State Performance Outcomes and County Performance Outcomes Report

Calendar Year 2008

County of Los Angeles

Department of Mental Health

Program Support Bureau

Quality Improvement Division

Marvin J. Southard, D.S.W

Director

August 2009

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

State Performance Outcomes & County Performance Outcomes Report CY 2008

Executive Summary

Marvin J. Southard, D.S.W

Director of Mental Health

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

In CY 2008, there were 51,538 "Surveys Received" from Clinic Outpatient, Day Treatment, School and Field-Based Programs from four (4) Age Groups: 1. Youth Services Survey – Family (YSS-F for family members of consumers 0-17 years), 2. Youth Services Survey (YSS for 13-17 years), 3. Mental Health Statistics Program Survey – Adult (MHSIP for 18-59 years), and MHSIP Older Adult (for 60+ years). The 51,538 Total Surveys Received includes 39,967 or 77.5% from Clinic Outpatient and Day Treatment Programs and 11,571 or 22.5% from School and Field-Based Programs.

All Surveys Received are subject to an algorithm that excludes incomplete surveys prior to computing Survey Completion Rates. The remaining surveys that meet the criteria for data analyses are the "Surveys Completed". There were 42,659 "Surveys Completed" from Clinic Outpatient, Day Treatment, School and Field-Based Programs. The 42,659 Surveys Completed include 32,952 or 77.2% from Clinic Outpatient and Day Treatment Programs and 9,482 or 22.2% from School and Field-Based Programs. Reliability and Significance Testing were completed for Service Areas, Demographics, and Indicators.

COUNTYWIDE RESPONSE RATES, CY 2008

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

STATE PERFORMANCE OUTCOMES, NOVEMBER SURVEY PERIOD

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

OVERALL SATISFACTION MEAN SCORES & SUBSCALE MEAN SCORES

The maximum range for Overall Satisfaction Mean Scores for the YSS-F and the YSS is 29 to145. The maximum range for the Adult and Older Adult is 37 to185.

- Surveys Completed for all Age-Groups had **Overall Satisfaction** Mean Scores of: YSS-F at 121.8, as compared with the YSS at 116.3 and the highest for Older Adults at 161.1, as compared with Adults at 153.7. The highest Overall Satisfaction Mean Scores by Service Area were: SA 6 for the YSS at 118.7 and Older Adults at 173.9; SA 4 for the YSS-F at 125.0 and Adults at 155.6. The lowest Overall Satisfaction Mean Scores by Service Area were: SA 1 for the YSS-F at 119.3, Older Adults at 143.0 and Adults at 150.0; and, SA 2 for the YSS at 114.0.

- Surveys Completed for all Age-Groups had **General Satisfaction Subscale** Mean Scores of: YSS-F at 21.8, as compared with the YSS at 20.2 and for Older Adults at 13.8, as compared with Adults at 13.3. The highest General Satisfaction Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 22.1; SA 6 for the YSS at 20.8 and SA 1, SA 2 and SA 7 for Adults at 13.4. The Mean Score for this subscale was not significantly different by Service Area for Older Adults.

- Surveys Completed for all Age-Groups had **Perception of Access Subscale** Mean Scores of: YSS-F at 8.7, as compared with the YSS at 7.9 and for Older Adults at 26.6, as compared with Adults at 25.6. The highest Perception of Access Subscale Mean Scores by Service Area were: SA 6, SA 7 and SA 8 for the YSS at 8.1; and, SA 2 for Adults at 25.9. The Mean Score for this subscale was not significantly different by Service Area for the YSS-F and Older Adults.

- Surveys Completed for all Age-Groups had **Perception of Quality and Appropriateness (Cultural Sensitivity) Subscale** Mean Scores of: YSS-F at 18.1, as compared with the YSS at 16.8 and for Older Adults at 40.0, as compared with Adults at 38.7. The highest Perception of Quality and Appropriateness (Cultural Sensitivity) Subscale Mean Scores by Service Area were: SA 5 for the YSS-F at 18.5; SA 7 for the YSS at 17.4 and SA 6 for Adults at 39.2 and Older Adults at 42.2.

- Surveys Completed for all Age-Groups had **Perception of Participation in Treatment Planning Subscale** Mean Scores of: YSS-F at 12.9, as compared with the YSS at 11.5 and for Older Adults at 8.8, as compared with Adults at 8.7. The highest Perception of Participation in Treatment Planning Subscale Mean Scores by Service Area were: SA 3 and SA 5 for Adults at 8.3. The Mean Score for this subscale was not significantly different by Service Area for the YSS-F, the YSS and Older Adults.

- Surveys Completed for all Age-Groups had **Perception of Outcomes Subscale** Mean Scores of: YSS-F and YSS at 23.3, and for Older Adults at 33.2, as compared with Adults at 31.5. The highest Perception of Outcomes Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 24.5 and Adults at 32.2. The Mean Score for this subscale was not significantly different by Service Area for the YSS, and Older Adults.

- Surveys Completed for all Age-Groups had **Perception of Functioning Subscale** Mean Scores of: YSS-F at 19.4, as compared with the YSS at 19.5 and for Older Adults at 20.4, as compared with Adults at 19.3. The highest Perception of Functioning Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 20.5; SA 6 for Adults at 19.7 and Older Adults at 21.7. The Mean Score for this subscale was not significantly different by Service Area for the YSS.

- Surveys Completed for all Age-Groups had **Perception of Social Connectedness Subscale** Mean Scores of: YSS-F at 17.0, as compared with the YSS at 16.4 and for Older Adults at 16.1, as compared with Adults at 15.6. The highest Perception of Social Connectedness Subscale Mean Scores by Service Area were: SA 4 for the YSS-F at 17.2; SA 2 and SA 7 for Adults at 15.8; and, SA 6 for Older Adults at 16.9. The Mean Score for this subscale was not significantly different by Service Area for the YSS.

- A total of 74.4% of the YSS-F reported that their child had Medi-Cal (Medicaid) insurance as compared with 7.9% that did not. In SA 1 the YSS-F had the highest percent of Medi-Cal (Medicaid) insured children at 83.4% as compared with the lowest percent in SA 5 at 64.6%. A total of 70.2% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 9.3% that did not. In SA 3 the YSS had the highest percent of Medi-Cal (Medicaid) at 78.1% as compared with the lowest percent in SA 2 at 58.4%.

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

COUNTY PERFORMANCE OUTCOMES, CY 2008

- The highest to lowest average percents for the four (4) Outcome Measures that were asked of all the Age-Groups were: “Services were available at times that were convenient” and, “Staff were sensitive to my cultural ethnic background” both at 88.4%, “Location of services was convenient” at 85.8%; and “Doing better in school and/or work” at 69.5%.

- The highest to lowest average percents for the three (3) Outcome Measures from the YSS-F and the YSS were: “I felt my child/I had someone to talk to when he/she was troubled” at 86.1%, “In a crisis, I would have the support I need from family and friends” at 83.7%, and “My child/I get along better with family members” at 72.2%.

- The highest to lowest average percent for the three (3) Outcome Measures from Adults and Older Adults were: “Staff were willing to see me as often as I felt necessary” at 88.7%, “I deal more effectively with daily problems” at 80.6%, and “Symptoms are not bothering me as much” at 69.1%.

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

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

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

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

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

PROGRAM SUPPORT BUREAU

QUALITY IMPROVEMENT DIVISION

ANNUAL PERFORMANCE OUTCOMES SUMMARY REPORT FOR CY 2008

FOR THE SURVEY PERIODS OF

May 12, 2008 - May 23, 2008
And
November 3, 2008 - November 17, 2008

INTRODUCTION

This is the LAC-DMH Annual Performance Outcomes Summary Report by Service Area and Countywide for Calendar Year (CY) 2008. This Report is divided into three parts: Part I summarizes the November 2008 State Performance Outcomes, consistent with the State Performance Outcomes System. Part II summarizes the May 2008 and November 2008 County Performance Outcomes, consistent with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes. Part II is an aggregate of both the May 2008 and November 2008 survey data and constitutes the Annual County Performance Outcomes Baseline data for CY 2008. Part II aggregates data for May and November after rigorous testing showed no significant differences between the two survey periods. Part I and Part II also contain significance testing for Service Area and Demographic differences. Part III captures timely access to post-discharge services for persons discharged from psychiatric inpatient facilities and residential treatment programs/institutional care. The Report has two Technical Appendices. Technical Appendix Part I lists corresponding Tables for the May 2008 Survey Period for data reported in Part I of the report. Technical Appendix Part II lists corresponding Tables for the May 2008 Survey Period for data reported in Part II of the report.

HISTORICAL BACKGROUND

The State Performance Outcomes System and the Federal Block Grant requirements mandate that all states and counties conduct consumer/family perception of satisfaction surveys for persons receiving mental health services in Clinic Outpatient and Day Treatment Programs. The Los Angeles County Department of Mental Health (LAC-DMH) administers the surveys in Clinic Outpatient and Day Treatment Programs that receive mental health funding from the LAC-DMH. The surveys are administered biannually during a two week period in May and in November of each year in all of the eight (8) Service Areas of the LAC-DMH. Summary Reports are prepared upon completion of the survey process which includes data sharing and 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 is between the Counties and

the CDMH POQI is critical to the successful application of this web-based statewide reporting system that is also linked to national database networks for mental health care service delivery performance measures and outcomes.

In 2006, the County of Los Angeles Board of Supervisors (Board) approved the County's Strategic Plan Guiding Coalition's recommendation to improve the effectiveness of services delivered by social service contractors. In order to accomplish this goal, the Board instructed County social service departments to convert to contracted performance outcomes by December 31, 2007. As a result, the LAC-DMH converted to Performance Based Contracting (PBC) and performance outcomes, commencing on January 1, 2008.

The LAC-DMH Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders including representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The team was developed in 2007 and subsequently selected these measures to: support existing consumer/family initiatives and performance outcome measures; foster cost neutrality; reduce duplicative efforts; and, create opportunities for partnering with providers for Quality Improvement purposes. Additionally, a brief survey was developed for field and school based mental health care service settings, hereafter referred to as "Field Based". The team also recommended 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 CY 2008 be solely dedicated to establishing baseline data for the selected measures and that quality improvement initiatives be directed at improving mental health care service performance measures and outcomes.

OVERVIEW OF THE STATE AND COUNTY PERFORMANCE INSTRUMENTS

In compliance with the mandated State Performance Outcomes System, the following satisfaction survey instruments are utilized in mental health care clinics and are included in Part I of this report:

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 Outcome requirements, seven (7) items were selected from the State Performance Outcomes survey instruments. These seven (7) items were extrapolated from the Clinic Outpatient and Day Treatment surveys and were combined with the corresponding questions and data from the Field Based surveys. This combined baseline data is included in Part II reporting for the May 2008 and November 2008 survey periods.

In Part III, the County Performance Outcomes utilize the Information System (IS) Claims Data 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 administering the consumer and family perception of satisfaction surveys is to obtain consumer/family input; improve accountability; and comply with State and Federal funding requirements. The survey data collection methodology includes conducting surveys, twice each year, for a two week period, in May and November. The surveys are administered to the target population of consumers/families who have received face-to-face mental health care services during the survey periods. The dates for the two week survey periods are selected by the CDMH and exclude surveying persons receiving the following mental health care services: Hospital, Jail, Crisis, and Long-Term Residential.

Prior to each survey period, CDMH POQI provides an updated Training Manual, available online at the POQI documents page poqi.support@dmh.ca.gov for down-loading and a 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 trainings are available in order to ensure that responsible Service Area designated staff 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 and using the Training Manual from the CDMH POQI website. The survey process and trainings within LAC-DMH are coordinated by the Program Support Bureau, Quality Improvement Division, in collaboration with designated Service Area Liaisons. The LAC-DMH training also includes instructions for conducting Field-Based surveys. Survey forms are pre-printed with identifying Service Area information for the location and are distributed by the LAC-DMH at the time of the training.

Consumers/Families voluntarily participate in the survey process during the specified two week survey period. Survey Completion Rates are computed based on the Federal Block Grant formula for surveys submitted which include Reason Codes for not completing the surveys. Domains (including subscales) with insufficient data or less than two-thirds of the items completed are not used in analysis calculations. Other exclusion reasons include unrecognizable entries and insufficient Service Area identification. Service Areas are highly encouraged to use the “Comments” section of the surveys because this feedback is generally highly specific to each Service Area and cumulative data collection for the Comments section does not occur at the County, State, or Federal level. Survey data is 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. Hard copies of the surveys may then be shredded or disposed of in an otherwise confidential manner. The final report is prepared using only aggregate data by Service Area and no PHI information is included.

In 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. The LAC-DMH 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.

ELECTRONIC AVAILABILITY OF DATA

Data for Legal Entity Provider Numbers is available in the EFT (previously known as SIFT) folder. This is informational for reviewing response rates and individual provider data review. This Report is also available online at: http://psbqi.dmh.lacounty.gov/qi.htm

LIMITATIONS

- 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 LAC-DMH 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 CDMH for: Spanish, Chinese, Hmong, Russian, Tagalog, and Vietnamese. In addition to English, the LAC-DMH has twelve (12) State designated Threshold Languages including languages for which the CDMH has not provided language translations: Arabic, Armenian, Cantonese, Cambodian, Farsi, Korean, and Mandarin. The unavailability of survey translations in all of the CDMH designated Threshold Languages adversely effects 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 participants reporting identification with multiple ethnic categories or with the “Other” ethnic category. The lack of distinct categories impacts the accuracy of response rate calculations.
- Finally, there is an apparent self-selection process introduced through volunteer participation in the surveys. Ideally, this may be offset by overall higher response rates.

PART I

STATE PERFORMANCE OUTCOMES – SUMMARY REPORT
CLINIC SURVEYS
NOVEMBER 2008

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 November 3, 2008 to November 17, 2008. A prior report was issued earlier in November 2008 for the results of the May 12, 2008 to May 23, 2008 Survey Period. (See Technical Appendix for survey results for May 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 – 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)

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) and 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.

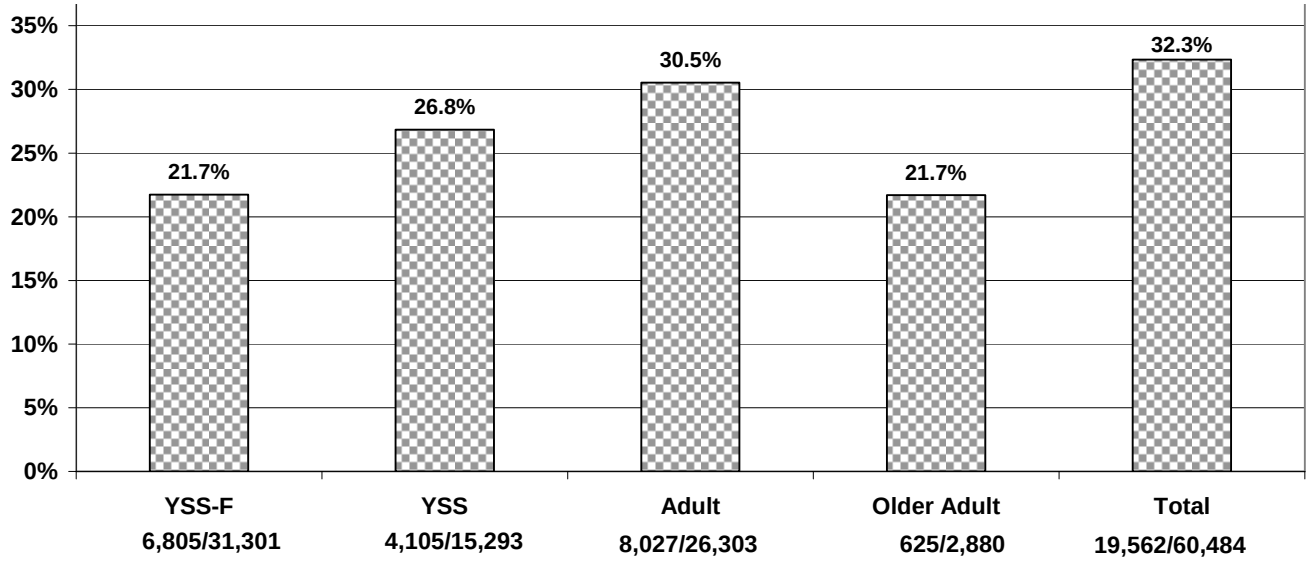
SURVEYS RECEIVED

TABLE 1.1: SURVEYS RECEIVED BY AGE GROUP

Age Group	Surveys Received	Percent
YSS-F (0-17)	6,805	34.8%
YSS (13-17)	4,105	21.0%
Adult (18-59)	8,027	41.0%
Older Adult (60+)	625	3.2%
Total	**19,562**	**100.0%**

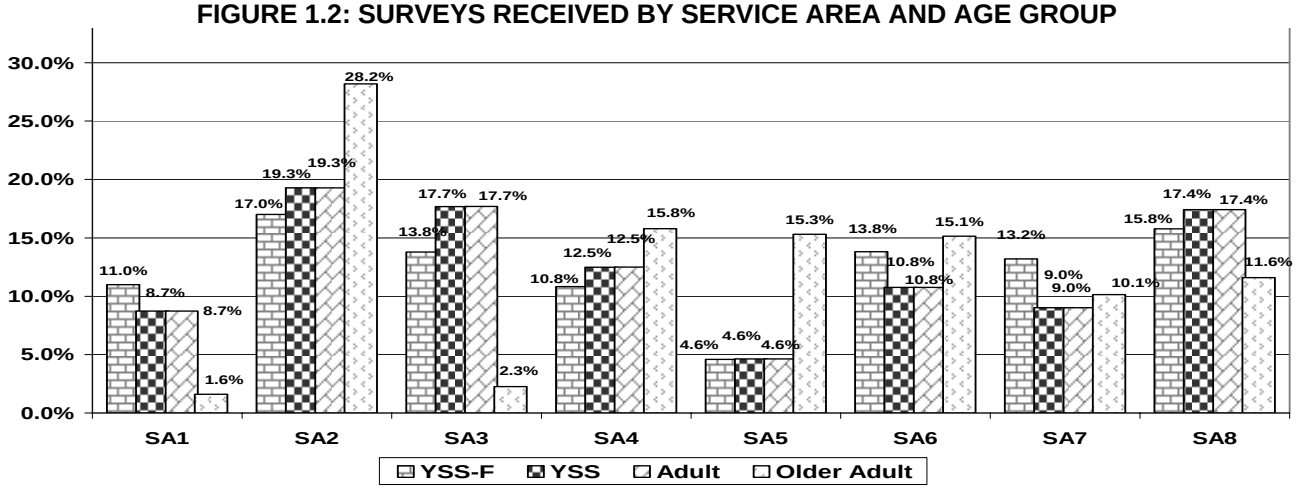
Table 1.1 shows that a total of 19,562 surveys were received for all age groups that received face-to-face mental health services in LAC-DMH funded Clinics Outpatient and Day Treatment Programs during the survey period of November 3, 2008 to November 17, 2008. The highest percent of surveys was 41.0% from Adults or a total of 8,027 surveys. The lowest percent of surveys was approximately 3.2% from Older Adults or a total of 625 surveys. Nearly 35.0% of the surveys or 6,805 were from YSS-F between the ages 0 to17. Another 21.0% of the surveys or 4,105 were from Youth (YSS) between the ages of 13 to 17.

FIGURE 1.1: RESPONSE RATE FOR SURVEYS RECEIVED BY AGE GROUP



The Response Rate for Surveys Received by Age Group in Figure 1.1 were calculated by dividing the number of surveys received by the number of consumers that received face-to-face services in LAC-DMH funded Clinics Outpatient and Day Treatment Programs during the survey period. The Response Rates represent the percent of surveys received by Age Group from a possible Total Response Rate of 100%. The Total Response Rate for Surveys Received for all age groups was 32.3%. Adults had the highest Response Rate of 30.5%. The YSS-F and Older Adults had the lowest rates of 21.7%. The YSS Response Rate was lower than Adults and higher than the YSS-F and Older Adults at 26.8%. (See Technical Appendix, Part I for Response Rate for Surveys Received by Age-Group for May and November).

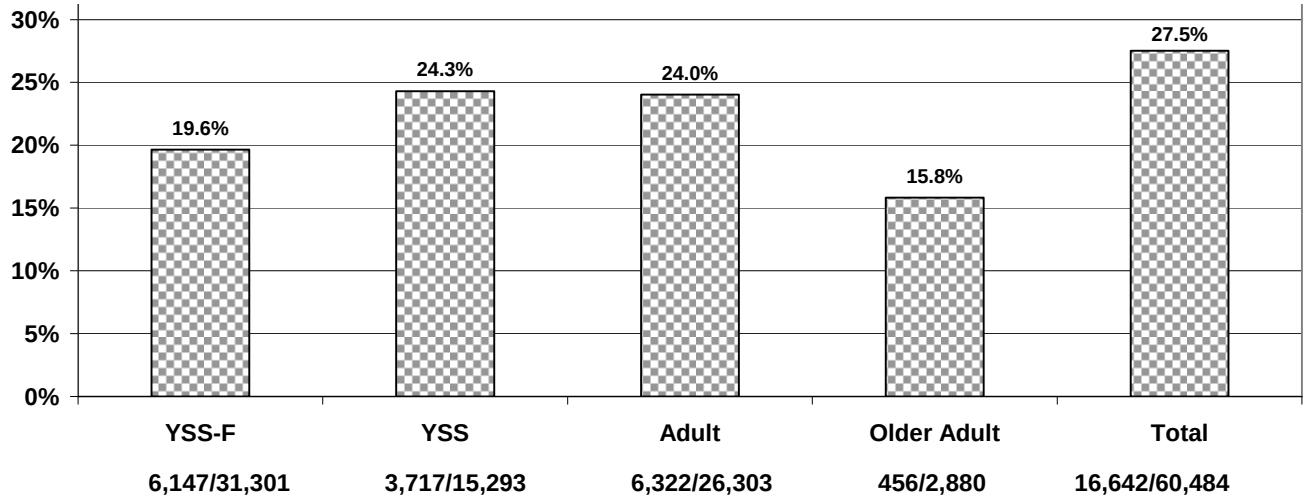
FIGURE 1.2: SURVEYS RECEIVED BY SERVICE AREA AND AGE GROUP



SA 2 had the highest number of Surveys Received for all age groups as shown in Figure 1.2. SA 5 had the lowest number of Surveys Received for YSS-F, YSS, and Adults. SA 1 had the lowest number of Surveys received for Older Adults.

SURVEYS COMPLETED

FIGURE 1.3: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP



Completed surveys meet the following two criteria: Surveys with no Reason Code and surveys with sufficient identifying information for the Service Area, e.g. Client ID or Provider Number where the consumer received services. The four Reason Codes for not completing a survey are: Refused, Impaired, Language, and Other.

From the 6,805 surveys received from the YSS-F, 658 surveys were excluded because they were incomplete. Of the 658 excluded surveys, 613 reported a Reason Code and 45 did not have SA identifying information. From the 4,105 surveys received from the YSS, 388 surveys were excluded because they were incomplete. Of the 388 excluded surveys, 365 reported a Reason Code and 23 did not have identifying information for their SA. From the 8,027 Adult surveys received 1,705 were excluded because they were incomplete. Of the 1,705 excluded Adult surveys, 1,623 reported a Reason Code and 82 did not have SA identifying information. From the 625 surveys received from Older Adults, 169 surveys were excluded because they were incomplete. Of the 169 excluded surveys, 164 reported a Reason Code and 5 did not have SA identifying information.

The Response Rate for Surveys Completed by Age Group in Figure 1.3 were calculated by dividing the number of surveys completed by the number of consumers that received face-to-face services in LAC-DMH funded Clinics Outpatient and Day Treatment Programs during the survey period. Figure 1.3 shows that the Total Response Rate for Surveys Completed for all age-groups was 27.5%. The Completed Response Rate

for the YSS-F was 19.6%, for Youth and Adults it was 24%, and for Older Adults it was 15.8%. (See Technical Appendix, Part I for Response Rate for Surveys Completed by Age-Group for May and November).

FIGURE 1.4: SURVEYS COMPLETED BY SERVICE AREA AND AGE GROUP

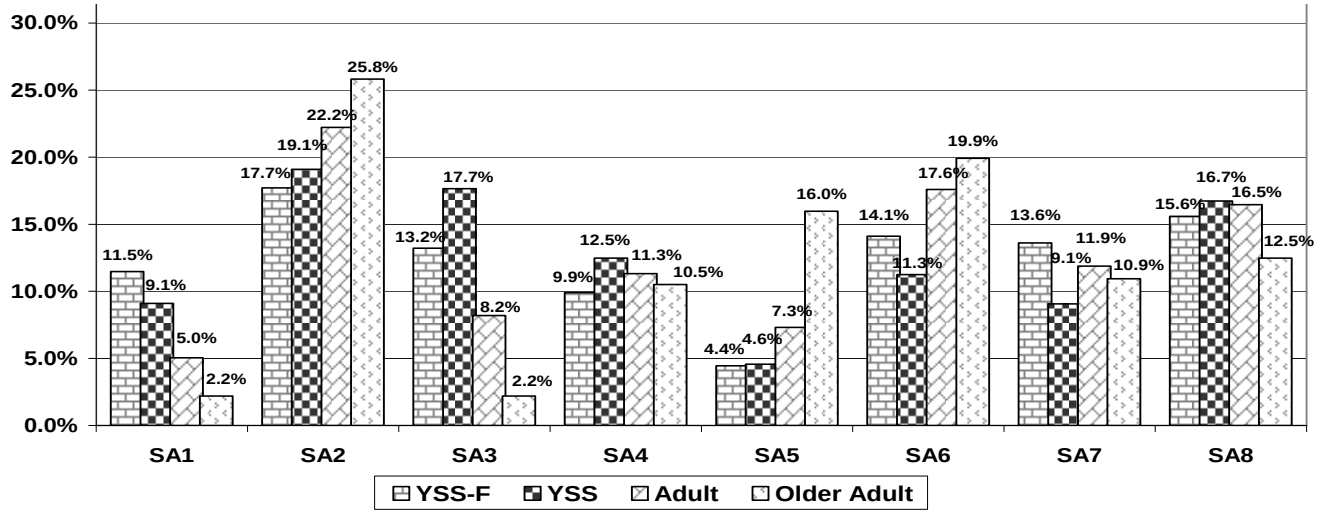


Figure 1.4 shows that SA 2 had the highest number of Surveys Completed for all age groups and ranged from 17.7% for the YSS-F to 25.8% for Older Adults. SA 6 had the next highest number of Surveys Completed for all age groups and ranged from 11.3% for YSS to 19.9% for Older Adults. SA 8 also had a high number of Surveys Completed for all age groups and ranged from 12.5% for Older Adults to 16.7% for YSS.

REASON CODES FOR NOT COMPLETING THE SURVEY

FIGURE 1.5: REASON CODES FOR NOT COMPLETING THE SURVEY BY AGE GROUP

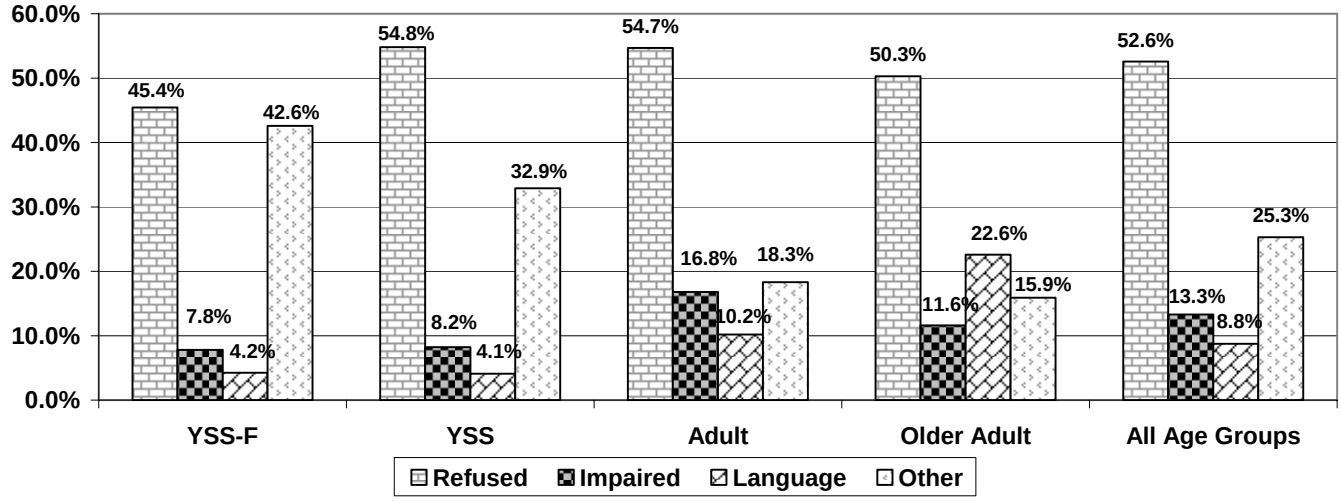


Figure 1.5 shows the four Reason Codes for Not Completing the Survey by Age Group: Refused, Impaired, Language, and Other. The highest percent of surveys not completed for all age-groups had a "Refused" Reason Code at 52.6%. The highest to lowest "Refused" Reason Code was for the YSS at 54.8%, Adults at 54.7%, Older Adults at 50.3%, and the YSS-F at 45.4%.

The "Language" Reason Code for all age groups was 8.8%. The highest to lowest "Language" Reason Code was Older Adults at 22.6%, Adults at 10.2%, YSS-F at 4.2% and YSS at 4.1%.

The "Impaired" Reason Code for all age groups was 13.3%. The highest to lowest "Impaired" Reason Code was Adults at 16.8%, Older Adults at 11.6%, YSS at 8.2% and YSS-F at 7.8%.

The “Other” Reason Code for all age groups was 25.3%. The highest to lowest “Other” Reason Code was YSS-F at 42.6%, YSS at 32.9%, Adults at 18.3% and Older Adults at 15.9%.

TABLE 1.2: REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA
YSS-F & YSS

	YSS-F (0-17)					YSS (13-17)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
SA 1	26	1	0	11	38	5	2	0	10	17
Percent	68.4%	2.6%	0%	28.9%	100%	29.4%	11.8%	0%	58.8%	100%
SA 2	34	11	1	15	61	49	6	4	17	76
Percent	55.7%	18.0%	1.6%	24.6%	100%	64.5%	7.9%	5.3%	22.4%	100%
SA 3	28	0	4	88	120	40	4	0	22	66
Percent	23.3%	0%	3.3%	73.3%	100%	60.6%	6.1%	0%	33.3%	100%
SA 4	30	4	5	85	124	21	1	0	24	46
Percent	24.2%	3.2%	4.0%	68.5%	100%	45.7%	2.2%	0%	52.2%	100%
SA 5	38	0	0	0	38	14	0	1	4	19
Percent	100%	0%	0%	0.0%	100%	73.7%	0%	5.3%	21.1%	100%
SA 6	32	17	3	15	67	13	1	0	7	21
Percent	47.8%	25.4%	4.5%	22.4%	100%	61.9%	4.8%	0%	33.3%	100%
SA 7	29	14	4	10	57	10	5	7	9	31
Percent	50.9%	24.6%	7.0%	17.5%	100%	32.3%	16.1%	22.6%	29.0%	100%
SA 8	61	1	9	37	108	48	11	3	27	89
Percent	56.5%	0.9%	8.3%	34.3%	100%	53.9%	12.4%	3.4%	30.3%	100%
Total	**278**	**48**	**26**	**261**	**613**	**200**	**30**	**15**	**120**	**365**
Percent	**45.4%**	**7.8%**	**4.2%**	**42.6%**	**100%**	**54.8%**	**8.2%**	**4.1%**	**32.9%**	**100%**

Table 1.2 shows Reason Codes for Not Completing the Survey by Service Area and Age Group for YSS-F and YSS. In SA 5, the YSS-F had the highest percent of surveys with a “Refused” Reason Code at 100% as compared with the lowest in SA 3 at 23.3%. In SA 6, the YSS-F had the highest percent of surveys with an “Impaired” Reason Code at 25.4% as compared with the lowest in SA 3 and SA 5 at 0% or none. In SA 8, the YSS-F had the highest percent of surveys with a “Language” Reason Code at 8.3% as compared with the lowest in SA 1 and SA 5 at 0% or none. In SA 3, the YSS-F had the highest percent of surveys with an “Other” Reason Code at 73.3% as compared with the lowest in SA 5 at 0% or none.

In SA 5, the YSS had the highest percent of surveys with a “Refused” Reason Code at 73.7% as compared with the lowest in SA 1 at 29.4%. In SA 7, the YSS had the highest percent of surveys with an “Impaired” Reason Code at 16.1% as compared with the lowest in SA 5 at 0% or none. In SA 7, the YSS had the highest percent of surveys with a “Language” Reason Code at 22.6% as compared with the lowest in SA 1, SA 3, SA 4 and SA 6 at 0% or none. In SA 1, the YSS had the highest percent of surveys with an “Other” Reason Code at 58.8% as compared with the lowest in SA 5 at 21.1%.

TABLE 1.3: REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA ADULT & OLDER ADULT

	Adult (18-59)					Older Adult (60+)				
	Refused	Impaired	Language	Other	Total	Refused	Impaired	Language	Other	Total
SA 1	9	0	0	5	14	0	0	0	0	0
Percent	64.3%	0%	0%	35.7%	100%	0%	0%	0%	0%	0%
SA 2	218	29	19	68	334	32	3	8	14	57
Percent	65.3%	8.7%	5.7%	20.4%	100%	56.1%	5.3%	14.0%	24.6%	100%
SA 3	63	9	7	14	93	4	0	0	0	4
Percent	67.7%	9.7%	7.5%	15.1%	100%	100%	0%	0%	0%	100%
SA 4	58	44	82	63	247	12	7	22	9	50
Percent	23.5%	17.8%	33.2%	25.5%	100%	24.0%	14.0%	44.0%	18.0%	100%
SA 5	77	50	12	3	142	17	4	0	1	22
Percent	54.2%	35.2%	8.5%	2.1%	100%	77.3%	18.2%	0%	4.5%	100%
SA 6	163	73	1	7	244	2	1	0	0	3
Percent	66.8%	29.9%	0.4%	2.9%	100%	66.7%	33.3%	0%	0%	100%
SA 7	146	53	10	10	219	10	2	1	0	13
Percent	66.7%	24.2%	4.6%	4.6%	100%	76.9%	15.4%	7.7%	0%	100%
SA 8	154	14	35	127	330	5	2	6	2	15
Percent	46.7%	4.2%	10.6%	38.5%	100%	33.3%	13.3%	40.0%	13.3%	100%
Total	**888**	**272**	**166**	**297**	**1,623**	**82**	**19**	**37**	**26**	**164**
Percent	**54.7%**	**16.8%**	**10.2%**	**18.3%**	**100%**	**50.0%**	**11.6%**	**22.6%**	**15.9%**	**100%**

Table 1.3 shows that SA 3 Adults had the highest percent of surveys with a "Refused" Reason Code at 67.7% and SA 4 had the lowest at 23.5%. SA 5 Adults had the highest percent of "Impaired" Reason Code at 35.2% as compared with the lowest in SA 1 at 0% or none. SA 4 Adults had the highest percent of surveys with a "Language" Reason Code at 33.2% as compared with SA 6 at .4% and SA 1 at 0% or none. In SA 8 Adults had the highest percent of surveys with an "Other" Reason Code at 38.5% as compared with the lowest in SA 5 at 2.1%.

SA 3 Older Adults had the highest percent of surveys with a "Refused" Reason Code at 100% as compared with SA 1 at 0% or none. In SA 6 Older Adults had the highest percent of surveys with an "Impaired" Reason Code at 33.3% as compared with SA 1 and SA 3 at 0% or none. SA 4 Older Adults had the highest percent of surveys with a "Language" Reason Code at 44.0% as compared with SA 1, SA 5 and SA 6 at 0% or none. In SA 2 Older Adults had the highest percent of surveys with an "Other" Reason Code at 24.6.% as compared with the lowest in SA 1, SA 3, SA 6 and SA 7 at 0% or none.

SURVEYS RECEIVED AND COMPLETED BY LANGUAGE AND ETHNICITY

FIGURE 1.6: SURVEYS RECEIVED BY LANGUAGE AND AGE GROUP

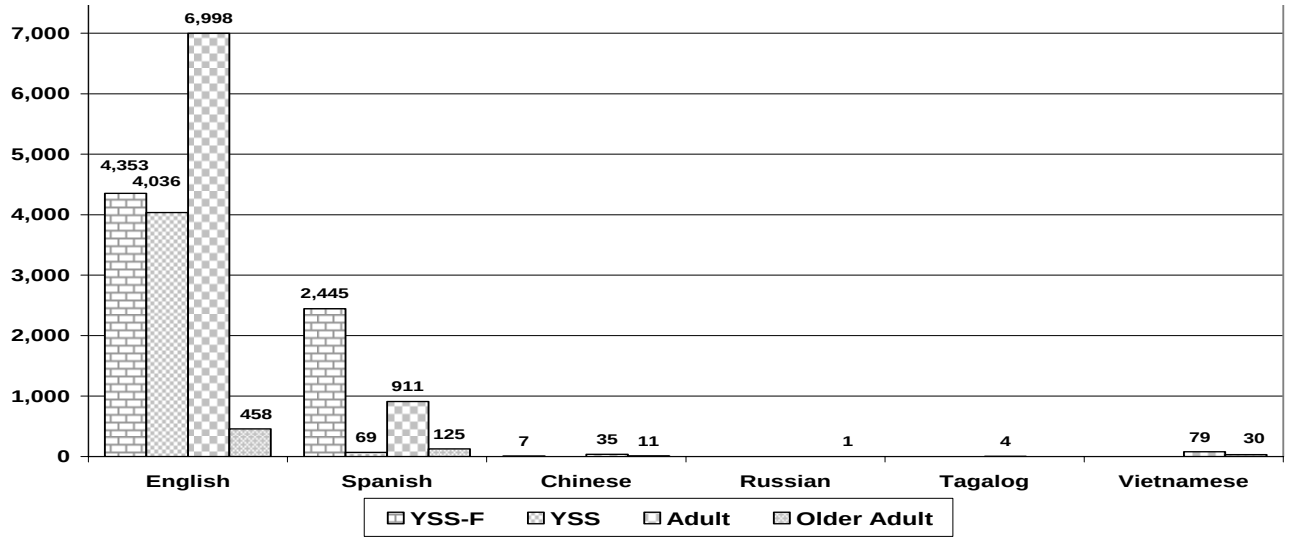


Figure 1.6 shows that the majority of consumers, 15,845 or 81% used English Survey Forms. A total of 3,550 or 18% Spanish Survey Forms were used: 2,445 for YSS-F, 911 for Adults, 125 for Older Adults, and 69 for YSS. A combined total of 167 or 1% of the Survey Forms were used in Chinese, Tagalog, Vietnamese and Russian.

TABLE 1.4: "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" BY AGE GROUP

	Yes	No	Total
YSS-F	5,138	226	5,364
Percent	95.8%	4.2%	100%
YSS	2,914	229	3,143
Percent	92.7%	7.3%	100%
Adult	5,117	310	5,427
Percent	94.3%	5.7%	100%
Older Adult	347	18	365
Percent	95.1%	4.9%	100%
Total	**13,516**	**783**	**14,299**
Percent	**94.5%**	**5.5%**	**100%**

Table 1.4 shows that a total of 95.8% of the YSS-F, 95.1% of Older Adults, 94.3% of Adults and 92.7% of the YSS reported that they had written information (e.g., brochures describing available services, their rights as a consumer, and mental health education materials) available to them in the language they prefer.

TABLE 1.5 "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" BY SERVICE AREA FOR ALL AGE GROUPS

	Yes	No	Total
SA 1	1,146	56	1,202
Percent	95.3%	4.7%	100%
SA 2	2,580	135	2,715
Percent	95.0%	5.0%	100%
SA 3	1,685	81	1,766
Percent	95.4%	4.6%	100%
SA 4	1,388	118	1,506
Percent	92.2%	7.8%	100%
SA 5	830	35	865
Percent	96.0%	4.0%	100%
SA 6	1,963	123	2,086
Percent	94.1%	5.9%	100%
SA 7	1,698	94	1,792
Percent	94.8%	5.2%	100%
SA 8	2,135	135	2,270
Percent	94.1%	5.9%	100%
Total	**13,425**	**777**	**14,202**
Percent	**94.5%**	**5.5%**	**100%**

Table 1.5 shows that in all Service Areas, a total of 94.5% reported that they had written information available to them in the language they prefer and 5.5% that did not.

