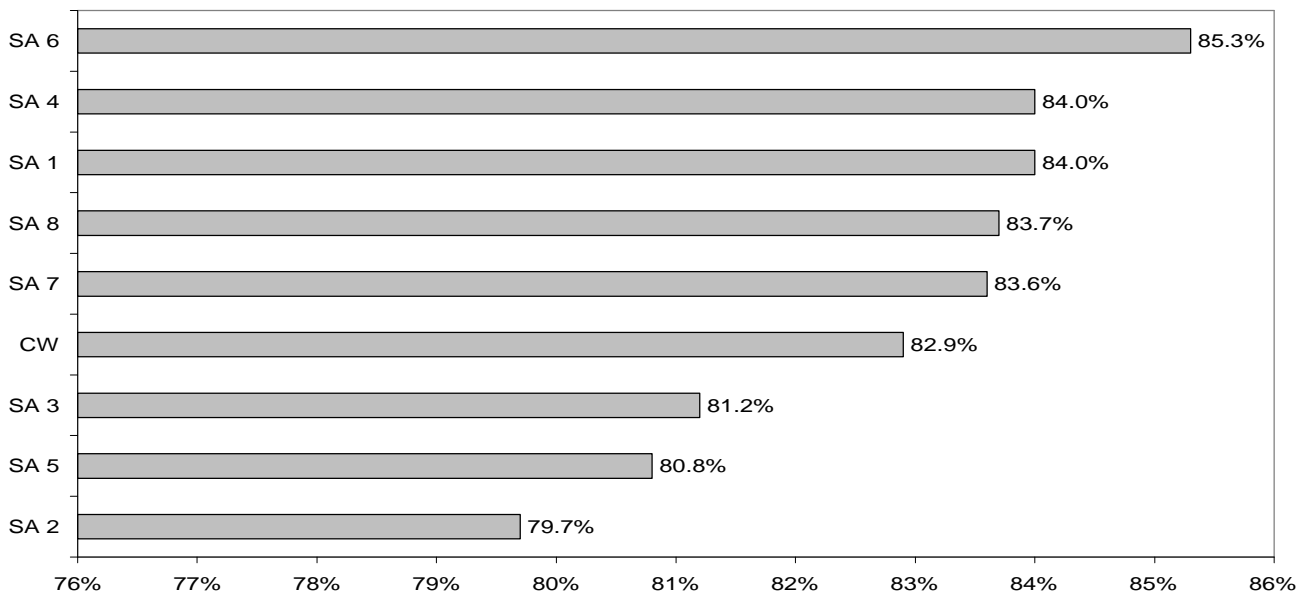


Figure 2.7 shows percent of the YSS-F who Agree or Strongly Agree with the Performance Outcome Measure “In a crisis, I would have the support I need from my family or friends.” SA 3 had the highest percent at 88.6%, and SA 5 and SA 1 had the lowest percent at 86.6%.

YSS COUNTY PERFORMANCE OUTCOMES BY SERVICE AREA

Performance Outcome Measures for the YSS by Service Areas are shown in Figures 8 to 14.

FIGURE 2.8 YSS: Q1 "I FELT I HAD SOMEONE TO TALK TO WHEN I WAS TROUBLED"



The Figure 2.8 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure “I feel my child had someone to talk to when he/she was troubled.” The highest percent was in SA 6 at 85.3% and the lowest percent was in SA 2 at 79.7%.

FIGURE 2.9 YSS: Q2 "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

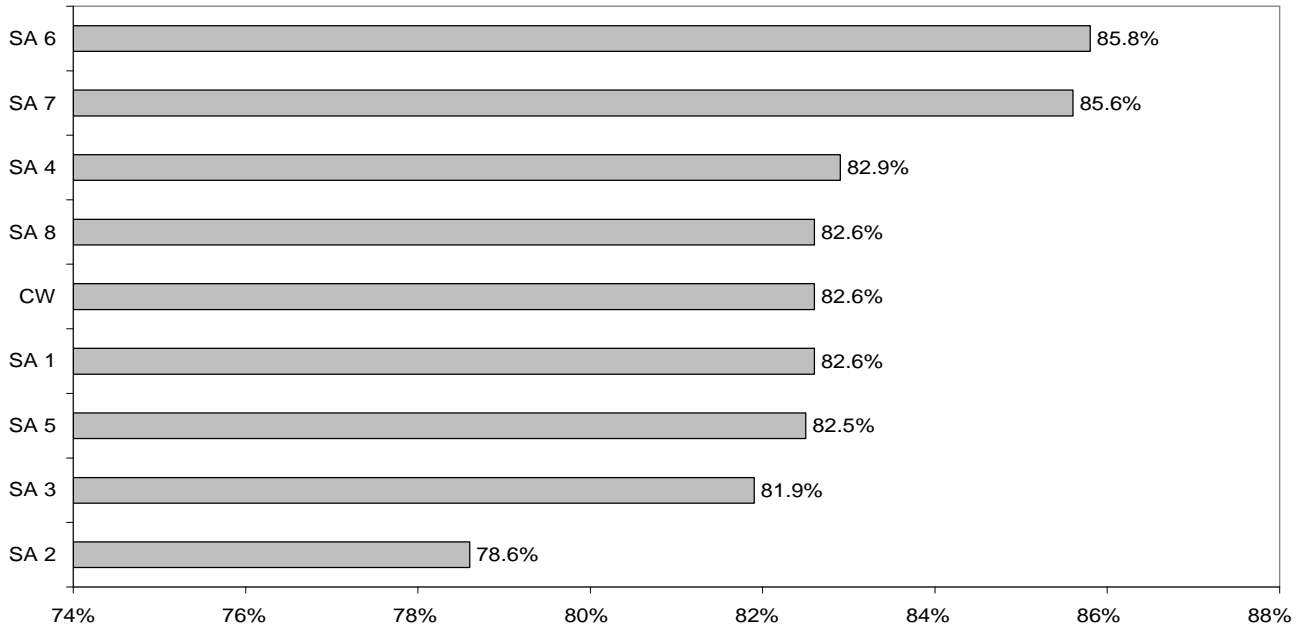


Figure 2.9 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Location of services was convenient for me." The highest percent was in SA 6 at 85.8% and the lowest percent was in SA 2 at 78.6%.

