Performance Outcomes System Initial Reports

Report run on August 11, 2015

Background

These are the second in the series of reports for the Performance Outcomes System (POS). The reports meet the intent of the Legislation, as stated in Welfare and Institutions Code Section 14707.5, to develop a performance outcomes system for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services that will improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services. This reporting effort is part of the implementation of the performance outcomes system for Medi-Cal Specialty Mental Health Services (SMHS) for children and youth.

Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, develop the Performance Measurement Paradigm, and develop indicators and measures. Through this process, seven domains were identified as necessary to assess in order to meet the legislative requirements for the POS. The domains are: Access, Engagement, Service Appropriateness to Need, Service Effectiveness, Linkages, Cost Effectiveness and Satisfaction.

Purpose and Overview

For the Consumer Perception Survey (CPS) data one statewide aggregate report will be produced. Due to the small yearly sample sizes it is not possible to provide reports at the population-based county grouping level or at the county-specific level. These are the initial statewide, aggregate reports using CPS data created for the Performance Outcomes System; they establish a foundation for on-going reporting and are anticipated to be produced on an annual basis.

These reports provide trend information by displaying information for Fiscal Years (FY) 10/11, 11/12, 12/13, and 13/14. This report includes all the CPS questions broken out by youth respondents and caretaker respondents. The CPS questions address the following seven domains: General Satisfaction, Perception of Access, Perception of Cultural Sensitivity, Perception of Participation in Treatment Planning, Perception of Outcomes of Services, Perception of Functioning, and Perception of Social Connectedness.

Definitions

Population - Youth or a family member of a youth receiving specialty mental health services. Specifically:

- Youth ages 13 - 17 and transition-age youth who still receive services in child system; or
- Parent/caregiver of youth under age 18.

Data Source -

- **Consumer Perception Survey Database** FY 10/11 through FY 13/14.

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Additional Information

The **Measures Catalog** is the companion document for these reports and provides the methodology and definitions for the measures. Each measure is defined and the numerator and denominator used to develop the metrics are provided with relevant notes and additional references. The Measures Catalog may be found at: http://www.dhcs.ca.gov/individuals/Documents/POS%20Measures%20Catalog_2.17.15.pdo

Background information on the Performance Measures System implementation is available on the DHCS website through the POS landing page. Documents posted include the relevant legislation, plans submitted to the Legislature, and handouts for meetings with the Stakeholder Advisory Committee dating back to the first meeting in 2012. To obtain this information go to: http://www.dhcs.ca.gov/individuals/Pages/POSReports.aspx

Report Highlights

Sample size varies by question and by domain.*
The number of youth respondents for FY 10/11 was 7,970 and the number of caretaker respondents was 13,671.
The number of youth respondents for FY 11/12 was 2,119 and the number of caretaker respondents was 3,804.
The number of youth respondents for FY 12/13 was 3,485 and the number of caretaker respondents was 5,643.
The number of youth respondents for FY 13/14 was 17,551 and the number of caretaker respondents was 28,514.

Each of the questions are answered using a 5-point Likert scale with the following values: 1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Disagree.
-For FY 13/14 in the "General Satisfaction" domain, the average score for youth respondents was 4.1 and was 4.4 for caretakers.
-For FY 13/14 in the "Perception of Participation in Treatment Planning" domain, the average score for youth respondents was 4.0 and was 4.3 for caretakers.**
-For FY 13/14 in the "Perception of Access" domain, the average scorefor youth respondents was 4.1 and was 4.4 for caretakers.**
-For FY 13/14 in the "Perception of Cultural Sensitivity" domain, the average score for youth respondents was 4.4 and was 4.7 for caretakers.**
-For FY 13/14 in the "Perception of Outcomes of Services" domain, the average score for youth respondents was 3.9 and was 3.9 for caretakers.
-For FY 13/14 in the "Perception of Functioning" domain, the average score for youth respondents was 3.9 and was 3.9 for caretakers.
-For FY 13/14 in the "Perception of Social Connectedness" domain, the average score for youth respondents was 4.1 and for caretakers was 4.3.