SA 5, at 96.0% 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 92.2%.

TABLE 1.6 "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	609	22	631	255	22	277
Percent	96.5%	3.5%	100%	92.1%	7.9%	100%
SA 2	890	46	936	542	39	581
Percent	95.1%	4.9%	100%	93.3%	6.7%	100%
SA 3	700	21	721	536	36	572
Percent	97.1%	2.9%	100%	93.7%	6.3%	100%
SA 4	458	34	492	357	44	401
Percent	93.1%	6.9%	100%	89.0%	11.0%	100%
SA 5	241	9	250	143	7	150
Percent	96.4%	3.6%	100%	95.3%	4.7%	100%
SA 6	689	34	723	314	28	342
Percent	95.3%	4.7%	100%	91.8%	8.2%	100%
SA 7	731	32	763	279	20	299
Percent	95.8%	4.2%	100%	93.3%	6.7%	100%
SA 8	790	24	814	472	32	504
Percent	97.1%	2.9%	100%	93.7%	6.3%	100%
Total	**5,108**	**222**	**5,330**	**2,898**	**228**	**3,126**
Percent	**95.8%**	**4.2%**	**100%**	**92.7%**	**7.3%**	**100%**

Table 1.6 shows that in all Service Areas, a total of 95.8% 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 3 and SA 8, at 97.1%, 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 4 at 93.1%. SA 5, at 95.3%, 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 89.0%.

TABLE 1.7 "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	274	12	286	8	0	8
Percent	95.8%	4.2%	100%	100%	0%	100%
SA 2	1,079	47	1,126	69	3	72
Percent	95.8%	4.2%	100%	95.8%	4.2%	100%
SA 3	441	23	464	8	1	9
Percent	95.0%	5.0%	100%	88.9%	11.1%	100%
SA 4	544	37	581	29	3	32
Percent	93.6%	6.4%	100%	90.6%	9.4%	100%
SA 5	384	17	401	62	2	64
Percent	95.8%	4.2%	100%	96.9%	3.1%	100%
SA 6	878	58	936	82	3	85
Percent	93.8%	6.2%	100%	96.5%	3.5%	100%
SA 7	642	41	683	46	1	47
Percent	94.0%	6.0%	100%	97.9%	2.1%	100%
SA 8	832	74	906	41	5	46
Percent	91.8%	8.2%	100%	89.1%	10.9%	100%
Total	**5,074**	**309**	**5,383**	**345**	**18**	**363**
Percent	**94.3%**	**5.7%**	**100%**	**95.0%**	**5.0%**	**100%**

Table 1.7 shows that in all Service Areas, a total of 94.3% of Adults and 95.0% of Older Adults reported that they had written information available to them in the language they prefer.

SA 1, SA 2 and SA 5, at 95.8%, for Adults, had the highest percent reporting that written information was available to them in the language they prefer as compared with the lowest percent in SA 8 at 91.8%. SA 1, 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 3 at 88.9%.

FIGURE 1.7: SURVEYS RECEIVED BY ETHNICITY AND AGE GROUP

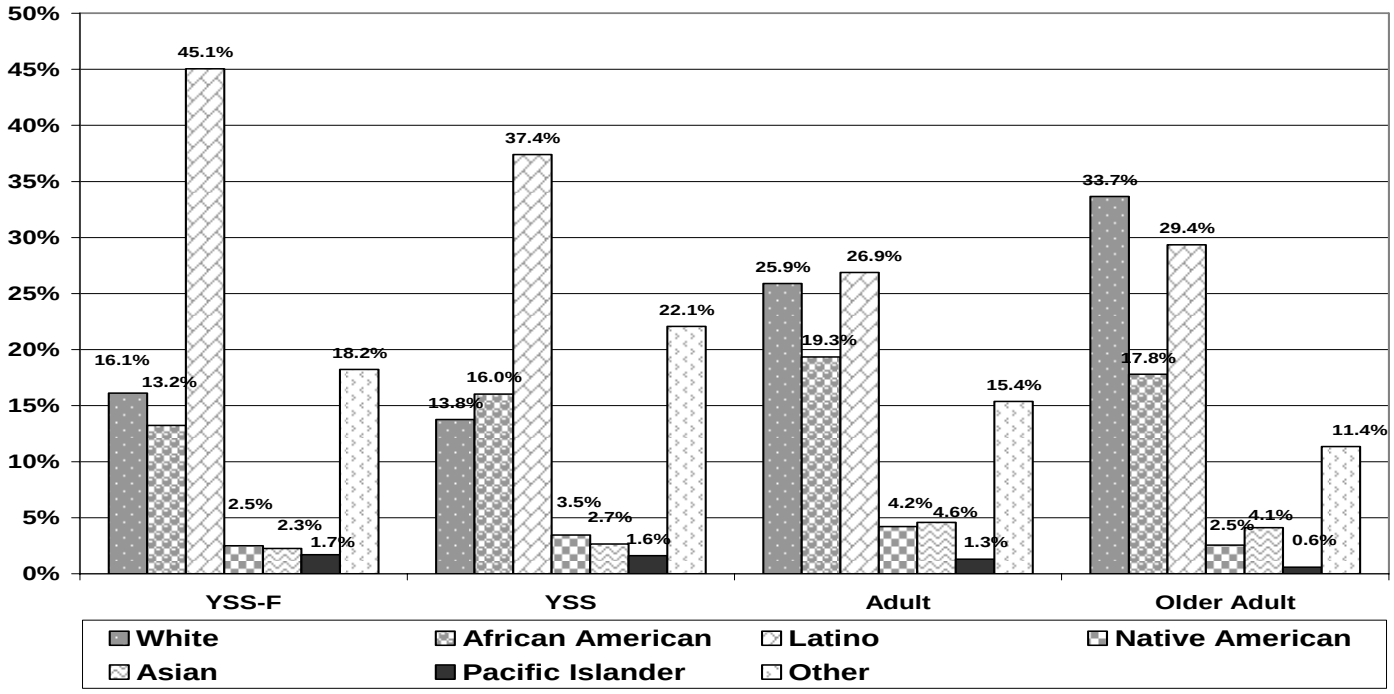


Figure 1.7 shows the Surveys Received by Ethnicity and Age Group. It is important to note that survey respondents are asked to identify their ethnic background and race in two separate questions. In the first question, respondents are asked if they are of Mexican, Hispanic, or Latino origins and in the second question, they are asked to select from the following race categories: American Indian, Asian, Black, African/American, Native Hawaiian/Other Pacific Islander, White/Caucasian, Other, and Unknown. As such, where applicable, consumers may report multiple identifications with various ethnic and race categories.

Figure 1.7 shows that the YSS-F at 45.1%, the YSS at 37.4% and Adults at 26.9% had the highest percent of surveys received from “Latinos.” Older Adults had the highest percent of surveys received from “Whites” at 33.7%.

Please note that the ethnic categories have been collapsed throughout the report as shown in Figure 1.7.

FIGURE 1.8: SURVEYS COMPLETED BY ETHNICITY AND AGE GROUP

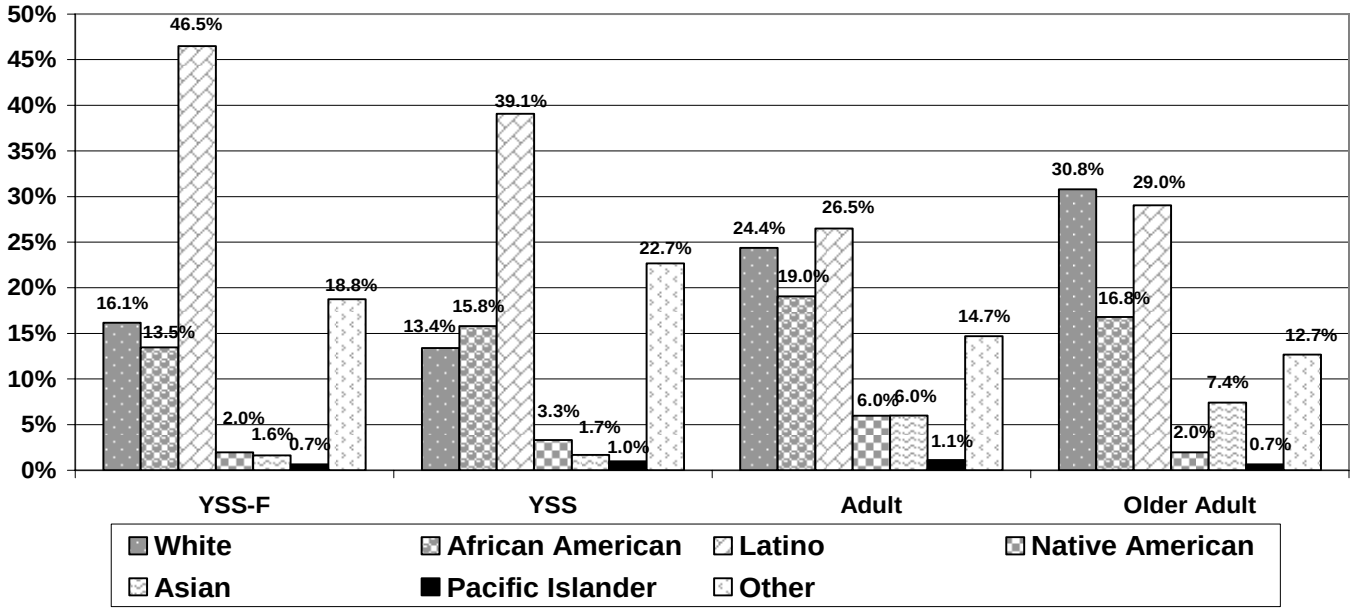


Figure 1.8 shows Surveys Completed by Ethnicity and Age Group. Figure 1.8 shows that the YSS-F at 46.5%, the YSS at 39.1% and Adults at 26.5% had the highest percent of surveys completed from "Latinos." Older Adults had the highest percent of surveys completed from "Whites" at 30.8%.

TABLE 1.8: YSS- F SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	242	230	254	28	9	5	112	880
Percent	27.5%	26.1%	28.9%	3.2%	1.0%	0.6%	12.7%	100%
SA 2	318	67	672	23	28	13	293	1,414
Percent	22.5%	4.7%	47.5%	1.6%	2.0%	0.9%	20.7%	100%
SA 3	207	82	558	27	26	9	201	1,110
Percent	18.6%	7.4%	50.3%	2.4%	2.3%	0.8%	18.1%	100%
SA 4	52	56	465	14	10	2	197	796
Percent	6.5%	7.0%	58.4%	1.8%	1.3%	0.3%	24.7%	100%
SA 5	88	42	154	7	12	3	69	375
Percent	23.5%	11.2%	41.1%	1.9%	3.2%	0.8%	18.4%	100%
SA 6	68	327	422	16	5	6	154	998
Percent	6.8%	32.8%	42.3%	1.6%	0.5%	0.6%	15.4%	100%
SA 7	134	46	673	18	13	5	286	1,175
Percent	11.4%	3.9%	57.3%	1.5%	1.1%	0.4%	24.3%	100%
SA 8	189	236	526	23	26	9	195	1,204
Percent	15.7%	19.6%	43.7%	1.9%	2.2%	0.7%	16.2%	100%
Total	**1,298**	**1,086**	**3,724**	**156**	**129**	**52**	**1,507**	**7,952**
Percent	**16.3%**	**13.7%**	**46.8%**	**2.0%**	**1.6%**	**0.7%**	**19.0%**	**100%**

Table 1.8 shows the YSS-F in SA 4 at 58.4% and SA 7 at 57.3% had the highest percent of surveys received from "Latinos." SA 6 at 32.8% and SA 1 at 26.1% had the highest percent of the YSS-F received from "African Americans." SA 1 at 27.5% and SA 5 at 23.5% had the highest percent of the YSS-F received from "Whites." SA 5 at 3.2% had the highest percent of surveys received from "Asians." SA 4 at 24.7% had the highest percent of surveys received from "Other."

TABLE 1.9: YSS SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	101	123	110	19	2	3	70	428
Percent	23.6%	28.7%	25.7%	4.4%	0.5%	0.7%	16.4%	74%
SA 2	210	76	373	31	22	10	209	931
Percent	22.6%	8.2%	40.1%	3.3%	2.4%	1.1%	22.4%	100%
SA 3	132	154	371	40	19	9	186	911
Percent	14.5%	16.9%	40.7%	4.4%	2.1%	1.0%	20.4%	100%
SA 4	41	75	320	13	6	3	210	668
Percent	6.1%	11.2%	47.9%	1.9%	0.9%	0.4%	31.4%	100%
SA 5	56	35	76	4	6	1	60	238
Percent	23.5%	14.7%	31.9%	1.7%	2.5%	0.4%	25.2%	100%
SA 6	23	155	224	12	7	10	125	556
Percent	4.1%	27.9%	40.3%	2.2%	1.3%	1.8%	22.5%	100%
SA 7	46	28	262	17	8	3	140	504
Percent	9.1%	5.6%	52.0%	3.4%	1.6%	0.6%	27.8%	100%
SA 8	95	184	306	37	19	11	182	834
Percent	11.4%	22.1%	36.7%	4.4%	2.3%	1.3%	21.8%	100%
Total	**704**	**830**	**2,042**	**173**	**89**	**50**	**1,182**	**5,070**
Percent	**14%**	**16%**	**40%**	**3%**	**2%**	**1%**	**23%**	**100%**

Table 1.9 shows the YSS in SA 7 at 52.0% and SA 4 at 47.9% had the highest percent of surveys received from "Latinos." SA 1 at 28.7% and SA 6 at 27.9% had the highest percent of the YSS-F received from "African Americans." SA 1 at 23.6%, SA 2 at 22.6 and SA 5 at 23.5% had the highest percent of the YSS received from "Whites." SA 5 at 2.5% had the highest percent of surveys received from "Asians." SA 4 at 31.4% had the highest percent of surveys received from "Other".

TABLE 1.10: ADULT SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	156	73	76	20	6	6	41	378
Percent	41.3%	19.3%	20.1%	5.3%	1.6%	1.6%	10.8%	100%
SA 2	580	149	427	56	63	21	263	1,559
Percent	37.2%	9.6%	27.4%	3.6%	4.0%	1.3%	16.9%	100%
SA 3	184	84	224	33	22	6	128	681
Percent	27.0%	12.3%	32.9%	4.8%	3.2%	0.9%	18.8%	100%
SA 4	155	144	289	23	90	10	153	864
Percent	17.9%	16.7%	33.4%	2.7%	10.4%	1.2%	17.7%	100%
SA 5	220	99	90	28	21	5	63	526
Percent	41.8%	18.8%	17.1%	5.3%	4.0%	1.0%	12.0%	100%
SA 6	72	661	324	45	16	7	150	1,275
Percent	5.6%	51.8%	25.4%	3.5%	1.3%	0.5%	11.8%	100%
SA 7	200	33	479	45	29	6	256	1,048
Percent	19.1%	3.1%	45.7%	4.3%	2.8%	0.6%	24.4%	100%
SA 8	393	284	227	234	237	28	130	1,533
Percent	25.6%	18.5%	14.8%	15.3%	15.5%	1.8%	8.5%	100%
Total	**1,960**	**1,527**	**2,136**	**484**	**484**	**89**	**1,184**	**7,864**
Percent	**25%**	**19%**	**27%**	**6%**	**6%**	**1%**	**15%**	**100%**

Table 1.10 shows that Adults in SA 7 at 45.7% had the highest percent of surveys received from "Latinos." SA 6 at 51.8% had the highest percent of surveys received from "African Americans." SA 1 and SA 5 at 41% had the highest percent of surveys received from "Whites." SA 8 at 15.5% had the highest percent of surveys received from "Asians." SA 7 at 24.4% had the highest percent of surveys received from "Other".

TABLE 1.11: OLDER ADULT SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	4	1	5	1	0	1	0	12
Percent	33.3%	8.3%	41.7%	8.3%	0%	8.3%	0%	100%
SA2	52	2	17	3	6	0	7	87
Percent	59.8%	2.3%	19.5%	3.4%	6.9%	0%	8.0%	100%
SA 3	3	0	3	1	0	0	2	9
Percent	33.3%	0%	33.3%	11.1%	0%	0%	22.2%	100%
SA 4	5	7	12	0	14	0	5	43
Percent	11.6%	16.3%	27.9%	0%	32.6%	0%	11.6%	100%
SA 5	43	11	10	0	1	1	9	75
Percent	57.3%	14.7%	13.3%	0%	1.3%	1.3%	12.0%	100%
SA 6	6	52	29	2	2	0	8	99
Percent	6.1%	52.5%	29.3%	2.0%	2.0%	0%	8.1%	100%
SA 7	10	1	38	1	0	1	23	74
Percent	13.5%	1.4%	51.4%	1.4%	0%	1.4%	31.1%	100%
SA 8	17	3	18	1	11	0	3	53
Percent	32.1%	5.7%	34.0%	1.9%	20.8%	0%	5.7%	100%
Total	**140**	**77**	**132**	**9**	**34**	**3**	**57**	**452**
Percent	**31%**	**17%**	**29%**	**2%**	**8%**	**1%**	**13%**	**100%**

Table 1.11 shows that Older Adults in SA 7 at 51.4% had the highest percent of surveys received from "Latinos." SA 6 at 52.5% had the highest percent of surveys received from "African Americans." SA 2 at 59.8% and SA 5 at 57.3% had the highest percent of surveys received from "Whites." SA 4 at 32.6% had the highest percent of surveys received from "Asians." SA 7 at 31.1% had the highest percent of surveys received from "Other".

DATA ANALYSIS OF OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS

TABLE 1.12: SUBSCALE RELIABILITY BY AGE GROUP

Subscales	YSS-F	YSS	Adult	Older Adult
	Cronbach's Alpha (α)			
General Satisfaction	0.89	0.88	0.84	0.89
Perception of Access	0.76	0.76	0.88	0.89
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.94	0.89	0.92	0.93
Perception of Participation in Treatment Planning	0.79	0.74	0.62	0.71
Perception of Outcomes	0.92	0.85	0.92	0.94
Perception of Functioning	0.92	0.85	0.92	0.93
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 .62. This can probably be attributed to this subscale having only 2 items.

TABLE 1.13: 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 1.13 shows that the subscales are similar for all four age-groups. The 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 the Technical Appendix for individual items for each subscale by age group.

TABLE 1.14: MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR YSS-F AND YSS

	YSS-F		YSS		
	Mean	**SD**	**Mean**	**SD**	**Range**
Overall Satisfaction **(Scale)**	121.8	16.6	116.3	17.9	29 – 145
Satisfaction Subscales					
General Satisfaction	21.8	3.3	20.2	4.0	5 – 25
Perception of Access	8.7	1.5	7.9	1.7	2 – 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.1	2.5	16.8	3.0	4 – 20
Perception of Participation in Treatment Planning	12.9	2.0	11.5	2.3	3 – 15
Perception of Outcomes	23.2	4.8	23.3	4.4	6 – 30
Perception of Functioning	19.4	4.0	19.5	3.7	5 – 25
Perception of Social Connectedness	17.0	2.7	16.4	3.0	4 – 20

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

Table 1.14 shows the mean score for Overall Satisfaction for the YSS-F at 121.8 and for the YSS at 116.3. 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 for the YSS-F was 21.8 and 20.2 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 16.8. The mean score for Perception of Outcomes and Perception of Functioning were similar for both the YSS-F at 23.2 and the YSS at 23.3. The mean score for Perception of Functioning was also similar for both the YSS-F at 19.4 and the YSS at 19.5.

TABLE 1.15: MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS FOR ADULT AND OLDER ADULT

	Adult		Older Adult		
	Mean	**SD**	**Mean**	**SD**	**Range**
Overall Satisfaction **(Scale)**	153.7	22.5	161.1	21.8	37 - 185
Satisfaction Subscales					
General Satisfaction	13.3	2.1	13.8	1.8	3 - 15
Perception of Access	25.6	4.2	26.6	3.9	6 - 30
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.7	5.8	40.0	5.5	9 - 49
Perception of Participation in Treatment Planning	8.5	1.5	8.8	1.4	2 - 10
Perception of Outcomes	31.5	6.2	33.2	6.1	8 - 40
Perception of Functioning	19.4	4.3	20.4	4.1	5 - 25
Perception of Social Connectedness	15.6	3.5	16.1	3.3	4 - 20

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

In Table 1.15 the mean score for Overall Satisfaction for Older Adults was 161.1 and 153.7 for Adults. The mean score for all subscales was slightly higher for Older Adults as compared with Adults.

The mean score for Perception of Outcomes for Older Adults was 33.2 and 31.5 for Adults. The mean score for Perception of Functioning was 20.4 for Older Adults and 19.4 for Adults. The mean score for Perception of Social Connectedness was 16.1 for Older Adults and 15.6 for Adults.

TABLE 1.16: YSS-F - SIGNIFICANT DIFFERENCES OF SUBSCALES 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	**119.3**	**21.4**	8.6	17.9	12.8	**22.3**	**18.6**	**16.7**
SA 2	122.3	21.9	8.7	18.0	12.9	23.3	19.5	17.0
SA 3	121.1	21.8	8.7	18.1	13.0	23.2	19.4	17.0
SA 4	**125.0**	**22.1**	8.7	18.2	12.8	**24.5**	**20.5**	**17.2**
SA 5	123.8	22.0	8.6	**18.5**	13.0	23.6	19.8	17.0
SA 6	120.7	**21.4**	8.7	**17.8**	12.7	23.2	19.3	17.0
SA 7	121.8	21.8	8.8	18.2	12.9	23.1	19.3	17.0
SA 8	121.7	21.9	8.8	18.1	13.0	23.2	19.4	17.2
Total	**121.7**	**21.8**	**8.7**	**18.1**	**12.9**	**23.3**	**19.4**	**17.0**

** Statistically significant at $p \leq 0.05$*

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

Table 1.16 shows the test of variance (ANOVA test) for each of the YSS-F subscales and test for significant differences by Service Area. In the YSS-F there were significant differences for: Overall Satisfaction, General Satisfaction, Perception of Quality and Appropriateness, Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness.

The YSS-F in SA 4 had the highest score for Overall Satisfaction at 125.0 and SA 1 had the lowest score at 119.3. SA 4 had the highest score on General Satisfaction at 22.1 and SA 1 and SA 6 had the lowest score at 21.4. SA 5 had the highest score on Perception of Quality and Appropriateness at 18.5 and SA 6 had the lowest score at 17.8. Perception of Outcomes was highest in SA 4 at 24.5 and lowest in SA 1 at 22.3. Perception of Functioning was highest in SA 4 at 20.5 and lowest in SA 1 at 18.6. Perception of Social Connectedness was highest in SA 4 and SA 8 at 17.2 and lowest in SA 1 at 16.7.

TABLE 1.17: YSS - SIGNIFICANT DIFFERENCES OF SUBSCALES BETWEEN SERVICE AREAS

	Overall Satisfaction *	General Satisfaction *	Perception of Access *	Perception of Quality and Appropriatenes s (Cultural Sensitivity) *	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
SA 1	118.1	20.3	8.0	17.2	11.5	23.6	19.6	16.6
SA 2	**114.0**	**19.7**	**7.8**	**16.4**	11.4	23.0	19.2	16.2
SA 3	115.3	19.8	**7.8**	16.5	11.4	23.2	19.4	16.5
SA 4	116.0	20.1	**7.8**	16.6	11.5	23.7	19.7	16.0
SA 5	115.9	20.4	8.0	16.7	11.2	23.1	19.5	16.4
SA 6	**118.7**	**20.8**	**8.1**	17.2	11.7	23.7	19.9	16.7
SA 7	117.5	20.4	**8.1**	**17.4**	11.4	23.3	19.6	16.5
SA 8	116.4	20.6	**8.1**	17.3	11.6	23.1	19.3	16.6
Total	**116.3**	**20.2**	**7.9**	**16.8**	**11.5**	**23.3**	**19.5**	**16.4**

** Statistically significant at $p \leq 0.05$*

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

Table 1.17 shows that in the YSS there were significant SA subscale differences for: Overall Satisfaction, General Satisfaction, Perception of Access and Perception of Quality and Appropriateness.

The YSS in SA 6 had the highest score on Overall Satisfaction at 118.7, and SA 2 had the lowest score at 114. SA 6 had the highest score at 20.8 on General Satisfaction, and SA 2 had the lowest score at 19.7. Perception of Access was highest in SA 6, SA 7 and SA 8 at 8.1 and lowest in SA 2, SA 3 and SA 4 at 7.8.

Perception of Quality and Appropriateness was highest in SA 7 at 17.4 and lowest in SA 2 at 16.4.

TABLE 1.18: ADULT - SIGNIFICANT DIFFERENCES OF SUBSCALES BETWEEN SERVICE AREAS

	Overall Satisfaction *	General Satisfaction *	Perception of Access *	Perception of Quality and Appropriatenes s (Cultural Sensitivity) *	Perception of Participation in Treatment Planning *	Perception of Outcomes *	Perception of Functioning *	Perception of Social Connectedness *
SA 1	**150.0**	**13.4**	25.7	38.7	**8.7**	**30.2**	**18.4**	**15.0**
SA 2	154.8	**13.4**	**25.9**	39.0	8.6	31.6	19.5	**15.8**
SA 3	151.4	**13.1**	25.3	**37.9**	**8.3**	31.1	19.3	15.5
SA 4	**155.5**	13.2	25.7	38.7	8.5	**32.2**	19.6	15.7
SA 5	**150.7**	**13.1**	**25.1**	38.1	**8.3**	31.1	19.1	15.4
SA 6	155.3	13.2	25.7	**39.2**	8.6	31.8	**19.7**	15.7
SA 7	154.5	**13.4**	25.8	38.8	8.6	31.3	19.3	**15.8**
SA 8	152.0	**13.1**	25.4	38.6	8.5	31.1	19.1	15.4
Total	**153.7**	**13.3**	**25.6**	**38.7**	**8.5**	**31.5**	**19.3**	**15.6**

** Statistically significant at $p \leq 0.05$*

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

Table 1.18 shows that for Adults there were significant Service Area differences for all of the subscale domains. Overall Satisfaction was highest in SA 4 at 155.5 and lowest in SA 1 and SA 5 at 150.0. General Satisfaction was highest in SA 1, SA 2 and SA 7 at 13.4 and lowest in SA 3, SA 5 and SA 8 at 13.1. Perception of Access was highest in SA 2 at 25.9 and lowest in SA 5 at 25.1.

Perception of Quality and Appropriateness was highest in SA 6 at 39.2 and lowest in SA 3 at 37.9. Perception of Participation in Treatment Planning was highest in SA 1 at 8.7 and lowest in SA 3 and SA 5 at 8.3. Perception of Outcomes was highest in SA 4 at 32.2 and lowest in SA 1 at 30.2. Perception of Functioning was highest in SA 6 at 19.7 and lowest in SA 1 at 18.4. Perception of Social Connectedness was highest in SA 2 and SA 7 at 15.8 and lowest in SA 1 at 15.0.

TABLE 1.19: OLDER ADULT - SIGNIFICANT DIFFERENCES OF SUBSCALES 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	**143.0**	14.0	25.5	**35.0**	8.8	**27.6**	**17.3**	**14.3**
SA 2	156.5	13.8	26.4	38.6	8.5	31.8	19.7	15.7
SA 3	150.0	14.4	27.1	39.0	8.6	32.9	20.3	16.4
SA 4	164.6	13.6	27.4	40.0	9.1	34.2	21.0	15.8
SA 5	152.9	13.5	26.1	39.2	8.6	33.3	20.2	15.7
SA 6	**173.9**	13.8	27.3	**42.2**	9.2	**36.2**	**21.7**	**16.9**
SA 7	162.5	14.0	26.7	40.9	8.8	32.1	20.5	16.5
SA 8	158.8	13.6	25.7	40.4	8.8	33.0	19.7	16.4
Total	**161.1**	**13.8**	**26.6**	**40.0**	**8.8**	**33.2**	**20.4**	**16.1**

** Statistically significant at $p \leq 0.05$*

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

Table 1.19 shows that for Older Adults there were significant Service Area differences for: Overall Satisfaction, Perception of Quality and Appropriateness, Perception of Outcomes, Perception of Functioning, and Perception of Social Connectedness.

The mean score for Overall Satisfaction was highest in SA 6 at 173.9 and lowest in SA 1 at 143.0. Perception of Quality and Appropriateness was highest in SA 6 at 42.2 and lowest in SA 1 at 35.0. Perception of Outcomes was highest in SA 6 at 36.2 and lowest in SA 1 at 27.6. Perception of Functioning was highest in SA 6 at 21.7 and lowest in SA 1 at 17.3. Perception of Social Connectedness was highest in SA 6 at 16.9 and lowest in SA 1 at 14.3.

For all Older Adult significant subscale differences by Service Area, SA 6 was consistently the highest and SA 1 was consistently the lowest.

DATA ANALYSIS OF QUALITY OF LIFE SUBSCALES

TABLE 1.20: ITEMS USED TO MEASURE QUALITY OF LIFE SUBSCALES FOR ADULT & OLDER ADULT

Perception of Living Situation	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 & Functioning	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 Relationships	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[1]	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 Relations	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[1]	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 Month	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 Safety	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 Health	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?

[1] Questions not asked in the MHSIP Older Adult Survey

TABLE 1.21: MEAN AND STANDARD DEVIATION FOR QUALITY OF LIFE SUBSCALES BY AGE GROUP

Quality of Life	Adult		Older Adult		
	Mean	SD	Mean	SD	Range
Perception of Living Situation	13.54	4.65	13.88	4.55	3.00 - 21.00
Perception of Daily Activities & Functioning	18.16	5.48	18.56	5.20	4.00 - 28.00
Perception of Family Relationships	9.41	3.40	10.06	3.19	2.00 - 16.00
Time Spent with Family[1]	7.48	3.24	-	-	2.00 – 16.00
Perception of Social Relations	19.35	5.56	19.69	5.66	4.00 - 32.00
Finances[1]	2.96	1.81	-	-	0.00 – 5.00
Crime Victim in Past Month	0.19	0.50	0.14	0.41	0.00 - 2.00
Perception of Legal Safety	13.52	4.47	13.65	4.44	3.00 - 21.00
Perception of Health	12.58	4.39	12.91	4.02	3.00 - 21.00

[1] Questions not asked in the MHSIP Older Adult Survey

Table 1.21 shows Older Adults had slightly higher scores on all the measured Quality of Life subscales except for Crime Victim in the Past Month, where Adults had a higher mean score at .19 as compared with .14 for Older Adults.

For additional Quality of Life differences by Service Area, please see Technical Appendix, Page 87.

TABLE 1.22: SIGNIFICANT GENDER DIFFERENCES IN QUALITY OF LIFE SUBSCALES

Quality of Life	Male		Female	
Adult	Mean	SD	Mean	SD
Time Spent with Family*	7.49	3.37	7.45	3.16

** Statistically significant at $p \leq 0.05$*

Table 1.22 shows that there were no significant gender differences with the exception of Time Spent with Family. Males had a higher mean score at 7.49 as compared with females at 7.45.

TABLE 1.23: ADULT – SIGNIFICANT* DIFFERENCES BY ETHNICITY IN QUALITY OF LIFE SUBSCALES

Quality of Life Subscales	White		Non-White[1]	
	Mean	SD	Mean	SD
Time Spent with Family	9.51	3.54	9.37	3.33
Perception of Legal Safety	14.25	4.23	13.15	4.54
	African American		Non-African American[1]	
	Mean	SD	Mean	SD
Perception of Living Situation	13.07	4.89	13.69	4.57
Time Spent with Family	6.94	2.99	7.65	3.30
Perception of Social Relations	19.09	5.32	19.44	5.62
Finances	2.84	1.91	2.99	1.77
Crime Victim in Past Month	0.22	0.54	0.17	0.48
Perception of Legal Safety	12.86	4.67	13.73	4.38
	Latino		Non-Latino[1]	
	Mean	SD	Mean	SD
Perception of Living Situation	13.61	4.45	13.52	4.76
Time Spent with Family	9.45	3.30	9.40	3.45
Crime Victim in Past Month	0.16	0.46	0.20	0.51
	Asian		Non-Asian[1]	
	Mean	SD	Mean	SD
Perception of Family Relationships	7.62	3.85	7.47	3.20
Finances	3.44	1.67	2.93	1.81
Crime Victim in Past Month	0.21	0.54	0.18	0.49
	Pacific Islander		Non-Pacific Islander[1]	
	Mean	SD	Mean	SD
Perception of Living Situation	12.75	5.59	13.56	4.63
Perception of Daily Activities & Functioning	17.31	6.70	18.16	5.46
Time Spent with Family	8.54	4.00	9.43	3.39
Perception of Social Relations	18.36	6.94	19.37	5.53
Crime Victim in Past Month	0.36	0.65	0.18	0.49

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

Table 1.23 shows Significant Differences By Ethnicity in the Quality of Life Subscales for Adults. Two (2) of the subscales for Adult "Whites" had higher mean scores as compared with Adult "Non Whites" for: Time Spent with Family at 9.51 as compared with 9.37, and Perception of Legal Safety at 14.25 as compared with 13.15.

The subscale for Crime Victim in the Past Month had a higher mean score for Adult "African Americans at .22 as compared with Adult "Non-African Americans" at .17. Five (5) of the subscales for Adult "African Americans" had lower mean scores as compared with Adult "Non-African Americans" for: Perception of Living Situation at 13.07 as compared 13.69, Time Spent with Family at 6.94 as compared with 7.65, Perception of Social Relations at 19.09 as compared with 19.44, Finances at 2.84 as compared with 2.99, and Perception of Legal safety at 12.86 as compared with 13.73

Two (2) of the subscales for Adult "Latinos" had higher mean scores as compared with Adult "Non Latinos" for: Perception of Living situation at 13.61 as compared with 13.52 and Time Spent with Family at 9.45 as compared with 9.40. The subscale for Crime Victim in the Past Month had a lower mean score for Adult "Latinos" at .16 as compared with Adult "Non Latinos" at .20.

Three (3) of the subscales for Adult "Asians" had higher mean scores as compared with Adult "Non Asians" for: Perception of Family Relationships at 7.62 as compared with 7.47, Finances at 3.44 as compared with 2.93, and Crime Victim in Past Month at .21 as compared with .18.

The subscale for Crime Victim in the Past Month had a higher mean score for Adult "Pacific Islander" at .36 as compared with Adult "Non Pacific Islander" at .18. Four (4) of the subscales for Adult "Pacific Islanders" had lower mean scores as compared with Adult "Non Pacific Islanders" for: Perception of

Living Situation at 12.75 as compared with 13.56, Perception of Daily Activities and Functioning at 17.31 as compared with 18.16, Time Spent with Family at 8.54 as compared with 9.43, and Perception of Social Relations at 18.36 as compared with 19.37.

TABLE 1.24: OLDER ADULT – SIGNIFICANT* DIFFERENCES BY ETHNCITY IN QUALITY OF LIFE SUBSCALES

Older Adult	White		Non-White[1]	
	Mean	SD	Mean	SD
Perception of Legal Safety	14.36	3.88	13.30	4.66
	African American		Non-African American[1]	
	Mean	SD	Mean	SD
Perception of Living Situation	13.32	5.42	14.01	5.36
Perception of Legal Safety	13.61	5.41	13.70	4.19
	Pacific Islander		Non-Pacific Islander[1]	
	Mean	SD	Mean	SD
Crime Victim in Past Month	0.67	1.15	0.13	0.40

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

Table 1.24 shows Significant Differences By Ethnicity in the Quality of Life Subscales for Older Adults. The subscale for Perception of Legal Safety had a higher mean score for Older Adult "Whites" at 14.36 as compared with Older Adult "Non-Whites" at 13.30.

Two (2) of the subscales for Older Adult "African Americans" had lower mean scores as compared with Older Adult "Non-African Americans" for Perception of Living Situation at 13.32 as compared with 14.01, and Perception of Legal Safety at 13.61 as compared with 13.70.

The subscale for Crime Victim in the Past Month has a higher mean score for Older Adult "Pacific Islanders" at .67 as compared with Older Adult "Non-Pacific Islanders" at .13.

MEDICATION RESPONSE FOR YSS-F & YSS

TABLE 1.25: 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=6,761)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	482	32	142	23	64	743
Percent	64.9%	4.3%	19.1%	3.1%	8.6%	100%
SA 2	698	69	185	42	156	1,150
Percent	60.7%	6.0%	16.1%	3.7%	13.6%	100%
SA 3	567	37	143	31	154	932
Percent	60.8%	4.0%	15.3%	3.3%	16.5%	100%
SA 4	382	28	112	28	182	732
Percent	52.2%	3.8%	15.3%	3.8%	24.9%	100%
SA 5	189	12	53	8	49	311
Percent	60.8%	3.9%	17.0%	2.6%	15.8%	100%
SA 6	622	28	143	29	112	934
Percent	66.6%	3.0%	15.3%	3.1%	12.0%	100%
SA 7	566	35	176	32	84	893
Percent	63.4%	3.9%	19.7%	3.6%	9.4%	100%
SA 8	647	49	173	37	160	1,066
Percent	60.7%	4.6%	16.2%	3.5%	15.0%	100%
Total	**4,153**	**290**	**1,127**	**230**	**961**	**6,761**
Percent	**61.4%**	**4.3%**	**16.7%**	**3.4%**	**14.2%**	**100%**

Table 1.25 shows that in all Service Areas a total of 61.4% 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 16.7% that had not. In all Service Areas, a total of 4.3% 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 6, at 66.6%, 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 52.2%.

SA 2, at 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 6 at 3.0%.

TABLE 1.26: YSS-F- IS YOUR CHILD ON MEDICATION FOR EMOTIONAL / BEHAVIORAL PROBLEMS? (N=6,761)

	Yes	No	No Response	Total
SA 1	318	350	75	743
Percent	42.8%	47.1%	10.1%	100%
SA 2	384	565	201	1,150
Percent	33.4%	49.1%	17.5%	100%
SA 3	326	419	187	932
Percent	35.0%	45.0%	20.1%	100%
SA 4	140	380	212	732
Percent	19.1%	51.9%	29.0%	100%
SA 5	93	155	63	311
Percent	29.9%	49.8%	20.3%	100%
SA 6	335	443	156	934
Percent	35.9%	47.4%	16.7%	100%
SA 7	270	501	122	893
Percent	30.2%	56.1%	13.7%	100%
SA 8	388	479	199	1,066
Percent	36.4%	44.9%	18.7%	100%
Total	**2,254**	**3,292**	**1,215**	**6,761**
Percent	**33.3%**	**48.7%**	**18.0%**	**100%**

Table 1.26 shows that in all Service Areas, a total of 33.3% of the YSS-F reported that their child was on medication for emotional/behavioral problems.

SA 1, at 42.8%, 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 19.1%.

TABLE 1.27: YSS-F - DID THE DOCTOR OR NURSE TELL YOU AND/OR YOUR CHILD OF MEDICATION SIDE EFFECTS TO WATCH FOR? (N=2,709[1])

	Yes	No	Total
SA 1	256	53	309
Percent	82.8%	17.2%	100%
SA 2	341	150	491
Percent	69.5%	30.5%	100%
SA 3	250	110	360
Percent	69.4%	30.6%	100%
SA 4	118	139	257
Percent	45.9%	54.1%	100%
SA 5	73	23	96
Percent	76.0%	24.0%	100%
SA 6	264	142	406
Percent	65.0%	35.0%	100%
SA 7	220	134	354
Percent	62.1%	37.9%	100%
SA 8	325	111	436
Percent	74.5%	25.5%	100%
Total	**1,847**	**862**	**2,709**
Percent	**68.2%**	**31.8%**	**100.0%**

[1]Note: Smaller N (2,709 of 6,761) represents the number of family members that answered the question "Is your child on medication for emotional/behavioral problems?"

Table 1.27 shows that for the YSS-F in all Service Areas, of the 2,254 or 33.3% of the YSS-F on medication (Table 1.26), more than half or 68.2% reported that: "The Doctor or Nurse had told Them What Side Effects to Watch For," as compared with 31.8% that did not.

SA 1, at 82.8%, 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 45.9%.

TABLE 1.28: YSS-F - DOES YOUR CHILD HAVE MEDI-CAL (MEDICAID) INSURANCE? (N = 6,763)

	Yes	No	No Response	Total
SA 1	620	36	87	743
Percent	83.4%	4.8%	11.7%	100%
SA 2	798	172	180	1,150
Percent	69.4%	15.0%	15.7%	100%
SA 3	692	52	188	932
Percent	74.2%	5.6%	20.2%	100%
SA 4	496	29	207	732
Percent	67.8%	4.0%	28.3%	100%
SA 5	201	56	54	311
Percent	64.6%	18.0%	17.4%	100%
SA 6	732	51	151	934
Percent	78.4%	5.5%	16.2%	100%
SA 7	701	80	112	893
Percent	78.5%	9.0%	12.5%	100%
SA 8	791	56	219	1,066
Percent	74.2%	5.3%	20.5%	100%
Total	**5,031**	**534**	**1,198**	**6,763**
Percent	**74.4%**	**7.9%**	**17.7%**	**100%**

Table 1.28 shows that in all Service Areas, a total of 74.4% of the YSS-F reported that their child had Medi-Cal (Medicaid) insurance as compared with 7.9% that did not.