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

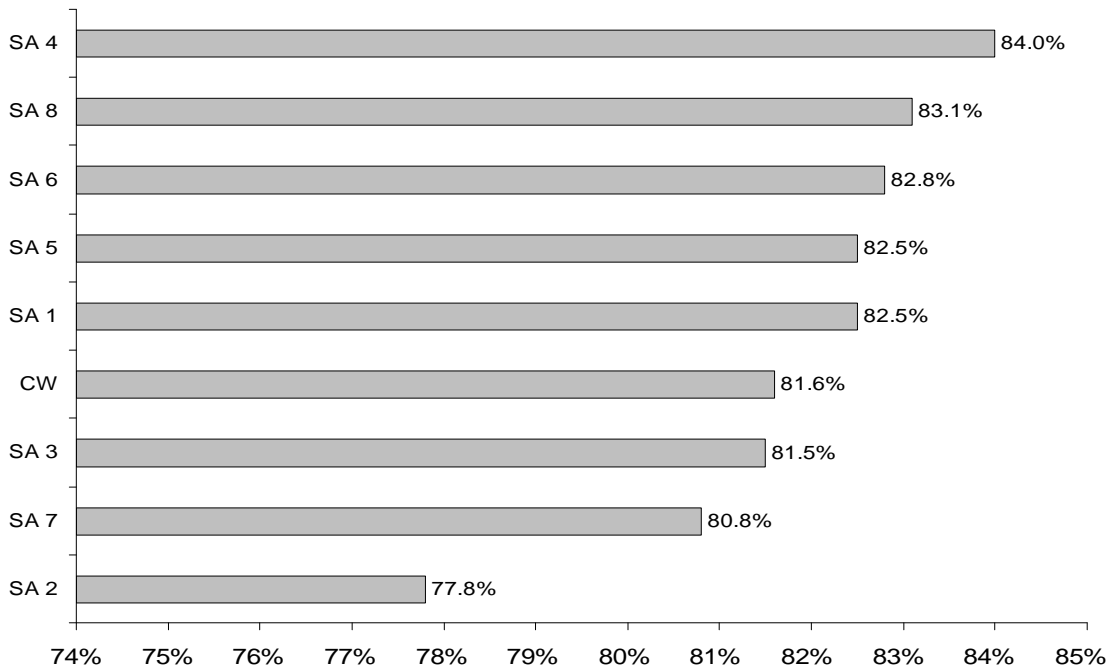


Figure 2.10 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Services were available at times convenient for me". SA 4 had the highest percent at 84.0% and SA 2 had the lowest percent at 77.8%.

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

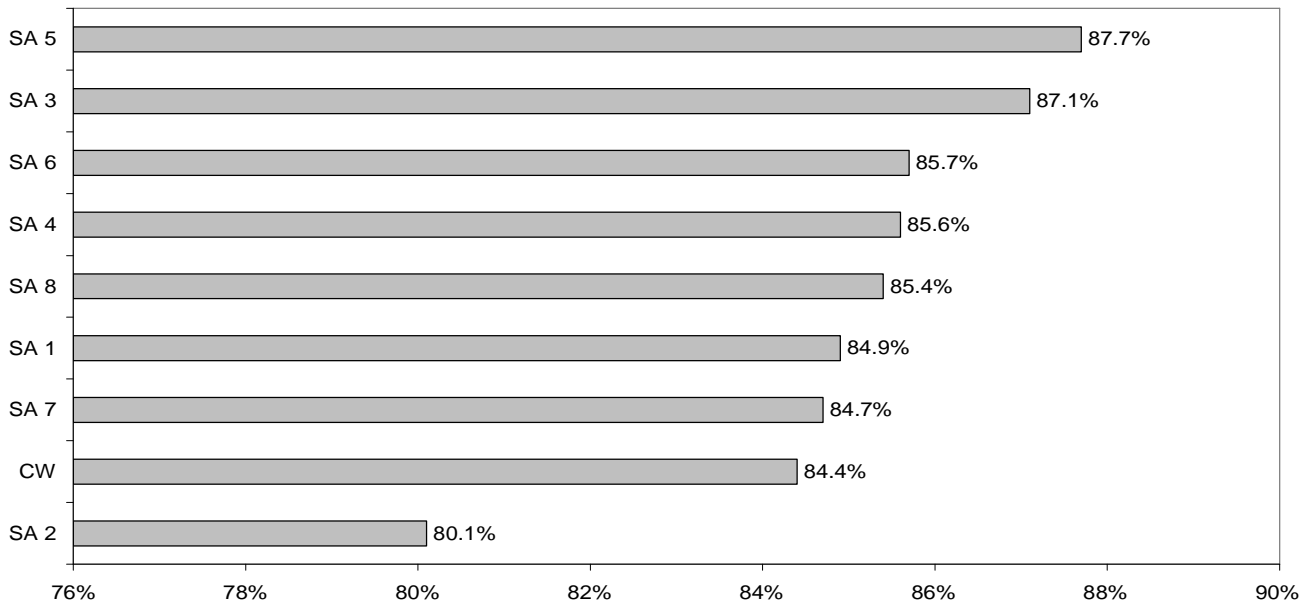


Figure 2.11 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 5 had the highest percent at 87.7% and SA 2 had the lowest percent at 80.1%.

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

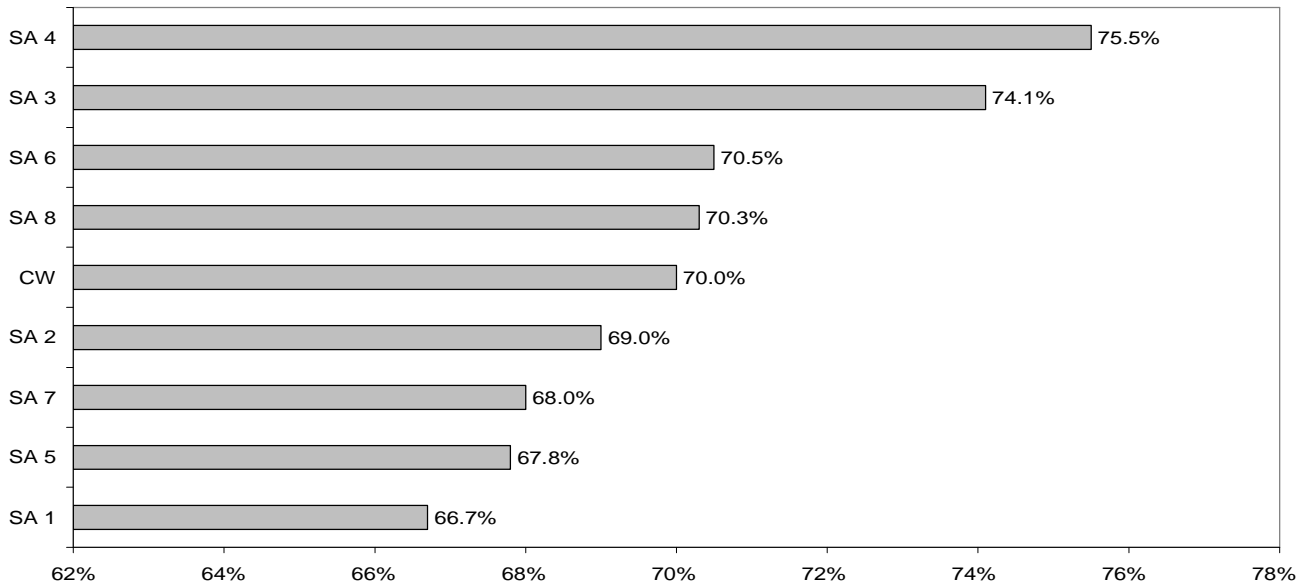


Figure 2.12 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure "I get along better with family members." SA 4 had the highest percent at 75.5% and SA 1 had the lowest percent at 66.7%.