** Note: The Consumer Perception Survey has typically been administered two times a year. However, for FY 11/12 and 12/13 the CPS was administered only once during the year. Thus, for FY 11/12 and 12/13 the sample sizes are smaller when compared to the other FY's that are included in this report.*
***POS specific indicators fall within these domains.*

Please contact cmhpos@dhcs.ca.gov for any questions regarding this report.

Consumer Perception Survey Questions for Youth or Families

	Individual Item
1	Overall, I am satisfied with the services I/my child received.
2	I helped to choose my/my child's services.
3	I helped to choose my/my child's treatment goals.
4	The people helping me/my child stuck with us no matter what.
5	I felt I/my child had someone to talk to when I/he/she was troubled.
6	I participated in my own/child's treatment.
7	The services I/my child and/or family received were right for us.
8	The location of services was convenient for me/us.
9	Services were available at times that were convenient for me/us.
10	I/my family got the help I/we wanted.
11	I/my family got as much help as I/we needed.
12	Staff treated me with respect.
13	Staff respected my/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.
16	I/my child am/is better at handling daily life.
17	I/my child get(s) along better with family members.
18	I/my child get(s) along better with friends and other people.
19	I/my child am/is doing better in school and / or work.
20	I/my child am/is better able to cope when things go wrong.
21	I am satisfied with my/our family life right now.
22	I/my child am/is better able to do things I/he or she wants to do.
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.

Table A1: Youth Respondent Domain Averages for the Youth Services Survey in the Consumer Perception Survey

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	4.1	4.2	4.1	4.1
Perception of Participation in Treatment Planning	3.9	3.9	3.9	4.0
Perception of Access	4.1	4.1	4.1	4.1
Perception of Cultural Sensitivity	4.3	4.3	4.3	4.3
Perception of Outcomes of Services	3.8	3.9	3.9	3.9
Perception of Functioning	3.9	3.9	3.9	3.9
Perception of Social Connectedness	4.1	4.1	4.1	4.1