SA 1, at 83.4%, 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 64.6%.

The YSS-F in SA 5 at 18.0% had the highest percent of non Medi-Cal insured children and SA 2 had the next highest at 15%.

TABLE 1.29: YSS - IN THE LAST YEAR, DID YOU SEE A MEDICAL DOCTOR OR NURSE FOR A HEALTH CHECK-UP OR BECAUSE YOU WERE SICK? (N=4,082)

	Yes Clinic/Office	Yes Hospital/ER	No	Don't Remember	No Response	Total
SA 1	177	34	58	62	25	356
Percent	49.7%	9.6%	16.3%	17.4%	7.0%	100%
SA 2	372	76	114	122	103	787
Percent	47.3%	9.7%	14.5%	15.5%	13.1%	100%
SA 3	396	66	80	88	92	722
Percent	54.8%	9.1%	11.1%	12.2%	12.7%	100%
SA 4	266	44	83	57	60	510
Percent	52.2%	8.6%	16.3%	11.2%	11.8%	100%
SA 5	87	22	28	32	20	189
Percent	46.0%	11.6%	14.8%	16.9%	10.6%	100%
SA 6	230	31	60	72	46	439
Percent	52.4%	7.1%	13.7%	16.4%	10.5%	100%
SA 7	190	28	50	68	32	368
Percent	51.6%	7.6%	13.6%	18.5%	8.7%	100%
SA 8	342	63	85	111	110	711
Percent	48.1%	8.9%	12.0%	15.6%	15.5%	100%
Total	**2,060**	**364**	**558**	**612**	**488**	**4,082**
Percent	**50.5%**	**8.9%**	**13.7%**	**15.0%**	**12.0%**	**100%**

Table 1.29 shows that in all Service Areas a total of 50.5% 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 13.7% that had not. In all Service Areas, a total of 8.9% 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 54.8%, 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 5 at 46.0%.

SA 5, at 11.6%, 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 7.1%.

TABLE 1.30: YSS - ARE YOU ON MEDICATION FOR EMOTIONAL/ BEHAVIORAL PROBLEMS? (N=4,082)

	Yes	No	No Response	Total
SA 1	161	159	36	356
Percent	45.2%	44.7%	10.1%	100%
SA 2	272	396	119	787
Percent	34.6%	50.3%	15.1%	100%
SA 3	305	318	99	722
Percent	42.2%	44.0%	13.7%	100%
SA 4	118	321	71	510
Percent	23.1%	62.9%	13.9%	100%
SA 5	82	79	28	189
Percent	43.4%	41.8%	14.8%	100%
SA 6	129	254	56	439
Percent	29.4%	57.9%	12.8%	100%
SA 7	95	232	41	368
Percent	25.8%	63.0%	11.1%	100%
SA 8	240	346	125	711
Percent	33.8%	48.7%	17.6%	100%
Total	**1,402**	**2,105**	**575**	**4,082**
Percent	**34.3%**	**51.6%**	**14.1%**	**100%**

Table 1.30 shows that in all Service Areas, a total of 34.3% of the YSS reported that they were on medication for emotional/behavioral problems as compared with 51.6% that were not.

SA 1, at 45.2%, 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 23.1%.

TABLE 1.31: YSS - DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N=1,907[1])

	Yes	No	Total
SA 1	120	70	190
Percent	63.2%	36.8%	100%
SA 2	212	149	361
Percent	58.7%	41.3%	100%
SA 3	204	176	380
Percent	53.7%	46.3%	100%
SA 4	106	115	221
Percent	48.0%	52.0%	100%
SA 5	61	32	93
Percent	65.6%	34.4%	100%
SA 6	94	102	196
Percent	48.0%	52.0%	100%
SA 7	76	69	145
Percent	52.4%	47.6%	100%
SA 8	183	138	321
Percent	57.0%	43.0%	100%
Total	**1,056**	**851**	**1,907**
Percent	**55.4%**	**44.6%**	**100%**

[1] Smaller N (1,907 of 4,082) represents the number of Youth that answered the question "Are you on medication for emotional/behavioral problems?"

Table 1.31 shows that for the YSS in all Service Areas, of the 1,402 or 34.3% of the YSS on medication (Table 1.30), more than half or 55.4% reported that: "The Doctor or Nurse had told Them What Side Effects to Watch For," as compared with 44.6% that did not. SA 5, at 65.6%, 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 and SA 6 at 48.0%.

TABLE 1.32: YSS - DO YOU HAVE MEDI-CAL (MEDICAID) INSURANCE? (N=4,082)

	Yes	No	No Response	Total
SA 1	268	21	67	356
Percent	75.3%	5.9%	18.8%	100%
SA 2	460	111	216	787
Percent	58.4%	14.1%	27.4%	100%
SA 3	564	46	112	722
Percent	78.1%	6.4%	15.5%	100%
SA 4	373	47	90	510
Percent	73.1%	9.2%	17.6%	100%
SA 5	116	28	45	189
Percent	61.4%	14.8%	23.8%	100%
SA 6	333	35	71	439
Percent	75.9%	8.0%	16.2%	100%
SA 7	265	50	53	368
Percent	72.0%	13.6%	14.4%	100%
SA 8	488	43	180	711
Percent	68.6%	6.0%	25.3%	100%
Total	**2,867**	**381**	**834**	**4,082**
Percent	**70.2%**	**9.3%**	**20.4%**	**100%**

Table 1.32 shows that in all Service Areas, a total of 70.2% of the YSS reported that they had Medi-Cal (Medicaid) insurance as compared with 9.3% that did not.

SA 3, at 78.1%, 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 58.4%.

SA 5 at 14.8% had the highest percent of non Medi-Cal insured Youth and SA 2 at 14.1%, and SA 7 at 13.6% had the next highest.

PART II

COUNTY PERFORMANCE OUTCOMES – SUMMARY REPORT
CLINIC AND FIELD BASED SURVEYS
MAY AND NOVEMBER 2008

BACKGROUND

The County Performance Outcomes were developed in compliance with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LAC-DMH County Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The LAC-DMH adopted the seven (7) recommended performance measures selected from the State Performance Outcomes surveys of the Mental Health Statistics Improvement Program (MHSIP for Adult, Older Adult, YSS-F and YSS), in consideration of the following criteria: to support and focus on existing consumer/family initiatives and performance outcome measures; to foster cost neutrality; to reduce duplicative efforts; to collect performance outcome baseline date for 2008 and, to create opportunities for partnering with providers for Quality Improvement purposes.

A brief survey was developed in order to expand the administration of the seven (7) selected performance measures from Clinic Outpatient and Day Treatment Programs to include Field and School Based mental health programs for the seven (7) selected performance measures in each of the four age-group surveys. These surveys are referred to in Part II of this report as "Field Based" or "Field" surveys to differentiate the identical (7) selected performance measures of the State Performance Outcome surveys, which are only administered in Clinic Outpatient and Day Treatment Programs (See Part I). Lastly, Part III contains the two (2) additional County Performance measures for timely access to services for persons discharged from psychiatric inpatient hospitals and residential treatment facilities/institutional settings.

In total, there are nine (9) County Performance Outcome measures with seven (7) that use survey data and two (2) that use the LAC-DHM IS Claims Data.

DESCRIPTION OF THE COUNTY PERFORMANCE OUTCOMES

Part II summarizes the results of the County Performance Outcomes for the seven (7) selected survey items taken from the State Performance Outcome surveys administered in Clinic Outpatient and Day Treatment Programs, referred to as "Clinic" surveys, and the identical seven (7) items from the surveys administered in school and field based programs, referred to as "Field Based" or "Field" surveys. Together, both data sets constitute the County Performance Outcomes and Part II summarizes results for the Clinic and Field Based surveys administered in the eight (8) Service Areas of Los Angeles County during two separate survey periods. There survey periods are: May 12, 2008 to May 23, 2008 and November 3, 2008 to November 17, 2008. The County Performance Outcome surveys for the four (4) age groups are described below:

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F, FAMILY MEMBER OF CONSUMER'S 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 us (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 us. (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. (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 Baseline Data County Performance Outcome results obtained during the May 2008 and November 2008 survey periods.

SURVEYS RECEIVED

TABLE 2.1: SURVEYS RECEIVED BY AGE GROUP
CLINIC & FIELD BASED SURVEYS

	May 2008			November 2008		
Age Group	**Clinic**	**Field**	**Total**	**Clinic**	**Field**	**Total**
YSS-F (0-17)	6,790 73.1%	2,493 26.9%	9,283 100%	6,805 70.7%	2,818 29.3%	9,623 100%
YSS (13-17)	4,174 66.6%	2,096 33.4%	6,270 100%	4,105 64.8%	2,228 35.2%	6,333 100%
Adult (18-59)	8,669 92.1%	747 7.9%	9,416 100%	8,027 89.8%	910 10.2%	8,937 100%
Older Adult (60+)	772 93.9%	50 6.1%	822 100%	625 73.2%	229 26.8%	854 100%
Total	**20,405 79.1%**	**5,386 20.9%**	**25,791 100%**	**19,562 76.0%**	**6,185 24.0%**	**25,747 100%**

Table 2.1 shows that in May a total of 25,791 surveys were received, with 20,405 or 79% received from Clinics and 5,386 or 21% received from the Field. In November, a total of 25,747 surveys were received, with 19,562 or 76% received from Clinics and 6,185 or 24% received from the Field.

Adults had the highest number of surveys received in May from Clinics and the Field at 9,416 or 37% and in November at 8,937 or 35%. Older Adults had the lowest number of surveys received in May from Clinics and the Field at 822 and in November at 854 or 3%.

Adults had the highest number of surveys received in May from Clinics at 8,669 or 92% and at 8,027 or 90% in November. The YSS had the lowest number of surveys received in May from Clinics at 4,174 or 66% and 4,105 or 65% in November.

FIGURE 2.1: SURVEYS RECEIVED BY SERVICE AREA AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
November

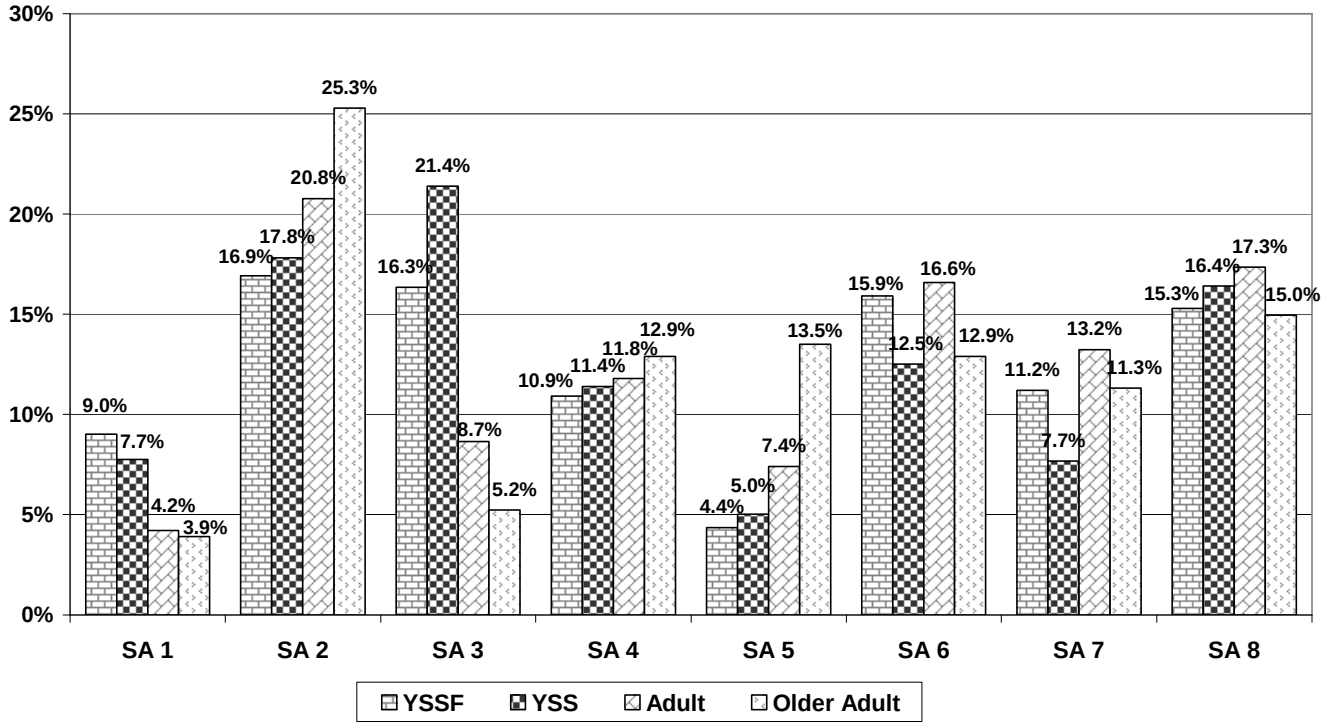


Figure 2.1 shows that SA 2 had the highest number of Surveys Received from Clinics and the Field for Older Adults at 25.3%, Adults at 20.8% and the YSS-F at 16.9%. SA 3 had the highest number of Surveys Received for the YSS at 21.4%

SA 8 had the second highest number of Surveys Received for all age groups ranging from 15.0% for Older Adults to 17.3% for Adults.

SA 6 had the next highest number of Surveys Received for all age groups ranging from 12.5% for the YSS to 16.6% for Adults.

See the Technical Appendix page 85 for number of surveys received by Service Area in May.

SURVEY COMPLETED

FIGURE 2.2: SURVEYS COMPLETED BY SERVICE AREA AND AGE GROUP
CLINIC & FIELD BASED SURVEYS

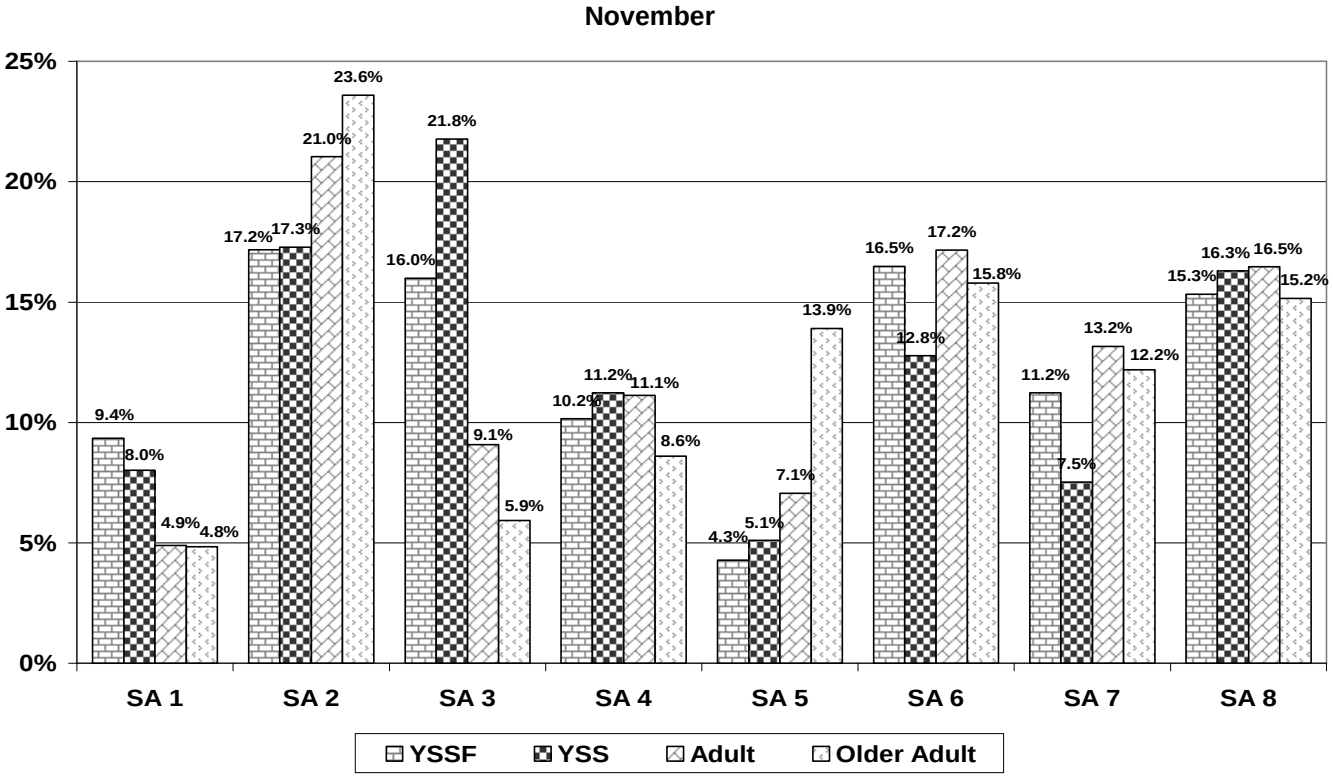


Figure 2.2 shows that SA 2 had the highest number of Surveys Received from Clinics and the Field for Older Adults at 23.6%, Adults at 21.0% and the YSS-F at 17.2%. SA 3 had the highest number of Surveys Completed for the YSS at 21.8%

SA 6 had the second highest number of Surveys Completed for Adults at 17.2%, the YSS-F at 16.5% and Older Adults at 15.8%. SA 8 had the second highest number of Surveys Completed for the YSS at 16.3%.

See the Technical Appendix page 88 for number of surveys completed by Service Area in May.

REASON CODES FOR NOT COMPLETING THE SURVEYS

FIGURE 2.3: REASON CODES FOR NOT COMPLETING THE SURVEY BY AGE GROUP CLINIC & FIELD BASED SURVEYS

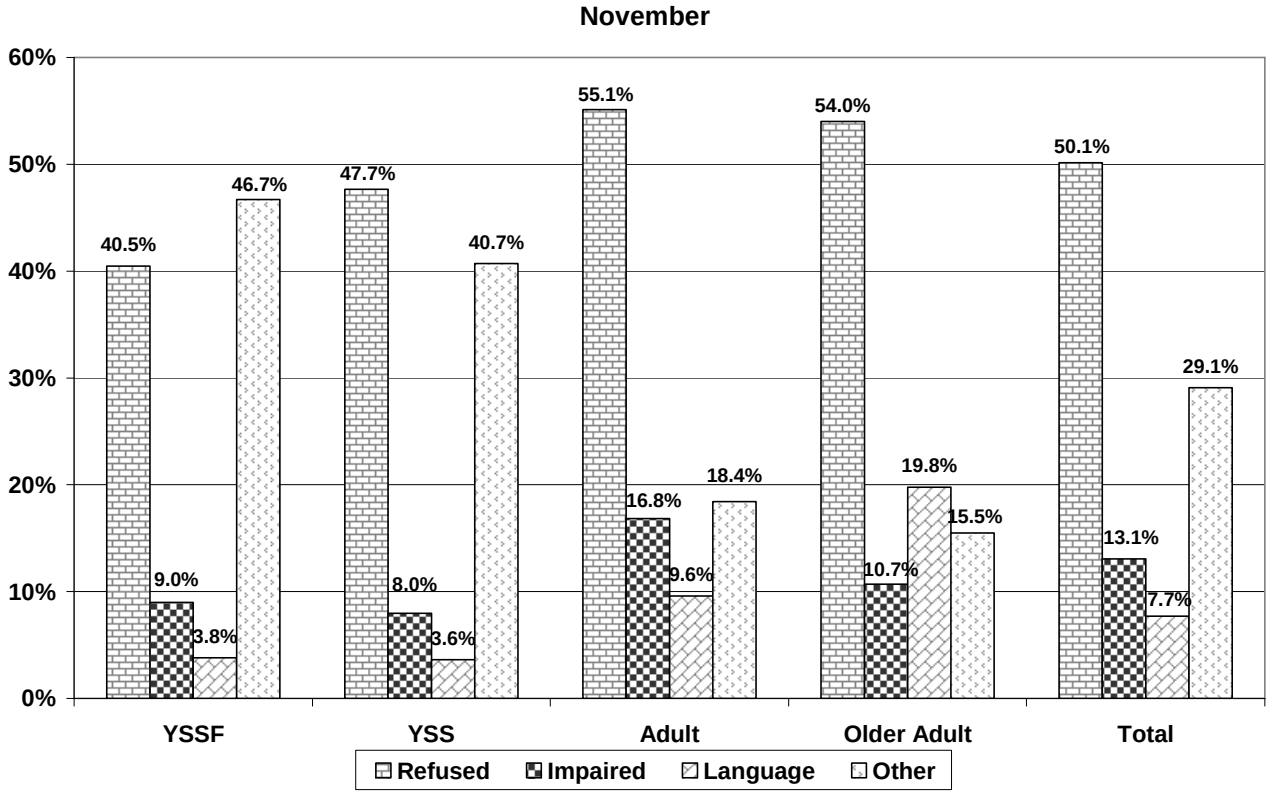


Figure 2.3 shows the Four Reason Codes for Not Completing the Surveys in Clinics and the Field by Age Group: Refused, Impaired, Language and Other. The highest percent of surveys not completed for all age-groups in the Clinics and the Field had a “Refused” Reason Code at 50.1%. The highest to lowest “Refused” Reason Code was for Adults at 55.1%, Older Adults at 54.0%, YSS at 47.7% and the YSS-F at 40.5%.

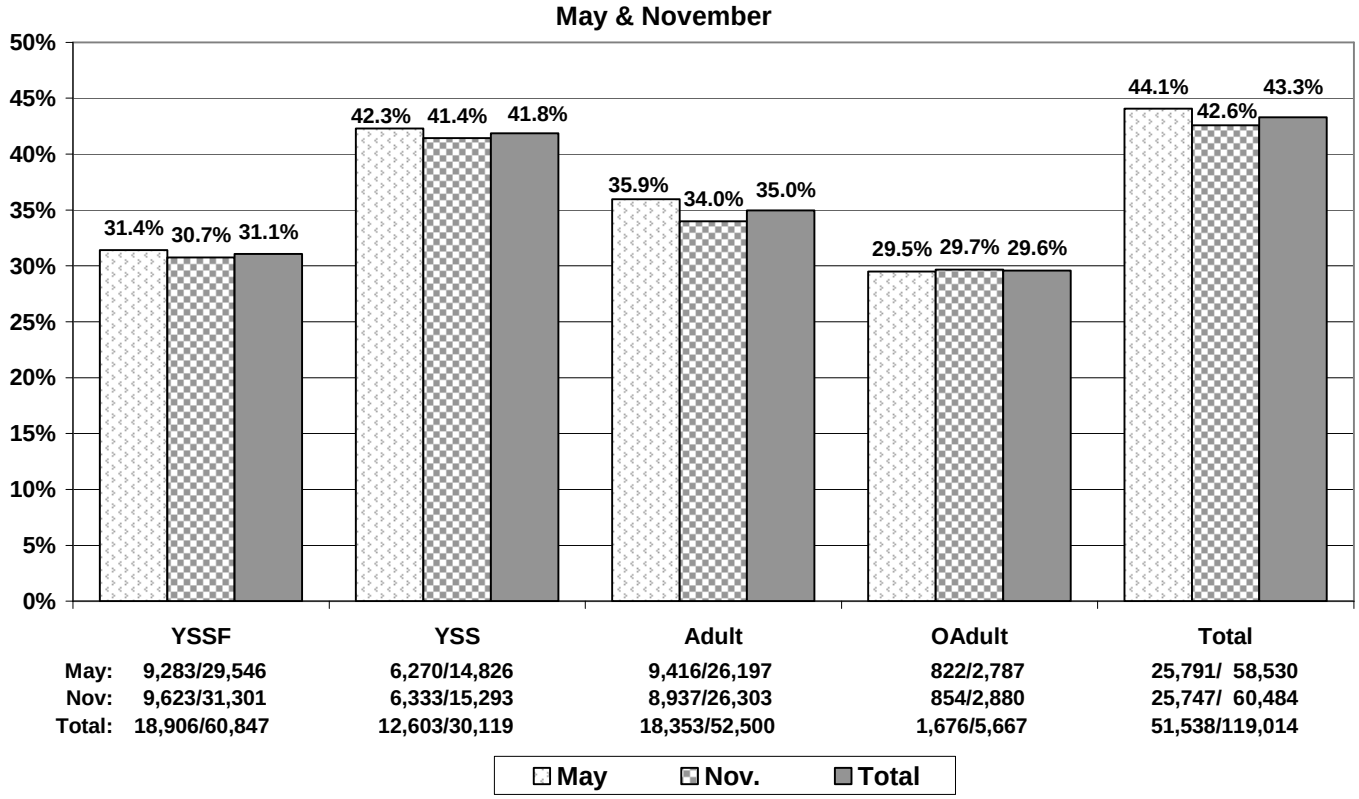
The “Impaired” Reason Code for all age groups in Clinics and the Field was 13.1%. The highest to lowest “Impaired” Reason Code was Adults at 16.8%, Older Adults at 10.7%, the YSS-F at 9.0% and YSS at 8.0%.

The “Language” Reason Code for all age groups in Clinics and the Field was 7.7%. The highest to lowest “Language” Reason Code was Older Adults at 19.8%, Adults at 9.6%, YSS-F at 3.8% and the YSS at 3.6%.

The “Other” Reason Code for all age groups in Clinics and the Field was 29.1%. The highest to lowest “Other” Reason Code was YSS-F at 46.7%, YSS at 40.7%, Adults at 18.4% and Older Adults at 15.5%.

RESPONSE RATE

FIGURE 2.4: RESPONSE RATE FOR SURVEYS RECEIVED BY AGE GROUP
CLINIC & FIELD BASED SURVEYS

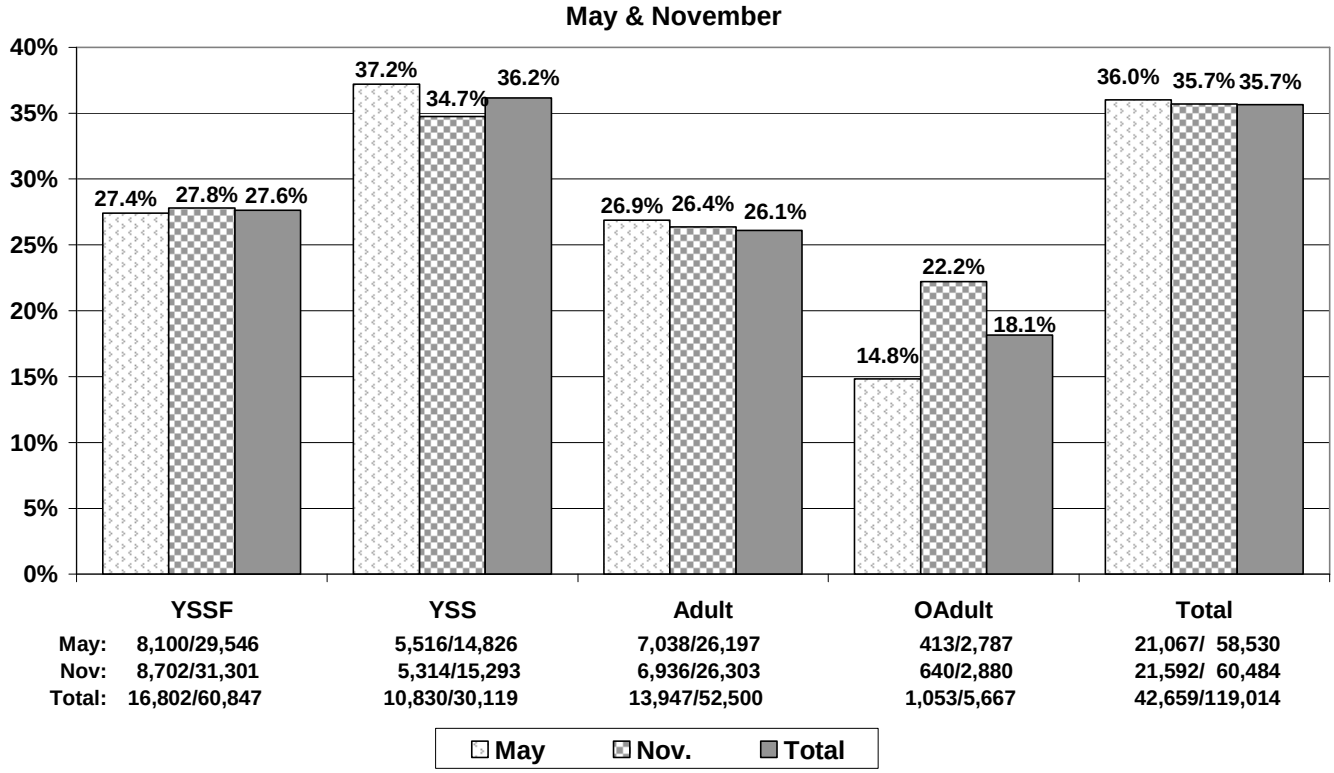


In Figure 2.4 the Response Rate for Surveys Received from Clinics and the Field by Age Group in May and November were calculated by dividing the number of surveys received by the number of consumers that received face-to-face services in LAC-DMH funded Clinic Outpatient and Day Treatment Programs or in Field Based Programs during the same survey period.

The Total Response Rate for Surveys Received for all age groups was 44.1% in May and 42.6% in November.

The YSS had the highest Response Rate for Surveys Received at 42.3% in May and 41.4% in November. The second highest Response Rate was for Adults at 35.9% in May and 34.0% in November. The YSS-F at 31% and Older Adults at 30% had the lowest Response Rates in both May and November.

FIGURE 2.5: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP
CLINIC & FIELD BASED SURVEYS



Completed surveys meet the following two criteria: Surveys with no Reason Code (Refused, Impaired, Language, Other) and surveys with sufficient identifying information for the Service Area, e.g. Client ID or Provider Number where the consumer received services.

Figure 2.5 shows that the Total Response Rate for Surveys Completed from Clinics and the Field for all age groups was 36.0% in May and 35.7% in November.

The YSS had the highest Response Rate for Surveys Completed at 37.2% in May and 34.7% in November. The second highest Response Rate was for the YSS-F at 27.4% in May and 27.8% in November. Older Adults had the lowest Response Rate at 14.8% in May and 22.2% in November.

SURVEYS RECEIVED AND COMPLETED BY ETHNICITY AND AGE GROUP

FIGURE 2.6: SURVEYS RECEIVED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS

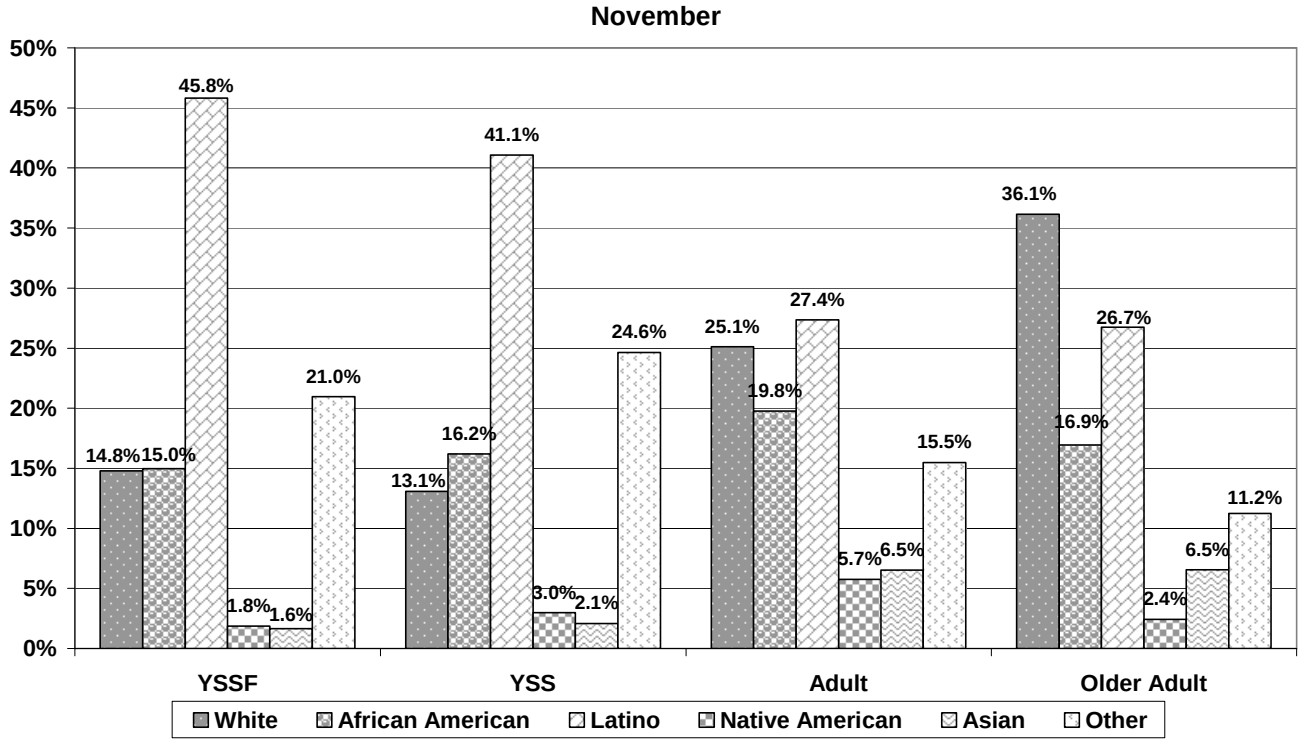


Figure 2.6 shows Surveys Received by Ethnicity and Age Group in Clinics and the Field. The YSS-F at 45.8%, the YSS at 41.1% and Adults at 27.4% had the highest percent of Surveys Received from "Latinos." Older Adults had the highest percent of Surveys Received from "Whites" at 36.1%.

FIGURE 2.7: SURVEYS COMPLETED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS

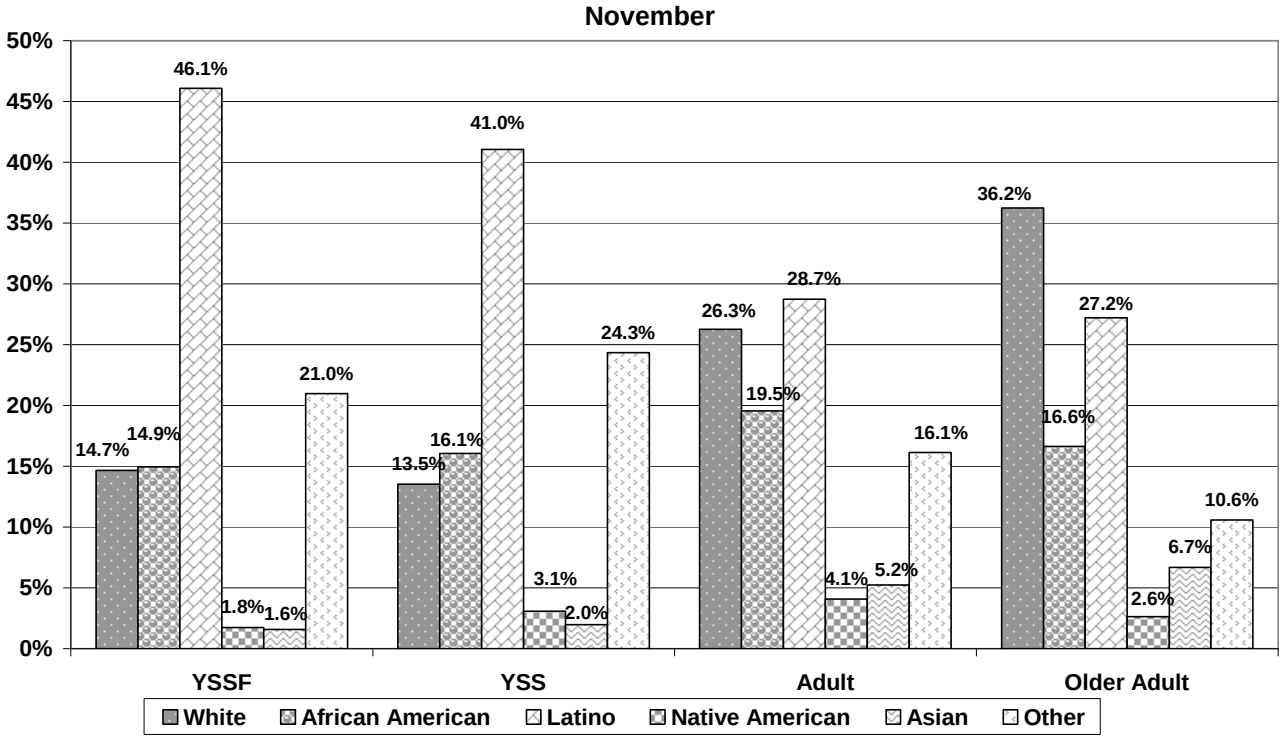
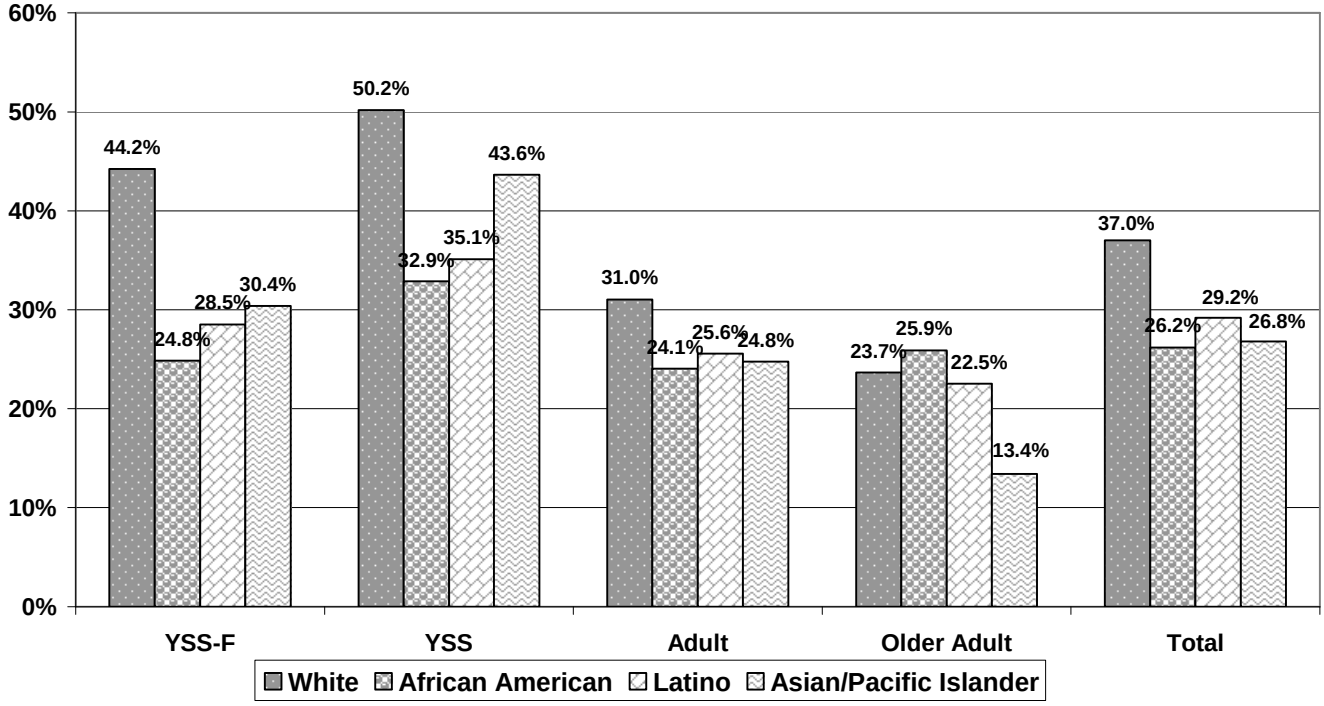


Figure 2.7 shows Surveys Completed by Ethnicity and Age Group in Clinics and the Field. The YSS-F at 46.1%, the YSS at 41.0% and Adults at 28.7% had the highest percent of Surveys Completed from "Latinos." Older Adults had the highest percent of Surveys Completed from "Whites" at 36.2%.