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

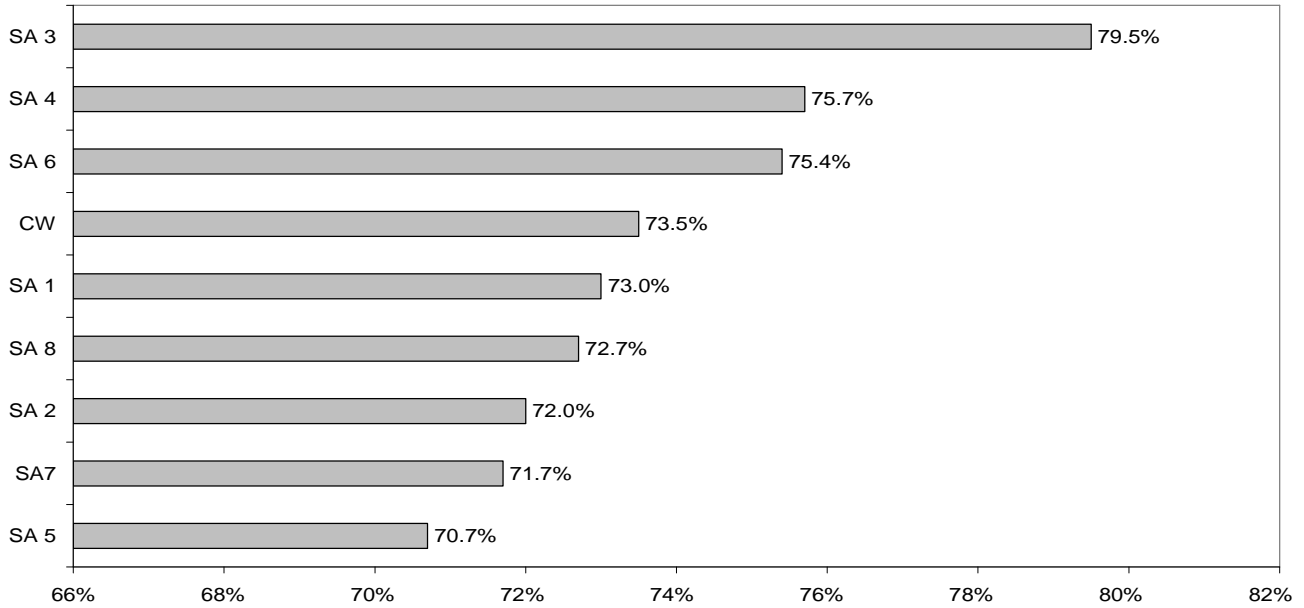


Figure 2.13 shows percent of the YSS who Agree or Strongly Agree with the Performance Outcome “I am doing better in school/work”. SA 3 had the highest percent at 79.5% and SA 5 had the lowest percent at 70.7%.

FIGURE 2.14 YSS: Q7 "IN CRISIS I WOULD HAVE THE SUPPORT I NEED FROM FAMILY AND FRIENDS"

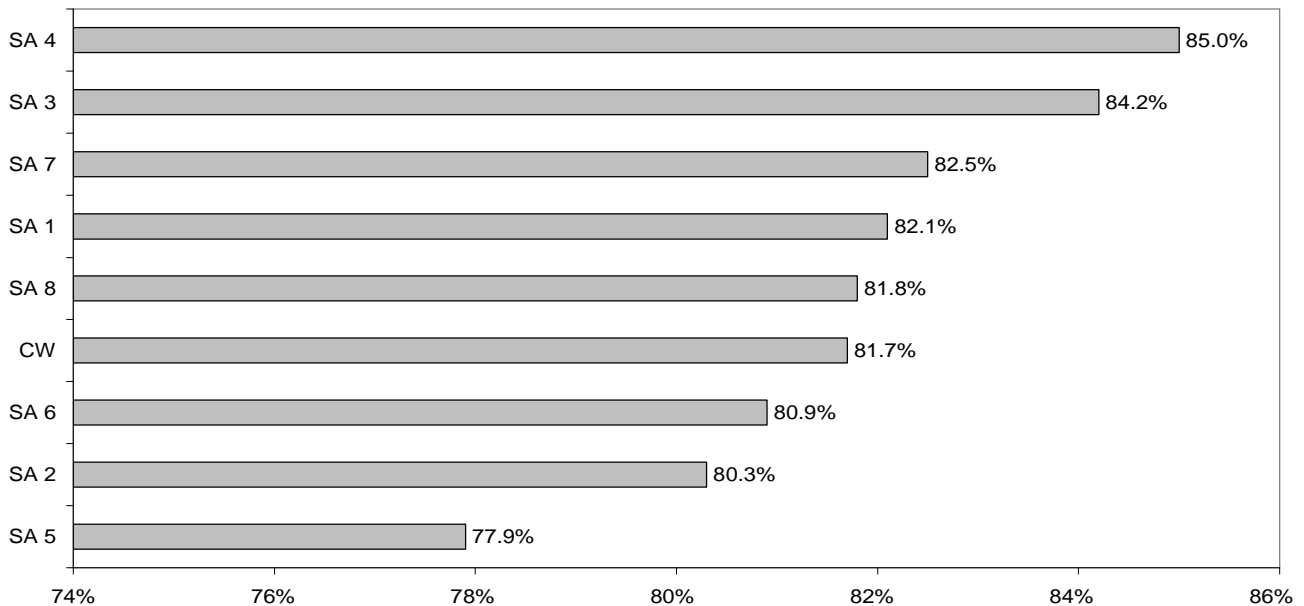


Figure 2.14 shows the percent of the YSS who Agree or Strongly Agree with the Performance Outcome Measure, “In a crisis, I would have the support I need from family or friends,” SA 4 had the highest percent at 85.0% and SA 5 had the lowest percent at 77.9%.

ADULT COUNTY PERFORMANCE OUTCOME MEASURES BY SERVICE AREA:

FIGURE 2.15 ADULT: Q1 "LOCATION OF SERVICES WAS CONVINIENT FOR ME"

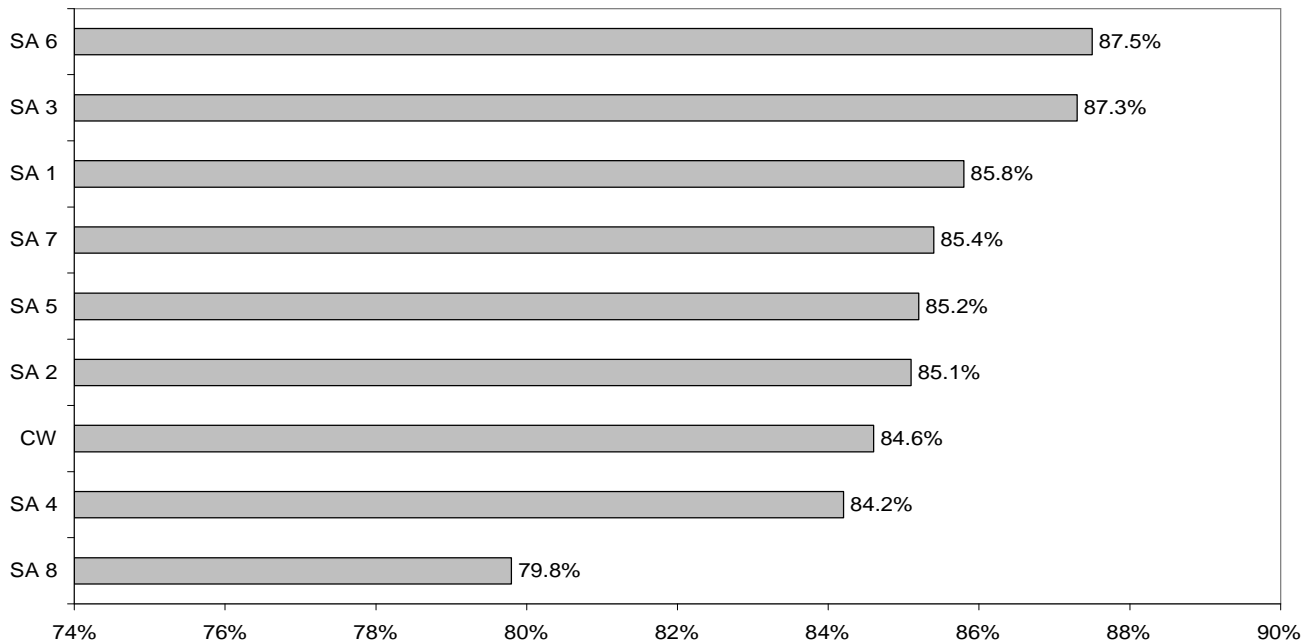


Figure 2.15 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure, "Location of services was convenient for me." SA 6 had the highest percent at proportion of consumers who Agree or Strongly Agree to this Outcome at 87.5% and SA 8 had the lowest percent at 79.8%.