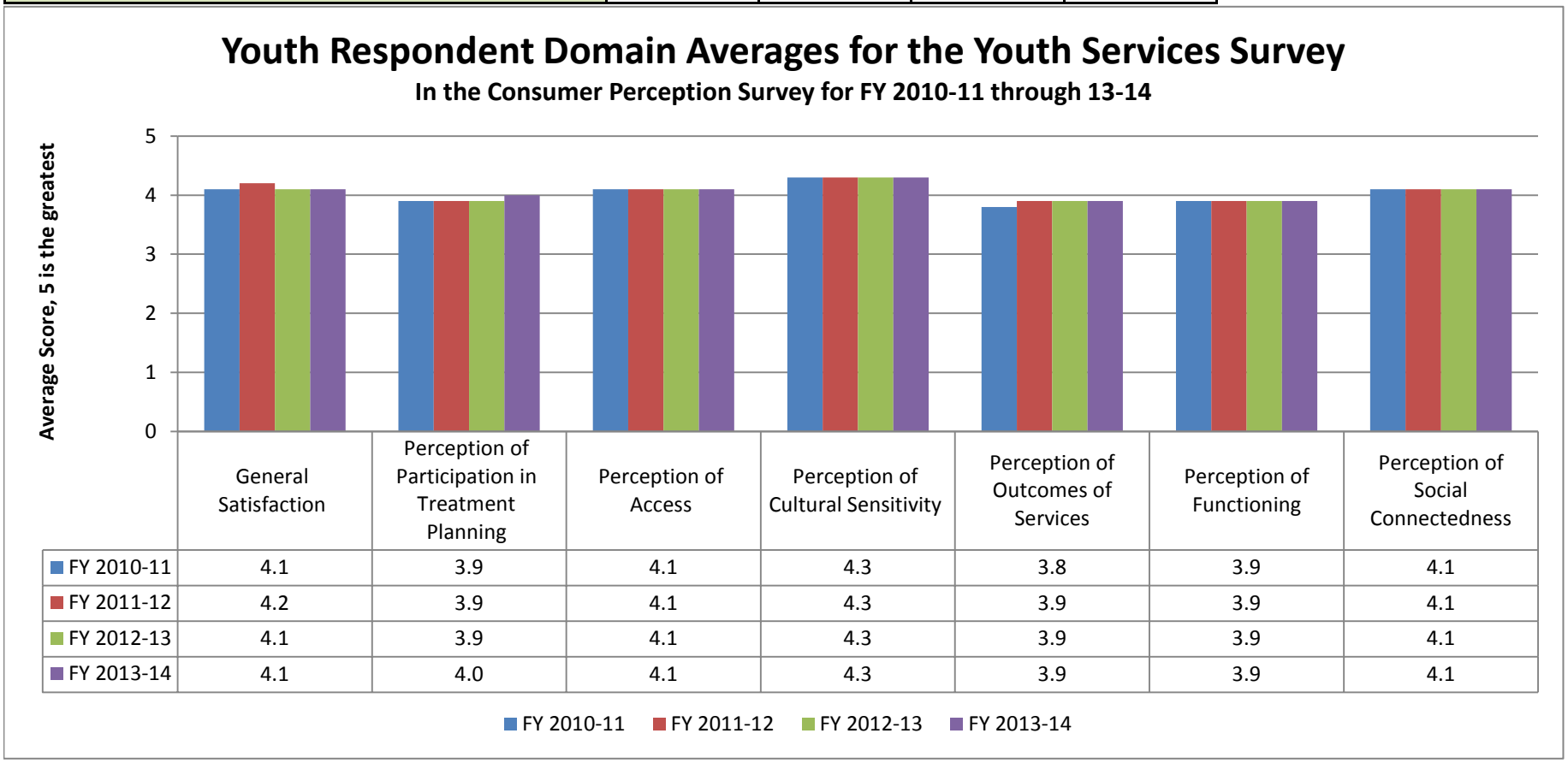

Table A2: Youth Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree) in each Domain

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	85.4%	87.3%	86.4%	86.6%
Perception of Participation in Treatment Planning	75.5%	77.4%	77.3%	77.8%
Perception of Access	84.9%	86.5%	87.2%	86.4%
Perception of Cultural Sensitivity	92.0%	94.3%	93.0%	93.2%
Perception of Outcomes of Services	75.3%	77.0%	77.3%	76.0%
Perception of Functioning	74.9%	76.0%	76.8%	75.1%
Perception of Social Connectedness	87.3%	87.7%	89.3%	87.8%