FIGURE 2.8: RESPONSE RATE FOR SURVEYS COMPLETED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
November



The Response Rate for Surveys Completed by Ethnicity and Age Group in Figure 2.8 were calculated by dividing the number of surveys completed by the number of consumers that received services during the survey period. The surveys allow consumers to report more than one ethnic group. However, the LAC-DMH IS system that was used to calculate number of consumers served during the survey period reports only one ethnic group for each consumer. In the Clinic and Field Surveys "Native Americans" and "Other" ethnic groups generally reported more than one ethnic group identification. For these two ethnic groups, number of consumers served exceeded the number of surveys completed. As such, Response Rates for "Native Americans" and "Other" could not be calculated because they were not accurate.

Response Rates by ethnicity were calculated for White, African American, Latinos and Asian/Pacific Islander. Due to the differences in the way ethnicity is reported in the surveys and is recorded in the LAC-DMH IS system, these Response Rates should be interpreted with caution.

Figure 2.8 shows that the highest Response Rate by ethnicity for all age-groups is: "Whites" at 37.0%, "Latinos" at 29.2%, "Asian/Pacific Islander" at 26.8% and "African Americans" at 26.2%.

The YSS-F highest to lowest Response Rates by ethnicity are: "Whites" at 44.2%, "Asian/Pacific islander" at 30.4%, "Latinos" at 28.5% and "African American" at 24.8%.

The YSS highest to lowest Response Rates by ethnicity are: "Whites" at 50.2%, "Asian/Pacific Islander" at 43.6%, "Latinos" at 35.1% and "African American" at 32.9%.

The Adult highest to lowest Response Rates by ethnicity are: "Whites" at 31.0%, "Latinos" at 25.6%, "Asian/Pacific Islander" at 24.8%, African American" at 24.1%.

The Older Adult highest to lowest Response Rates by ethnicity are: "African Americans" at 25.9%, "Whites" at 23.7%, "Latinos" at 22.5% and "Asian/Pacific Islanders" at 13.4%.

DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES

TABLE 2.2: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
YSS-F & YSS

Outcome Measure		YSS-F			YSS		
		May (N =7,648)	Nov (N =8,463)	Average[1]	May (N =5,282)	Nov (N =5,684)	Average[1]
1.	I Felt My child/I had someone to talk when He/She/I was troubled.	91.9%	91.7%	91.8%	80.3%	80.6%	80.4%
2.	Location of services was convenient for us/me.	91.8%	92.3%	92.0%	80.6%	81.3%	81.0%
3.	Services were available at times that were convenient for us/me.	93.0%	93.7%	93.3%	79.6%	80.0%	79.8%
4.	Staff were sensitive to my cultural/ethnic background.	95.2%	94.9%	**95.0%**	82.6%	83.2%	**82.9%**
5.	My child/I gets along better with family members.	75.2%	75.2%	75.2%	69.0%	69.4%	**69.2%**
6.	My child/I are doing better in school and /or work.	73.6%	73.7%	**73.7%**	72.3%	73.0%	72.7%
7.	In a crisis, I would have the support I need from family or friends.	86.6%	86.5%	86.6%	80.6%	81.0%	80.8%

[1]Highest and lowest averages are in bold.

Table 2.2 shows the percent of the YSS-F and the YSS that "Strongly Agree" or "Agree" with the Seven (7) County Performance Outcomes in both Survey Periods. In order to establish a CY 2008 baseline benchmark for the County Performance Outcomes, an average percentage was computed for both Survey Periods for each Outcome Measure. The average percentages were computed after no statistically significant differences were found between the May and November Survey Periods.

The YSS-F average percents for both the Survey Periods that "Strongly Agree" or "Agree" with the County Performance Outcomes were: (4.) "Staff was sensitive to my cultural/ethnic background" at 95%; (3.) "Services were available at times that were convenient" at 93.3%; (2.) "Location of services was convenient" at 92%; (1.) "I Felt my child had someone to talk when he/she was troubled" at 91.8%; (7.) "In Crisis I would have the support I need family or friends" at 86.6%; (5.) "My child gets along better with family members" at 75.2%; and (6.) "My child is doing better in school and /or work" at 73.7%.

The YSS average percents in both Survey Periods for "Strongly Agree" or "Agree" with the County Performance Outcomes were: (4.) "Staff was sensitive to my cultural/ethnic Background" at 82.9%; (2.) "Location of services was convenient" at 81%; (7.) "In crisis I would have the support I need from family or friends" at 80.8%; (1.) "I felt I had someone to talk when I was troubled" at 80.4%; (3.) "Service were available at times that were convenient" at 79.8%; (6.) "I am doing better in school and/or work" at 72.7%; and (5.) "I get along better with family members" at 69.2%.

TABLE 2.3: AVERAGE PERCENT STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES
ADULT & OLDER ADULT

Outcome Measure		Adult			Older Adult		
		May (N =6,327)	Nov (N =6,644)	Average[1]	May (N = 363)	Nov (N = 593)	Average[1]
1.	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.8%	83.9%	83.4%	87.1%	88.1%	87.6%
2.	Staff were willing to see me as often as I felt was necessary.	87.5%	87.0%	87.3%	91.2%	89.1%	90.2%
3.	Services were available at times that were good for me.	89.3%	87.9%	**88.6%**	90.9%	92.7%	**91.8%**
4.	Staff were sensitive to my cultural background (race, religion, language, etc).	84.9%	85.5%	85.2%	90.1%	90.9%	90.5%
5.	I deal more effectively with daily problems.	77.0%	77.9%	77.5%	84.3%	83.3%	83.8%
6.	I do better in school and/or work.	62.3%	61.3%	**61.8%**	67.8%	68.6%	**68.2%**
7.	My symptoms are not bothering me as much.	64.8%	63.6%	64.2%	73.1%	74.9%	74.0%

[1]Highest and lowest averages are in bold.

Table 2.3 shows the percent of Adults and Older Adults that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures in both Survey Periods. In order to establish a CY 2008 baseline benchmark for the County Performance Outcomes, an average percentage was computed for both Survey Periods for each Outcome Measure. The average percentages were computed after no statistically significant differences were found between the May and November Survey Periods.

The Adult average percents in both survey periods for “Strongly Agree” or “Agree” with the County Performance Outcomes were: (3.) “Services were available at times that were good for me” at 88.6%; (2.) “Staff were willing to see me as often as I felt was necessary” at 87.3%; “Staff were sensitive to my cultural background” at 85.1%; (1.) “The location of services was convenient” at 83.4%; (5.) “I deal more effectively with daily problems” at 77.5%; (7.) “My symptoms are not bothering me as much” at 64.2%; and (6,) “I do better in school and/or work” at 61.8%.

The Older Adult average percent in both survey periods for “Strongly Agree” or “Agree” with: (3,) “Services were available at times that were good for me” at 91.8%; (2.) “Staff were willing to see me as often as I felt was necessary” at 90.2%; (4.) “Staff were sensitive to my cultural background” at 90.5%; (1.) “The location of services was convenient” at 87.6%; (5.) “I deal more effectively with daily problems” at 83.8%; (7.) “My symptoms are not bothering me as much” at 74.0%; (6) and “I do better in school and/or work” at 68.2%.

TABLE 2.4: COMPARISON OF UNIFORM COUNTY PERFORMANCE OUTCOME MEASURES IN 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%

Table 2.4 shows the four (4) County Performance Outcome Measures that were common in all of the YSS-F, YSS, Adults and Older Adults. The four measures were asked on 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 2.4 shows that in the May and November survey periods, the highest average percent for All Age Groups were (2.) “Services were available at times that were convenient” and (3.) “Staff were sensitive to cultural/ethnic background” at 88%; (1.) “Location of services was convenient” was second highest at 85% in May and 87% in November. The lowest average percent for all age groups was (4.) “Doing better in school and/or work” at 70% in May and 68.5% in November.

TABLE 2.5: COMPARISON OF UNIFORM COUNTY PERFORMANCE OUTCOME MEASURES IN THE YSS-F & YSS

Outcome Measure	May YSS-F (N = 7,648)	May YSS (N=5,282)	Nov. YSS-F (N = 8,463)	Nov. YSS (N=5,684)	Average for All Age Groups
1. I Felt My child/I had someone to talk when He/She/I was troubled.	91.9%	80.3%	91.7%	80.6%	86.1%
2. My child/I gets along better with family members.	75.2%	69.0%	75.2%	69.4%	72.2%
3. In a crisis, I would have the support I need from family or friends.	86.6%	80.6%	86.5%	81.0%	83.7%

Table 2.5 shows the average percents for May and November were (1.) “I Felt My child/I had someone to talk when He/She/I was troubled” at 86.1%; (3.) “In a crisis, I would have the support I need from family or friends” at 83.7%, and (2.) “My child/I gets along better with family members” at 72.2%.

TABLE 2.6: COMPARISON OF UNIFORM COUNTY PERFORMANCE OUTCOME MEASURES IN THE ADULT & OLDER ADULT

Outcome Measure	May Adult (N=6,327)	May Older Adult (N = 363)	Nov. Adult (N=6,644)	Nov. Older Adult (N = 593)	Average for All Age Groups
1. Staff were willing to see me as often as I felt was necessary.	87.5%	91.2%	87.0%	89.1%	88.7%
2. I deal more effectively with daily problems.	77.0%	84.3%	77.9%	83.3%	80.6%
3. My symptoms are not bothering me as much.	64.8%	73.1%	63.6%	74.9%	69.1%

Table 2.6 shows the average percents for May and November were (1.) "Staff were willing to see me as often as I felt was necessary" at 88.7%; (2.) "I deal more effectively with daily problems" at 80.6%, and (3.) "My symptoms are not bothering me as much" at 69.1%.

TABLE 2.7: BASELINE COUNTY PERFORMANCE OUTCOMES[1] - CALENDAR YEAR 2008

Outcome Measure	Average Percent [2]	Rank Order
Staff were willing to see me as often as I felt necessary [3]	88.7%	**1.**
Services were available at times that were convenient [4]	88.4%	**2.**
Staff were sensitive to cultural/ ethnic background [4]	88.4%	**2.**
I felt my child/ I had someone to talk to when he/she/I was troubled [5]	86.1%	**4.**
Location of services was convenient [4]	85.8%	**5.**
In a crisis I would have the support I need from family and friends [5]	83.7%	**6.**
I deal more effectively with daily problems [3]	80.6%	**7.**
My child/I get along better with family members [5]	72.2%	**8.**
Doing better in school and / or work [4]	69.5%	**9.**
Symptoms are not bothering me as much [3]	69.1%	**10.**

[1] Computed average percent for May and November
[2] Percent "Strongly Agree" or "Agree"
[3] Outcomes for Adults & Older Adults
[4] Outcomes for YSS-F, YSS, Adult & Older Adult
[5] Outcomes for YSS-F & YSS

Table 2.7 shows the average percent that "Strongly Agree" or "Agree" with the Calendar Year 2008 County Performance Outcomes. The average percent was computed by combining the results for the May 2008 and November 2008 survey periods. The highest average percent for "Strongly Agree" or "Agree" with the County for Outcomes was (1.) "Staff were willing to see me as often as I felt was necessary" at 88.7%. The lowest average percent was (10.) "My symptoms are not bothering me as much" at 69.1%.

YSS-F COUNTY PERFORMANCE OUTCOME BY SERVICE AREA

YSS-F OUTCOME MEASURE 1:

TABLE 2.8: "I FELT MY CHILD HAD SOMEONE TO TALK TO WHEN HE/ SHE WAS TROUBLED"

	May (N = 7,679)				November * (N = 8,460)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	32 3.4%	22 5.3%	595 91.2%	639 100%	27 3.4%	57 7.2%	712 **89.5%**	796 100%
2	67 3.1%	59 5.8%	1,297 91.1%	1,407 100%	40 2.8%	79 5.6%	1,298 91.6%	1,417 100%
3	60 2.5%	38 4.1%	1,131 93.4**%**	1,202 100%	37 2.7%	59 4.3%	1,276 93.0%	1,372 100%
4	54 4.2%	22 4.2%	865 91.6%	924 100%	27 3.2%	34 4.0%	783 92.8%	844 100%
5	35 2.5%	8 5.0%	291 92.5%	321 100%	9 2.5%	18 5.0%	337 92.5%	364 100%
6	44 3.0%	43 5.7%	1,123 91.3%	1,185 100%	55 3.9%	90 6.4%	1,260 89.7%	1,405 100%
7	34 2.0%	32 5.9%	862 92.1%	895 100%	33 3.5%	47 4.9%	871 91.6%	951 100%
8	39 3.3%	47 4.5%	1,052 92.2%	1,106 100%	36 2.8%	53 4.0%	1,222 **93.2%**	1,311 100%
Total	**365 3.0%**	**271 5.1%**	**7,216 91.9%**	**7,679 100%**	**264 3.1%**	**437 5.2%**	**7,759 91.7%**	**8,460 100%**

** Statistically significant at p ≤ 0.05*

Table 2.8 shows that in both May and November 92% of the YSS-F "Strongly Agreed/Agreed" that "I felt my child had someone to talk to when he/she was troubled", 3.0% "Strongly Disagreed/ Disagreed" and 5% were "Neutral." These differences varied significantly by Service Area in November.

YSS-F OUTCOME MEASURE 2:

TABLE 2.9: "LOCATION OF SERVICES WAS CONVENIENT FOR US"

	May * (N = 7,852)				November * (N = 8,610)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	32 4.9%	22 3.4%	595 91.7%	649 100%	44 5.4%	40 4.9%	725 89.4%	809 100%
2	67 4.7%	59 4.1%	1,297 91.2%	1,423 100%	70 4.9%	49 3.4%	1,317 91.7%	1,436 100%
3	60 4.9%	38 3.1%	1,131 92.0%	1,229 100%	52 3.7%	48 3.4%	1,301 92.9%	1,401 100%
4	54 5.7%	22 2.4%	865 91.9%	941 100%	45 5.2%	22 2.6%	791 92.2%	858 100%
5	35 10.5%	8 2.4%	291 **87.1%**	334 100%	26 6.9%	17 4.5%	332 **88.5%**	375 100%
6	44 3.6%	43 3.6%	1,123 92.8%	1,210 100%	51 3.6%	45 3.2%	1,332 93.3%	1,428 100%
7	34 3.7%	32 3.4%	862 **92.9%**	928 100%	35 3.6%	22 2.3%	922 **94.2%**	979 100%
8	39 3.4%	47 4.1%	1,052 92.5%	1,138 100%	55 4.2%	41 3.1%	1,228 92.8%	1,324 100%
Total	**365 4.6%**	**271 3.5%**	**7,216 91.9%**	**7,852 100%**	**378 4.4%**	**284 3.3%**	**7,948 92.3%**	**8,610 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*Table 2.6 shows that

Table 2.9 shows that in both May and November 92% of the YSS-F "Strongly Agreed/Agreed" that "Location of services was convenient for us", 4.5% of the YSS-F "Strongly Disagreed/ Disagreed" and 3% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS-F OUTCOME MEASURE 3:

TABLE 2.10: "SERVICES WERE AVAILABLE TIMES THAT WERE CONVENIENT FOR US"

	May * (N = 7,861)				November (N = 8,636)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	37 5.7%	21 3.2%	592 91.1%	650 100%	34 4.2%	30 3.7%	749 92.1%	813 100%
2	55 3.9%	50 3.5%	1,320 92.6%	1,425 100%	52 3.6%	43 3.0%	1,336 93.4%	1,431 100%
3	31 2.5%	30 2.4%	1,170 **95.1%**	1,231 100%	45 3.2%	42 3.0%	1,315 93.8%	1,402 100%
4	44 4.7%	27 2.9%	870 92.4%	941 100%	19 2.2%	26 3.0%	817 94.8%	862 100%
5	21 6.2%	14 4.2%	302 **89.6%**	337 100%	14 3.8%	15 4.0%	344 92.2%	373 100%
6	47 3.9%	36 3.0%	1,130 93.1%	1,213 100%	45 3.1%	43 3.0%	1,347 93.9%	1,435 100%
7	29 3.1%	37 4.0%	859 92.9%	925 100%	34 3.5%	29 2.9%	922 93.6%	985 100%
8	29 2.6%	41 3.6%	1,069 93.8%	1,139 100%	41 3.1%	29 2.2%	1,265 94.8%	1,335 100%
Total	**293 3.7%**	**256 3.3%**	**7,312 93.0%**	**7,861 100%**	**284 3.3%**	**257 3.0%**	**8,095 93.7%**	**8,636 100%**

** Statistically significant at p ≤ 0.05*

Table 2.10 shows that in both May and November 93% of the YSS-F "Strongly Agreed/Agreed" that "Services were available at times that were convenient for us", approximately 3.5% "Strongly Disagreed/ Disagreed" and 3% were "Neutral." These differences varied significantly by Service Area in May.

YSS-F OUTCOME MEASURE 4:

TABLE 2.11: "STAFF WERE SENSITIVE TO MY CULTURAL/ETHNIC BACKGROUND"

	May * (N = 7,239)				November (N = 8,006)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	14 2.4%	24 4.1%	551 **93.5%**	589 100%	12 1.6%	30 4.1%	689 94.3%	731 100%
2	24 1.8%	46 3.6%	1,223 94.6%	1,293 100%	34 2.6%	49 3.8%	1,208 93.6%	1,291 100%
3	18 1.6%	36 3.1%	1,103 95.3%	1,157 100%	24 1.8%	37 2.8%	1,266 95.4%	1,327 100%
4	26 2.9%	28 3.1%	836 94.0%	890 100%	12 1.4%	21 2.5%	799 96.0%	832 100%
5	10 3.3%	5 1.7%	286 95.0%	301 100%	8 2.4%	8 2.4%	315 95.2%	331 100%
6	23 2.0%	28 2.5%	1,091 95.5%	1,142 100%	34 2.5%	37 2.7%	1,291 94.8%	1,362 100%
7	4 0.5%	27 3.2%	806 **96.3%**	837 100%	18 2.0%	22 2.4%	869 95.6%	909 100%
8	18 1.8%	23 2.2%	989 96.0%	1,030 100%	27 2.2%	33 2.7%	1,163 95.1%	1,223 100%
Total	**137 1.9%**	**217 3.0%**	**6,885 95.1%**	**7,239 100%**	**169 2.1%**	**237 2.9%**	**7,600 94.5%**	**8,006 100%**

** Statistically significant at p ≤ 0.05*

Table 2.11 shows that in both May and November 95% of the YSS-F "Strongly Agreed/Agreed" that "Staff were sensitive to my cultural/ ethnic background", 2% "Strongly Disagreed/ Disagreed" and 3% were "Neutral." These differences varied significantly by Service Area in May.

YSS-F OUTCOME MEASURE 5:

TABLE 2.12: "MY CHILD GETS ALONG BETTER WITH FAMILY MEMBERS"

	May * (N = 7,659)				November * (N = 8,397)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	76 12.0%	130 20.4%	430 **67.6%**	636 100%	100 12.7%	161 20.5%	525 **66.8%**	786 100%
2	98 7.0%	225 16.2%	1,068 76.8%	1,391 100%	107 7.6%	229 16.2%	1,079 76.3%	1,415 100%
3	81 6.7%	198 16.5%	924 76.8%	1,203 100%	97 7.1%	222 16.3%	1,041 76.5%	1,360 100%
4	50 5.5%	128 14.1%	729 **80.4%**	907 100%	37 4.4%	90 10.8%	709 **84.8%**	836 100%
5	24 7.4%	63 19.4%	237 73.2%	324 100%	22 6.1%	61 17.1%	274 76.8%	357 100%
6	113 9.5%	176 14.8%	903 75.7%	1,192 100%	131 9.4%	249 18.0%	1,007 72.6%	1,387 100%
7	71 7.9%	167 18.6%	659 73.5%	897 100%	97 10.1%	151 15.8%	711 74.1%	959 100%
8	93 8.4%	218 19.7%	798 72.0%	1,109 100%	112 8.6%	217 16.7%	968 74.6%	1,297 100%
Total	**606 7.9%**	**1,305 17.0%**	**5,748 75.1%**	**7,659 100%**	**703 8.3%**	**1,380 16.5%**	**6,314 75.2%**	**8,397 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.12 shows that in both May and November 75% of the YSS-F "Strongly Agreed/Agreed" that "My child gets along better with family member", 8% "Strongly Disagreed/ Disagreed" and 17% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS-F OUTCOME MEASURE 6

TABLE 2.13: "MY CHILD IS DOING BETTER IN SCHOOL AND / OR WORK"

	May * (N = 7,552)				November * (N = 8,324)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	80 12.7%	115 18.2%	435 **69.1%**	630 100%	87 11.1%	163 20.8%	533 **68.1%**	783 100%
2	124 9.1%	235 17.1%	1,010 73.8%	1,369 100%	133 9.6%	239 17.2%	1,020 73.3%	1,392 100%
3	115 9.7%	169 14.2%	907 76.1%	1,191 100%	118 8.8%	214 15.9%	1,013 75.3%	1,345 100%
4	69 7.6%	130 14.4%	704 **78.0%**	903 100%	55 6.7%	108 13.1%	660 **80.2%**	823 100%
5	32 10.0%	59 18.4%	230 71.6%	321 100%	33 9.3%	58 16.3%	264 74.4%	355 100%
6	114 9.8%	189 16.2%	861 74.0%	1,164 100%	143 10.3%	246 17.7%	999 72.0%	1,388 100%
7	102 11.5%	156 17.6%	628 70.9%	886 100%	108 11.4%	157 16.6%	682 72.0%	947 100%
8	115 10.6%	190 17.5%	783 72.0%	1,088 100%	138 10.7%	199 15.4%	954 73.9%	1,291 100%
Total	**751 9.9%**	**1,243 16.5%**	**5,558 73.6%**	**7,552 100%**	**815 9.7%**	**1,384 16.6%**	**6,125 73.7%**	**8,324 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.13 shows that in both May and November 74% of the YSS-F "Strongly Agreed/Agreed" that "My child is doing better in school and/or work", 10% of the YSS-F "Strongly Disagreed/Disagreed" and 17% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS-F OUTCOME MEASURE 7:

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

	May * (N = 7,695)				November (N = 8,481)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	55 8.5%	55 8.5%	535 **83.0%**	645 100%	65 8.2%	65 8.2%	664 83.6%	794 100%
2	77 5.5%	103 7.5%	1,204 87.0%	1,384 100%	79 5.6%	117 8.3%	1,215 86.1%	1,411 100%
3	63 5.3%	80 6.7%	1,054 88.0%	1,197 100%	71 5.2%	100 7.3%	1,198 87.5%	1,369 100%
4	55 5.9%	69 7.5%	801 86.6%	925 100%	37 4.4%	54 6.4%	757 89.3%	848 100%
5	16 5.0%	34 10.7%	269 84.3%	319 100%	30 8.3%	33 9.1%	300 82.6%	363 100%
6	48 4.0%	91 7.6%	1,063 **88.4%**	1,202 100%	89 6.3%	111 7.8%	1,221 85.9%	1,421 100%
7	38 4.2%	91 10.0%	777 85.8%	906 100%	51 5.3%	75 7.8%	834 86.9%	960 100%
8	62 5.6%	101 9.0%	954 85.4%	1,117 100%	74 5.6%	96 7.3%	1,145 87.1%	1,315 100%
Total	**414 5.4%**	**624 8.1%**	**6,657 86.5%**	**7,695 100%**	**496 5.8%**	**651 7.7%**	**7,334 86.5%**	**8,481 100%**

** Statistically significant at p ≤ 0.05*

Table 2.14 shows that in both May and November 87% of the YSS-F "Strongly Agreed/ Agreed" that "In a crisis I would have the support I need from family or friends", approximately 5.6% "Strongly Disagreed/ Disagreed" and 8% were "Neutral." These differences varied significantly by Service Area in May.

YSS COUNTY PERFORMANCE OUTCOME BY SERVICE AREA

YSS OUTCOME MEASURE 1:

TABLE 2.15: "I FELT I HAD SOMEONE TO TALK TO WHEN I WAS TROUBLED"

	May * (N = 5,357)				November (N = 5,371)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	30 10.0%	24 8.0%	245 82.0%	299 100%	34 8.0%	56 13.1%	336 78.9%	426 100%
2	97 9.2%	127 12.1%	828 78.7%	1,052 100%	99 10.7%	125 13.5%	704 75.9%	928 100%
3	86 7.7%	157 14.0%	876 78.3%	1,119 100%	78 6.8%	132 11.5%	941 81.7%	1,151 100%
4	66 10.4%	79 12.4%	491 **77.2%**	636 100%	47 7.9%	66 11.1%	484 81.1%	597 100%
5	10 4.5%	33 14.8%	180 80.7%	223 100%	19 6.9%	30 11.0%	224 82.0%	273 100%
6	53 7.3%	80 11.0%	594 81.7%	727 100%	50 7.3%	77 11.3%	556 81.4%	683 100%
7	24 5.1%	52 11.1%	394 **83.8%**	470 100%	30 7.4%	45 11.1%	331 81.5%	406 100%
8	64 7.7%	81 9.8%	686 82.5%	831 100%	68 7.4%	105 11.6%	734 81.0%	907 100%
Total	**430 8.0%**	**633 11.8%**	**4,294 80.2%**	**5,357 100%**	**425 7.1%**	**636 11.6%**	**4,310 80.2%**	**5,371 100%**

** Statistically significant at p ≤ 0.05*

Table 2.15 shows that in both May and November 80% of the YSS "Strongly Agreed/Agreed" that "I had someone to talk to when I was troubled", approximately 7.5% "Strongly Disagreed/ Disagreed" and 12% were "Neutral." These differences varied significantly by Service Area in May.

YSS OUTCOME MEASURE 2:

TABLE 2.16: "LOCATION OF SERVICES WAS CONVENIENT FOR ME"

	May * (N = 5,311)				November * (N = 5,299)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	24 7.9%	40 13.2%	239 78.9%	303 100%	35 8.5%	61 14.8%	315 **76.6%**	411 100%
2	96 9.2%	117 11.3%	826 79.5%	1,039 100%	74 8.1%	119 13.0%	720 78.9%	913 100%
3	75 6.8%	141 12.7%	894 80.5%	1,110 100%	91 8.0%	120 10.5%	929 81.5%	1,140 100%
4	59 9.4%	80 12.8%	486 **77.8%**	625 100%	48 8.1%	70 11.8%	474 80.1%	592 100%
5	25 11.1%	21 9.3%	180 79.6%	226 100%	21 7.6%	19 6.9%	235 **85.5%**	275 100%
6	39 5.4%	84 11.6%	599 83.0%	722 100%	33 4.9%	77 11.4%	565 83.7%	675 100%
7	23 5.0%	44 9.5%	396 **85.5%**	463 100%	26 6.5%	44 11.0%	330 82.5%	400 100%
8	61 7.4%	103 12.5%	659 80.1%	823 100%	79 8.8%	91 10.2%	723 81.0%	893 100%
Total	**402 7.6%**	**630 11.9%**	**4,279 80.6%**	**5,311 100%**	**407 7.7%**	**601 11.3%**	**4,291 81.0%**	**5,299 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.16 shows that in both May and November 81% of the YSS "Strongly Agreed/Agreed" that "Location of services was convenient for me", 8% "Strongly Disagreed/ Disagreed" and approximately 11.6% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS OUTCOME MEASURE 3:

TABLE 2.17: "SERVICES WERE AVAILABLE AT TIMES THAT WERE CONVENIENT FOR ME"

	May * (N = 5,331)				November * (N = 5,333)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	15 5.0%	43 14.4%	241 80.6%	299 100%	32 7.6%	56 13.2%	335 79.2%	423 100%
2	93 8.8%	133 12.6%	826 78.5%	1,052 100%	77 8.3%	152 16.5%	694 **75.2%**	923 100%
3	84 7.5%	143 12.8%	890 79.7%	1,117 100%	93 8.1%	151 13.2%	901 78.7%	1,145 100%
4	60 9.6%	78 12.5%	488 **78.0%**	626 100%	48 8.1%	63 10.7%	480 81.2%	591 100%
5	23 10.0%	25 11.0%	180 79.0%	228 100%	17 6.2%	33 12.0%	224 81.7%	274 100%
6	40 5.6%	104 14.4%	577 80.0%	721 100%	48 7.2%	86 12.9%	534 79.9%	668 100%
7	22 4.7%	53 11.4%	390 **83.9%**	465 100%	27 6.7%	52 12.8%	326 80.5%	405 100%
8	70 8.5%	99 12.0%	654 79.5%	823 100%	59 6.5%	99 11.0%	746 **82.5%**	904 100%
Total	**407 7.6%**	**678 12.7%**	**4,246 79.7%**	**5,331 100%**	**401 7.5%**	**692 13.0%**	**4,240 79.5%**	**5,333 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.17 shows that in both May and November 80% of the YSS "Strongly Agreed/Agreed" that "Services were available at times that were convenient for me", 8% "Strongly Disagreed/ Disagreed" and 13% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS OUTCOME MEASURE 4:

TABLE 2.18: "STAFF WAS SENSITIVE TO MY CULTURAL /ETHNIC BACKGROUND"

	May (N = 5,098)				November * (N = 5,089)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	19 6.8%	29 10.3%	233 82.9%	281 100%	17 4.1%	45 10.9%	352 85.0%	414 100%
2	68 6.8%	121 12.2%	804 81.0%	993 100%	51 6.0%	114 13.4%	688 80.7%	853 100%
3	64 5.9%	128 11.9%	886 82.2%	1,078 100%	71 6.4%	144 13.0%	890 **80.5%**	1,105 100%
4	46 7.6%	65 10.8%	493 81.6%	604 100%	32 5.6%	64 11.2%	474 83.2%	570 100%
5	12 5.5%	24 11.0%	183 83.6%	219 100%	13 4.9%	26 9.8%	226 85.3%	265 100%
6	39 5.6%	90 13.0%	562 81.3%	691 100%	35 5.4%	59 9.0%	559 85.6%	653 100%
7	14 3.2%	33 7.4%	398 89.4%	445 100%	16 4.3%	31 8.3%	328 **87.4%**	375 100%
8	49 6.2%	91 11.6%	647 82.2%	787 100%	41 4.8%	101 11.8%	712 83.4%	854 100%
Total	**311 6.1%**	**581 11.4%**	**4,206 82.5%**	**5,098 100%**	**276 5.4%**	**584 11.5%**	**4,229 83.1%**	**5,089 100%**

** Statistically significant at p ≤ 0.05*

Table 2.18 shows that in both May and November 83% of the YSS "Strongly Agreed/Agreed" that "Staff was sensitive to my cultural/ ethnic background", approximately 5.7% "Strongly Disagreed/ Disagreed" and 12% were "Neutral." These differences varied significantly by Service Area in November.

YSS OUTCOME MEASURE 5:

TABLE 2.19: "I GET ALONG BETTER WITH FAMILY MEMBERS"

	May * (N = 5,294)				November * (N = 5,313)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	31 10.5%	66 22.3%	199 67.2%	296 100%	38 9.0%	88 20.8%	298 70.3%	424 100%
2	127 12.2%	198 19.0%	719 68.8%	1,044 100%	89 9.7%	198 21.6%	631 68.7%	918 100%
3	108 9.8%	247 22.4%	749 67.8%	1,104 100%	122 10.7%	215 18.8%	804 70.5%	1,141 100%
4	68 10.9%	113 18.1%	443 71.0%	624 100%	39 6.7%	105 17.9%	441 **75.4%**	585 100%
5	22 9.9%	45 20.3%	155 69.8%	222 100%	26 9.7%	47 17.5%	196 72.8%	269 100%
6	84 11.7%	130 18.1%	506 70.2%	720 100%	63 9.3%	139 20.5%	475 70.2%	677 100%
7	34 7.4%	96 20.8%	332 **71.8%**	462 100%	42 10.6%	84 21.1%	272 68.3%	398 100%
8	112 13.6%	172 20.9%	538 **65.5%**	822 100%	92 10.2%	215 23.9%	594 **65.9%**	901 100%
Total	**586 11.1%**	**1,067 20.1%**	**3,641 68.8%**	**5,294 100%**	**511 9.6%**	**1,091 20.5%**	**3,711 69.9%**	**5,313 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.19 shows that in both May and November approximately 70% of the YSS "Strongly Agreed/Agreed" that "I get along better with family members", approximately 10.3% "Strongly Disagreed/ Disagreed" and 20% were "Neutral." These differences varied significantly by Service Area in May and November.

YSS OUTCOME MEASURE 6 & 7:

There were no significant differences by Service Area.

ADULT COUNTY PERFORMANCE OUTCOME BY SERVICE AREA

ADULT OUTCOME MEASURE 1:

TABLE 2.20: "LOCATION OF SERVICES WAS CONVENIENT FOR ME" (PARKING, PUBLIC TRANSPORTATION, DISTANCE, ETC.)

	May * (N = 6,195)				November * (N = 6,969)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	11 4.3%	33 12.9%	211 82.8%	255 100%	7 2.1%	53 15.6%	279 82.3%	339 100%
2	114 7.7%	185 12.5%	1,183 79.8%	1,482 100%	27 1.8%	208 14.1%	1,239 84.1%	1,474 100%
3	22 4.1%	66 12.4%	445 83.5%	533 100%	21 3.3%	94 14.7%	523 82.0%	638 100%
4	55 6.6%	84 10.0%	697 83.4%	836 100%	8 1.0%	121 15.4%	659 83.6%	788 100%
5	31 7.0%	49 11.0%	365 82.0%	445 100%	11 2.3%	76 15.9%	390 81.8%	477 100%
6	45 4.2%	65 6.1%	956 **89.7%**	1,066 100%	13 1.1%	126 10.9%	1,015 **88.0%**	1,154 100%
7	37 5.2%	65 9.0%	617 85.8%	719 100%	15 1.6%	122 13.2%	785 85.2%	922 100%
8	94 10.9%	103 12.0%	662 **77.1%**	859 100%	24 2.0%	195 16.6%	958 **81.4%**	1,177 100%
Total	**409 6.6%**	**650 10.5%**	**5,136 82.9%**	**6,195 100%**	**126 1.8%**	**995 14.3%**	**5,848 83.9%**	**6,969 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.20 shows that in both May and November 83% of the Adults "Strongly Agreed/Agreed" that "Location of services was convenient for me", 6% in May and 2% in November "Strongly Disagreed/ Disagreed" and approximately 12.4% were "Neutral." These differences varied significantly by Service Area in May and November.

ADULT OUTCOME MEASURE 2:

TABLE 2.21: "STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT NECESSARY"

	May * (N = 6,746)				November (N = 7,055)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	16 5.9%	41 15.1%	215 **79.0%**	272 100%	5 1.5%	40 11.9%	290 86.6%	335 100%
2	63 4.1%	138 9.1%	1,316 86.8%	1,517 100%	18 1.2%	185 12.5%	1,277 86.3%	1,480 100%
3	24 4.0%	40 6.6%	542 89.4%	606 100%	14 2.2%	62 9.8%	559 88.0%	635 100%
4	31 3.5%	76 8.6%	773 87.9%	880 100%	9 1.1%	91 11.2%	710 87.7%	810 100%
5	28 5.6%	55 11.0%	419 83.4%	502 100%	5 1.0%	51 10.7%	423 88.3%	479 100%
6	40 3.7%	67 6.1%	989 **90.2%**	1,096 100%	15 1.3%	154 13.4%	983 85.3%	1,152 100%
7	34 3.9%	88 10.1%	752 86.0%	874 100%	7 0.7%	93 9.8%	854 89.5%	954 100%
8	32 3.2%	81 8.1%	886 88.7%	999 100%	15 1.2%	157 13.0%	1,038 85.8%	1,210 100%
Total	**268 4.0%**	**586 8.7%**	**5,892 87.3%**	**6,746 100%**	**88 1.2%**	**833 11.8%**	**6,134 87.0%**	**7,055 100%**

** Statistically significant at p ≤ 0.05*

Table 2.21 shows that in both May and November 87% of the Adults "Strongly Agreed/Agreed" that "Staff were willing to see me as often as I felt necessary", approximately 2.6% "Strongly Disagreed/ Disagreed" and 9% in May and 12% in November were "Neutral." These differences varied significantly by Service Area in May.

ADULT OUTCOME MEASURE 3:

TABLE 2.22: "SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME"

	May (N = 6,733)				November * (N = 7,061)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	7 2.5%	32 11.5%	238 86.0%	277 100%	3 0.9%	32 9.5%	301 89.6%	336 100%
2	48 3.2%	113 7.4%	1,355 89.4%	1,516 100%	18 1.2%	136 9.2%	1,329 89.6%	1,483 100%
3	17 2.8%	50 8.3%	538 88.9%	605 100%	23 3.6%	60 9.4%	558 87.0%	641 100%
4	36 4.1%	66 7.6%	767 88.3%	869 100%	5 0.6%	84 10.5%	710 88.9%	799 100%
5	17 3.4%	45 9.0%	440 87.6%	502 100%	3 0.6%	52 10.9%	422 88.5%	477 100%
6	33 3.0%	64 5.8%	1,004 91.2%	1,101 100%	16 1.4%	141 12.1%	1,003 86.5%	1,160 100%
7	27 3.1%	74 8.5%	767 88.4%	868 100%	8 0.8%	88 9.2%	858 **89.9%**	954 100%
8	25 2.5%	70 7.0%	900 90.5%	995 100%	14 1.2%	172 14.2%	1,025 **84.6%**	1,211 100%
Total	**210 3.1%**	**514 7.6%**	**6,009 90.5%**	**6,733 100%**	**90 1.3%**	**765 10.8%**	**6,206 87.9%**	**7,061 100%**

** Statistically significant at $p \leq 0.05$*

Table 2.22 shows that in both May and November 89% of the Adults "Strongly Agreed/ Agreed" that "Service were available at times that were good for me", approximately 2.2% "Strongly Disagreed/ Disagreed" and 7% in May and 10% were "Neutral." These differences varied significantly by Service Area in November.

ADULT OUTCOME MEASURE 4:

TABLE 2.23: "STAFF WERE SENSITIVE TO MY CULTURAL BACKGROUND" (RACE, RELIGION, LANGUAGE ETC.)

	May * (N = 6,484)				November (N = 6,625)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	5 1.9%	38 14.4%	221 83.7%	264 100%	6 1.9%	42 13.2%	271 85.0%	319 100%
2	47 3.2%	184 12.7%	1,221 84.1%	1,452 100%	23 1.6%	190 13.6%	1,188 84.8%	1,401 100%
3	21 3.6%	60 10.3%	502 86.1%	583 100%	16 2.7%	77 12.8%	506 84.5%	599 100%
4	39 4.7%	97 11.6%	697 83.7%	833 100%	8 1.1%	100 13.3%	645 85.7%	753 100%
5	19 4.0%	82 17.0%	379 **79.0%**	480 100%	4 0.9%	59 13.0%	391 86.1%	454 100%
6	33 3.1%	83 7.8%	945 **89.1%**	1,061 100%	14 1.3%	143 12.8%	955 85.9%	1,112 100%
7	22 2.6%	95 11.2%	730 86.2%	847 100%	10 1.1%	104 11.6%	780 87.3%	894 100%
8	49 5.1%	108 11.2%	807 83.7%	964 100%	15 1.4%	148 13.5%	930 85.1%	1,093 100%
Total	**235 3.6%**	**747 11.5%**	**5,502 84.9%**	**6,484 100%**	**96 1.5%**	**863 13.0%**	**5,666 85.5%**	**6,625 100%**

** Statistically significant at $p \leq 0.05$*

Table 2.23 shows that in both May and November 85% of the Adults "Strongly Agreed/Agreed" that "Staff were sensitive to my cultural/ ethnic background (race, religion, language etc.)", approximately 2.5% "Strongly Disagreed/ Disagreed" and 12% in May and 13% in November were "Neutral." These differences varied significantly by Service Area in May.

ADULT OUTCOME MEASURE 5:

TABLE 2.24: "I DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS"

	May * (N = 6,370)				November * (N = 6,550)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	28 11.0%	62 24.3%	165 **64.7%**	255 100%	7 2.2%	77 24.2%	234 **73.6%**	318 100%
2	71 5.0%	249 17.4%	1,112 77.6%	1,432 100%	26 1.9%	252 18.2%	1,105 **79.9%**	1,383 100%
3	28 4.8%	87 14.8%	471 80.4%	586 100%	27 4.4%	129 21.1%	456 74.5%	612 100%
4	52 6.3%	123 14.8%	655 78.9%	830 100%	10 1.4%	152 20.8%	569 77.8%	731 100%
5	22 4.6%	71 14.8%	385 **80.5%**	478 100%	5 1.1%	94 20.8%	353 78.1%	452 100%
6	50 5.0%	164 16.3%	792 78.7%	1,006 100%	32 3.0%	199 18.5%	843 78.5%	1,074 100%
7	46 5.5%	168 20.0%	624 74.5%	838 100%	16 1.8%	183 20.6%	690 77.6%	889 100%
8	69 7.3%	177 18.7%	699 74.0%	945 100%	11 1.0%	241 22.1%	839 76.9%	1,091 100%
Total	**366 5.7%**	**1,101 17.3%**	**4,903 77.0%**	**6,370 100%**	**134 2.1%**	**1,327 20.3%**	**5,089 77.7%**	**6,550 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.24 shows that in both May and November 77% of the Adults "Strongly Agreed/Agreed" that "I deal more effectively with daily problems", 6% in May and 2% in November "Strongly Disagreed/ Disagreed" and 17% in May and 20% in November were "Neutral." These differences varied significantly by Service Area in May and November.