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

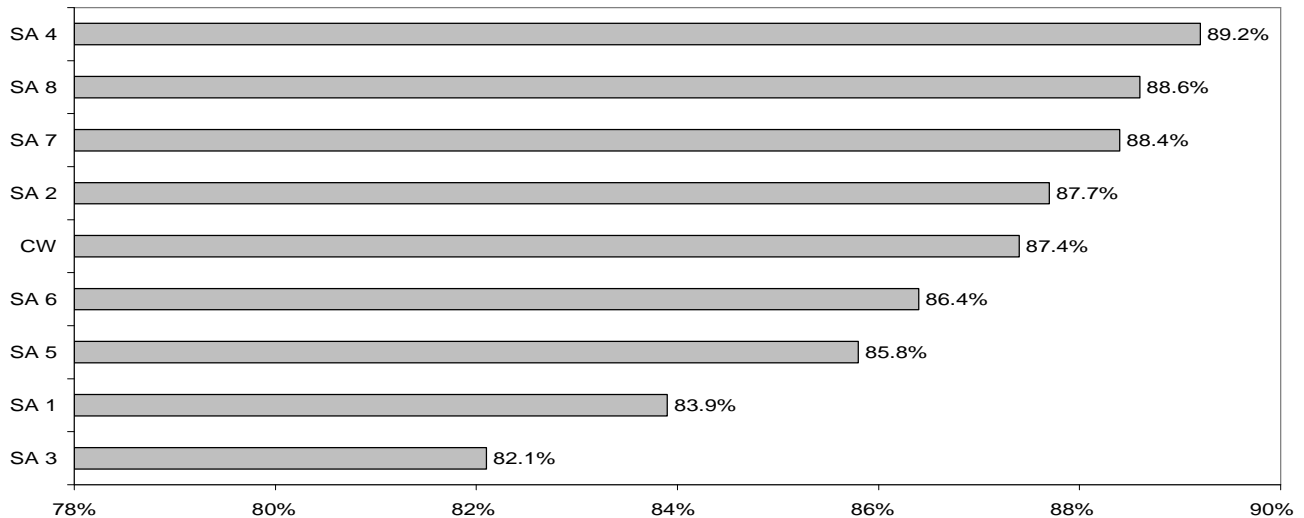


Figure 2.16 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "Staff were willing to see me as often as I felt necessary". SA 4 had the highest percent at 89.2% and SA 3 had the lowest percent at 82.1%.

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

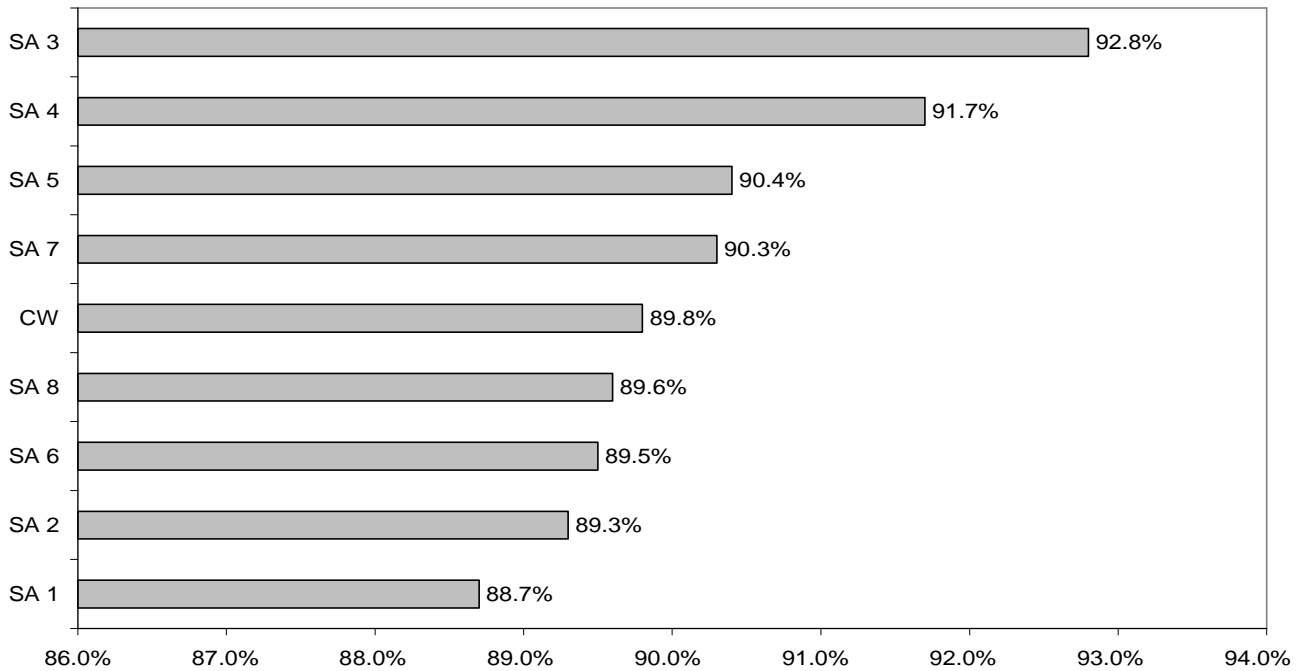


Figure 2.17 shows the percent of Adults who Agree or Strongly with the Performance Outcome Measure “Services were available at times the were good for me”. SA 3 had the highest percent at 92.8% and SA 1 had the lowest percent at 88.7%.

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

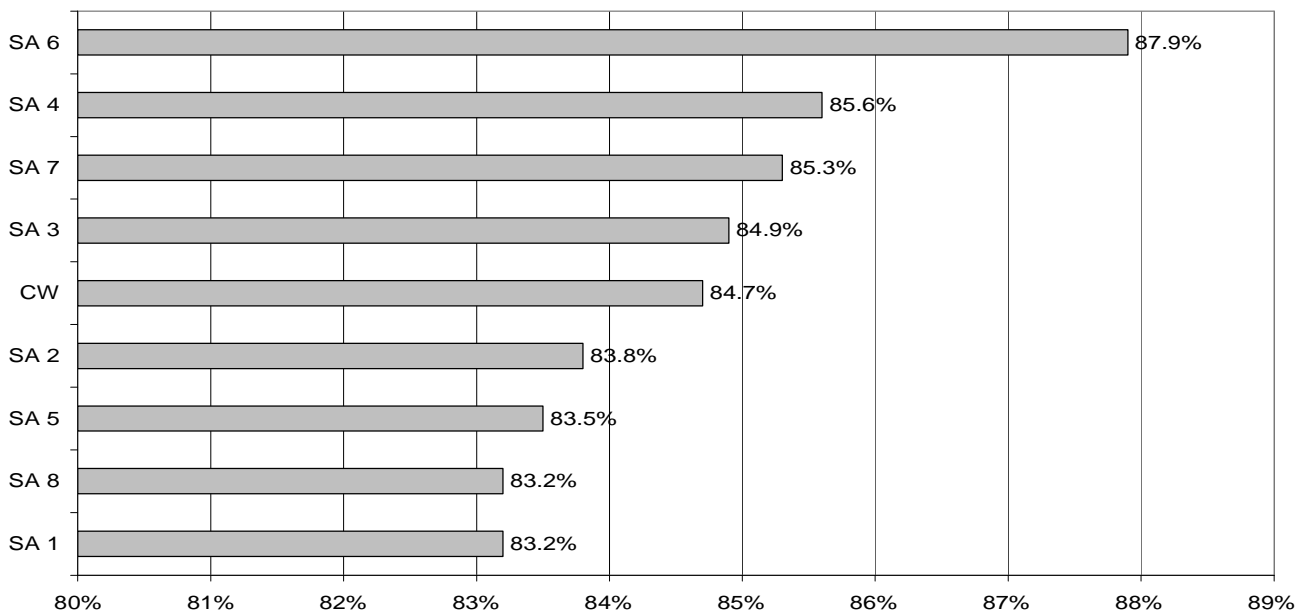


Figure 2.18 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure, “Staff were sensitive to my cultural background.” SA 6 had the highest percent at 87.9%, and SA 1 and SA 8 had the lowest percent at 83.2%.