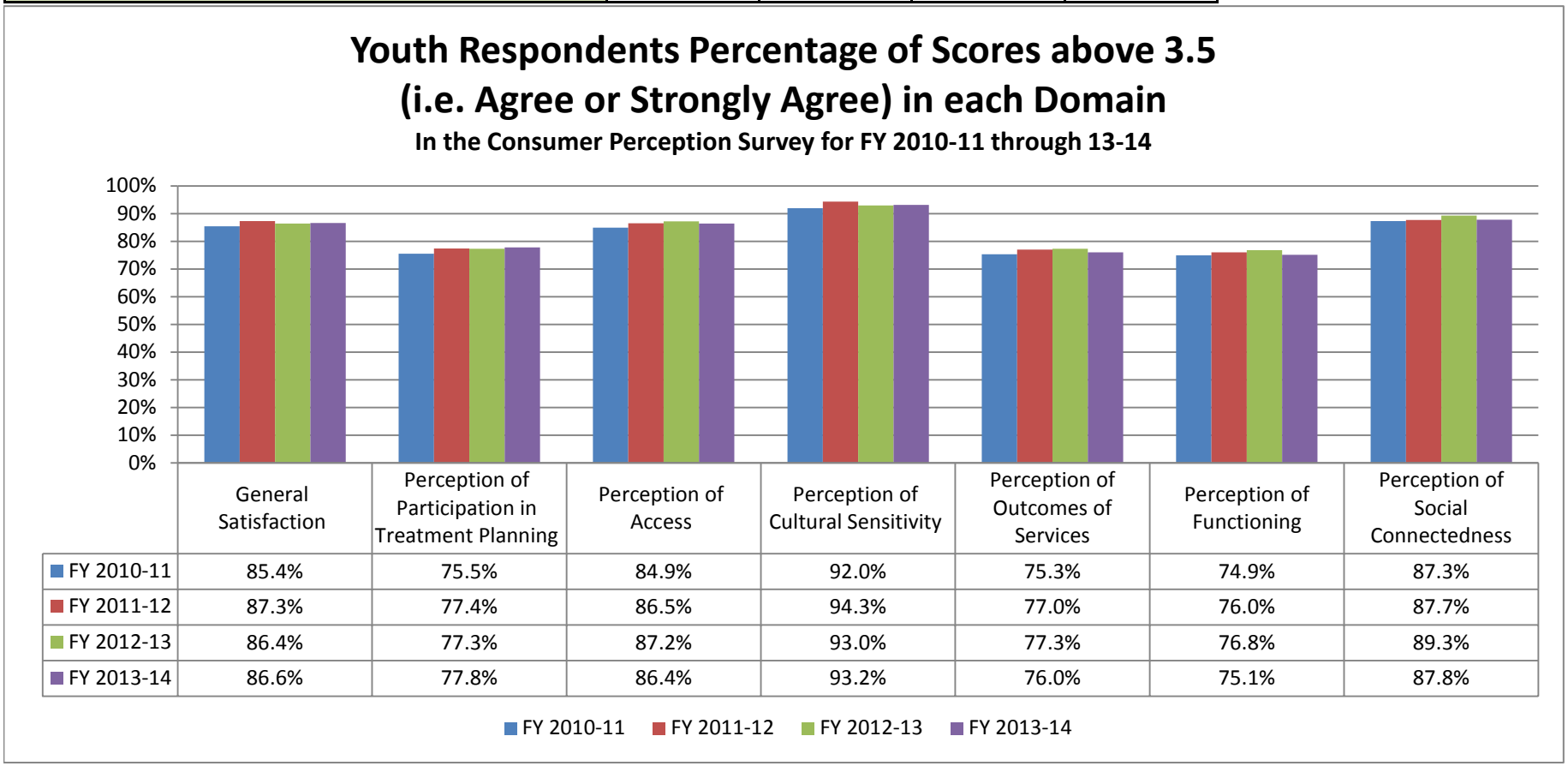

Table A3: Number of Youth Respondents in the Youth Services Survey
Consumer Perception Survey

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Total Number of Surveys Received	**7,970**	**2,119**	**3,485**	**17,551**
General Satisfaction	7,197	2,050	3,416	16,776
Perception of Participation in Treatment Planning	7,100	2,016	3,368	16,623
Perception of Access	6,935	1,994	3,301	16,406
Perception of Cultural Sensitivity	6,828	1,948	3,212	15,944
Perception of Outcomes of Services	7,094	2,021	3,349	16,466
Perception of Functioning	6,994	1,978	3,308	16,274
Perception of Social Connectedness	7,031	2,012	3,344	16,333

Table B1: Youth Respondents item Averages for the Youth Services Survey in the Consumer Perception Survey

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	4.2	4.3	4.2	4.2
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	3.6	3.7	3.7	3.7
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	4.0	4.0	4.0	4.0
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	4.1	4.2	4.1	4.2
General Satisfaction	5	I felt I/my child had someone to talk to when I/he/she was troubled.	4.1	4.2	4.1	4.1
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	4.1	4.1	4.1	4.1
General Satisfaction	7	The services I/my child and/or family received were right for us.	4.1	4.2	4.1	4.1
Perception of Access	8	The location of services was convenient for me/us.	4.1	4.1	4.1	4.1
Perception of Access	9	Services were available at times that were convenient for me/us.	4.0	4.1	4.1	4.1
General Satisfaction	10	I/my family got the help I/we wanted.	4.1	4.1	4.1	4.1
General Satisfaction	11	I/my family got as much help as I/we needed.	4.0	4.1	4.1	4.1
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.3	4.4	4.4	4.4
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.3	4.3	4.3	4.3
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.3	4.4	4.3	4.4
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	4.2	4.2	4.2	4.2
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	3.9	3.9	3.9	3.9