ADULT OUTCOME MEASURE 6:

TABLE 2.25: "I DO BETTER IN SCHOOL AND/OR WORK"

	May * (N = 5,391)				November * (N = 5,646)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	41 18.5%	73 32.9%	108 **48.6%**	222 100%	13 4.9%	114 43.2%	137 **51.9%**	264 100%
2	127 10.2%	269 29.6%	749 60.2%	1,245 100%	41 3.4%	403 33.5%	758 63.1%	1,202 100%
3	43 8.8%	129 26.4%	316 64.8%	488 100%	28 5.4%	160 30.7%	333 **63.9%**	521 100%
4	64 9.0%	172 24.1%	477 **66.9%**	713 100%	15 2.4%	216 34.5%	395 63.1%	626 100%
5	43 11.2%	122 31.8%	219 57.0%	384 100%	9 2.4%	137 36.5%	229 61.1%	375 100%
6	102 11.4%	198 22.0%	599 66.6%	899 100%	38 4.0%	307 32.1%	611 63.9%	956 100%
7	83 12.6%	173 26.2%	404 61.2%	660 100%	33 4.5%	247 33.6%	454 61.9%	734 100%
8	81 10.4%	217 27.8%	482 61.8%	780 100%	40 4.1%	386 39.9%	542 56.0%	968 100%
Total	**584 10.8%**	**1,453 27.0%**	**3,354 62.2%**	**5,391 100%**	**217 3.8%**	**1,970 34.9%**	**3,459 61.3%**	**5,646 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.25 shows that in both May and November 62% of the Adults "Strongly Agreed/ Agreed" that "I do better in school and/ or work", 11% in May and 4% in November "Strongly Disagreed/ Disagreed" and 27% in May and 35% in November were "Neutral." These differences varied significantly by Service Area in May and November.

ADULT OUTCOME MEASURE 7:

TABLE 2.26: "MY SYMPTOMS ARE NOT BOTHERING ME AS MUCH"

	May * (N = 6,373)				November * (N = 6,601)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	56 20.9%	73 27.2%	139 **51.9%**	268 100%	18 5.7%	125 39.4%	174 **54.9%**	317 100%
2	212 14.9%	297 20.9%	912 64.2%	1,421 100%	70 5.1%	425 30.8%	886 64.2%	1,381 100%
3	68 11.9%	122 21.4%	381 66.7%	571 100%	43 7.0%	175 28.6%	393 64.3%	611 100%
4	92 11.1%	164 19.7%	576 **69.2%**	832 100%	28 3.9%	206 28.5%	488 **67.6%**	722 100%
5	69 14.6%	106 22.5%	297 62.9%	472 100%	15 3.4%	162 36.7%	265 59.9%	442 100%
6	152 14.7%	193 18.6%	692 66.7%	1,037 100%	50 4.6%	331 30.1%	716 65.3%	1,097 100%
7	118 14.3%	194 23.5%	513 62.2%	825 100%	59 6.6%	261 29.2%	574 64.2%	894 100%
8	142 15.0%	193 20.4%	612 64.6%	947 100%	51 4.5%	386 34.0%	700 61.5%	1,137 100%
Total	**909 14.3%**	**1,342 21.1%**	**4,122 64.6%**	**6,373 100%**	**334 15.2%**	**2,071 21.2%**	**4,196 63.6%**	**6,601 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.26 shows that in both May and November 64% of the Adults "Strongly Agreed/ Agreed" that "My symptoms are not bothering me as much", approximately 14.5% "Strongly Disagreed/Disagreed" and approximately 21% were "Neutral." These differences varied significantly by Service Area in May and November.

OLDER ADULT COUNTY PERFORMANCE OUTCOME BY SERVICE AREA

OLDER ADULT OUTCOME MEASURE 1:

TABLE 2.27: "LOCATION OF SERVICES WAS CONVENIENT"

	May * (N = 383)				November * (N = 605)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	0 0%	0 0%	4 **100%**	4 100%	2 6.9%	3 10.3%	24 82.8%	29 100%
2	3 2.5%	14 11.7%	103 85.8%	120 100%	4 2.5%	11 7.0%	142 90.5%	157 100%
3	0 0%	1 4.6%	21 95.4%	22 100%	1 2.9%	2 5.9%	31 91.2%	34 100%
4	2 4.0%	4 8.0%	44 88.0%	50 100%	0 0%	3 5.6%	51 **94.4%**	54 100%
5	1 2.2%	1 2.2%	44 95.6%	46 100%	2 2.3%	3 3.4%	83 94.3%	88 100%
6	3 4.2%	10 14.1%	58 81.7%	71 100%	3 3.5%	6 7.0%	77 89.5%	86 100%
7	3 7.1%	0 0%	39 92.9%	42 100%	5 6.3%	7 8.9%	67 84.8%	79 100%
8	5 17.9%	4 14.3%	19 **67.8%**	28 100%	10 13.8%	10 12.8%	58 **74.4%**	78 100%
Total	**17 4.4%**	**34 8.9%**	**332 86.7%**	**383 100%**	**27 4.5%**	**45 7.4%**	**533 88.1%**	**605 100%**

** Statistically significant at p ≤ 0.05* ** Statistically significant at p ≤ 0.05*

Table 2.27 shows that in both May and November approximately 87% of the Older Adults "Strongly Agreed/Agreed" that "Location of services was convenient", 4% Disagreed/ Disagreed" and 9% in May and 7% in November were "Neutral." These differences varied significantly by Service Area in May and November.

OLDER ADULT OUTCOME MEASURE 2, 3, 4, 5, and 7:

There were no significant differences by Service Area.

OLDER ADULT OUTCOME MEASURE 6:

TABLE 2.28: "I DO BETTER IN SCHOOL AND/OR WORK"

	May * (N = 238)				November * (N = 369)			
Service Area	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**	**Strongly Disagree**	**Neutral**	**Strongly Agree**	**Total**
1	3 75.0%	0 0%	1 **25.0%**	4 100%	2 20.0%	4 40.0%	4 **40.0%**	10 100%
2	5 7.0%	20 28.2%	46 64.8%	71 100%	14 13.1%	34 31.8%	59 55.1%	107 100%
3	2 16.7%	2 16.7%	8 66.6%	12 100%	1 4.5%	4 18.2%	17 77.3%	22 100%
4	2 5.9%	5 14.7%	27 **79.4%**	34 100%	2 7.7%	5 19.2%	19 73.1%	26 100%
5	3 10.0%	7 23.3%	20 66.7%	30 100%	5 9.8%	12 23.5%	34 66.7%	51 100%
6	3 6.7%	14 31.1%	28 62.2%	45 100%	3 4.4%	8 11.6%	58 **84.1%**	69 100%
7	3 12.0%	5 20.0%	17 68.0%	25 100%	3 7.1%	10 23.8%	29 69.0%	42 100%
8	2 11.8%	6 35.3%	9 52.9%	17 100%	3 7.1%	6 14.3%	33 78.6%	42 100%
Total	**23** **9.7%**	**59** **24.8%**	**156** **65.5%**	**238** **100%**	**33** **8.9%**	**83** **22.5%**	**253** **68.6%**	**366** **100%**

** Statistically significant at $p \leq 0.05$* ** Statistically significant at $p \leq 0.05$*

Table 2.28 shows that in May 66% and in November 69% of the Older Adults "Strongly Agreed/ Agreed" that "I do better in school and/ or work", 9% "Strongly Disagreed/ Disagreed" and 25% in May and 23% in November were "Neutral." These differences varied significantly by Service Area in May and November.

PART III

PERFORMANCE OUTCOMES FOR TIMELY ACCESS TO POST-DISCHARGE CARE

ACUTE PSYCHIATRIC HOSPITALIZATION POST DISCHARGE CARE

The Department has identified two operational measures for timely access to post-discharge care. The first measure is timely access to acute psychiatric hospitalization post-discharge mental health care services. 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 acute psychiatric hospitalization and re-hospitalizations are important to preventing and managing potentially unnecessary hospitalizations. Additionally, acute psychiatric hospitalizations and re-hospitalization episodes are correlated with quality of life indicators for consumers and their ability to enjoy productive lives in the community, in the least restrictive manner and settings possible. Likewise, the provision of timely access to coordinated acute psychiatric hospitalization discharge planning and timely access to follow-up mental health services in community based settings, including medication management best practices, are likely to result in increased tenure in the community and reduced rates of acute psychiatric re-hospitalization.

The systems' capacity to capture relevant data for acute psychiatric hospitalizations exists in the IS Data System for: Date of Admission and Date of Discharge; rates of Re-Admission over time; and, Length of Stay (LOS) during hospitalization. In addition, the system is able to capture Service Delivery/Service Utilization patterns in relationship to acute psychiatric hospitalizations such as identification for the first date of service activity billed through the IS Claims Data for a consumer as compared with the IS data for Date of Discharge from acute psychiatric hospitalization. Similarly, this IS data is used to determine access performance for the seen within seven (7) calendar days target, for post-discharge from acute psychiatric hospitalization. IS Claims data for the last quarter of Calendar Year (CY) 2008 is currently being finalized and the cumulative annual data will then be available for analysis in July 2009.

In conjunction with the selection of this operational measure, a Performance Improvement Project (PIP) Multifunctional Team was assembled, including consumer and stakeholder representation, to specifically address high utilization patterns, service delivery patterns, high risk populations, coordination of care issues and other barriers to timely access to community-based mental health care services after discharge, as identifiable in the data reviewed for the identified study group. This effort was subsequently merged with the statewide Re-Hospitalization Cohort 2 (RC2) PIP to identify and initiate appropriate quality improvement interventions directed at specific

factors contributing to the stated problem. This also includes participation in statewide PIP teleconferences, technical assistance, and consultation available through the External Quality Review Organization (EQRO) and the CDMH as needed and/or requested.

The statewide RC2 PIP is a multi-year project. The identified seven (7) calendar day target goal for access to services post-discharge from acute psychiatric hospitalization is also carefully monitored for performance through the Department's STATS process. Through the STATS process, LAC-DMH Quarterly Access data is tracked for: Total Psychiatric Hospitalizations, Total Seen Within 7 Calendar Days, Percent Seen within 7 Calendar Days, County Percent Seen Under 18, and County Percent Seen 18 and Over. The Department's STATS process ensures that mechanisms are in place for timely access to service provision and that identified barriers to access are effectively addressed. Simple and clear interventions are utilized as appropriate to specific Service Areas and their needs. Appropriate interventions may include: regular tracking of IS 410 Reports for patient admissions, Navigator Teams, Impact Teams, Hospital Liaisons, and clear policies and procedures, including the delineation of roles and responsibilities.

RESIDENTIAL TREATMENT PROGRAM/INSTITUTIONAL POST DISCHARGE CARE

The Department's related 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 14 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 the least restrictive settings possible, and improved service delivery/service provision. Likewise, the systems' capacity to capture relevant data for this measure exists through the IS Claims Data System. The IS Claims Data is used for: Date of first service activity billed to the IS Claims System following the Date of Discharge from 24-Hour Facilities (Excluding acute psychiatric hospitalizations).

The Department has been developing the residential data collection capability and will proceed with analysis once the data is available. Both of the above measures for timely access to services include continuous quality improvement activities and processes.

TECHNICAL APPENDIX
PART I

TABLE A1.1: SURVEYS RECEIVED AND RESPONSE RATE BY AGE GROUP

May

Age Group	Consumers Served	Surveys Received	Response Rate*
YSS-F (0-17)	29,546	6,790	**23.0%**
YSS (13-17)	14,826	4,174	**28.2%**
Adult (18-59)	26,197	8,669	**33.1%**
Older Adult (+60)	2,787	772	**27.7%**
Total	**58,530**	**20,405**	**34.9%**

November

Age Group	Consumers Served	Surveys Received	Response Rate*
YSS-F (0-17)	31,301	6,805	**21.7%**
YSS (13-17)	15,293	4,105	**26.8%**
Adult (18-59)	26,303	8,027	**30.5%**
Older Adult (+60)	2,880	625	**21.7%**
Total	**60,484**	**19,562**	**32.3%**

* Received Response Rate is 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)

FIGURE A1.1: RESPONSE RATE FOR SURVEYS RECEIVED BY AGE GROUP MAY & NOVEMBER

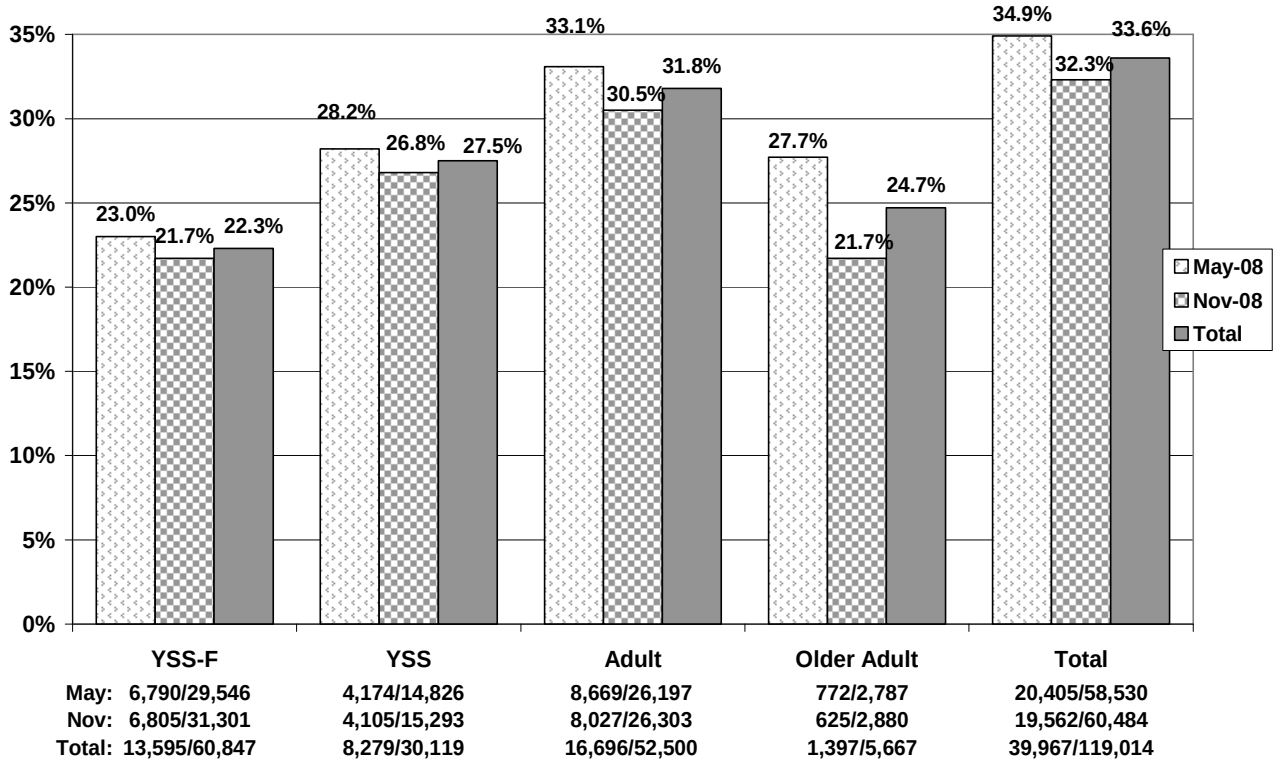


TABLE A1.2: SURVEYS COMPLETED AND RESPONSE RATE BY AGE GROUP

Age Group	May		
	Consumers Served	Surveys completed	Response Rate
YSS-F	29,546	6,059	20.5%
YSS	14,826	3,714	25.1%
Adult	26,197	6,148	23.5%
Older Adult	2,787	389	14.0%
Total	**58,530**	**16,310**	**27.9%**

Age Group	November		
	Consumers Served	Surveys completed	Response Rate
YSS-F	31,301	6,147	19.6%
YSS	15,293	3,717	24.3%
Adult	26,303	6,322	24.0%
Older Adult	2,880	456	15.8%
Total	**60,484**	**16,642**	**27.5%**

FIGURE A1.2: RESPONSE RATE FOR SURVEYS COMPLETED BY AGE GROUP MAY & NOVEMBER

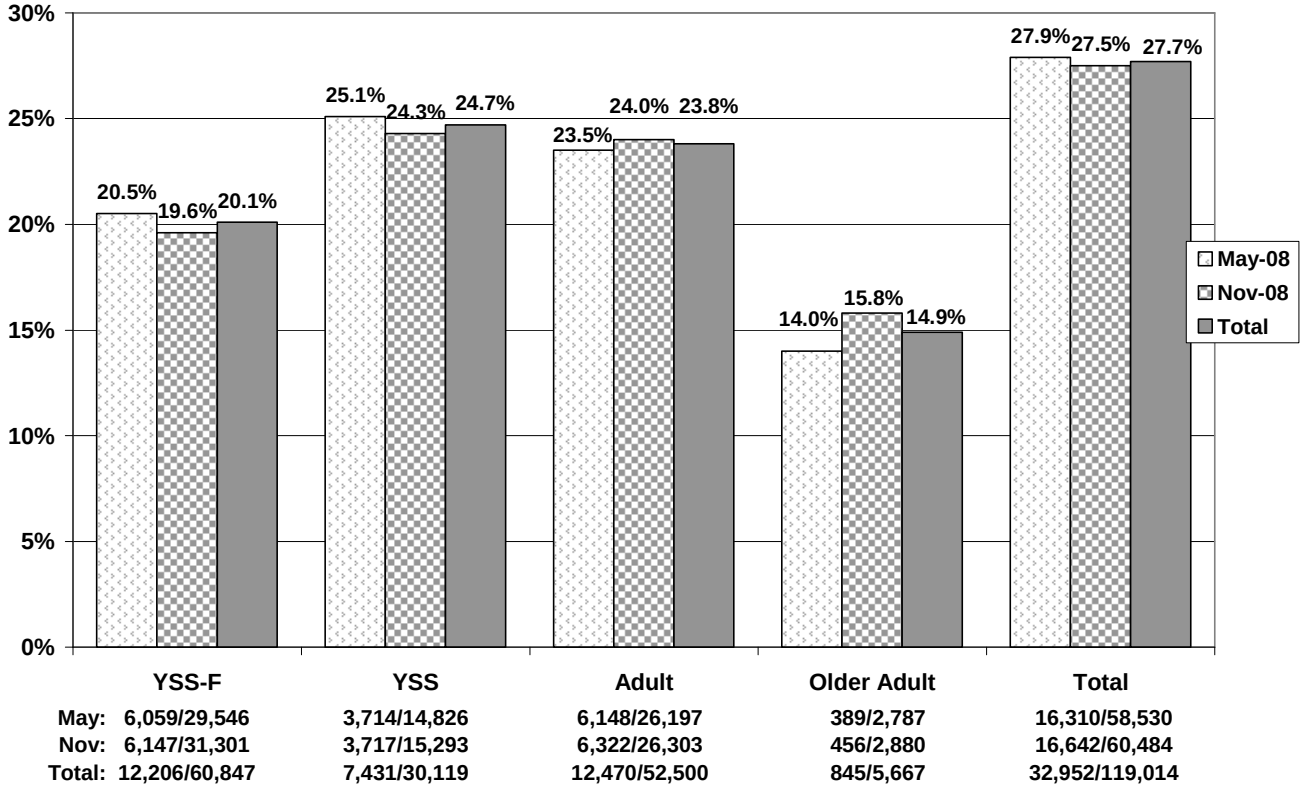
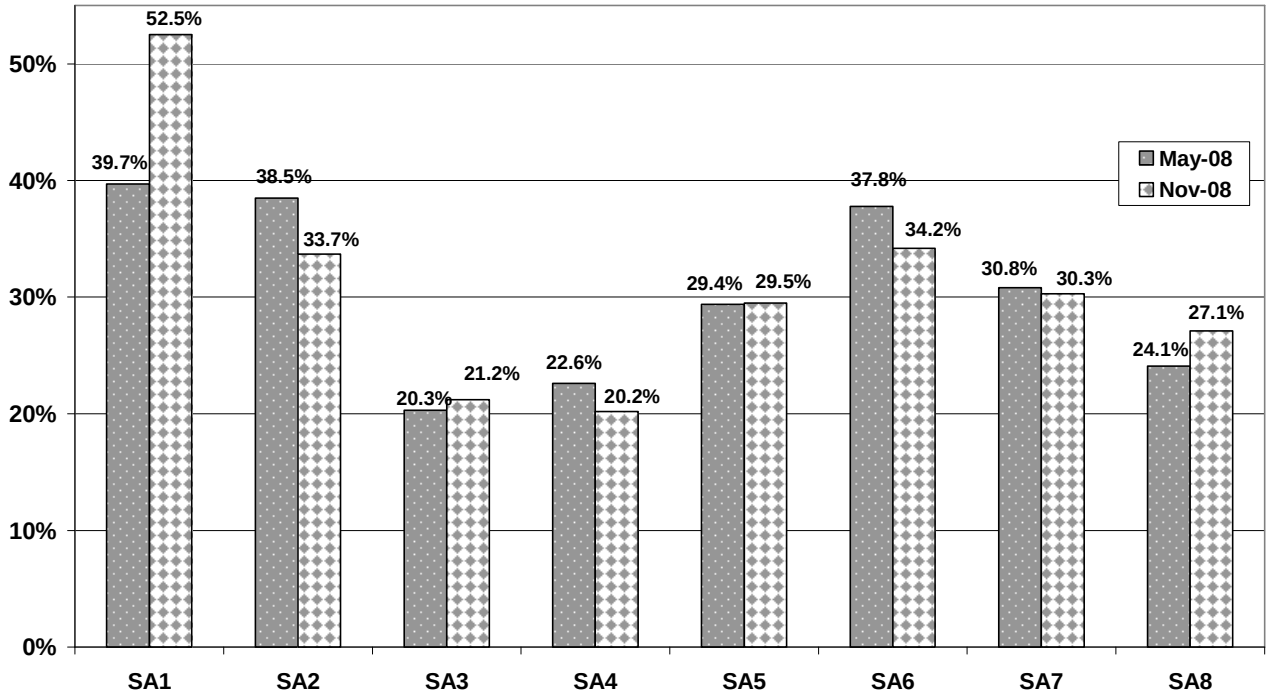


FIGURE A1.3: RESPONSE RATE FOR SURVEYS COMPLETED BY SERVICE AREA FOR ALL AGE GROUPS - MAY & NOVEMBER



	SA1	SA2	SA3	SA4	SA5	SA6	SA7	SA8
May -08:	1,022/2,574	3,469/9,000	1,933/9,516	2,022/8,959	926/3,154	2,588/6,842	1,963/6,380	2,387/9,899
Nov -08:	1,373/2,613	3,326/9,858	1,997/9,415	1,837/9,109	979/3,322	2,490/7,271	1,976/6,530	2,680/9,901

TABLE A1.3: SURVEYS RECEIVED BY LANGUAGE AND AGE GROUP

May

Age Group	English	Spanish	Chinese	Russian	Tagalog	Vietnamese	Total
YSS-F	4,323	2,460	7				**6,790**
YSS	4,079	95					**4,174**
Adult	7,651	963	52		2	1	**8,669**
Older Adult	600	144	22	4	1	1	**772**
All Age Groups	**16,653**	**3,662**	**81**	**4**	**3**	**2**	**20,405**

November

Age Group	English	Spanish	Chinese	Russian	Tagalog	Vietnamese	Total
YSS-F	4,353	2,445	7				**6,805**
YSS	4,036	69					**4,105**
Adult	6,998	911	35		4	79	**8,027**
Older Adult	458	125	11	1		30	**625**
All Age Groups	**15,845**	**3,550**	**53**	**1**	**4**	**109**	**19,562**

TABLE A1.4: SURVEYS RECEIVED BY ETHNICITY [1] AND AGE GROUP

May

Age Group	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
YSS-F	1,341	1,102	3,750	208	188	141	1,795	8,525
Percent	15.7%	12.9%	44.0%	2.4%	2.2%	1.7%	21.1%	100%
YSS	745	869	2,027	187	144	87	1,251	5,310
Percent	14.0%	16.4%	38.2%	3.5%	2.7%	1.6%	23.6%	100%
Adult	2,007	1,498	2,082	326	355	101	1,213	7,582
Percent	26.5%	19.8%	27.5%	4.3%	4.7%	1.3%	16.0%	100%
Older Adult	172	91	150	13	21	3	88	538
Percent	32.0%	16.9%	27.9%	2.4%	3.9%	0.6%	16.4%	100%
All Groups	4,265	3,560	8,009	734	708	332	4,347	21,955
Percent	19.4%	16.2%	36.5%	3.3%	3.2%	1.5%	19.8%	100%

[1] Consumers/Families may report more than one ethnicity on the survey.

TABLE A1.5: REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA YSS-F & YSS

May

	YSS-F (0-17)					YSS (13-17)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
SA 1	23	2	0	16	41	11	3	2	4	20
Percent	56.1%	4.9%	0%	39.0%	100%	55.0%	15.0%	10.0%	20.0%	100%
SA 2	98	6	8	73	185	108	10	12	29	159
Percent	53.0%	3.2%	4.3%	39.5%	100%	67.9%	6.3%	7.5%	18.2%	100%
SA 3	40	3	0	60	103	25	2	0	33	60
Percent	38.8%	2.9%	0%	58.3%	100%	41.7%	3.3%	0%	55.0%	100%
SA 4	20	7	6	22	55	7	0	2	18	27
Percent	36.4%	12.7%	10.9%	40.0%	100%	25.9%	0%	7.4%	66.7%	100%
SA 5	26	1	0	3	30	13	2	0	3	18
Percent	86.7%	3.3%	0%	10.0%	100%	72.2%	11.1%	0%	16.7%	100%
SA 6	46	7	0	44	97	20	9	0	9	38
Percent	47.4%	7.2%	0%	45.4%	100%	52.6%	23.7%	0%	23.7%	100%
SA 7	32	8	1	10	51	25	9	0	10	44
Percent	62.7%	15.7%	2.0%	19.6%	100%	56.8%	20.5%	0%	22.7%	100%
SA 8	43	5	4	65	117	34	2	1	23	60
Percent	36.8%	4.3%	3.4%	55.6%	100%	56.7%	3.3%	1.7%	38.3%	100%
Total	**328**	**39**	**19**	**293**	**679**	**243**	**37**	**17**	**129**	**426**
Percent	**48.3%**	**5.7%**	**2.8%**	**43.2%**	**100%**	**57.0%**	**8.7%**	**4.0%**	**30.3%**	**100%**

TABLE A1.6: REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA ADULT & OLDER ADULT

May

	Adult (18-59)					Older Adult (60+)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
SA 1	36	16	2	3	57	2	0	0	0	2
Percent	63.2%	28.1%	3.5%	5.3%	100%	100%	0%	0%	0%	100%
SA 2	305	49	99	293	746	57	6	16	40	119
Percent	40.9%	6.6%	13.3%	39.3%	100%	47.9%	5.0%	13.4%	33.6%	100%
SA 3	78	8	1	26	113	0	0	0	1	1
Percent	69.0%	7.1%	0.9%	23.0%	100%	0%	0%	0%	100%	100%
SA 4	62	34	86	68	250	15	8	26	4	53
Percent	24.8%	13.6%	34.4%	27.2%	100%	28.3%	15.1%	49.1%	7.5%	100%
SA 5	66	83	22	4	175	2	1	1	6	10
Percent	37.7%	47.4%	12.6%	2.3%	100%	20.0%	10.0%	10.0%	60.0%	100%
SA 6	211	20	20	12	263	6	2	0	3	11
Percent	80.2%	7.6%	7.6%	4.6%	100%	54.5%	18.2%	0%	27.3%	100%
SA 7	135	50	36	30	251	7	4	4	2	17
Percent	53.8%	19.9%	14.3%	12.0%	100%	41.2%	23.5%	23.5%	11.8%	100.0%
SA 8	133	12	15	118	278	11	0	1	7	19
Percent	47.8%	4.3%	5.4%	42.4%	100%	57.9%	0%	5.3%	36.8%	100%
Total	**1026**	**272**	**281**	**554**	**2133**	**100**	**21**	**48**	**63**	**232**
Percent	**48.1%**	**12.8%**	**13.2%**	**26.0%**	**100%**	**43.1%**	**9.1%**	**20.7%**	**27.2%**	**100%**

FIGURE A1.4: "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?"

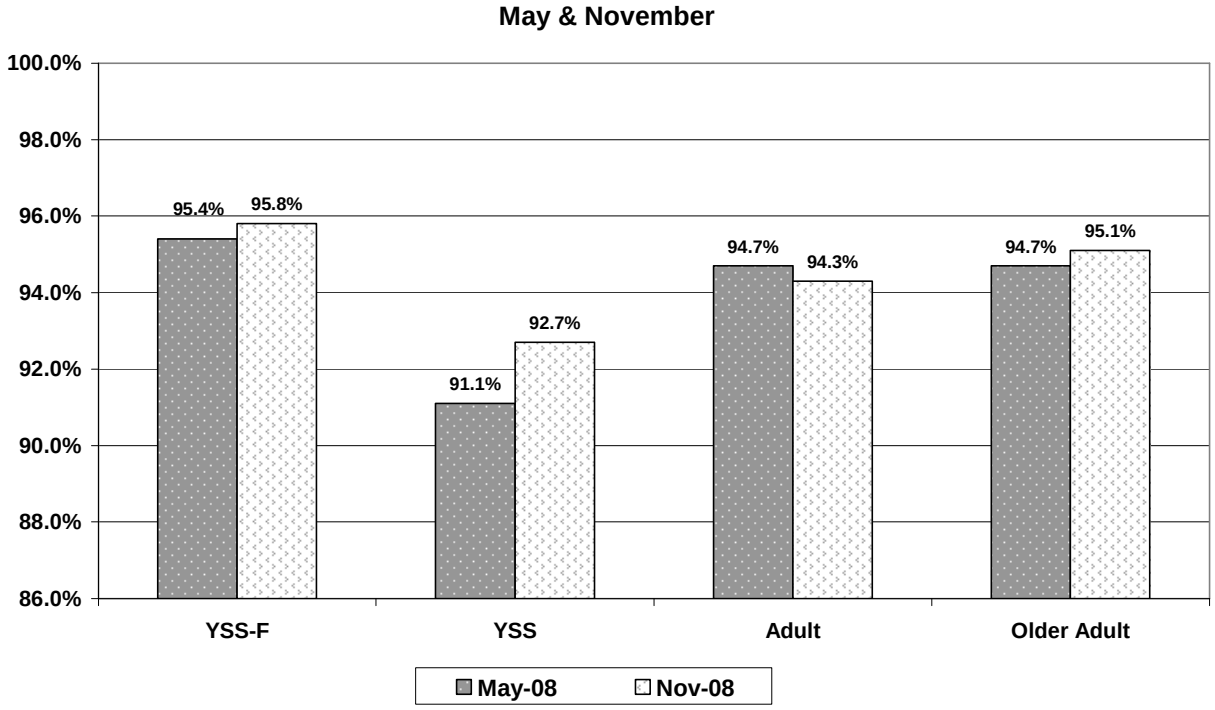


TABLE A1.7 WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER BY SERVICE AREA FOR ALL AGE GROUPS

	May		
	Yes	**No**	**Total**
SA 1	864	43	907
Percent	95.3%	4.7%	100%
SA 2	2,770	177	2,947
Percent	94.0%	6.0%	100%
SA 3	1,635	103	1,738
Percent	94.1%	5.9%	100%
SA 4	1,585	123	1,708
Percent	92.8%	7.2%	100%
SA 5	782	40	822
Percent	95.1%	4.9%	100%
SA 6	2,129	119	2,248
Percent	94.7%	5.3%	100%
SA 7	1,624	96	1,720
Percent	94.4%	5.6%	100%
SA 8	1,907	117	2,024
Percent	94.2%	5.8%	100%
Total	**13,296**	**818**	**14,114**
Percent	**94.2%**	**5.8%**	**100%**

TABLE A1.8 "WAS WRITTEN INFORMATION AVAILABLE TO YOU IN THE LANGUAGE YOU PREFER?" BY AGE GROUP AND SERVICE AREA

May

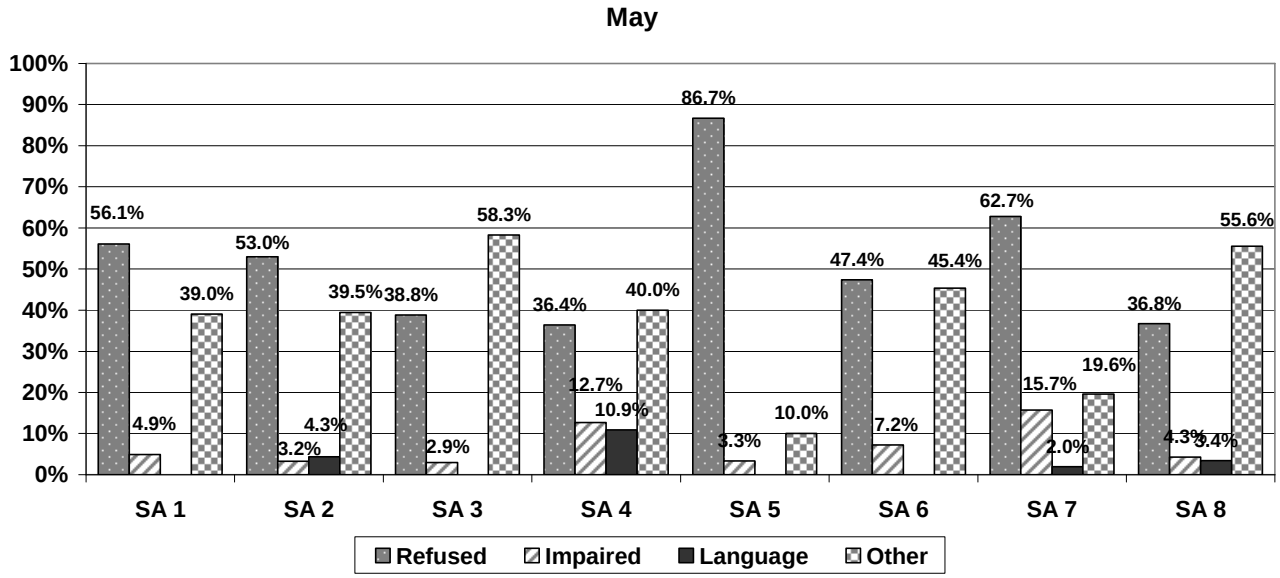
	YSS-F			YSS		
	Yes	**No**	**Total**	**Yes**	**No**	**Total**
SA 1	443	21	464	197	15	212
Percent	95.5%	4.5%	100%	92.9%	7.1%	100%
SA 2	929	41	970	620	79	699
Percent	95.8%	4.2%	100%	88.7%	11.3%	100%
SA 3	642	31	673	523	47	570
Percent	95.4%	4.6%	100%	91.8%	8.2%	100%
SA 4	554	31	585	331	48	379
Percent	94.7%	5.3%	100%	87.3%	12.7%	100%
SA 5	220	8	228	132	12	144
Percent	96.5%	3.5%	100%	91.7%	8.3%	100%
SA 6	844	48	892	317	23	340
Percent	94.6%	5.4%	100%	93.2%	6.8%	100%
SA 7	680	49	729	289	18	307
Percent	93.3%	6.7%	100%	94.1%	5.9%	100%
SA 8	758	20	778	439	36	475
Percent	97.4%	2.6%	100%	92.4%	7.6%	100%
Total	**5,070**	**249**	**5,319**	**2,848**	**278**	**3,126**
Percent	**95.3%**	**4.7%**	**100%**	**91.1%**	**8.9%**	**100%**

May

	ADULT			OLDER ADULT		
	Yes	**No**	**Total**	**Yes**	**No**	**Total**
SA 1	221	7	228	3	0	3
Percent	96.9%	3.1%	100%	100%	0%	100%
SA 2	1,125	53	1,178	96	4	100
Percent	95.5%	4.5%	100%	96.0%	4.0%	100%
SA 3	450	25	475	20	0	20
Percent	94.7%	5.3%	100%	100%	0%	100%
SA 4	655	40	695	45	4	49
Percent	94.2%	5.8%	100%	91.8%	8.2%	100%
SA 5	388	19	407	42	1	43
Percent	95.3%	4.7%	100%	97.7%	2.3%	100%
SA 6	896	46	942	72	2	74
Percent	95.1%	4.9%	100%	97.3%	2.7%	100%
SA 7	619	28	647	36	1	37
Percent	95.7%	4.3%	100%	97.3%	2.7%	100%
SA 8	683	60	743	27	1	28
Percent	91.9%	8.1%	100%	96.4%	3.6%	100%
Total	**5,037**	**278**	**5,315**	**341**	**13**	**354**
Percent	**94.8%**	**5.2%**	**100%**	**96.3%**	**3.7%**	**100%**

YSS-F SURVEY

FIGURE A1.5: YSS-F REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA



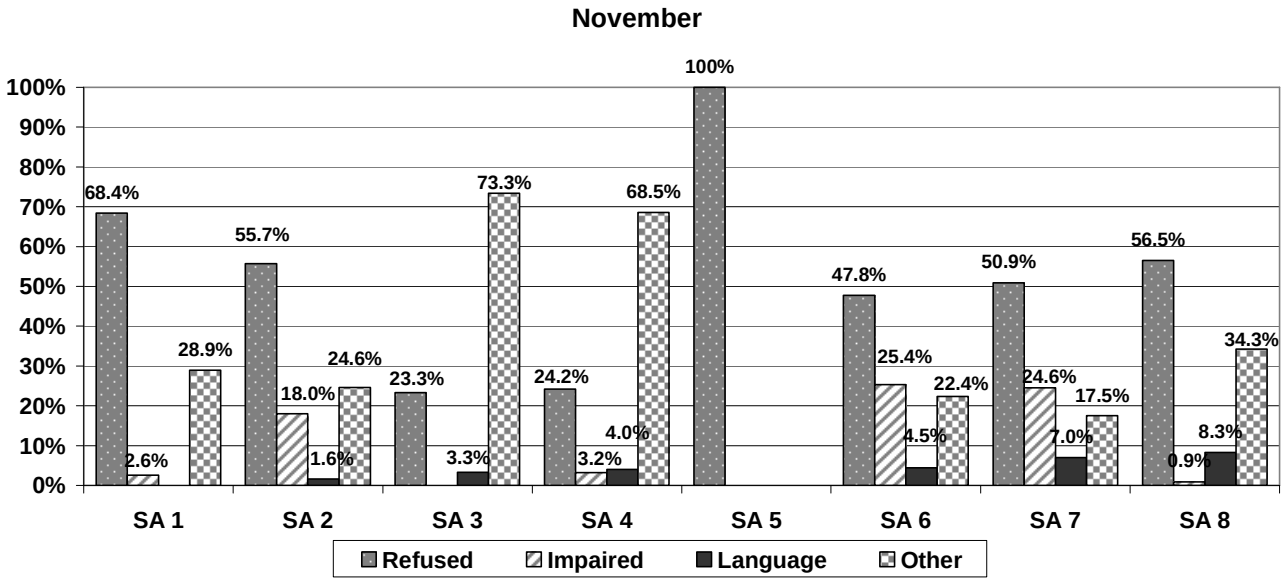


TABLE A1.9: YSS- F SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

May

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	196	170	218	34	35	9	90	**752**
Percent	26.1%	22.6%	29.0%	4.5%	4.7%	1.2%	12.0%	**100%**
SA 2	318	94	666	31	41	6	326	**1,482**
Percent	21.5%	6.3%	44.9%	2.1%	2.8%	0.4%	22.0%	**100%**
SA 3	189	85	530	23	22	6	255	**1,110**
Percent	17.0%	7.7%	47.7%	2.1%	2.0%	0.5%	23.0%	**100%**
SA 4	83	79	520	15	14	7	212	**930**
Percent	8.9%	8.5%	55.9%	1.6%	1.5%	0.8%	22.8%	**100%**
SA 5	88	49	114	14	17	3	46	**331**
Percent	26.6%	14.8%	34.4%	4.2%	5.1%	0.9%	13.9%	**100%**
SA 6	60	353	577	36	10	20	258	**1,314**
Percent	4.6%	26.9%	43.9%	2.7%	0.8%	1.5%	19.6%	**100%**
SA 7	205	47	624	21	18	69	378	**1362**
Percent	15.1%	3.5%	45.8%	1.5%	1.3%	5.1%	27.8%	**100%**
SA 8	190	212	475	29	30	21	219	**1,176**
Percent	16.2%	18.0%	40.4%	2.5%	2.6%	1.8%	18.6%	**100%**
Total	**1,329**	**1,089**	**3,724**	**203**	**187**	**141**	**1,784**	**8,457**
Percent	**15.7%**	**12.9%**	**44.0%**	**2.4%**	**2.2%**	**1.7%**	**21.1%**	**100%**

FIGURE A1.6: YSS-F - RESPONSE RATE FOR SURVEYS COMPLETED BY SERVICE AREA

May & November

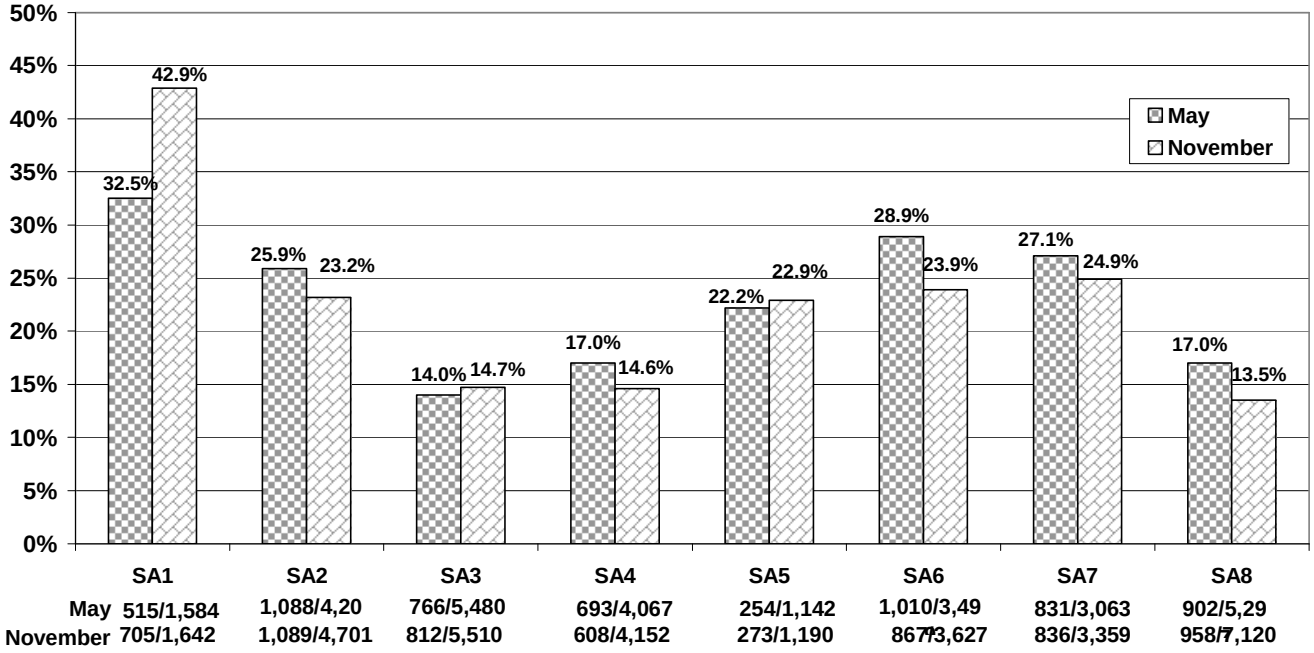


TABLE A1.9: YSS-F MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS BY AGE GROUP

	YSS-F		
May	**Means**	**SD**	**Range**
Overall Satisfaction	121.3	16.31	29 - 145
General Satisfaction	21.7	3.3	5 - 25
Perception of Access	8.6	1.5	2 - 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.0	2.4	4 - 20
Perception of Participation in Treatment Planning	12.8	2.0	3 - 15
Perception of Outcomes	23.1	4.7	6 - 30
Perception of Functioning	19.3	3.9	5 - 25
Perception of Social Connectedness	16.9	2.7	4 - 20

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

INDIVIDUAL ITEM FOR SATISFACTION SUBSCALES - YSS-F

[*For the official 28-item MHSIP survey YSS-F & YSS - calculate scores for the 5 domains as follows:*]

Question number in the YSS-F Survey

General Satisfaction

1. Overall, I am satisfied with the services my child received (Q #1).
2. The people helping my child stuck with us no matter what (Q #4).
3. I felt my child had someone to talk to when he/she was troubled (Q #5).
4. The services my child and/or family received were right for us (Q #7).
5. My family got the help we wanted for my child (Q #10).
6. My family got as much help as we needed for my child (Q #11).

