



BHT PERFORMANCE MEASURES

BH-10: Perception of Care with Respect to One's Cultural Background: Drug Medi-Cal Organized Delivery System

FY 24-25 Rates

As part of California's Behavioral Health Transformation (BHT), the Department of Health Care Services (DHCS) has developed BHT performance measures intended to capture progress on 14 statewide behavioral health (BH) goals. These performance measures will be used for transparency, planning, population health, and—over time and as appropriate—enforcement. Additional details can be found in the Behavioral Health Services Act (BHSA) County [Policy Manual](#) and in the BHT Performance Measures [Specifications Manual](#).

This document contains the official fiscal year (FY) 24-25 rates for the following BHT performance measure:

Measure Details	Description
Measure Name	Perception of Care with Respect to One's Cultural Background: Drug Medi-Cal Organized Delivery System (PC-DMCODS)
Measure Description	Percent of Medi-Cal members receiving Drug Medi-Cal Organized Delivery System (DMC-ODS) services who completed the Treatment Perception Survey (TPS) in a 12-month period who responded with "strongly agree" or "agree" to Q7 asking if "staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.)"
Measure Background	This measure captures the percentage of Medi-Cal members receiving Substance Use Disorder (SUD) services through the DMC-ODS who completed the TPS during a 12-month period and responded "strongly agree" or

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	"agree" to Question 7, "Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.)." The measure draws from the Quality domain of the TPS, a standardized statewide survey used by DHCS to assess perceptions of care among individuals receiving DMC-ODS services. This measure is a Goal Measure for the "Improve Care Experience" statewide BH goal. By tracking whether members perceive staff as sensitive to their cultural background, the measure is intended to assess an important component of person-centered, culturally responsive SUD treatment and to support statewide and county efforts to improve the experience and engagement of Medi-Cal members receiving DMC-ODS services. In California Medi-Cal, SUD services are delivered by Drug Medi-Cal (DMC) and Drug Medi-Cal Organized Delivery System (DMC-ODS) counties via county Behavioral Health Plans (BHPs). While DMC counties offer more traditional SUD treatment benefits to Medi-Cal members, DMC-ODS counties provide a broader continuum of addiction treatment services with enhanced coordination and oversight. TPS is designed for members to provide feedback on DMC-ODS services specifically; as such, only DMC-ODS County BHPs are responsible for performance on this measure. For the BHP rate, because BHPs do not have assigned members, all Medi-Cal members in that county (defined by county of responsibility assignments¹) are included in their rate if they meet denominator criteria. The stratifications reported below are limited by the data available for this measure, which includes the statewide rate and the rate stratified by DMC-ODS counties. More information on this measure can be found in the 2024 TPS

¹ A Medi-Cal member's county of responsibility is the official source for determining which County BHP is financially accountable for Specialty Mental Health Services (SMHS) and substance use disorder treatment services for that member. In some cases, this may be different than the member's county of residence. See Behavioral Health Information Notice [24-008](#) for more information.

Measure Details	Description
	Statewide Report . Standard BHT stratification categories that did not have any data available have been removed below to streamline the report.
Measure Steward	University of California, Los Angeles (UCLA) Integrated Substance Use and Addiction Programs (ISAP)
Measure Goal	This measure is 1 of 3 measures in the “Improve Care Experience” statewide BH goal.
Measure Category	Goal Measure
Accountability	County BHPs

Table 1. Statewide Rate

State	Rate
California	90.4%

Table 2. County Behavioral Health Plan Rates

County Behavioral Health Plan	Rate
Alameda	91.4%
Contra Costa	92.0%
El Dorado	98.9%
Fresno	89.8%
Imperial	94.2%
Kern	94.2%
Lake	88.3%
Los Angeles County	89.8%
Marin	91.6%
Mariposa	100.0%
Merced	78.8%
Monterey	88.4%

County Behavioral Health Plan	Rate
Napa	87.1%
Nevada	89.9%
Orange	91.4%
Partnership Health Counties (PHC) ²	91.0%
Placer	91.8%
Riverside	92.5%
Sacramento	87.0%
San Benito	96.0%
San Bernardino	91.9%
San Diego	88.0%
San Francisco	90.5%
San Joaquin	92.8%
San Luis Obispo	89.6%
San Mateo	90.1%
Santa Barbara	91.5%
Santa Clara	92.4%
Santa Cruz	90.6%
Sonoma	91.0%
Stanislaus	90.9%
Tulare	96.8%
Ventura	92.2%
Yolo	86.8%

"S" represents values that are based on less than 11 individuals which are not shown in accordance with the DHCS Data De-identification Guidelines (DDG) Version 3.0.

² PHC is a combination of seven counties (Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou and Solano) with an integrated regional model for delivery of DMC-ODS services.

Values reported as "0.00" indicate that no events were observed.

Values reported as "N/A" indicate that no persons qualified for the denominator.

"C" denotes complementary data that is not shown to comply with DHCS DDG Version 3.0 to prevent the re-derivation of other sensitive information.