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	3.8	3.8	3.8	3.8
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	4.0	4.0	4.0	4.0
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	3.9	3.9	3.9	3.9
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	3.8	3.9	3.9	3.9
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	3.7	3.7	3.7	3.7
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	3.9	3.9	3.9	3.9
Perception of Social Connectedness	23	I know people who will listen and understand me when I need to talk.	4.1	4.1	4.1	4.1
Perception of Social Connectedness	24	I have people that I am comfortable talking with about my (child's) problem(s).	4.1	4.1	4.1	4.1
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	4.0	4.1	4.1	4.0
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	4.2	4.2	4.2	4.2

Table B2: Youth Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree)
Survey Questions with Scores Above 3.5 in the Consumer Perception Survey

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	85.7%	88.1%	87.2%	87.4%
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	64.5%	65.1%	66.0%	66.2%
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	80.9%	81.5%	81.7%	82.4%
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	82.0%	84.4%	83.1%	82.4%
General Satisfaction	5	I felt I/my child had someone to talk to when I/he/she was troubled.	82.5%	83.3%	82.5%	81.8%
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	84.0%	85.1%	85.3%	85.1%
General Satisfaction	7	The services I/my child and/or family received were right for us.	82.7%	85.8%	83.9%	84.2%
Perception of Access	8	The location of services was convenient for me/us.	81.4%	83.2%	83.9%	82.4%
Perception of Access	9	Services were available at times that were convenient for me/us.	80.6%	83.2%	83.9%	82.2%
General Satisfaction	10	I/my family got the help I/we wanted.	81.0%	82.2%	82.0%	81.4%
General Satisfaction	11	I/my family got as much help as I/we needed.	78.0%	79.3%	79.7%	78.6%
Perception of Cultural Sensitivity	12	Staff treated me with respect.	90.4%	94.0%	92.2%	92.4%
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	88.0%	89.4%	89.8%	89.4%
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	91.1%	93.0%	92.1%	92.5%
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	84.9%	85.5%	86.4%	85.3%
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	74.0%	75.0%	76.6%	75.0%

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	67.7%	68.7%	69.4%	68.0%
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	76.5%	76.3%	79.4%	76.7%
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	71.7%	73.2%	71.8%	71.5%
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	71.2%	72.8%	71.8%	71.7%
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	64.6%	64.9%	65.4%	65.5%
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	72.7%	72.3%	74.0%	72.4%
Perception of Social Connectedness	23	I know people who will listen and understand me when I need to talk.	85.3%	84.7%	86.6%	84.8%
Perception of Social Connectedness	24	I have people that I am comfortable talking with about my (child's) problem(s).	83.5%	84.2%	84.8%	82.2%
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	79.7%	80.5%	80.8%	79.7%
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	86.9%	86.8%	88.4%	87.1%

Table C1: Parent Respondent Domain Averages for the Youth Services Survey in the Consumer Perception Survey

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	4.4	4.4	4.4	4.4
Perception of Participation in Treatment Planning	4.3	4.3	4.3	4.3
Perception of Access	4.4	4.4	4.4	4.4
Perception of Cultural Sensitivity	4.6	4.6	4.6	4.6
Perception of Outcomes of Services	3.8	3.8	3.8	3.9
Perception of Functioning	3.9	3.9	3.9	3.9
Perception of Social Connectedness	4.3	4.3	4.2	4.3