Perception of Access

1. The location of services was convenient for us (Q #8).
2. Services were available at times that were convenient for us (Q #9).

Perception of Cultural Sensitivity

1. Staff treated me with respect (Q #12).
2. Staff respected my family's religious/spiritual beliefs (Q #13).
3. Staff spoke with me in a way that I understood (Q #14).
4. Staff was sensitive to my cultural/ethnic background (Q #15).

Perception of participation in treatment and planning

1. I helped to choose my child's services (Q #2).
2. I helped to choose my child's treatment goals (Q #3).
3. I participated in my child's treatment (Q #6).

Perception of Outcomes

1. My child is better at handling daily life (Q #16).
2. My child gets along better with family members (Q #17).
3. My child gets better with friends and other people (Q #18).
4. My child is doing better in school and/ or work (Q #19).
5. My child is better able to cope when things go wrong (Q #20).
6. I am satisfied with our family life right now (Q # 21)

Perception of Functioning

1. My child is better able to do things he or she wants to do(Q #22).
2. My child is better at handling daily life (existing YSS-F Survey item -Q #16).
3. My child gets along better with family members (existing YSS-F Survey item -Q #17).
4. My child gets along better with friends and other people (existing YSS-F Survey item –Q #18).
5. My child is better able to cope when things go wrong (existing YSS-F Survey item –Q #20).

Perception of Social Connectedness

1. I know people who will listen and understand me when I need to talk (Q #23).
2. I have people that I am comfortable talking with about my child's problems (Q #24).
3. In a crisis, I would have the support I need from family or friends (Q #25).
4. I have people with whom I can do enjoyable things (Q #26).

TABLE A1.10: YSS-F SIGNIFICANT DIFFERENCES OF SUBSCALES BY ETHNICITY

May

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	120.7 *	121.4	119.0 *	121.8	122.3 *	119.1	121.4	121.3	122.0	121.3	122.8	121.3
General Satisfaction	21.6	21.7	21.5 *	21.7	21.8 *	21.5	21.8	21.7	21.5	21.7	21.6	21.7
Perception of Access	8.60	8.65	8.57	8.66	8.70 *	8.55	8.62	8.64	8.63	8.64	8.69	8.64
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.2 *	18.0	18.0	18.0	18.1 *	18.1	18.0	18.0	18.0	18.0	18.2	18.0
Perception of Participation in Treatment Planning	12.9	12.8	12.8	12.9	12.9	12.9	12.8	12.8	13.1	12.8	12.7	12.8
Perception of Outcomes	22.6 *	23.2	22.1 *	23.3	23.5 *	22.3	23.4	23.1	22.7	23.1	23.2	23.1
Perception of Functioning	19.1 *	19.4	18.5 *	19.5	19.6 *	18.7	19.7	19.3	18.9	19.3	19.3	19.3
Perception of Social Connectedness	17.0	16.9	16.8	16.9	16.9	16.9	16.9	16.9	16.9	16.9	16.8	16.9

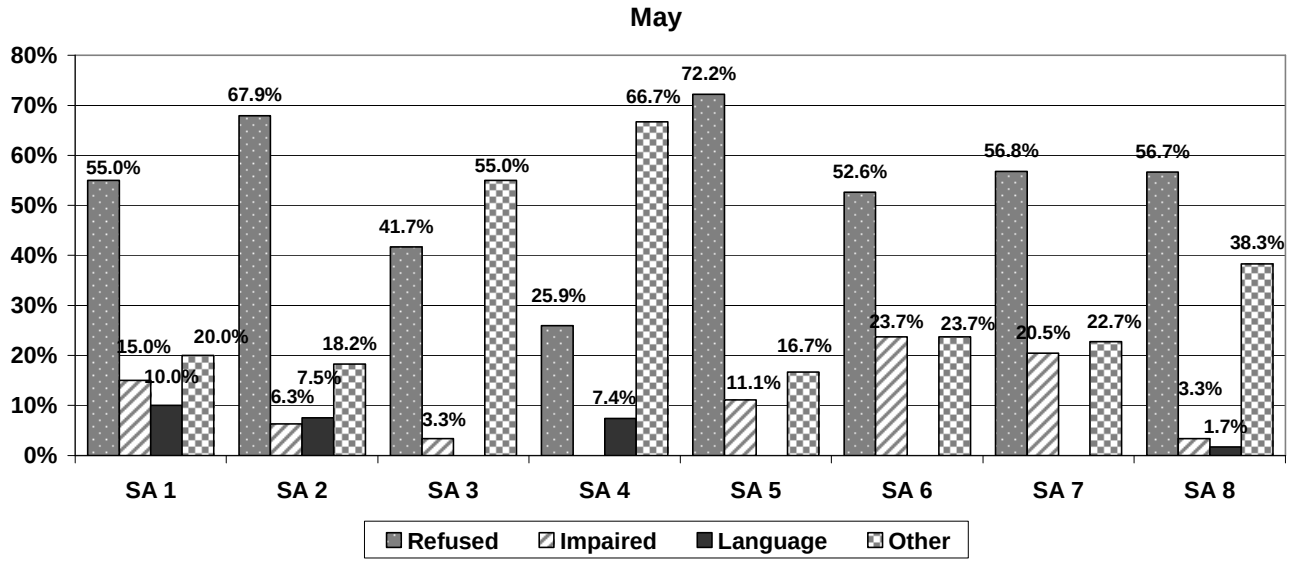
November

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	120.5 *	122.1	118.5 *	122.5	123.6 *	118.6	120.1	121.8	123.7	121.7	121.1	121.8
General Satisfaction	21.7	21.8	21.4 *	21.8	22.0 *	21.5	21.4	21.8	22.2	21.7	21.9	21.8
Perception of Access	8.68	8.71	8.61 *	8.73	8.78 *	8.71	8.63	8.71	8.59	8.71	8.86	8.71
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.2	18.0	17.9 *	18.1	18.2 *	18.0	17.8	18.1	18.7 *	18.0	18.3	18.1
Perception of Participation in Treatment Planning	13.0 *	12.8	12.9	12.9	12.9 *	13.0	12.9	12.9	13.3 *	12.9	13.4	12.9
Perception of Outcomes	22.5 *	23.5	22.1 *	23.5	23.8 *	22.1	23.2	23.2	23.5	23.2	22.3	23.2
Perception of Functioning	19.0 *	19.6	18.4 *	19.6	19.9 *	18.5	19.4	19.4	19.7	19.4	18.8	19.4
Perception of Social Connectedness	16.9	17.0	16.8 *	17.1	17.1 *	16.8	17.1	17.0	17.0	17.0	16.9	17.0

** Statistically significant at $p < 0.05$*

YSS SURVEY

FIGURE A1.7: YSS REASON CODE FOR NOT COMPLETING THE SURVEY BY SERVICE AREA



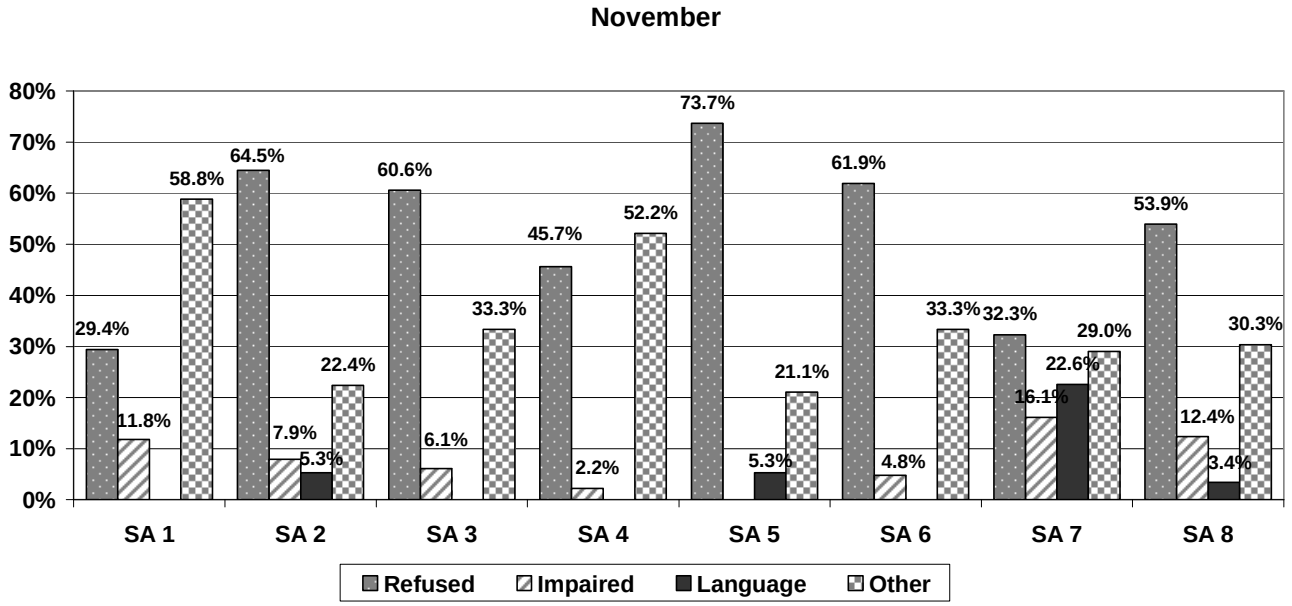
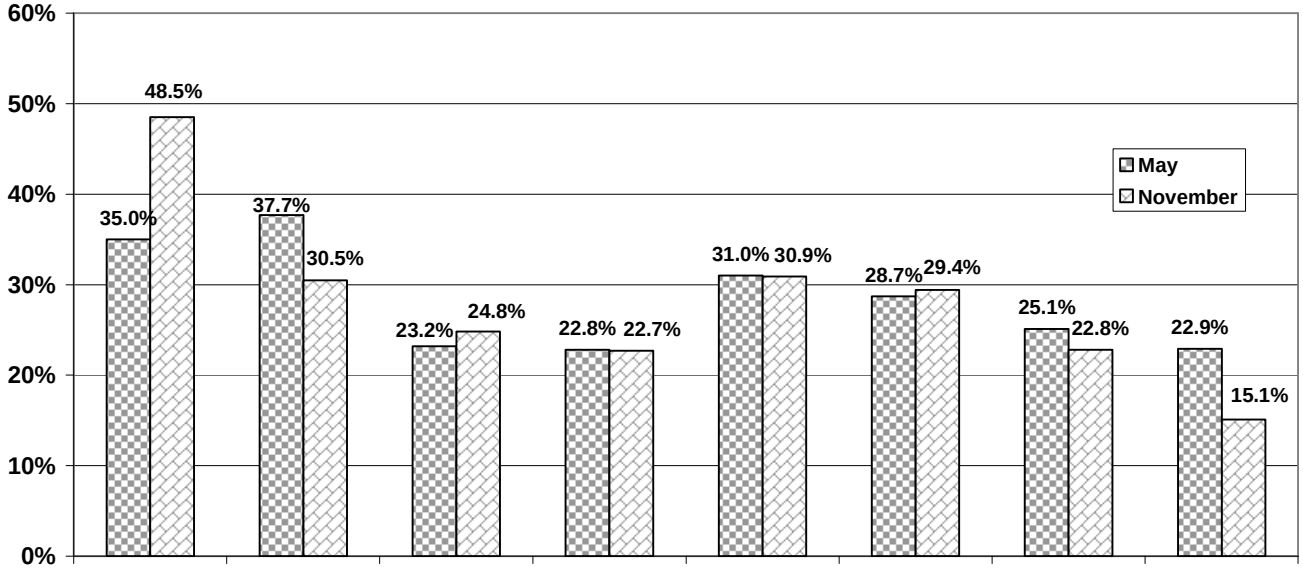


TABLE A1.11: YSS SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY
May

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	76	92	92	16	15	9	55	**355**
Percent	21.4%	25.9%	25.9%	4.5%	4.2%	2.5%	15.5%	**100%**
SA 2	257	121	412	48	44	29	282	**1,193**
Percent	21.5%	10.1%	34.5%	4.0%	3.7%	2.4%	23.6%	**100%**
SA 3	128	156	333	47	23	21	199	**907**
Percent	14.1%	17.2%	36.7%	5.2%	2.5%	2.3%	21.9%	**100%**
SA 4	33	92	322	13	13	4	180	**657**
Percent	5.0%	14.0%	49.0%	2.0%	2.0%	0.6%	27.4%	**100%**
SA 5	57	38	74	4	8	3	54	**238**
Percent	23.9%	16.0%	31.1%	1.7%	3.4%	1.3%	22.7%	**100%**
SA 6	19	173	225	14	3	3	145	**582**
Percent	3.3%	29.7%	38.7%	2.4%	0.5%	0.5%	24.9%	**100%**
SA 7	61	30	273	14	7	9	176	**570**
Percent	10.7%	5.3%	47.9%	2.5%	1.2%	1.6%	30.9%	**100%**
SA 8	111	159	282	29	31	9	151	**772**
Percent	14.4%	20.6%	36.5%	3.8%	4.0%	1.2%	19.6%	**100%**
Total	**742**	**861**	**2,013**	**185**	**144**	**87**	**1,242**	**5,274**
Percent	**14%**	**16%**	**38%**	**4%**	**3%**	**2%**	**24%**	**100%**

FIGURE A1.8: YSS - RESPONSE RATE FOR SURVEYS COMPLETED BY SERVICE AREA

May & November



	SA1	SA2	SA3	SA4	SA5	SA6	SA7	SA8
May	247/705	827/2,194	620/2,669	462/2,027	174/562	434/1,510	367/1,465	583/2,550
Nov.	339/699	711/2,328	656/2,647	464/2,047	170/550	418/1,424	337/1,479	622/4,119

TABLE A1.11: YSS MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS BY AGE GROUP

	YSS		
May	**Means**	**SD**	**Range**
Overall Satisfaction	115.6	18.1	29 - 145
General Satisfaction	20.1	4.0	5 - 25
Perception of Access	7.9	1.7	2 - 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	16.8	3.1	4 - 20
Perception of Participation in Treatment Planning	11.4	2.4	3 - 15
Perception of Outcomes	23.2	4.5	6 - 30
Perception of Functioning	19.4	3.8	5 - 25
Perception of Social Connectedness	16.3	2.9	4 - 20

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

INDIVIDUAL ITEM FOR SATISFACTION SUBSCALES - YSS

[*For the official 28-item MHSIP survey YSS-F & YSS - calculate scores for the 5 domains as follows:*]

Question number in the YSS-F Survey

General Satisfaction

1. Overall, I am satisfied with the services I received (Q #1).
2. The people helping me stuck with me no matter what (Q #4).
3. I felt I had someone to talk to when I was troubled (Q #5).
4. I received the services that were right for us (Q #7).
5. I got the help I wanted for my child (Q #10).
6. I got as much help as I needed (Q #11).

Perception of Access

1. The location of services was convenient for me (Q #8).
2. Services were available at times that were convenient for me (Q #9).

Perception of Cultural Sensitivity

1. Staff treated me with respect (Q #12).
2. Staff respected my religious/spiritual beliefs (Q #13).
3. Staff spoke with me in a way that I understood (Q #14).
4. Staff was sensitive to my cultural/ethnic background (Q #15).

Perception of participation in treatment and planning

1. I helped to choose my services (Q #2).
2. I helped to choose my treatment goals (Q # 3).
3. I participated in my own treatment (Q #6).

Perception of Outcomes

1. I am better at handling daily life (Q #16).
2. I get along better with family members (Q #17).
3. I get along better with friends and other people (Q #18).
4. I am doing better in school and/ or work (Q #19).
5. I am better able to cope when things go wrong (Q #20).
6. I am satisfied with my family life right now (Q #21).
7. I am better able to do things I want to do (Q #22).
8. I have people with whom I can do enjoyable things (Q #26).

Perception of Functioning
1. I am better at handling daily life (Q #16).
2. I get along better with family members (Q #17).
3. I get along better with friends and other people (Q #18).
4. I am better able to cope when things go wrong (Q #20).
5. I am better able to do things I want to do (Q #22).

Perception of Social Connectedness
1. I know people who will listen and understand me when I need to talk (Q #23).
2. I have people that I am comfortable talking with about my problems (Q #24).
3. In a crisis, I would have the support I need from family or friends (Q #25).
4. I have people with whom I can do enjoyable things (Q #26).

TABLE A1.13: YSS SIGNIFICANT DIFFERENCES OF SUBSCALES BY ETHNICITY

May

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	116.3	115.4	114.5	115.9	116.6 *	114.5	114.8	115.6	112.2	115.7	120.3	115.5
General Satisfaction	20.4 *	20.0	19.7 *	20.1	20.3 *	19.9	20.1	20.1	19.6	20.1	20.8	20.0
Perception of Access	7.90	7.85	7.78	7.89	7.97 *	7.79	8.10	7.90	7.67	7.87	8.11	7.86
Perception of Quality and Appropriateness (Cultural Sensitivity)	17.1 *	16.716.5	16.8 *	17.0	16.7 *	16.8	16.8	16.8	16.3	16.8	17.0	16.8
Perception of Participation in Treatment Planning	11.5	11.4	11.2 *	11.4	11.5 *	11.3	11.3	11.4	11.2	11.4	11.7	11.4
Perception of Outcomes	22.9	23.2	23.2	23.2	23.4 *	22.8	23	23.2	22.5	23.2	23.7	23.2
Perception of Functioning	19.3	19.4	19.3	19.4	19.6 *	19.1	19.5	19.4	18.8	19.4	20.2	19.4
Perception of Social Connectedness	16.5	16.3	16.3	16.3	16.3	16.4	16.3	16.3	15.3 *	16.3	16.1	16.3

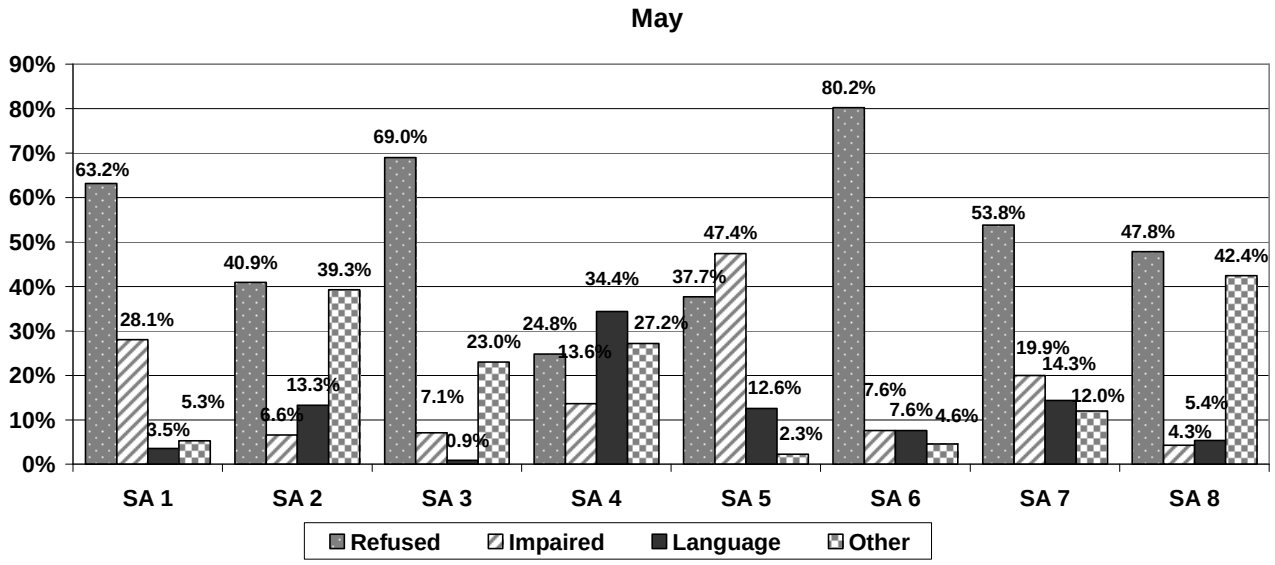
November

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	116.7	116.2	114.0 *	116.9	117.5 *	115.4	115.8	116.3	114.6	116.3	114.8	116.3
General Satisfaction	20.4	20.1	19.7 *	20.3	20.5 *	20.0	19.7	20.2	19.9	20.2	19.7	20.2
Perception of Access	8.03	7.89	7.73 *	7.97	8.01 *	7.87	7.89	7.92	7.91	7.92	7.74	7.92
Perception of Quality and Appropriateness (Cultural Sensitivity)	17.1 *	16.8	16.4 *	17.0	17.0 *	16.8	16.9	16.8	16.3	16.8	17.0	16.8
Perception of Participation in Treatment Planning	11.6	11.5	11.3 *	11.6	11.6 *	11.5	11.4	11.5	11.3	11.5	11.2	11.5
Perception of Outcomes	23.2	23.3	22.9 *	23.4	23.6 *	23.1	23.3	23.3	23.1	23.3	23.1	23.3
Perception of Functioning	19.4	19.5	19.1 *	19.6	19.8 *	19.2	19.4	19.5	19.2	19.5	19.4	19.5
Perception of Social Connectedness	16.6	16.4	16.2	16.4	16.5 *	16.4	16.7	16.4	16.2	16.4	16.5	16.4

** Statistically significant at $p < 0.05$*

ADULT SURVEY

FIGURE A1.9: ADULT REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA



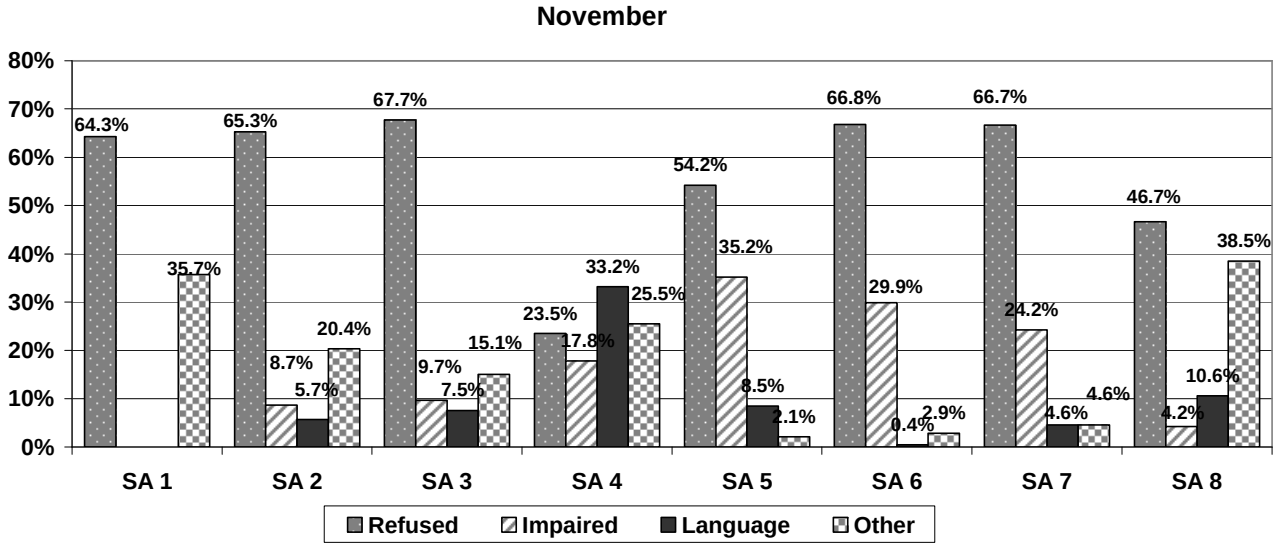


TABLE A1.14: ADULT SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

May

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	107	64	67	26	12	11	44	**331**
Percent	32.3%	19.3%	20.2%	7.9%	3.6%	3.3%	13.3%	**100%**
SA 2	615	144	462	53	58	20	264	**1,616**
Percent	38.1%	8.9%	28.6%	3.3%	3.6%	1.2%	16.3%	**100%**
SA 3	195	75	216	27	43	14	128	**698**
Percent	27.9%	10.7%	30.9%	3.9%	6.2%	2.0%	18.3%	**100%**
SA 4	193	196	342	37	55	10	179	**1,012**
Percent	19.1%	19.4%	33.8%	3.7%	5.4%	1.0%	17.7%	**100%**
SA 5	283	77	71	31	22	5	47	**536**
Percent	52.8%	14.4%	13.2%	5.8%	4.1%	0.9%	8.8%	**100%**
SA 6	74	678	274	35	19	9	170	**1,259**
Percent	5.9%	53.9%	21.8%	2.8%	1.5%	0.7%	13.5%	**100%**
SA 7	222	34	414	67	20	9	229	**995**
Percent	22.3%	3.4%	41.6%	6.7%	2.0%	0.9%	23.0%	**100%**
SA 8	287	217	211	44	122	22	137	**1,040**
Percent	27.6%	20.9%	20.3%	4.2%	11.7%	2.1%	13.2%	**100%**
Total	**1,976**	**1,485**	**2,057**	**320**	**351**	**100**	**1,198**	**7,487**
Percent	**26%**	**20%**	**27%**	**4%**	**5%**	**1%**	**16%**	**100%**

FIGURE A1.10: ADULT - RESPONSE RATE FOR SURVEYS COMPLETED BY SERVICE AREA

May & November

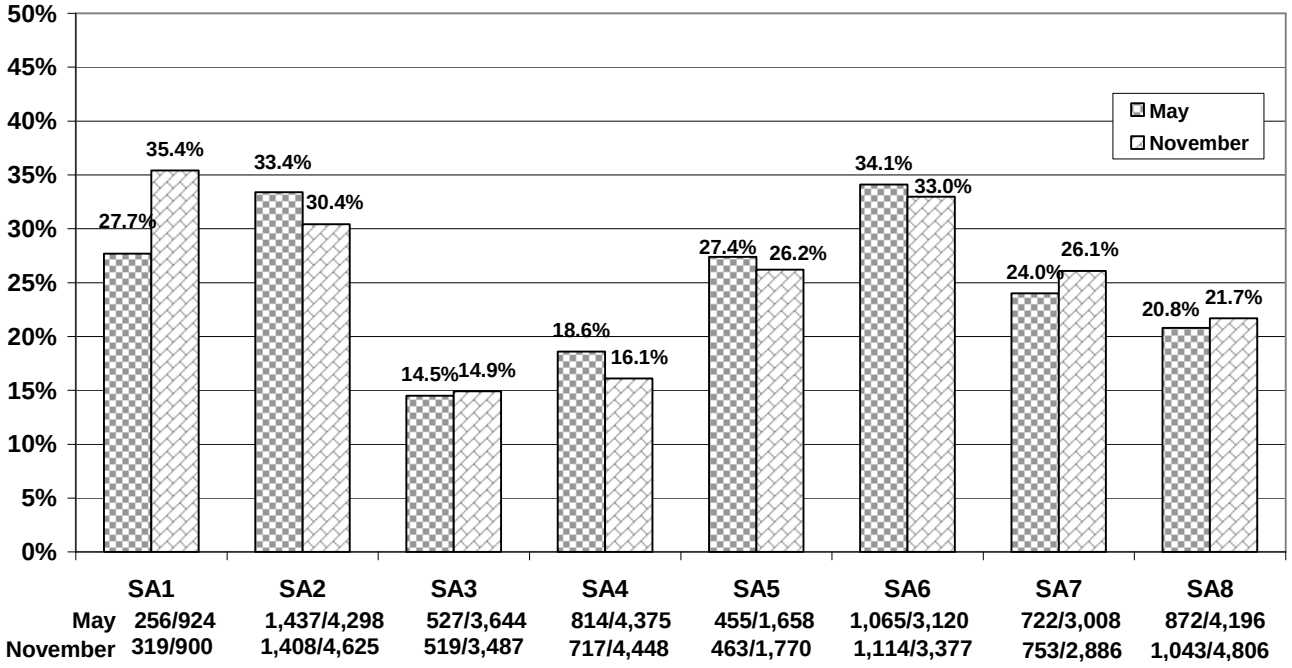


TABLE A1.15: ADULT MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS BY AGE GROUP

	Adult		
May	**Means**	**SD**	**Range**
Overall Satisfaction	153.4	21.9	37 - 185
General Satisfaction	13.2	2.1	3 - 15
Perception of Access	25.6	4.1	6 - 30
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.6	5.8	9 - 49
Perception of Participation in Treatment Planning	8.4	1.5	2 - 10
Perception of Outcomes	31.4	6.2	8 - 40
Perception of Functioning	19.3	4.3	5 - 25
Perception of Social Connectedness	15.7	3.4	4 - 20

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

INDIVIDUAL ITEM FOR SATISFACTION SUBSCALES - ADULT

[*For the official 28-item MHSIP survey Adult & Older Adult - calculate scores for the 5 domains as follows:*]

Question number in the Adult Survey

General Satisfaction

1. I liked the services that I received here (Q #1).
2. If I had other choices, I would still get services at this agency (Q #2).
3. I would recommend this agency to a friend or family member (Q #3).

Perception of Access

1. The location of services was convenient (Q #4).
2. Staff were willing to see me as often as I felt it was necessary (Q #5).
3. Staff returned my calls within 24 hours (Q #6).
4. Services were available at times that were good for me (Q #7).
5. I was able to get all the services I thought I needed (Q #8).
6. I was able to see a psychiatrist when I wanted to (Q #9).

Perception of Quality and Appropriateness

1. Staff believed that I could grow, change and recover (Q #10).
2. I felt free to complain (Q #12).
3. I was give information about my rights (Q #13).
4. Staff encouraged me to take responsibility for how I live my life (Q #14).
5. Staff told what side effects to watch for (Q #15).
6. Staff respected my wishes about who is and is not to be given information about my treatment (Q #16).
7. Staff were sensitive to my cultural/ethnic background (Q #18).
8. Staff helped me obtain the information needed so I could take charge of managing my illness (Q #19).
9. I was encouraged to use consumer-run programs (Q #20).

Perception of Participation in Treatment Planning
1. I felt comfortable asking questions about my treatment and medications (Q #11).
2. I, not staff, decided my treatment goals (Q #17).

Perceptions of Outcomes
1. I deal more effectively with daily problems (Q #21).
2. I am better able to control my life (Q #22).
3. I am better able to deal with crisis (Q #23).
4. I am getting along better with my family (Q#24).
5. I do better in social situations (Q #25).
6. I do better in school and/or work (Q #26).
7. My housing situation has improved (Q #27).
8. My symptoms are not bothering me as much (Q #28).

Perception of Functioning
1. My symptoms are not bothering me as much (Q #28).
2. I do things that are more meaningful to me (Q #29).
3. I am better able to take care of my needs (Q #30).
4. I am better able to handle things when they go wrong (Q #31).
5. I am better able to do things that I want to do (Q #32).