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

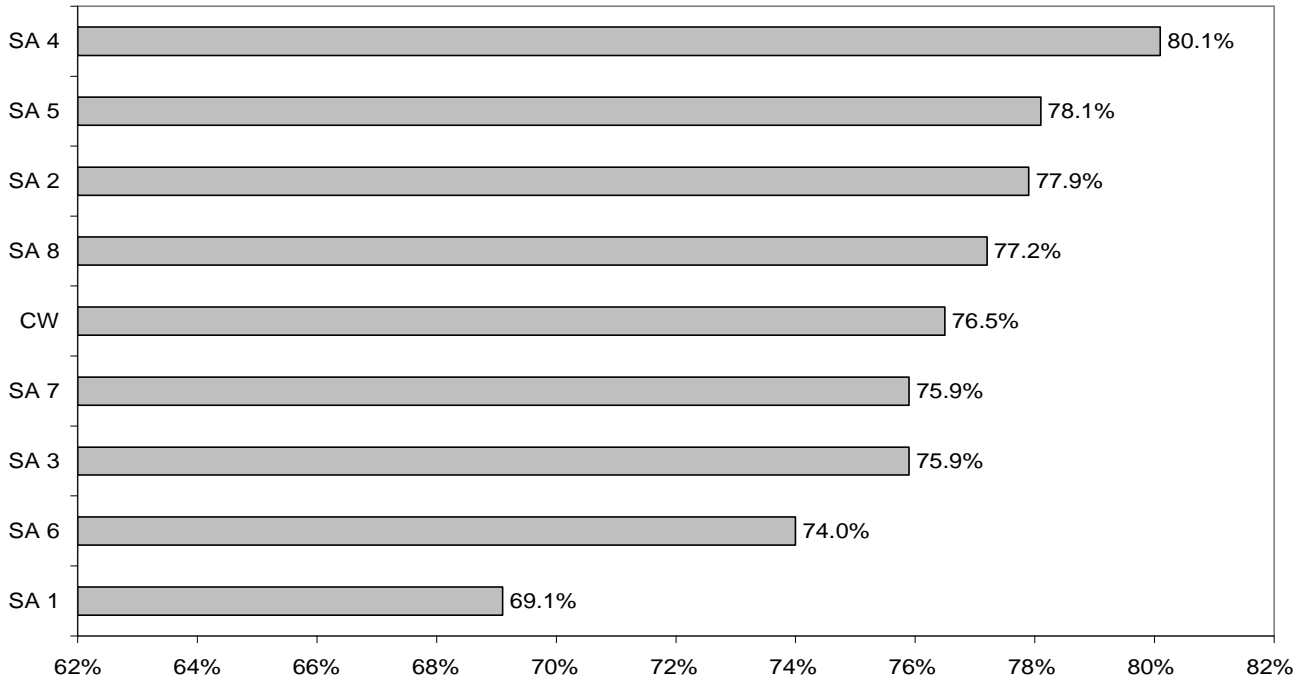


Figure 2.19 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "I deal more effectively with daily problems". SA 4 had the highest percent at 80.1% and SA 1 had the lowest percent at 69.1%.

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

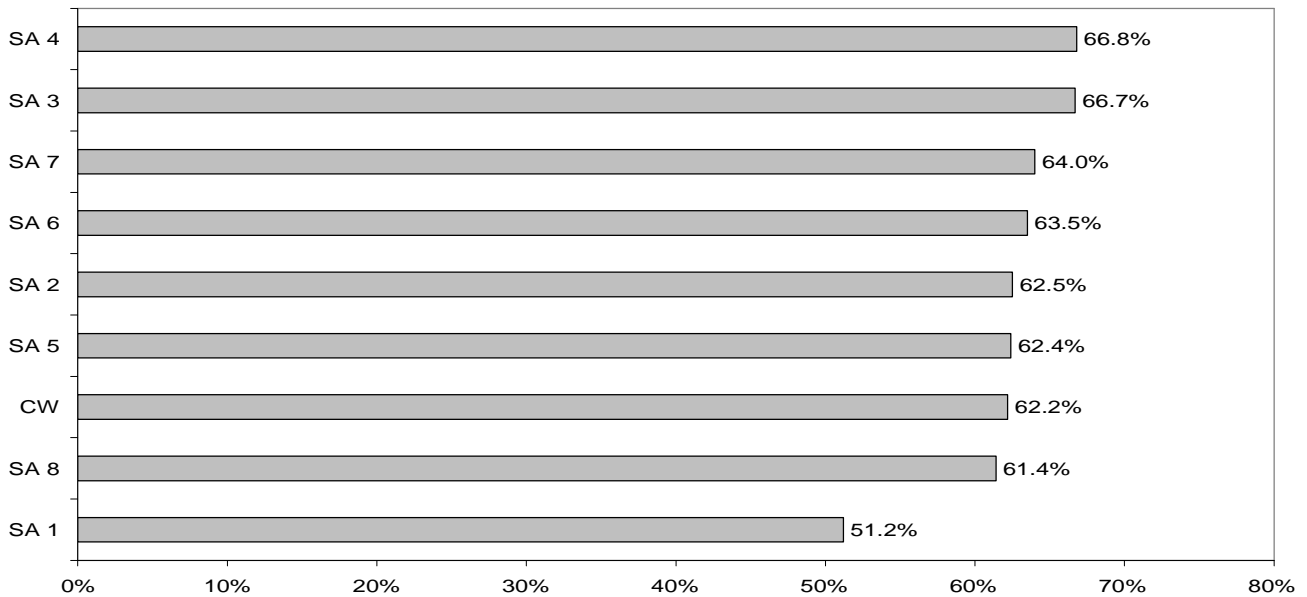


Figure 2.20 shows the percent of Adults who Agree or Strongly Agree with the Performance Outcome "I do better in school or work". SA 4 had the highest percent at 66.8% and SA 1 had the lowest percent at 51.2%.