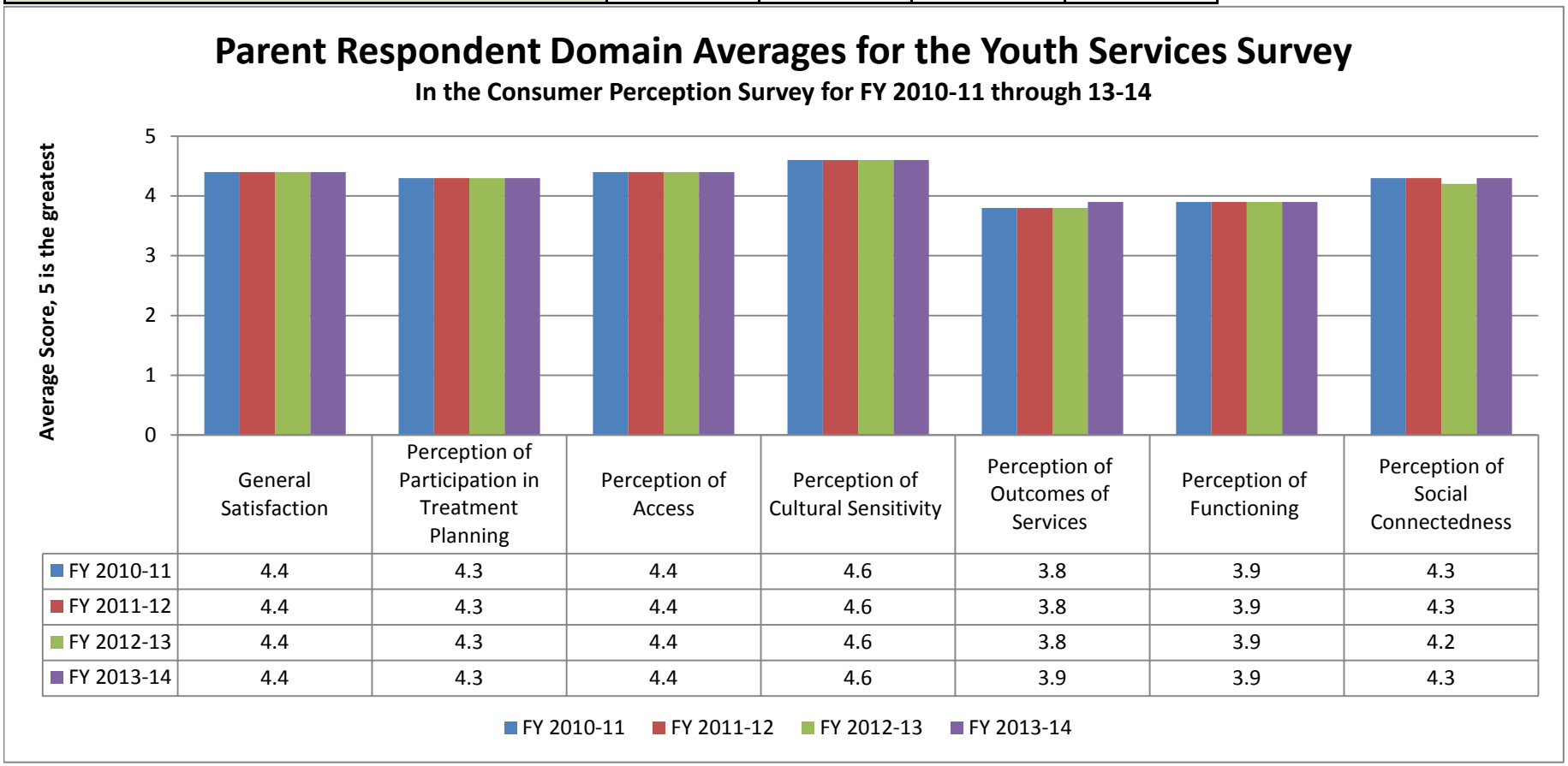

Table C2: Parent Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree) in each Domain

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	92.6%	91.9%	91.6%	92.4%
Perception of Participation in Treatment Planning	92.2%	91.4%	91.8%	91.7%
Perception of Access	93.7%	93.5%	93.2%	93.9%
Perception of Cultural Sensitivity	98.0%	97.7%	97.3%	97.5%
Perception of Outcomes of Services	73.3%	70.4%	73.3%	74.2%
Perception of Functioning	73.4%	71.3%	73.2%	74.7%
Perception of Social Connectedness	92.1%	92.7%	91.7%	92.7%