Perception of Social Connectedness
1. I am happy with the friendships I have (Q #33).
2. I have people with whom I can do enjoyable things (Q #34).
3. I feel I belong in my community (Q #35).
4. In a crisis, I would have the support I need from family or friends (Q #36)

TABLE A1.16: ADULT SIGNIFICANT DIFFERENCES FOR SUBSCALES BY ETHNICITY

May

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	151.6 *	154.3	154.6	153.1	155.9 *	152.5	152.8	153.5	150.7	153.6	153.9	153.4
General Satisfaction	13.2	13.2	13.3 *	13.2	13.3 *	13.2	13.2	13.2	13.1	13.2	13.1	13.2
Perception of Access	25.2 *	25.7	26.0 *	25.4	26.0 *	25.5	25.3	25.6	25.4	25.6	25.2	25.6
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.1 *	38.8	39.2 *	38.4	39.1 *	38.5	38.4	38.6	37.8 *	38.6	38.0	38.6
Perception of Participation in Treatment Planning	8.36 *	8.45	8.49 *	8.39	8.58 *	8.40	8.37	8.42	8.26 *	8.42	8.29	8.42
Perception of Outcomes	31.2	31.5	31.2	31.4	32.0 *	31.1	30.9	31.4	30.7	31.4	32.6	31.4
Perception of Functioning	19.2	19.4	19.3	19.3	19.7 *	19.1	19.2	19.3	18.9	19.3	20.2	19.3
Perception of Social Connectedness	15.4	15.8	15.7	15.7	16.1 *	15.4	15.5	15.7	15.5	15.7	16.0	15.7

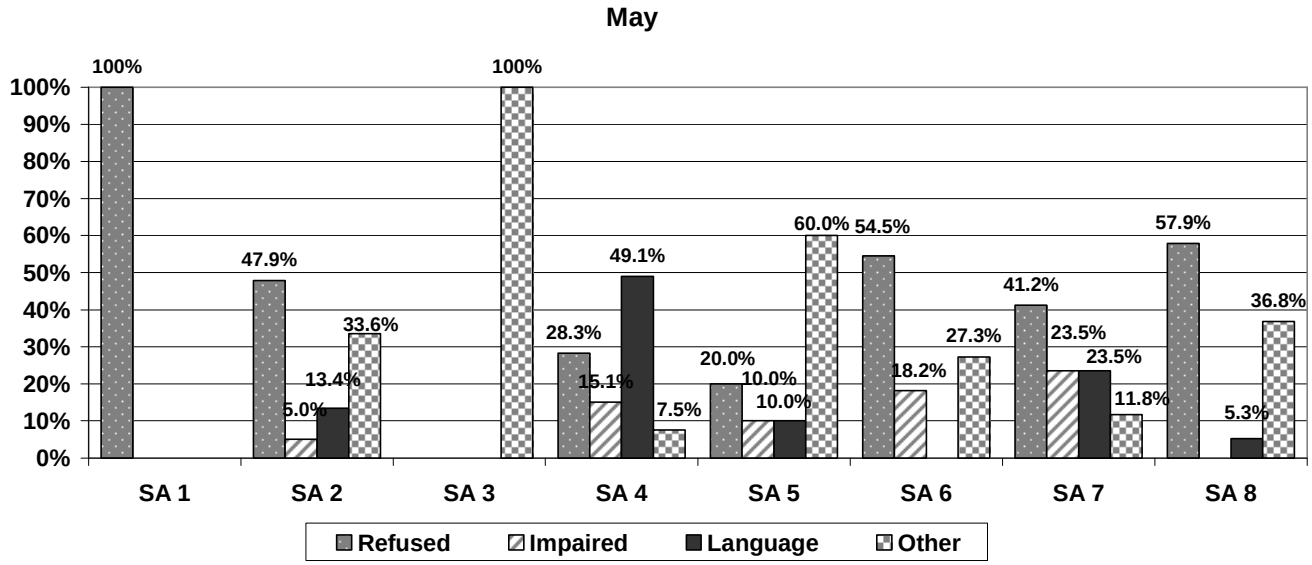
November

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	151.8 *	154.6	153.5	153.8	155.8 *	152.7	154.6	153.6	151.1	153.9	155.8	153.7
General Satisfaction	13.2	13.2	13.0 *	13.2	13.4 *	13.2	12.4 *	13.2	12.5 *	13.2	13.1	13.2
Perception of Access	25.4 *	25.7	25.6	25.7	26.0 *	25.5	25.0 *	25.7	24.6 *	25.7	25.5	25.6
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.4	38.8	38.8	38.6	39.2 *	38.5	38.5	38.7	37.9 *	38.7	38.4	38.7
Perception of Participation in Treatment Planning	8.42 *	8.51	8.51	8.47	8.60 *	8.44	8.40	8.49	8.21 *	8.50	8.27	8.48
Perception of Outcomes	31.0 *	31.7	31.3	31.5	31.7	31.3	30.8	31.5	31.3	31.5	31.5	31.5
Perception of Functioning	19.1 *	19.5	19.2	19.4	19.6 *	19.2	18.6 *	19.4	18.6 *	19.4	19.3	19.3
Perception of Social Connectedness	15.4 *	15.8	15.5	15.7	16.0 *	15.4	15.4	15.7	15.4	15.7	15.9	15.6

** Statistically significant at $p < 0.05$*

OLDER ADULT SURVEY

FIGURE A1.11: OLDER ADULT - REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA



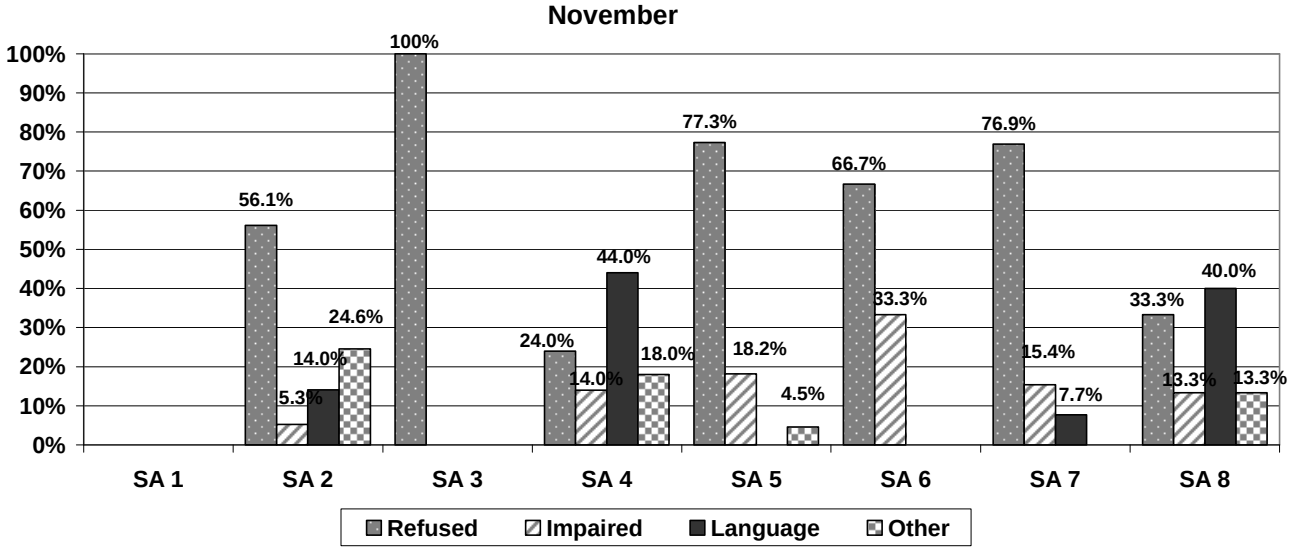


TABLE A1.17: OLDER ADULT SURVEYS RECEIVED BY SERVICE AREA AND ETHNICITY

May

	White	African American	Latino	Native American	Asian	Pacific Islander	Other	Total
SA 1	4	1	5	1	0	1	0	12
Percent	33.3%	8.3%	41.7%	8.3%	0%	8.3%	0%	100%
SA2	52	2	17	3	6	0	7	87
Percent	59.8%	2.3%	19.5%	3.4%	6.9%	0%	8.0%	100%
SA 3	3	0	3	1	0	0	2	9
Percent	33.3%	0%	33.3%	11.1%	0%	0%	22.2%	100%
SA 4	5	7	12	0	14	0	5	43
Percent	11.6%	16.3%	27.9%	0%	32.6%	0%	11.6%	100%
SA 5	43	11	10	0	1	1	9	75
Percent	57.3%	14.7%	13.3%	0%	1.3%	1.3%	12.0%	100%
SA 6	6	52	29	2	2	0	8	99
Percent	6.1%	52.5%	29.3%	2.0%	2.0%	0%	8.1%	100%
SA 7	10	1	38	1	0	1	23	74
Percent	13.5%	1.4%	51.4%	1.4%	0%	1.4%	31.1%	100%
SA 8	17	3	18	1	11	0	3	53
Percent	32.1%	5.7%	34.0%	1.9%	20.8%	0%	5.7%	100%
Total	**140**	**77**	**132**	**9**	**34**	**3**	**57**	**452**
Percent	**31%**	**17%**	**29%**	**2%**	**8%**	**1%**	**13%**	**100%**

FIGURE A1.12: OLDER ADULT - RESPONSE RATE FOR SURVEYS COMPLETED BY SERVICE AREA

May & November

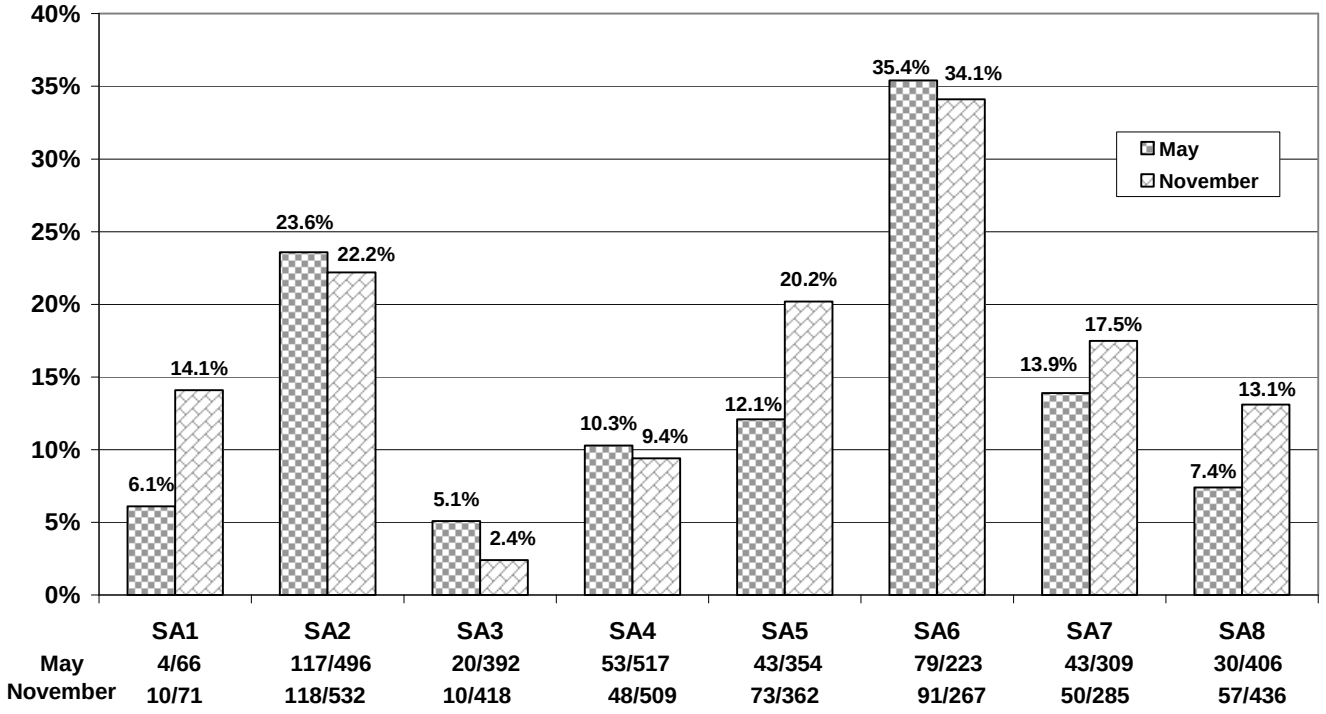


TABLE A1.18: OLDER ADULT MEAN[1] AND STANDARD DEVIATION FOR OVERALL SATISFACTION AND ALL SUBSCALE DOMAINS BY AGE GROUP

	Older Adult		
May	**Means**	**SD**	**Range**
Overall Satisfaction	158.0	20.7	37 - 185
General Satisfaction	13.7	1.9	3 - 15
Perception of Access	26.4	3.9	6 - 30
Perception of Quality and Appropriateness (Cultural Sensitivity)	39.6	5.1	9 - 49
Perception of Participation in Treatment Planning	8.7	1.4	2 - 10
Perception of Outcomes	32.5	6.1	8 - 40
Perception of Functioning	20.1	4.1	5 - 25
Perception of Social Connectedness	16.2	3.1	4 - 20

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

INDIVIDUAL ITEM FOR SATISFACTION SUBSCALES – OLDER ADULT

[*For the official 28-item MHSIP survey Adult & Older Adult - calculate scores for the 5 domains as follows:*]

Question number in the Older Adult Survey

General Satisfaction

1. I liked the services that I received here (Q #1).
2. If I had other choices, I would still get services at this agency (Q #2).
3. I would recommend this agency to a friend or family member (Q #3).

Perception of Access

1. The location of services was convenient (Q #4).
2. Staff were willing to see me as often as I felt it was necessary (Q #5).
3. Staff returned my calls within 24 hours (Q #6).
4. Services were available at times that were good for me (Q #7).
5. I was able to get all the services I thought I needed (Q #8).
6. I was able to see a psychiatrist when I wanted to (Q #9).

Perception of Quality and Appropriateness

1. Staff believed that I could grow, change and recover (Q #10).
2. I felt free to complain (Q #12).
3. I was give information about my rights (Q #13).
4. Staff encouraged me to take responsibility for how I live my life (Q #14).
5. Staff told what side effects to watch for (Q #15).
6. Staff respected my wishes about who is and is not to be given information about my treatment (Q #16).
7. Staff were sensitive to my cultural/ethnic background (Q #18).
8. Staff helped me obtain the information needed so I could take charge of managing my illness (Q #19).
9. I was encouraged to use consumer-run programs (Q #20).

Perception of Participation in Treatment Planning
1. I felt comfortable asking questions about my treatment and medications (Q #11).
2. I, not staff, decided my treatment goals (Q #17).

Perceptions of Outcomes
1. I deal more effectively with daily problems (Q #21).
2. I am better able to control my life (Q #22).
3. I am better able to deal with crisis (Q #23).
4. I am getting along better with my family (Q#24).
5. I do better in social situations (Q #25).
6. I do better in school and/or work (Q #26).
7. My housing situation has improved (Q #27).
8. My symptoms are not bothering me as much (Q #28).

Perception of Functioning
1. My symptoms are not bothering me as much (Q #28).
2. I do things that are more meaningful to me (Q #29).
3. I am better able to take care of my needs (Q #30).
4. I am better able to handle things when they go wrong (Q #31).
5. I am better able to do things that I want to do (Q #32).

Perception of Social Connectedness
1. I am happy with the friendships I have (Q #33).
2. I have people with whom I can do enjoyable things (Q #34).
3. I feel I belong in my community (Q #35).
4. In a crisis, I would have the support I need from family or friends (Q #36)

TABLE A1.19: OLDER ADULT SIGNIFICANT DIFFERENCES OF SUBSCALES BY ETHNICITY

May

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	153.2 *	161.3	153.4	158.9	164.3 *	154.0	169.4	157.6	160.7	157.9	151.0	158.0
General Satisfaction	13.7	13.6	13.2 *	13.8	13.9	13.5	12.8	13.7	13.1	13.7	14.0	13.7
Perception of Access	26	26.6	25.8	26.5	27.2 *	25.6	26	26.4	25.6	26.4	26.3	26.4
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.7 *	40.1	39.0	39.7	40.4 *	38.8	40.1	39.6	38.7	39.6	36.0	39.6
Perception of Participation in Treatment Planning	8.56	8.72	8.57	8.68	8.99 *	8.53	8.84	8.66	8.52	8.67	8.33	8.67
Perception of Outcomes	31.2 *	33.3	31.8	32.7	34.3 *	31.4	34.5	32.4	33.9	32.4	34	32.5
Perception of Functioning	19.6	20.4	20.3	20.1	20.5 *	19.6	21	20.1	20.3	20.1	21.7	20.1
Perception of Social Connectedness	15.6	16.5	16.2	16.2	17.1 *	15.6	16.0	16.2	16.6	16.1	17.7	16.1

November

	White	Non-white	African American	Non-african american	Latino	Non-latino	Native American	Non-native American	Asian	Non-Asian	Pacific Islander	Non-pacific Islander
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall Satisfaction	156.7	162.9	169.7 *	159.3	168.0 *	154.6	141.8 *	161.9	158.3	161.4	144.0	161.2
General Satisfaction	13.8	13.8	14.0	13.7	14.2 *	13.6	13.9	13.8	13.4	13.8	14.0	13.8
Perception of Access	26.6	26.5	27.1	26.5	27.3	26.3	25.6	26.6	26.6	26.6	24.7	26.6
Perception of Quality and Appropriateness (Cultural Sensitivity)	39.0 *	40.5	41.7 *	39.7	41.2 *	38.9	37.0	40.1	40.2	40.1	35.7	40.1
Perception of Participation in Treatment Planning	8.75	8.82	9.14 *	8.73	9.17 *	8.65	8.75	8.80	8.72	8.80	7.33	8.81
Perception of Outcomes	33.0	33.3	35.0 *	32.8	34.1	32.7	29.0 *	33.3	32.0	33.3	24.0 *	33.2
Perception of Functioning	20.3	20.4	21.4 *	20.2	20.9 *	20.0	17.4 *	20.4	19.6	20.4	13.3 *	20.4
Perception of Social Connectedness	15.8	16.3	16.7	16.0	16.8 *	15.6	16.3	16.1	15.6	16.2	10.3 *	16.2

** Statistically significant at $p < 0.05$*

DATA ANALYSIS OF QUALITY OF LIFE SUBSCALES

TABLE A1.20: ITEMS USED TO MEASURE QUALITY OF LIFE SUBSCALES FOR ADULT & OLDER ADULT

Perception of Living Situation	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 & Functioning	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 Relationships	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[1]	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 Relations	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[1]	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 Month	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 Safety	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 Health	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?

[1] Questions not asked in Older Adult Survey. Quality of Life Subscales are not included in the YSS-F or the YSS.

TABLE A1.20 SIGNIFICANT DIFFERENCES BY SERVICE AREA BETWEEN QUALITY OF LIFE SUBSCALES
ADULT & OLDER ADULT
May

ADULT	Living Situation *	Daily Activity *	Family *	Social Relation A *	Social Relation B *	Finances *	Legal Safety A *	Legal Safety B *	Health *
SA 1	13.38	**17.04**	9.19	7.77	**18.29**	**2.84**	0.21	12.97	**11.44**
SA 2	13.74	18.16	9.53	7.45	19.30	2.98	**0.16**	14.07	12.47
SA 3	13.88	18.61	9.64	7.72	19.62	**3.30**	0.19	**14.55**	**13.00**
SA 4	13.48	18.39	9.49	7.20	19.40	3.27	0.17	13.10	12.76
SA 5	13.65	18.17	9.70	7.39	18.91	3.04	**0.23**	14.52	12.74
SA 6	13.55	**18.59**	9.52	7.36	19.97	2.93	0.21	**12.47**	12.87
SA 7	13.83	18.24	9.70	7.55	**19.64**	3.07	0.12	14.28	12.36
SA 8	13.48	18.10	9.43	7.36	19.18	2.90	0.23	13.70	12.43

November

ADULT	Living Situation *	Daily Activity *	Family *	Social Relation A *	Social Relation B *	Finances *	Legal Safety A *	Legal Safety B *	Health *
SA 1	13.65	**17.03**	**8.94**	7.19	**8.22**	**2.73**	**0.23**	13.43	**11.64**
SA 2	**13.98**	18.39	**9.59**	7.62	19.55	3.06	0.18	14.30	12.69
SA 3	13.46	**18.59**	9.13	7.50	19.64	3.01	0.16	14.48	**13.03**
SA 4	13.21	17.99	9.40	7.56	19.20	3.01	0.19	**12.83**	12.56
SA 5	13.64	18.38	9.43	7.50	19.23	**3.10**	0.18	**17.08**	12.65
SA 6	**13.03**	17.76	9.18	**7.11**	18.92	2.64	0.22	11.82	12.37
SA 7	13.54	18.11	9.53	**7.81**	**19.70**	2.94	**0.13**	13.96	12.34
SA 8	13.64	18.32	9.52	7.46	19.59	3.09	0.20	13.77	12.75

** Statistically significant at p < 0.05*

May

OLDER ADULT	Living Situation	Daily Activity*	Family	Social Relation	Legal Safety A	Legal Safety B	Health
SA 1	11.67	**14.33**	7.67	13.00	0.00	9.33	7.67
SA 2	13.83	17.04	9.31	18.58	0.18	13.90	11.67
SA 3	14.52	17.80	9.52	20.70	0.18	13.76	12.54
SA 4	13.17	18.64	9.83	20.56	0.15	13.35	13.04
SA 5	14.95	**19.76**	9.96	19.21	0.18	14.79	12.77
SA 6	13.61	18.05	9.95	19.58	0.14	12.96	12.68
SA 7	15.05	19.64	10.80	20.27	0.05	14.40	12.15
SA 8	13.47	18.96	10.35	19.85	0.07	14.89	13.57

November

OLDER ADULT	Living Situation *	Daily Activity	Family	Social Relation	Legal Safety A	Legal Safety B	Health *
SA 1	**11.81**	15.56	9.10	15.90	0.33	12.80	**8.7**
SA 2	14.49	17.98	9.65	19.20	0.11	14.17	12.3
SA 3	14.82	20.10	11.75	22.00	0.25	15.44	14.44
SA 4	14.46	18.41	9.66	19.15	0.14	13.65	12.70
SA 5	12.65	18.63	9.83	19.61	0.24	13.76	12.88
SA 6	13.58	19.33	10.41	20.46	0.11	13.32	**13.96**
SA 7	**15.12**	19.50	10.61	20.93	0.09	14.25	13.27
SA 8	13.67	17.71	10.21	18.87	0.09	14.46	12.52

** Statistically significant at p < 0.05*

TECHNICAL APPENDIX
PART II

TABLE A2.1: SURVEYS RECEIVED BY SERVICE AREA – YSS-F AND YSS CLINIC AND FIELD BASED SURVEYS

May

	YSS-F 0-17			YSS 13-17			Total		
	Clinic	**Field**	**Total**	**Clinic**	**Field**	**Total**	**Clinic**	**Field**	**Total**
SA 1	511	142	653	246	57	303	757	199	956
Percent	78.3%	21.7%	100%	81.2%	18.8%	100%	79.2%	20.8%	100%
SA 2	1,049	376	1,425	816	266	1,082	1,865	642	2,507
Percent	73.6%	26.4%	100%	75.4%	24.6%	100%	74.4%	25.6%	100%
SA 3	738	460	1,198	608	521	1,129	1,346	981	2,327
Percent	61.6%	38.4%	100%	53.9%	46.1%	100%	57.8%	42.2%	100%
SA 4	676	283	959	458	183	641	1,134	466	1,600
Percent	70.5%	29.5%	100%	71.5%	28.5%	100%	70.9%	29.1%	100%
SA 5	251	86	337	173	62	235	424	148	572
Percent	74.5%	25.5%	100%	73.6%	26.4%	100%	74.1%	25.9%	100%
SA 6	962	267	1,229	430	333	763	1,392	600	1,992
Percent	78.3%	21.7%	100%	56.4%	43.6%	100%	69.9%	30.1%	100%
SA 7	824	136	960	369	117	486	1,193	253	1,446
Percent	85.8%	14.2%	100%	75.9%	24.1%	100%	82.5%	17.5%	100%
SA 8	894	265	1,159	580	262	842	1,474	527	2,001
Percent	77.1%	22.9%	100%	68.9%	31.1%	100%	73.7%	26.3%	100%
Total	**5,905**	**2,015**	**7,920**	**3,680**	**1,801**	**5,481**	**9,585**	**3,816**	**13,401**
Percent	**74.6%**	**25.4%**	**100%**	**67.1%**	**32.9%**	**100%**	**71.5%**	**28.5%**	**100%**

November

	YSS-F 0-17			YSS 13-17			Total		
	Clinic	**Field**	**Total**	**Clinic**	**Field**	**Total**	**Clinic**	**Field**	**Total**
SA 1	743	120	863	356	98	454	1,099	218	1,317
Percent	86.1%	13.9%	100%	78.4%	21.6%	100%	83.4%	16.6%	100%
SA 2	1,150	469	1,619	787	257	1,044	1,937	726	2,663
Percent	71.0%	29.0%	100%	75.4%	24.6%	100%	72.7%	27.3%	100%
SA 3	932	632	1,564	722	532	1,254	1,654	1,164	2,818
Percent	59.6%	40.4%	100%	57.6%	42.4%	100%	58.7%	41.3%	100%
SA 4	732	313	1,045	510	158	668	1,242	471	1,713
Percent	70.0%	30.0%	100%	76.3%	23.7%	100%	72.5%	27.5%	100%
SA 5	311	106	417	189	106	295	500	212	712
Percent	74.6%	25.4%	100%	64.1%	35.9%	100%	70.2%	29.8%	100%
SA 6	934	580	1,514	439	295	734	1,373	875	2,248
Percent	61.7%	38.3%	100%	59.8%	40.2%	100%	61.1%	38.9%	100%
SA 7	893	179	1,072	368	81	449	1,261	260	1,521
Percent	83.3%	16.7%	100%	82.0%	18.0%	100%	82.9%	17.1%	100%
SA 8	1,066	398	1,464	711	290	1,001	1,777	688	2,465
Percent	72.8%	27.2%	100%	71.0%	29.0%	100%	72.1%	27.9%	100%
Total	**6,761**	**2,797**	**9,558**	**4,082**	**1,817**	**5,899**	**10,843**	**4,614**	**15,457**
Percent	**70.7%**	**29.3%**	**100%**	**69.2%**	**30.8%**	**100%**	**70.1%**	**29.9%**	**100%**

TABLE A2.2: SURVEYS RECEIVED BY SERVICE AREA - ADULT AND OLDER ADULT CLINIC AND FIELD BASED SURVEYS

May

	Adult 18--59			Older Adult 60 +			Total		
	Clinic	**Field**	**Total**	**Clinic**	**Field**	**Total**	**Clinic**	**Field**	**Total**
SA 1	313	27	340	6	0	6	319	27	346
Percent	92.1%	7.9%	100%	100%	0%	100%	92.2%	7.8%	100%
SA 2	2,261	73	2,334	246	0	246	2,507	73	2,580
Percent	96.9%	3.1%	100%		0%	0%	97.2%	2.8%	100%
SA 3	661	78	739	26	0	26	687	78	765
Percent	89.4%	10.6%	100%	100%	0%	100%	89.8%	10.2%	100%
SA 4	1,124	91	1,215	106	0	106	1,230	91	1,321
Percent	92.5%	7.5%	100%	100%	0%	100%	93.1%	6.9%	100%
SA 5	635	63	698	56	0	56	691	63	754
Percent	91.0%	9.0%	100%	100%	0%	100%	91.6%	8.4%	100%
SA 6	1,377	70	1,447	95	0	95	1,472	70	1,542
Percent	95.2%	4.8%	100%	100%	0%	100%	95.5%	4.5%	100%
SA 7	985	181	1,166	60	0	60	1,045	181	1,226
Percent	84.5%	15.5%	100%	100%	0%	100%	85.2%	14.8%	100%
SA 8	1,173	154	1,327	50	0	50	1,223	154	1,377
Percent	88.4%	11.6%	100%	100%	0%	100%	88.8%	11.2%	100%
Total	**8,529**	**737**	**9,266**	**645**	**0**	645	**9,174**	**737**	**9,911**
Percent	**92.0%**	**8.0%**	**100%**	100%	0%	100%	**92.6%**	**7.4%**	**100%**

November

	Adult 18--59			Older Adult 60 +			Total		
	Clinic	**Field**	**Total**	**Clinic**	**Field**	**Total**	**Clinic**	**Field**	**Total**
SA 1	333	33	366	10	22	32	343	55	398
Percent	91.0%	9.0%	100%	31.3%	68.8%	100%	86.2%	13.8%	100%
SA 2	1,742	69	1,811	175	33	208	1,917	102	2,019
Percent	96.2%	3.8%	100%	84.1%	15.9%	100%	94.9%	5.1%	100%
SA 3	612	142	754	14	29	43	626	171	797
Percent	81.2%	18.8%	100%	32.6%	67.4%	100%	78.5%	21.5%	100%
SA 4	964	64	1,028	98	8	106	1,062	72	1,134
Percent	93.8%	6.2%	100%	92.5%	7.5%	100%	93.7%	6.3%	100%
SA 5	605	41	646	95	16	111	700	57	757
Percent	93.7%	6.3%	100%	85.6%	14.4%	100%	92.5%	7.5%	100%
SA 6	1,358	88	1,446	94	12	106	1,452	100	1,552
Percent	93.9%	6.1%	100%	88.7%	11.3%	100%	93.6%	6.4%	100%
SA 7	972	181	1,153	63	30	93	1,035	211	1,246
Percent	84.3%	15.7%	100%	67.7%	32.3%	100%	83.1%	16.9%	100%
SA 8	1,373	139	1,512	72	51	123	1,445	190	1,635
Percent	90.8%	9.2%	100%	58.5%	41.5%	100%	88.4%	11.6%	100%
Total	**7,959**	**757**	**8,716**	**621**	**201**	**822**	**8,580**	**958**	**9,538**
Percent	**91.3%**	**8.7%**	**100%**	**75.5%**	**24.5%**	**100%**	**90.0%**	**10.0%**	**100%**

REASON CODES FOR NOT COMPLETING THE SURVEYS

TABLE A2.3: REASON CODES FOR NOT COMPLETING THE SURVEY BY SERVICE AREA AND AGE GROUP
CLINIC AND FIELD BASED SURVEYS

May

	YSS-F (0-17)					YSS (13-17)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
Clinic	328	39	19	293	679	243	37	17	129	426
Percent	48.3%	5.7%	2.8%	43.2%	100%	57.0%	8.7%	4.0%	30.3%	100%
Field	52	9	9	287	357	55	16	2	157	230
Percent	14.6%	2.5%	2.5%	80.4%	100%	23.9%	7.0%	0.9%	68.3%	100%
Total	**380**	**48**	**28**	**580**	**1,036**	**298**	**53**	**19**	**286**	**656**
Percent	**36.7%**	**4.6%**	**2.7%**	**56.0%**	**100%**	**45.4%**	**8.1%**	**2.9%**	**43.6%**	**100%**

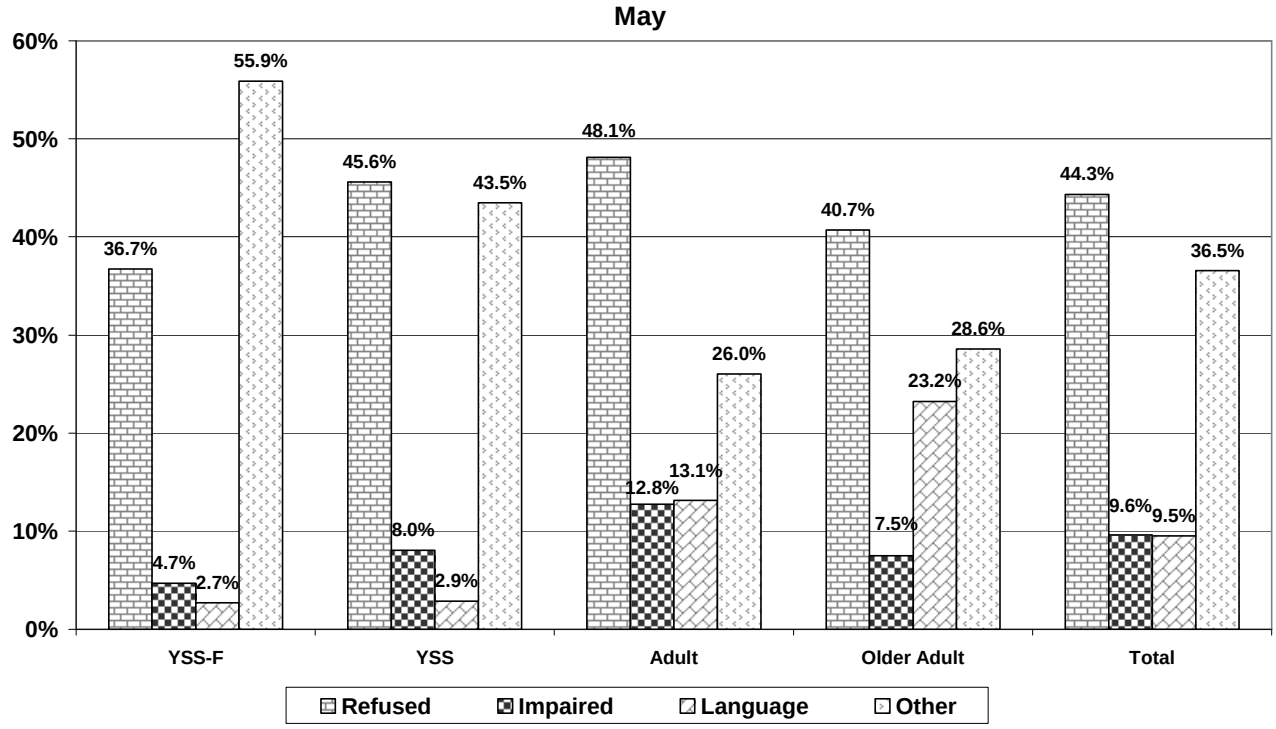
	Adult (18-59)					Older Adult (60+)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
Clinic	1,026	272	281	554	2,133	100	21	48	63	232
Percent	48.1%	12.8%	13.2%	26.0%	100%	43.1%	9.1%	20.7%	27.2%	100%
Field	51	17	11	16	95	0	0	0	0	0
Percent	53.7%	17.9%	11.6%	16.8%	100%	0%	0%	0%	0%	0%
Total	**1,077**	**289**	**292**	**570**	**2,228**	**100**	**21**	**48**	**63**	**232**
Percent	**48.3%**	**13.0%**	**13.1%**	**25.6%**	**100%**	**43.1%**	**9.1%**	**20.7%**	**27.2%**	**100%**

November

	YSS-F (0-17)					YSS (13-17)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
Clinic	279	48	26	261	614	200	30	15	120	365
Percent	45.4%	7.8%	4.2%	42.5%	100%	54.8%	8.2%	4.1%	32.9%	100%
Field	72	30	7	144	253	75	16	6	115	212
Percent	28.5%	11.9%	2.8%	56.9%	100%	35.4%	7.5%	2.8%	54.2%	100%
Total	**351**	**78**	**33**	**405**	**867**	**275**	**46**	**21**	**235**	**577**
Percent	**40.5%**	**9.0%**	**3.8%**	**46.7%**	**100%**	**47.7%**	**8.0%**	**3.6%**	**40.7%**	**100%**

	Adult (18-59)					Older Adult (60+)				
	Refused	**Impaired**	**Language**	**Other**	**Total**	**Refused**	**Impaired**	**Language**	**Other**	**Total**
Clinic	901	273	166	297	1,637	83	19	37	26	165
Percent	55.0%	16.7%	10.1%	18.1%	100%	50.3%	11.5%	22.4%	15.8%	100%
Field	104	34	9	39	186	18	1	0	3	22
Percent	55.9%	18.3%	4.8%	21.0%	100%	81.8%	4.5%	0%	13.6%	100%
Total	**1,005**	**307**	**175**	**336**	**1,823**	**101**	**20**	**37**	**29**	**187**
Percent	**55.1%**	**16.8%**	**9.6%**	**18.4%**	**100%**	**54.0%**	**10.7%**	**19.8%**	**15.5%**	**100%**

FIGURE A2.1: REASON CODES FOR NOT COMPLETING THE SURVEY BY AGE GROUP
CLINIC & FIELD BASED SURVEYS



SURVEYS RECEIVED

FIGURE A2.2: SURVEYS RECEIVED BY SERVICE AREA AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May

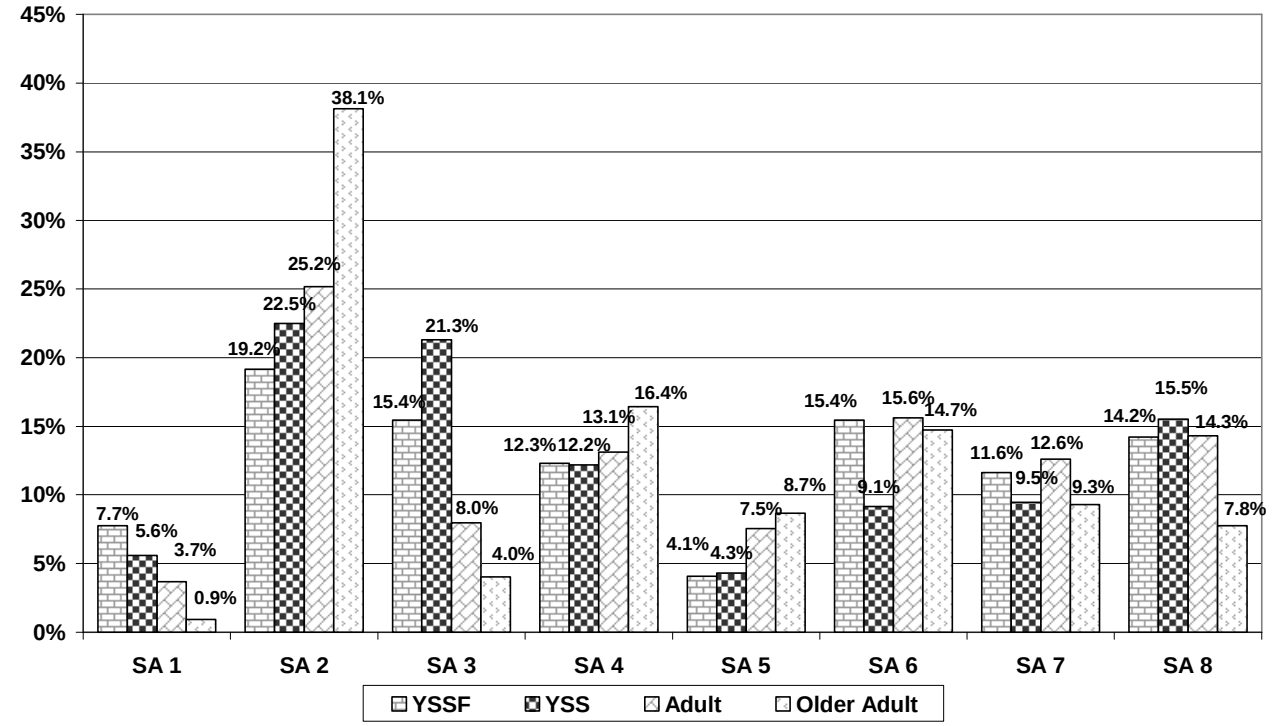
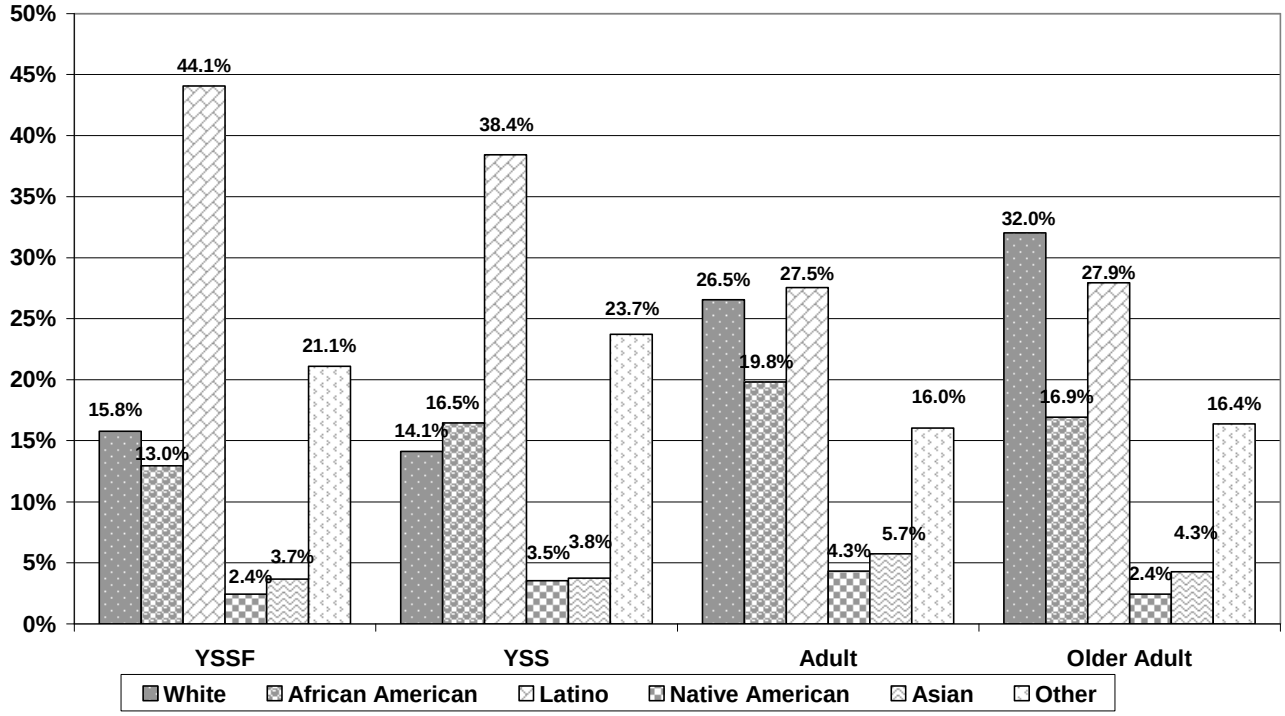


Figure A2.3 SURVEYS RECEIVED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May