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

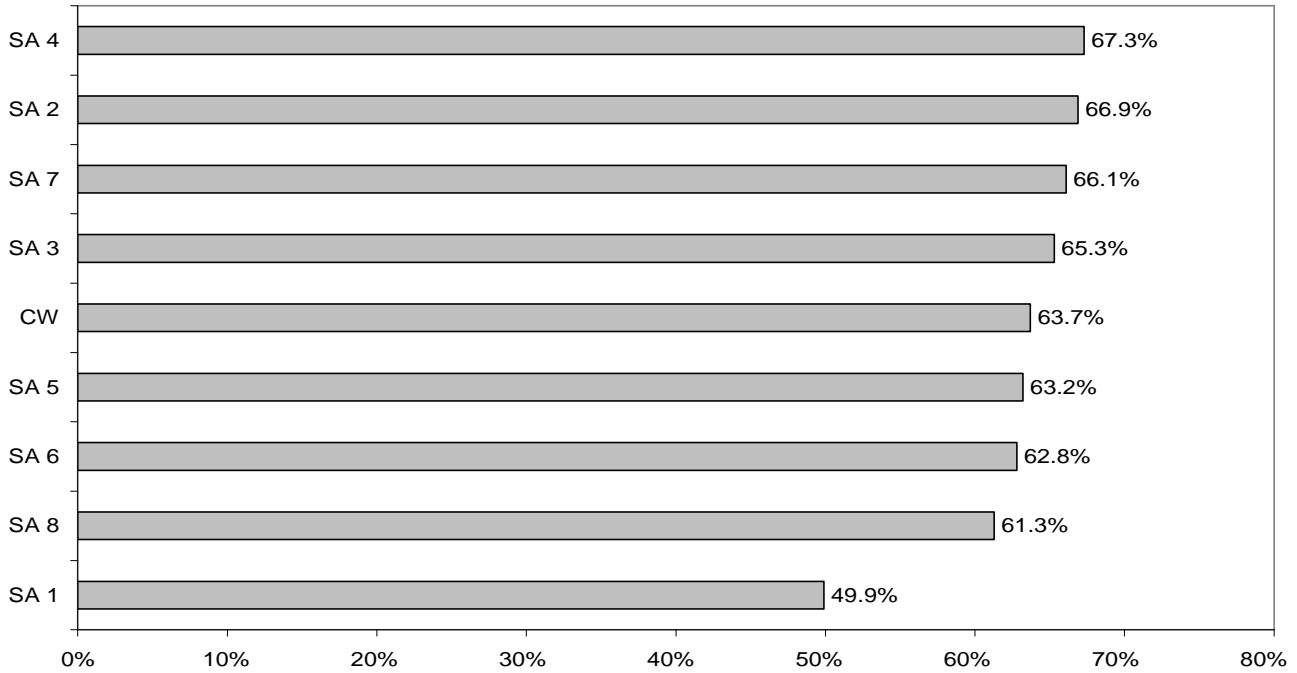


Figure 2.21 shows percent of Adults who Agree or Strongly Agree with the Performance Outcome Measure "My symptoms are not bothering me as much." SA 4 had the highest percent at 67.3% and SA 1 had the lowest percent at 49.9%.

OLDER ADULT COUNTY PERFORMANCE OUTCOME:

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

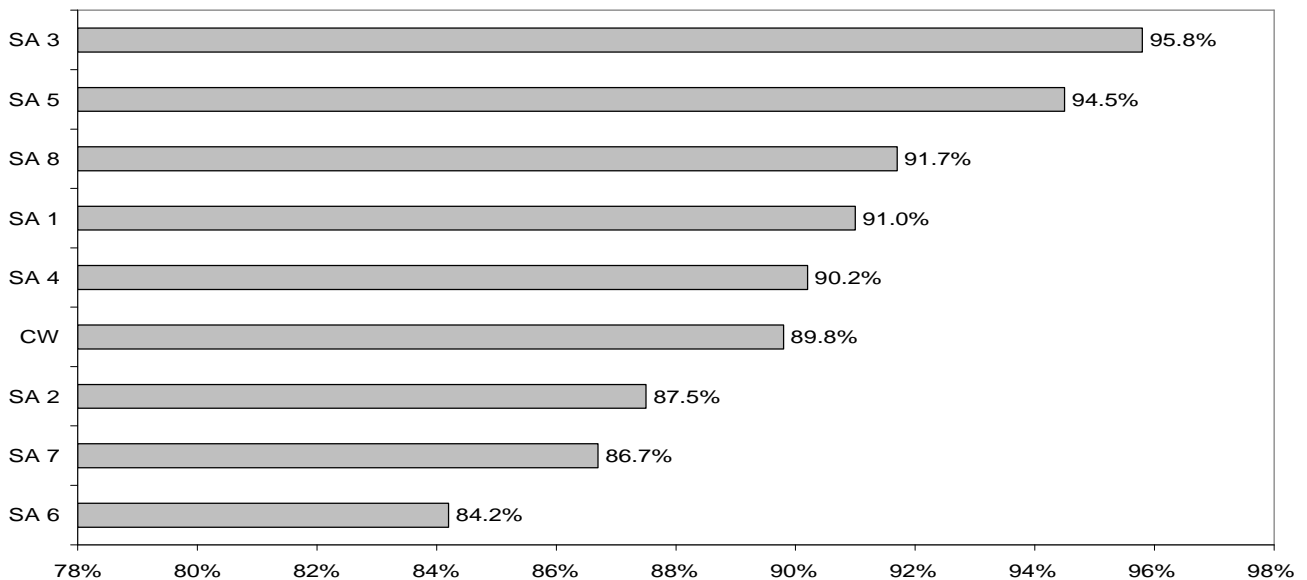


Figure 2.22 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure, "Location of services was convenient for me". SA 3 had the highest percent at 95.8% and SA 6 had the lowest percent at 84.2%.

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

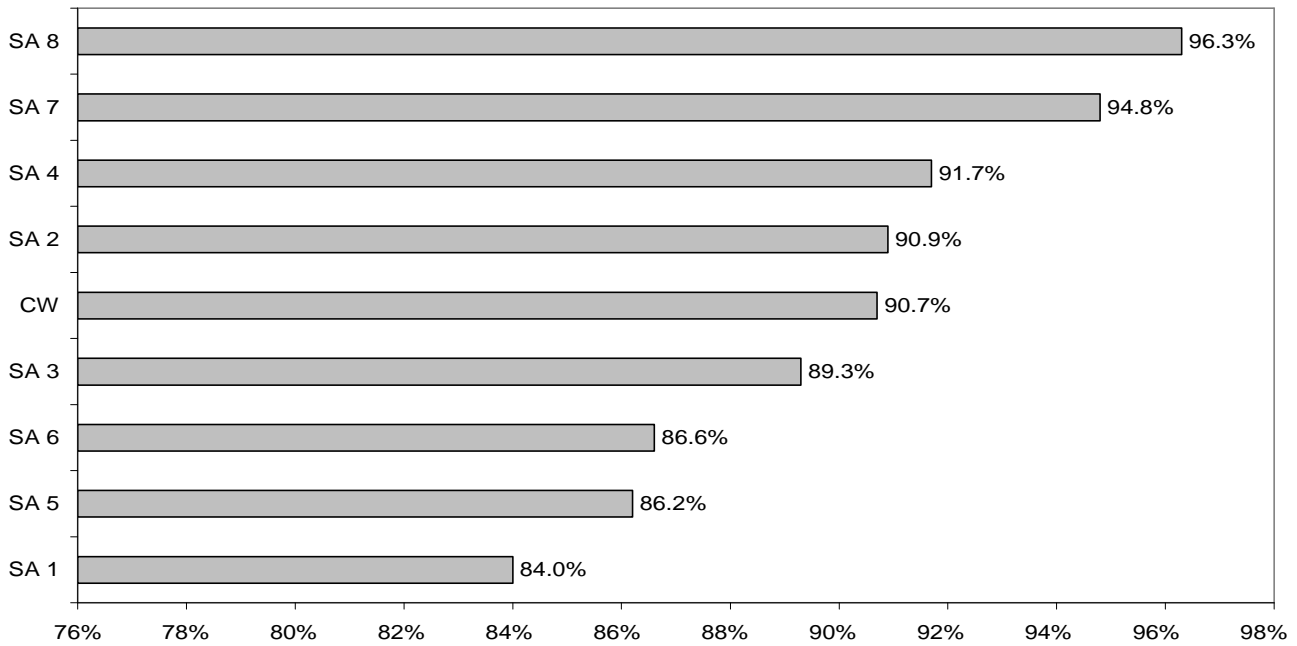


Figure 2.23 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure. "Staff were willing to see me as often as I felt necessary". SA 8 had the highest percent at 96.3% and SA 1 had the lowest percent at 84.0%.