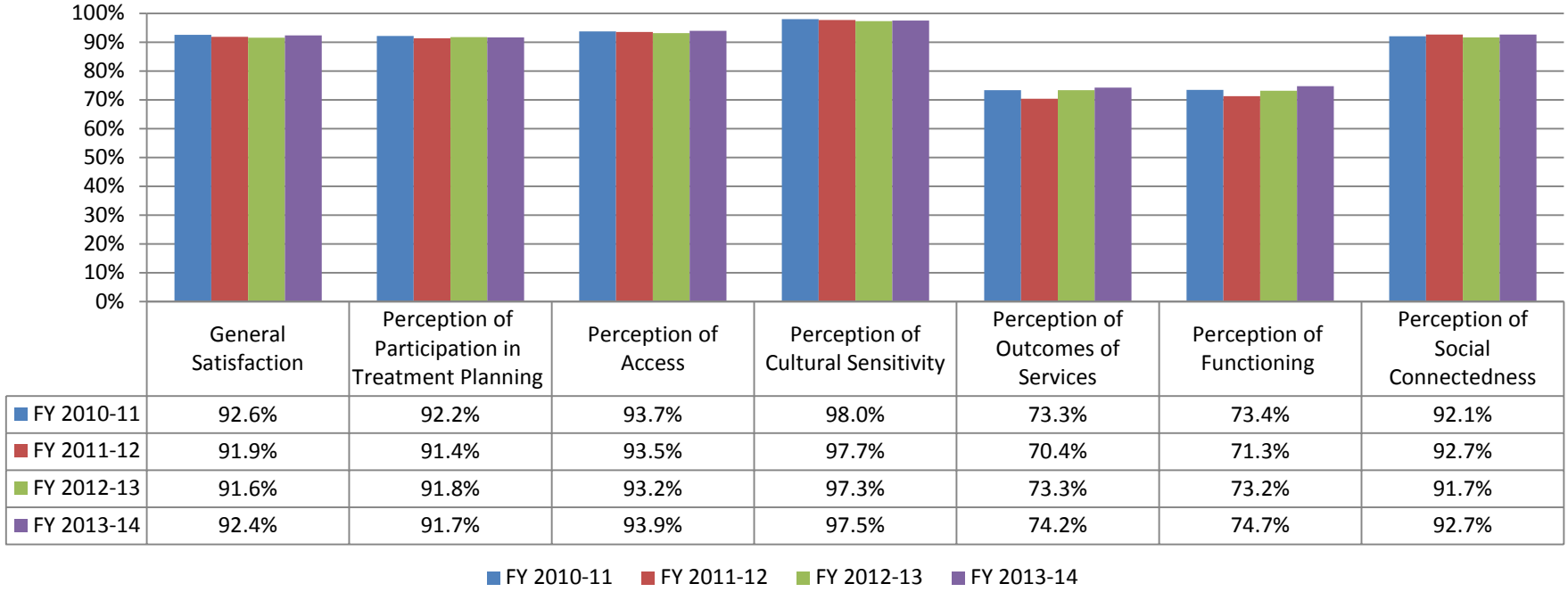

Table C3: Number of Parent Respondents in the Youth Services Survey Consumer Perception Survey

DOMAIN	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Total Number of Surveys Received	**13,671**	**3,804**	**5,643**	**28,514**
General Satisfaction	11,734	3,647	5,474	26,540
Perception of Participation in Treatment Planning	11,530	3,549	5,396	26,108
Perception of Access	11,690	3,620	5,431	26,495
Perception of Cultural Sensitivity	10,833	3,347	5,090	24,900
Perception of Outcomes of Services	11,428	3,525	5,257	25,676
Perception of Functioning	11,281	3,491	5,154	25,288
Perception of Social Connectedness	11,600	3,570	5,346	25,770