November

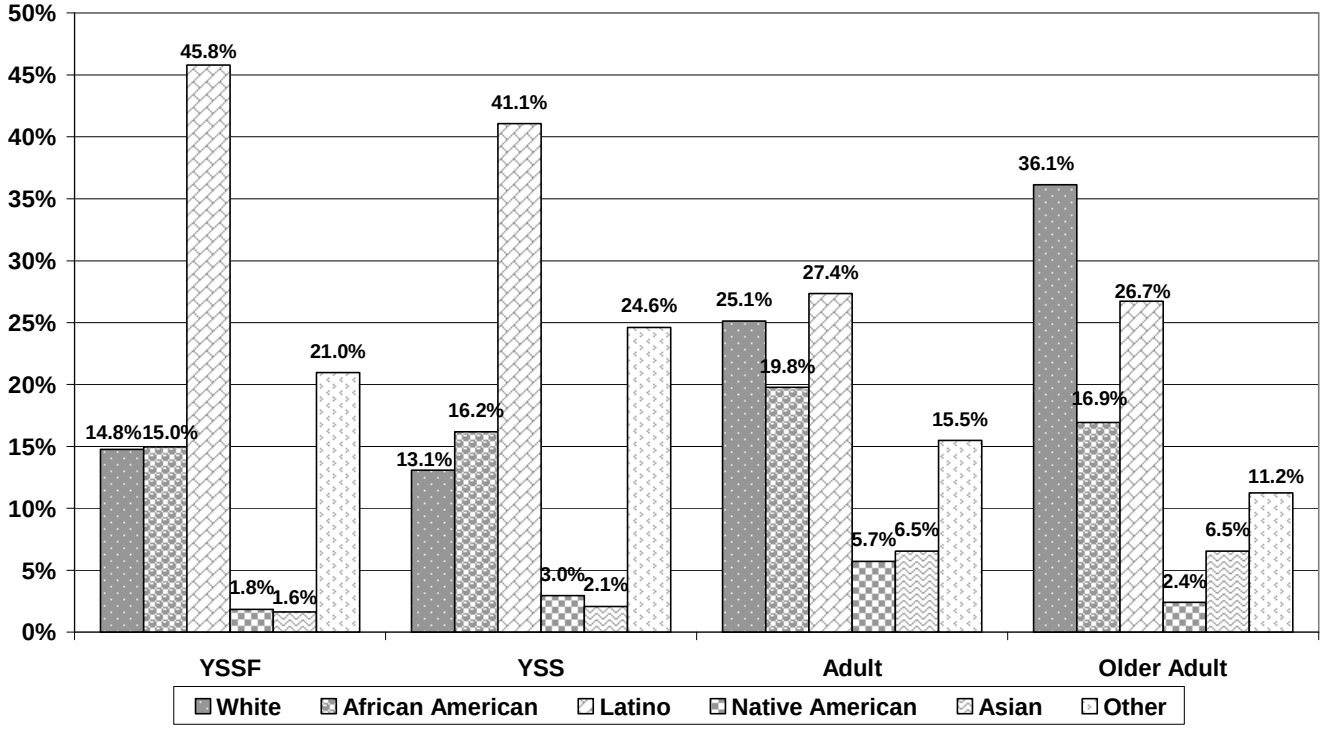
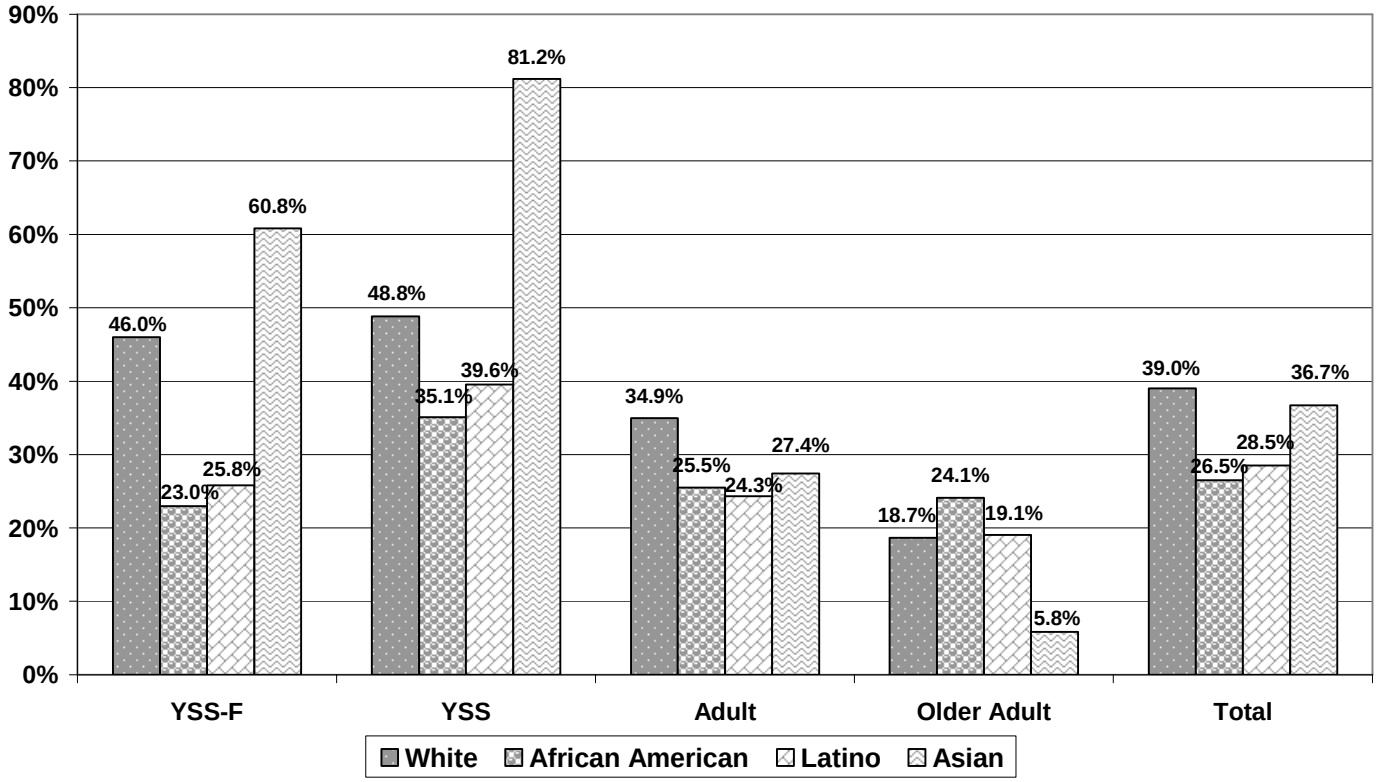
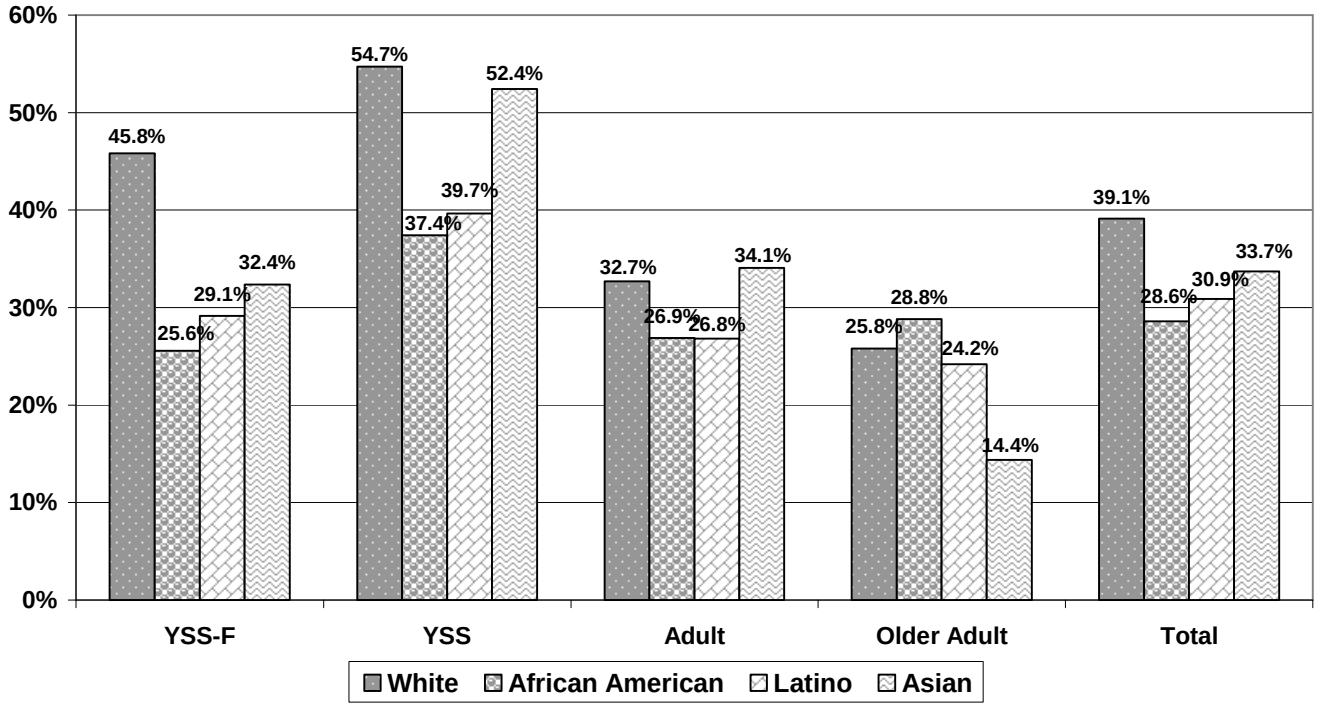


FIGURE A2.4: RESPONSE RATE FOR SURVEYS RECIEVED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May



November



SURVEYS COMPLETED

FIGURE A2.5: SURVEYS COMPLETED BY SERVICE AREA AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May

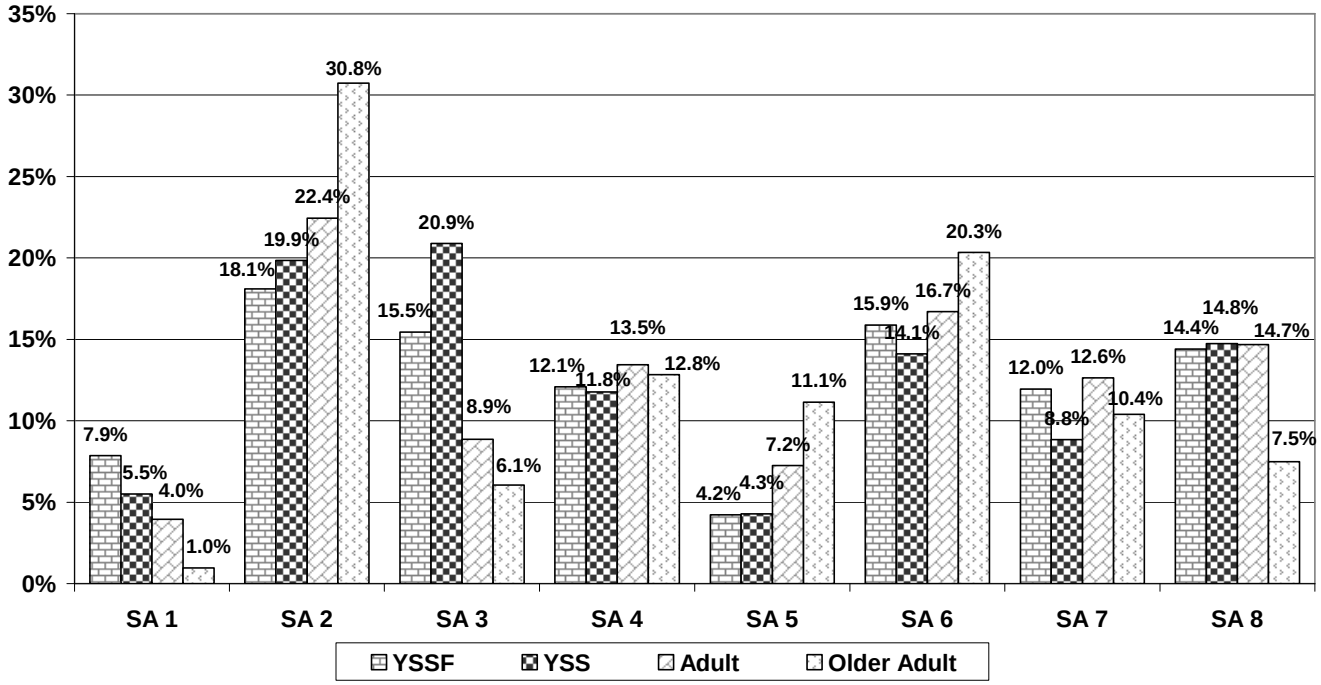


FIGURE A2.6: SURVEYS COMPLETED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May

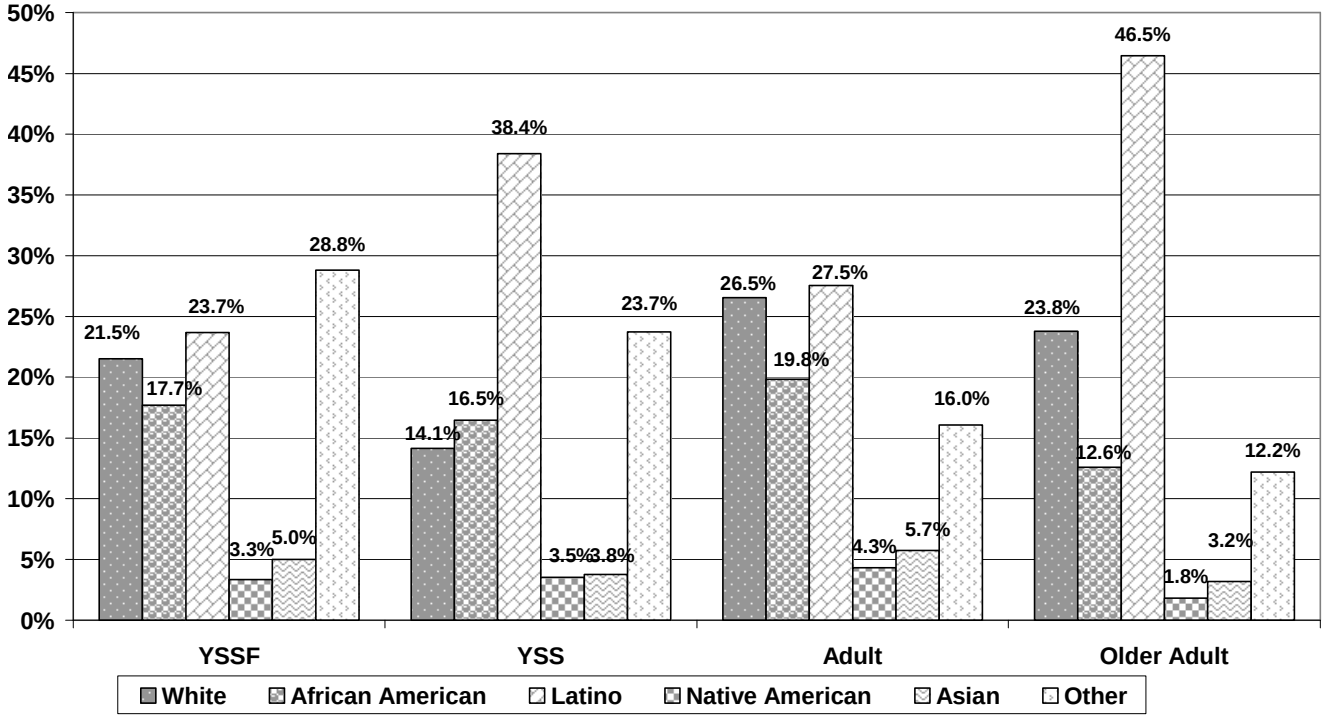


FIGURE A2.7: RESPONSE RATE FOR SURVEYS COMPLETED BY ETHNICITY AND AGE GROUP
CLINIC & FIELD BASED SURVEYS
May

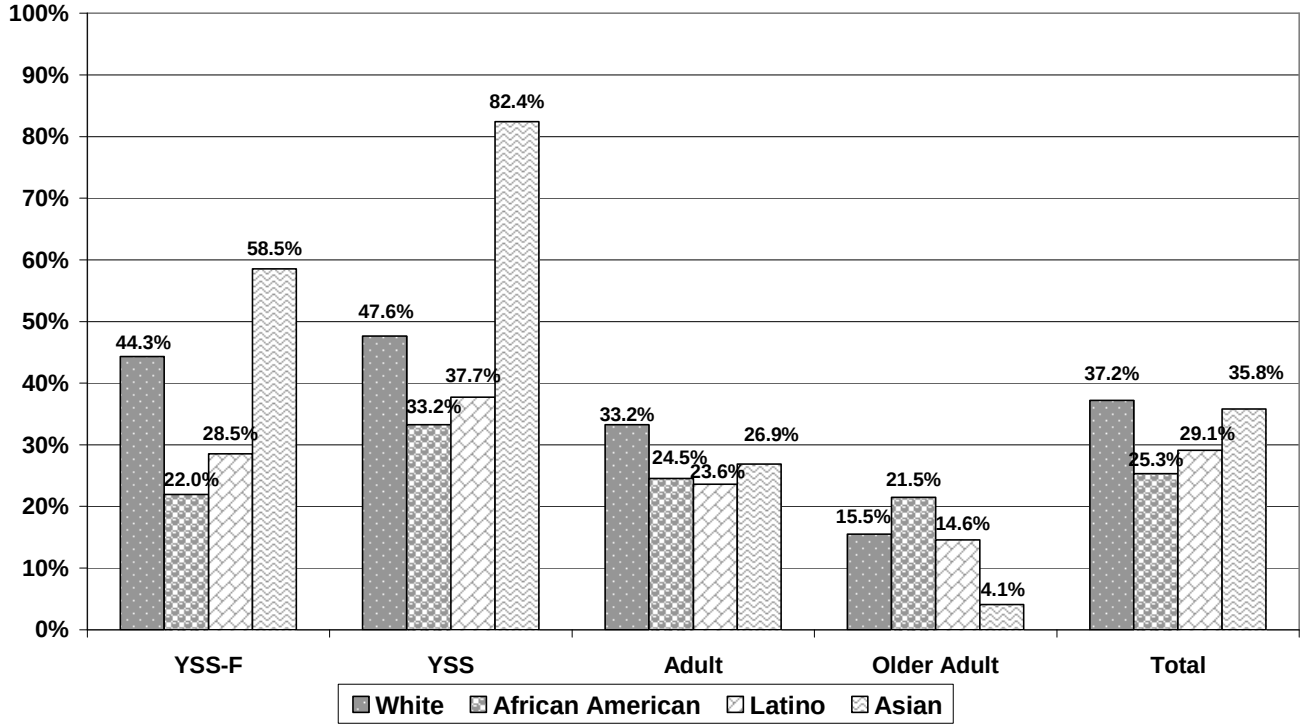


Table A2.4a YSS-F – Distribution of County Performance Outcomes Clinic and Field Based Surveys – May								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. I felt my child had someone to talk to when he/she was troubled	222	3.1%	371	5.1%	6,691	91.9%	7,284	100%
2. The location of services was convenient for us	349	4.7%	261	3.5%	6,837	91.8%	7,447	100%
3. Services were available at times that were convenient for us	279	3.7%	245	3.3%	6,930	93.0%	7,454	100%
4. Staff was sensitive to my cultural/ ethnic background	126	1.8%	205	3.0%	6,527	95.2%	6,858	100%
5. My child gets along better with family members	562	7.7%	1,239	17.1%	5,455	75.2%	7,256	100%
6. My child is doing better in school and/ or work	710	9.9%	1,180	16.5%	5,273	73.6%	7,163	100%
7. In a crisis, I would have the support I need from family or friends	392	5.4%	584	8.0%	6,314	86.6%	7,290	100%

Table A2.4b YSS-F – Distribution of County Performance Outcomes Clinic and Field Based Surveys – November								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. I felt my child had someone to talk to when he/she was troubled	267	3.1%	438	5.2%	7,803	91.7%	8,508	100%
2. The location of services was convenient for us	380	4.4%	286	3.3%	7,990	92.3%	8,656	100%
3. Services were available at times that were convenient for us	289	3.3%	259	3.0%	8,135	93.7%	8,683	100%
4. Staff was sensitive to my cultural/ ethnic background	170	2.1%	237	2.9%	7,646	94.9%	8,053	100%
5. My child gets along better with family members	703	8.3%	1,391	16.5%	6,351	75.2%	8,445	100%
6. My child is doing better in school and/ or work	816	9.7%	1,389	16.6%	6,166	73.7%	8,371	100%
7. In a crisis, I would have the support I need from family or friends	498	5,8%	656	7.7%	7,372	86.5%	8,526	100%

Table A2.5a YSS- Distribution of County Performance Outcomes Clinic and Field Based Surveys – May								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. I felt I had someone to talk to when I was troubled	408	7.8%	616	11.9%	4,172	80.3%	5,196	100%
2. The location of services was convenient for me	392	7.6%	605	11.8%	4,152	80.6%	5,149	100%
3. Services were available at times that were convenient for me	396	7.7%	656	12.7%	4,116	79.6%	5,168	100%
4. Staff was sensitive to my cultural/ ethnic background	297	6.0%	564	11.4%	4,079	82.6%	4,940	100%
5. I get along better with family members	570	11.1%	1,024	19.9%	3,545	69.0%	5,139	100%
6. I am doing better in school and/ or work	457	8.9%	967	18.8%	3,710	72.3%	5,134	100%
7. In a crisis, I would have the support I need from family or friends	321	6.3%	674	13.1%	4,137	80.6%	5,132	100%

Table A2.5b YSS- Distribution of County Performance Outcomes Clinic and Field Based Surveys – November								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. I felt I had someone to talk to when I was troubled	445	7.7%	676	11.7%	4,658	80.6%	5,779	100%
2. The location of services was convenient for me	427	7.5%	640	11.2%	4,637	81.3%	5,704	100%
3. Services were available at times that were convenient for me	417	7.3%	732	12.8%	4,591	80.0%	5,740	100%
4. Staff was sensitive to my cultural/ ethnic background	291	5.3%	630	11.5%	4,568	83.2%	5,489	100%
5. I get along better with family members	557	9.7%	1,190	20.8%	3,917	69.5%	5,718	100%
6. I am doing better in school and/ or work	482	8.5%	1,048	18.5%	4,133	73.0%	5,663	100%
7. In a crisis, I would have the support I need from family or friends	363	6.7%	718	12.6%	4,617	81.0%	5,698	100%

Table A2.6a Adult- Distribution of County Performance Outcomes Clinic and Field Based Surveys – May								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. The location of services was convenient (parking, public transportation, distance, etc.)	396	6.7%	626	10.5%	4928	82.8%	5,950	100%
2 Staff were willing to see me as often as I felt was necessary.	251	3.9%	555	8.6%	5627	87.5	6,433	100%
3. Service were available at times that were good for me	200	3.1%	488	7.6%	5732	89.3%	6,420	100%
4. Staff were sensitive to my cultural background (race, religion, language, etc.)	221	3.6%	711	11.5%	5245	84.9%	6,177	100%
5. I deal more effectively with daily problems	349	5.7%	1047	17.2%	4682	77.0%	6,078	100%
6. I am doing better in school and/ or work	560	10.8%	1383	26.8%	3217	62.3%	5,160	100%
7. My symptoms are not bothering me as much	868	14.3%	1274	21.0%	3934	64.8%	6,076	100%

Table A2.6b Adult- Distribution of County Performance Outcomes Clinic and Field Based Surveys – November								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. The location of services was convenient (parking, public transportation, distance, etc.)	420	6.0%	701	10.1%	5,848	83.9%	6,969	100%
2 Staff were willing to see me as often as I felt was necessary.	296	4.2%	625	8.9%	6,134	87.0%	7,055	100%
3. Service were available at times that were good for me	260	3.7%	595	8.4%	6,206	87.9%	7,061	100%
4. Staff were sensitive to my cultural background (race, religion, language, etc.)	254	3.8%	705	10.6%	5,666	85.5%	6,625	100%
5. I deal more effectively with daily problems	381	5.8%	1,080	16.5%	5,089	77.7%	6,550	100%
6. I am doing better in school and/ or work	719	12.7%	1,468	26.0%	3,459	61.3%	5,646	100%
7. My symptoms are not bothering me as much	1,003	15.2%	1,402	21.2%	4,196	63.6%	6,601	100%

Table A2.7a Older Adult- Distribution of County Performance Outcomes Clinic and Field Based Surveys - May								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. The location of services was convenient (parking, public transportation, distance, etc.)	16	3.8%	38	9.1%	366	87.1%	420	100%
2 Staff were willing to see me as often as I felt was necessary.	12	2.8%	26	6.0%	394	91.2%	432	100%
3. Service were available at times that were good for me	13	3.0%	27	6.2%	394	90.8%	434	100%
4. Staff were sensitive to my cultural background (race, religion, language, etc.)	11	2.6%	30	7.2%	375	90.1%	416	100%
5. I deal more effectively with daily problems	22	5.3%	43	10.4%	349	84.3%	414	100%
6. I am doing better in school and/ or work	26	9.6%	61	22.6%	183	67.8%	270	100%
7. My symptoms are not bothering me as much	46	11.2%	65	15.8%	301	73.1%	412	100%

Table A2.7b Older Adult- Distribution of County Performance Outcomes Clinic and Field Based Surveys - November								
	Strongly Disagree/ Disagree		***Neutral***		***Agree/ Strongly Agree***		***Total***	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1. The location of services was convenient (parking, public transportation, distance, etc.)	27	4.5%	45	7.4%	533	88.1%	605	100%
2 Staff were willing to see me as often as I felt was necessary.	24	3.6%	48	7.3%	586	89.1%	658	100%
3. Service were available at times that were good for me	10	1.5%	38	5.8%	609	92.7%	657	100%
4. Staff were sensitive to my cultural background (race, religion, language, etc.)	16	2.6%	41	6.6%	566	90.8%	623	100%
5. I deal more effectively with daily problems	22	3.5%	83	13.2%	522	83.2%	627	100%
6. I am doing better in school and/ or work	33	8.9%	83	22.5%	253	68.6%	369	100%
7. My symptoms are not bothering me as much	68	11.2%	85	14.0%	456	74.9%	609	100%

STATE PERFORMANCE OUTCOMES SURVEY FORMS

Survey Dates:
May 4-15, 2009

CALIFORNIA DEPARTMENT OF
Mental Health

ENGLISH
Family Survey

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.	○	○	○	○	○	○
2. I helped to choose my child's services.	○	○	○	○	○	○
3. I helped to choose my child's treatment goals.	○	○	○	○	○	○
4. The people helping my child stuck with us no matter what.	○	○	○	○	○	○
5. I felt my child had someone to talk to when he / she was troubled.	○	○	○	○	○	○
6. I participated in my child's treatment.	○	○	○	○	○	○
7. The services my child and / or family received were right for us.	○	○	○	○	○	○
8. The location of services was convenient for us.	○	○	○	○	○	○
9. Services were available at times that were convenient for us.	○	○	○	○	○	○
10. My family got the help we wanted for my child.	○	○	○	○	○	○
11. My family got as much help as we needed for my child.	○	○	○	○	○	○
12. Staff treated me with respect.	○	○	○	○	○	○
13. Staff respected my family's religious / spiritual beliefs.	○	○	○	○	○	○
14. Staff spoke with me in a way that I understood.	○	○	○	○	○	○
15. Staff were sensitive to my cultural / ethnic background.	○	○	○	○	○	○

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.	○	○	○	○	○	○
17. My child gets along better with family members.	○	○	○	○	○	○
18. My child gets along better with friends and other people.	○	○	○	○	○	○
19. My child is doing better in school and / or work.	○	○	○	○	○	○
20. My child is better able to cope when things go wrong.	○	○	○	○	○	○
21. I am satisfied with our family life right now.	○	○	○	○	○	○
22. My child is better able to do things he or she wants to do.	○	○	○	○	○	○

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52314

Survey Dates:
May 4-15, 2009

ENGLISH
Family Survey

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.	○	○	○	○	○	○
24. I have people that I am comfortable talking with about my child's problem(s).	○	○	○	○	○	○
25. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○
26. I have people with whom I can do enjoyable things.	○	○	○	○	○	○

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.)

○ 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): _____

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?

○ This is my child's first visit here.
○ My child has had more than one visit but has 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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Survey Dates:
May 4-15, 2009

ENGLISH
Family Survey

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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Survey Dates:
May 4-15, 2009

ENGLISH
Family Survey

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
○ Asian
○ Black / African American
○ Native Hawaiian / Other Pacific Islander
○ White / Caucasian
○ Other
○ Unknown

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	○○	○○	○○○○
1	○○	○○	○○○○
2	○○	○○	○○○○
3	○○	○○	○○○○
4	○○	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○○
8	○○	○○	○○○○
9	○○	○○	○○○○

EXAMPLE: Date of birth on April 30, 1990:

1. Write in your child's date of birth → Date of Birth (mm-dd-yyyy): 04 - 30 - 1990
2. Fill in the corresponding circles

0	●○	○●	○○○●
1	○○	○○	●○○○
2	○○	○○	○○○○
3	○○	●○	○○○○
4	○●	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○○
8	○○	○○	○○○○
9	○○	○○	○●●○

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 mental health advocate / volunteer helped me.
○ Another mental health consumer helped me.
○ A member of my family helped me.
○ A professional interviewer helped me.
○ My child's clinician / case manager helped me.
○ A staff member other than my child's clinician or case manager 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: 1 9

Date of Survey Administration:

0 5 - ☐☐ - 2 0 0 9

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

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

0 0 ☐☐☐☐☐☐☐

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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:

N ☐☐☐☐ S A ☐

52314

Survey Dates:
May 4-15, 2009

CALIFORNIA DEPARTMENT OF
Mental Health

ENGLISH
Youth Survey

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.	○	○	○	○	○	○
2. I helped to choose my services.	○	○	○	○	○	○
3. I helped to choose my treatment goals.	○	○	○	○	○	○
4. The people helping me stuck with me no matter what.	○	○	○	○	○	○
5. I felt I had someone to talk to when I was troubled.	○	○	○	○	○	○
6. I participated in my own treatment.	○	○	○	○	○	○
7. I received services that were right for me.	○	○	○	○	○	○
8. The location of services was convenient for me.	○	○	○	○	○	○
9. Services were available at times that were convenient for me.	○	○	○	○	○	○
10. I got the help I wanted.	○	○	○	○	○	○
11. I got as much help as I needed.	○	○	○	○	○	○
12. Staff treated me with respect.	○	○	○	○	○	○
13. Staff respected my religious / spiritual beliefs.	○	○	○	○	○	○
14. Staff spoke with me in a way that I understood.	○	○	○	○	○	○
15. Staff were sensitive to my cultural / ethnic background.	○	○	○	○	○	○

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.	○	○	○	○	○	○
17. I get along better with family members.	○	○	○	○	○	○
18. I get along better with friends and other people.	○	○	○	○	○	○
19. I am doing better in school and / or work.	○	○	○	○	○	○
20. I am better able to cope when things go wrong.	○	○	○	○	○	○
21. I am satisfied with my family life right now.	○	○	○	○	○	○
22. I am better able to do things I want to do.	○	○	○	○	○	○

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8682

Survey Dates:
May 4-15, 2009

ENGLISH
Youth Survey

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.	○	○	○	○	○	○
24. I have people that I am comfortable talking with about my problem(s).	○	○	○	○	○	○
25. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○
26. I have people with whom I can do enjoyable things.	○	○	○	○	○	○

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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Survey Dates:
May 4-15, 2009

ENGLISH
Youth Survey

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
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Survey Dates:
May 4-15, 2009

ENGLISH
Youth Survey

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	○○	○○	○○○○
1	○○	○○	○○○○
2	○○	○○	○○○○
3	○○	○○	○○○○
4	○○	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○○
8	○○	○○	○○○○
9	○○	○○	○○○○

EXAMPLE: Date of birth on April 30, 1990:

1. Write in your child's date of birth → Date of Birth (mm-dd-yyyy) 04 - 30 - 1990
2. Fill in the corresponding circles

0	●○	○●	○○○●
1	○○	○○	●○○○
2	○○	○○	○○○○
3	○○	●○	○○○○
4	○●	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○○
8	○○	○○	○○○○
9	○○	○○	○●●○

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 mental health advocate / volunteer helped me.
○ Another mental health consumer helped me.
○ A member of my family helped me.
○ A professional interviewer helped me.
○ My clinician / case manager helped me.
○ A staff member other than my clinician or case manager 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: 1 9

Date of Survey Administration:

0 5 - ☐☐ - 2 0 0 9

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

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

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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:

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8682

Survey Dates:
May 4-15, 2009

CALIFORNIA DEPARTMENT OF
Mental Health

ENGLISH
Adult Survey

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

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.	○	○	○	○	○	○
22. I am better able to control my life.	○	○	○	○	○	○

*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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Survey Dates:
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ENGLISH
Adult Survey

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.	○	○	○	○	○	○
24. I am getting along better with my family.	○	○	○	○	○	○
25. I do better in social situations.	○	○	○	○	○	○
26. I do better in school and /or work.	○	○	○	○	○	○
27. My housing situation has improved.	○	○	○	○	○	○
28. My symptoms are not bothering me as much.	○	○	○	○	○	○
29. I do things that are more meaningful to me.	○	○	○	○	○	○
30. I am better able to take care of my needs.	○	○	○	○	○	○
31. I am better able to handle things when they go wrong.	○	○	○	○	○	○
32. I am better able to do things that I want to do.	○	○	○	○	○	○

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.	○	○	○	○	○	○
34. I have people with whom I can do enjoyable things.	○	○	○	○	○	○
35. I feel I belong in my community.	○	○	○	○	○	○
36. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○

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?	○	○	○	○	○	○	○

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?	○	○	○	○	○	○	○
B. The privacy you have there?	○	○	○	○	○	○	○
C. The prospect of staying on where you currently live for a long period of time?	○	○	○	○	○	○	○

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?	○	○	○	○	○	○	○
B. The chance you have to enjoy pleasant or beautiful things?	○	○	○	○	○	○	○
C. The amount of fun you have?	○	○	○	○	○	○	○
D. The amount of relaxation in your life?	○	○	○	○	○	○	○

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Family

4. In general, how often do you get together with a member of your family?
   - ○ at least once a day
   - ○ at least once a week
   - ○ at least once a month
   - ○ less than once a month
   - ○ not at all
   - ○ no family / not applicable

5. 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?	○	○	○	○	○	○	○	○
B. The way things are in general between you and your family?	○	○	○	○	○	○	○	○

Social Relations

6. About how often do you do the following?

A. Visit with someone who does not live with you?
- ○ at least once a day
- ○ at least once a week
- ○ at least once a month
- ○ less than once a month
- ○ not at all
- ○ not applicable

B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?
- ○ at least once a day
- ○ at least once a week
- ○ at least once a month
- ○ less than once a month
- ○ not at all
- ○ not applicable

7. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The things you do with other people?	○	○	○	○	○	○	○	○
B. The amount of time you spend with other people?	○	○	○	○	○	○	○	○
C. The people you see socially?	○	○	○	○	○	○	○	○
D. The amount of friendship in your life?	○	○	○	○	○	○	○	○

Finances

8. During the past month, did you generally have enough money to cover the following items?	No	Yes
A. Food?	○	○
B. Clothing?	○	○
C. Housing?	○	○
D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives?	○	○
E. Social activities like movies or eating in restaurants?	○	○

Legal & Safety

9. In the past MONTH, were you a victim of:	No	Yes
A. Any violent crimes such as assault, rape, mugging or robbery?	○	○
B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated?	○	○

10. 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

11. 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?	○	○	○	○	○	○	○
B. How safe you are where you live?	○	○	○	○	○	○	○
C. The protection you have against being robbed or attacked?	○	○	○	○	○	○	○

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Health

12. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. Your health in general?	○	○	○	○	○	○	○
B. Your physical condition?	○	○	○	○	○	○	○
C. Your emotional well-being?	○	○	○	○	○	○	○

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.
○ I have had more than one visit but I have received services for less than one month.
○ 1 - 2 Months
○ 3 - 5 Months
○ 6 months to 1 year
○ More than 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
○ Asian
○ Black / African American
○ Native Hawaiian / Other Pacific Islander
○ White / Caucasian
○ Other
○ Unknown

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Survey Dates:
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ENGLISH
Adult Survey

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	⓪⓪	⓪⓪	⓪⓪⓪⓪
1	①①	①①	①①①①
2	②②	②②	②②②②
3	③③	③③	③③③③
4	④④	④④	④④④④
5	⑤⑤	⑤⑤	⑤⑤⑤⑤
6	⑥⑥	⑥⑥	⑥⑥⑥⑥
7	⑦⑦	⑦⑦	⑦⑦⑦⑦
8	⑧⑧	⑧⑧	⑧⑧⑧⑧
9	⑨⑨	⑨⑨	⑨⑨⑨⑨

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth → Date of Birth (mm-dd-yyyy): 04 - 30 - 1967
2. Fill in the corresponding circles

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 mental health advocate / volunteer helped me.
○ Another mental health consumer helped me.
○ A member of my family helped me.
○ A professional interviewer helped me.
○ My clinician / case manager helped me.
○ A staff member other than my clinician or case manager 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: 1 9

Date of Survey Administration:

0 5 - ☐☐ - 2 0 0 9

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

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

0 0 ☐☐☐☐☐☐☐

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: N ☐☐☐☐ S A ☐

61732

Survey Dates:
May 4-15, 2009

CALIFORNIA DEPARTMENT OF
Mental Health

ENGLISH
Older Adult Survey

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

*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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	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.).	○	○	○	○	○	○
As a direct result of the services I received:						
21. I deal more effectively with daily problems.	○	○	○	○	○	○
22. I am better able to control my life.	○	○	○	○	○	○
23. I am better able to deal with crisis.	○	○	○	○	○	○
24. I am getting along better with my family.	○	○	○	○	○	○
25. I do better in social situations.	○	○	○	○	○	○
26. I do better in school and /or work.	○	○	○	○	○	○
27. My housing situation has improved.	○	○	○	○	○	○
28. My symptoms are not bothering me as much.	○	○	○	○	○	○
29. I do things that are more meaningful to me.	○	○	○	○	○	○
30. I am better able to take care of my needs.	○	○	○	○	○	○
31. I am better able to handle things when they go wrong.	○	○	○	○	○	○
32. I am better able to do things that I want to do.	○	○	○	○	○	○

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

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
As a direct result of the services I received:						
33. I am happy with the friendships I have.	○	○	○	○	○	○
34. I have people with whom I can do enjoyable things.	○	○	○	○	○	○
35. I feel I belong in my community.	○	○	○	○	○	○
36. In a crisis, I would have the support I need from family or friends.	○	○	○	○	○	○

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?	○	○	○	○	○	○	○
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?	○	○	○	○	○	○	○
B. The privacy you have there?	○	○	○	○	○	○	○
C. The prospect of staying on where you currently live for a long period of time?	○	○	○	○	○	○	○

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8861

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CSI County Client Number
Must be entered on EVERY page

Survey Dates:
May 4-15, 2009

ENGLISH
Older Adult Survey

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?	○	○	○	○	○	○	○
B. The chance you have to enjoy pleasant or beautiful things?	○	○	○	○	○	○	○
C. The amount of fun you have?	○	○	○	○	○	○	○
D. The amount of relaxation in your life?	○	○	○	○	○	○	○

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?	○	○	○	○	○	○	○	○
B. The way things are in general between you and your family?	○	○	○	○	○	○	○	○

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?	○	○	○	○	○	○	○	○
B. The amount of time you spend with other people?	○	○	○	○	○	○	○	○
C. The people you see socially?	○	○	○	○	○	○	○	○
D. The amount of friendship in your life?	○	○	○	○	○	○	○	○

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?	○	○
B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated?	○	○

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?	○	○	○	○	○	○	○
B. How safe you are where you live?	○	○	○	○	○	○	○
C. The protection you have against being robbed or attacked?	○	○	○	○	○	○	○

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?	○	○	○	○	○	○	○
B. Your physical condition?	○	○	○	○	○	○	○
C. Your emotional well-being?	○	○	○	○	○	○	○

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CSI County Client Number
Must be entered on EVERY page

Survey Dates:
May 4-15, 2009

ENGLISH
Older Adult Survey

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

Please answer Questions #2 - 4 if you have been receiving services for <u>ONE YEAR OR LESS</u>. 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 "<u>MORE THAN ONE YEAR</u>".

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 check all that apply.)
    - ○ American Indian / Alaskan Native
    - ○ Asian
    - ○ Black / African American
    - ○ Native Hawaiian / Other Pacific Islander
    - ○ White / Caucasian
    - ○ Other
    - ○ Unknown
11. **What is your date of birth?** (Write it in the boxes AND fill in the circles that correspond.)

Date of Birth (mm-dd-yyyy)

☐☐ - ☐☐ - ☐☐☐☐

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

EXAMPLE: Date of birth on April 30, 1937:

1. Write in your date of birth → 04 - 30 - 1937
2. Fill in the corresponding circles

Date of Birth (mm-dd-yyyy)			
0	●○	○●	○○○○
1	○○	○○	●○○○
2	○○	○○	○○○○
3	○○	●○	○○●○
4	○●	○○	○○○○
5	○○	○○	○○○○
6	○○	○○	○○○○
7	○○	○○	○○○●
8	○○	○○	○○○○
9	○○	○○	○●○○

CONTINUED ON NEXT PAGE...

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0 0

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.
- ○ A mental health advocate / volunteer helped me.
- ○ Another mental health consumer helped me.
- ○ A member of my family helped me.
- ○ A professional interviewer helped me.
- ○ My clinician / case manager helped me.
- ○ A staff member other than my clinician or case manager 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: 1 9

Date of Survey Administration:

0 5 - _ _ - 2 0 0 9

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

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

0 0 _ _ _ _ _ _ _

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: N _ _ _ _ S A _

8861

COUNTY PERFORMANCE OUTCOMES SURVEY FORMS

English

Mental Health Short Form

FOR FIELD-BASED SERVICES ONLY

Los Angeles County - Department of Mental Health

Family Survey (0 - 17 Years Old)

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

Birthdate

Month		Date		Year			

What is your race?

(Please mark all that apply)

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

What is your gender?

- ○ Female
- ○ Male
- ○ Other

Are you of Mexican / Hispanic / Latino origin?

- ○ Yes
- ○ No
- ○ Unknown

FOR OFFICE USE ONLY

Client MIS/IS Number

Provider IS Number

Service Area

Reason

- ○ REFUSED
- ○ IMPAIRED
- ○ LANG
- ○ OTHER

MAY 2009

F EN

English

For FIELD-BASED SERVICES ONLY
Los Angeles County - Department of Mental Health

Youth Survey (13 - 17 Years Old)

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

Birthdate

Month		Date		Year			
				1	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	○	Native Hawaiian / Other Pacific Islander
○	Asian	○	White / Caucasian
○	Black / African American	○	Other
		○	Unknown

FOR OFFICE USE ONLY

Client MIS/IS Number

Clinic IS Number

Service Area

Reason

- ○ REFUSED
- ○ IMPAIRED
- ○ LANG
- ○ OTHER

MAY 2009

Y EN

English

For FIELD-BASED SERVICES ONLY
Los Angeles County - Department of Mental Health

Adult / Older Adult MHSIP 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, please fill in the circle that corresponds to your choice. Please fill in the circle completely.

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

Birthdate

Month			Date			Year			
						1	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		○	Native Hawaiian / Other Pacific Islander
○	Asian		○	White / Caucasian
○	Black / African American		○	Other
			○	Unknown

FOR OFFICE USE ONLY

Client MIS/IS Number

Clinic IS Number

Service Area

Reason

○	REFUSED
○	IMPAIRED
○	LANG
○	OTHER

MAY 2009

A EN