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

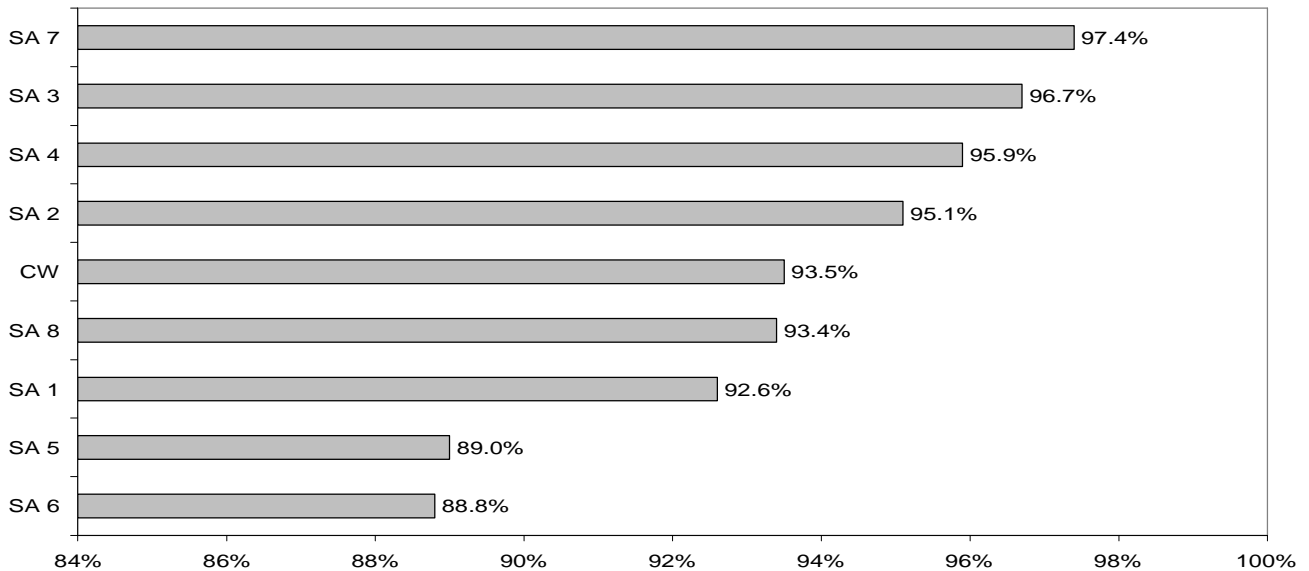


Figure 2.24 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "Services were available at times that were good for me": SA 7 had the highest percent at 97.4% and SA 6 had the lowest percent at 88.8%.

FIGURE 2.25 OLDER ADULT: Q4 "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND"

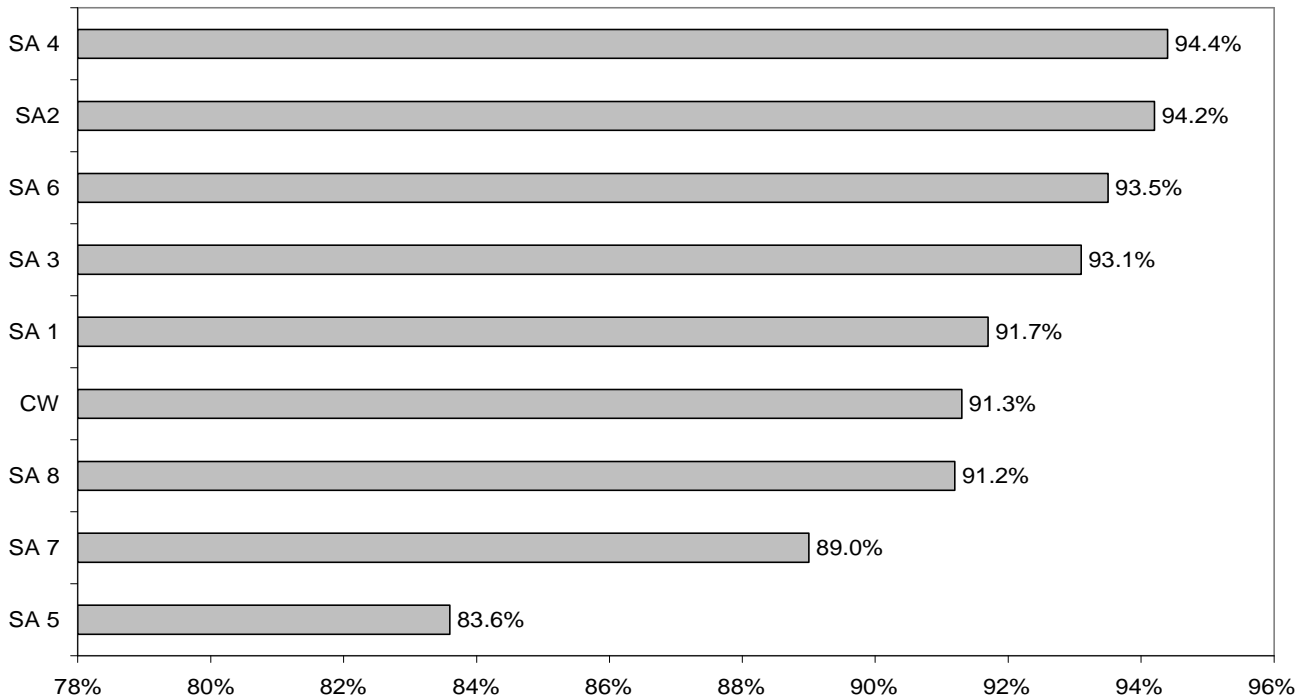


Figure 2.25 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "Staff were sensitive to my cultural background." SA 4 had the highest percent at 94.4% and SA 5 had the lowest percent at 83.6%.