Table D1: Parent Respondents Item Averages for the Youth Services Survey in the Consumer Perception Survey

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	4.5	4.5	4.4	4.4
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	4.2	4.2	4.2	4.2
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	4.3	4.3	4.3	4.3
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	4.4	4.4	4.4	4.4
General Satisfaction	5	I felt I/my child had someone to talk to when I/he/she was troubled.	4.4	4.4	4.4	4.4
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	4.5	4.5	4.4	4.4
General Satisfaction	7	The services I/my child and/or family received were right for us.	4.4	4.4	4.4	4.4
Perception of Access	8	The location of services was convenient for me/us.	4.4	4.4	4.4	4.4
Perception of Access	9	Services were available at times that were convenient for me/us.	4.4	4.4	4.4	4.4
General Satisfaction	10	I/my family got the help I/we wanted.	4.4	4.3	4.3	4.3
General Satisfaction	11	I/my family got as much help as I/we needed.	4.3	4.2	4.2	4.2
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.7	4.7	4.6	4.6
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.6	4.5	4.5	4.5
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.6	4.6	4.6	4.6
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	4.5	4.5	4.5	4.5
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	4.0	3.9	3.9	3.9

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	3.9	3.8	3.9	3.9
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	4.0	3.9	3.9	3.9
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	3.9	3.9	3.8	3.9
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	3.8	3.7	3.7	3.8
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	3.8	3.7	3.8	3.8
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	3.9	3.8	3.9	3.9
Perception of Social Connectedness	23	I know people who will listen and understand me when I need to talk.	4.3	4.3	4.2	4.3
Perception of Social Connectedness	24	I have people that I am comfortable talking with about my (child's) problem(s).	4.3	4.3	4.3	4.3
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	4.2	4.2	4.2	4.2
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	4.2	4.3	4.2	4.3

Table D2: Parent Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree) in the Consumer Perception Survey

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	93.0%	92.5%	92.4%	92.3%
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	88.7%	87.1%	88.5%	88.3%
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	91.5%	91.3%	91.5%	91.1%
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	91.7%	90.0%	90.6%	90.6%
General Satisfaction	5	I felt I/my child had someone to talk to when I/he/she was troubled.	91.6%	91.3%	90.8%	90.7%
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	95.3%	95.0%	94.5%	94.8%
General Satisfaction	7	The services I/my child and/or family received were right for us.	89.6%	88.9%	90.1%	90.1%
Perception of Access	8	The location of services was convenient for me/us.	91.6%	91.1%	92.0%	91.9%
Perception of Access	9	Services were available at times that were convenient for me/us.	93.5%	92.2%	92.8%	92.7%
General Satisfaction	10	I/my family got the help I/we wanted.	88.2%	86.3%	87.7%	88.5%
General Satisfaction	11	I/my family got as much help as I/we needed.	83.0%	81.3%	83.3%	84.2%
Perception of Cultural Sensitivity	12	Staff treated me with respect.	97.8%	97.8%	97.1%	97.2%
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	96.1%	95.4%	95.4%	95.7%
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	98.0%	97.8%	97.4%	97.4%
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	95.7%	94.9%	95.3%	95.3%
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	72.5%	69.9%	73.2%	73.9%

Domain	Individual Item		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	72.7%	69.9%	72.7%	74.1%
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	74.3%	71.2%	73.7%	74.5%
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	71.0%	68.1%	67.8%	70.8%
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	65.7%	62.0%	63.5%	66.0%
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	67.4%	64.7%	68.2%	68.8%
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	72.4%	69.5%	71.6%	73.2%
Perception of Social Connectedness	23	I know people who will listen and understand me when I need to talk.	90.5%	89.9%	89.7%	90.6%
Perception of Social Connectedness	24	I have people that I am comfortable talking with about my (child's) problem(s).	91.9%	91.7%	91.0%	91.6%
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	85.4%	85.0%	85.1%	86.2%
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	89.4%	90.2%	89.7%	90.7%