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

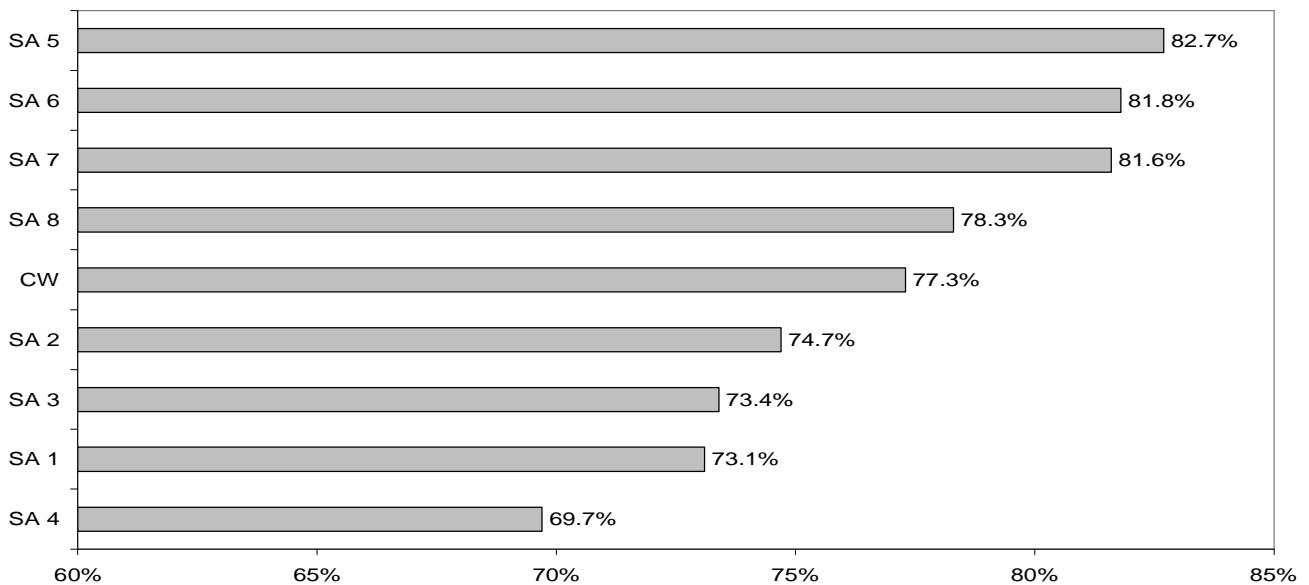


Figure 2.26 shows the percent of Older Adults who Agree or Strongly Agree with the Performance Outcome Measure "I deal more effectively with daily problems". SA 5 had the highest percent at 82.7% and SA 4 had the lowest percent at 69.7%.

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

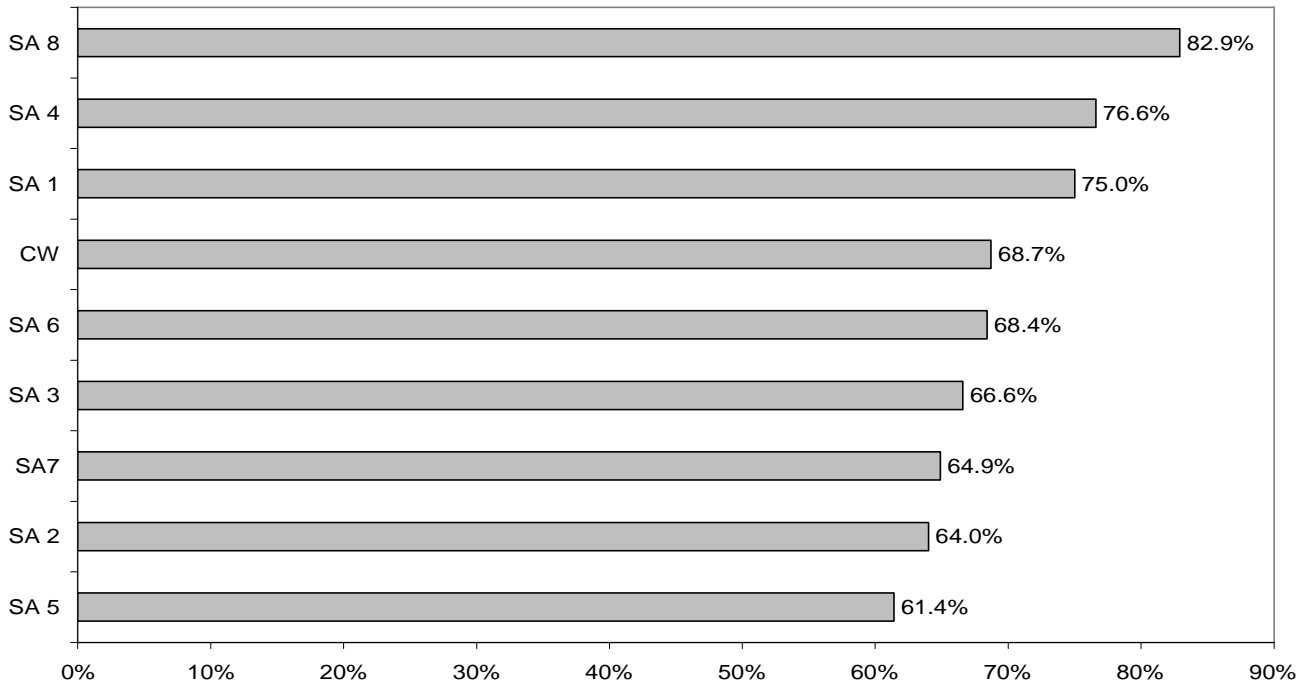


Figure 2.27 shows the percent of Older Adult who Agree or Strongly Agree with the Performance Outcome Measure "I do better in school and/or work". SA 8 had the highest percent at 82.9% and SA 5 had the lowest percent at 61.4%.

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

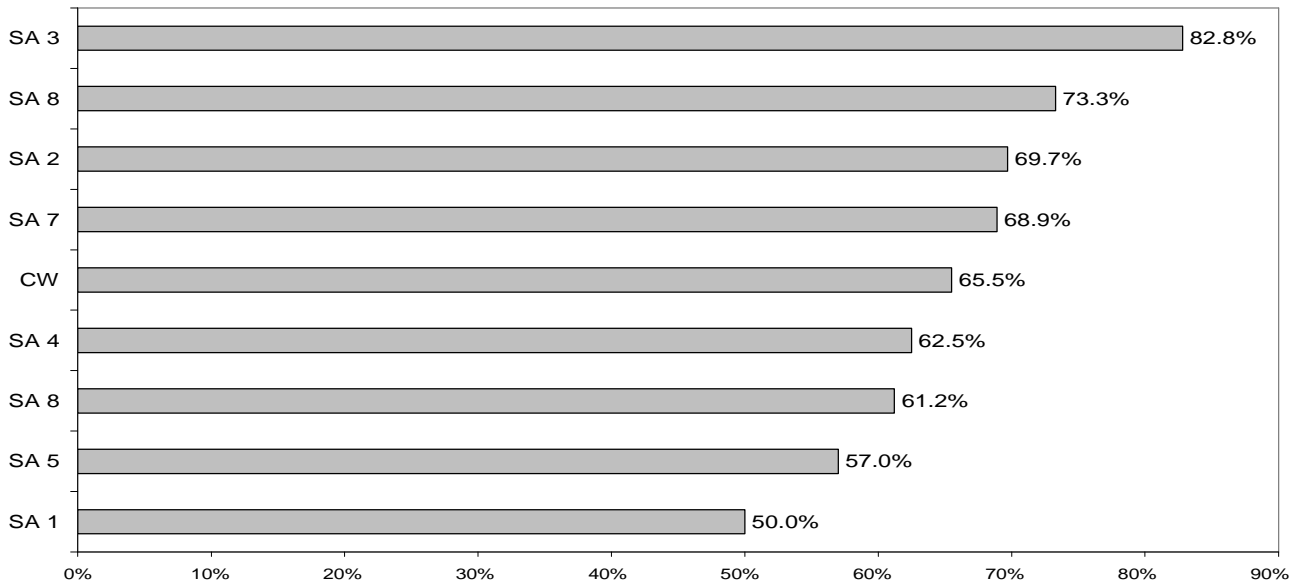


Figure 2.28 shows the percent of Older Adults who Agree or Strongly Agree to the Performance Outcome Measure "My symptoms are not bothering me as much." SA 3 had the highest percent at 82.8%, and SA 1 had the lowest percent at 50.0%.