



BHT PERFORMANCE MEASURES

BH-11: Perception of Care with Respect to One's Cultural Background: Non-Specialty Mental Health Services

CY 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—performance targets will be enforced. 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 calendar year (CY) 2025¹ rates for the following BHT performance measure:

Measure Details	Description
Measure Name	Perception of Care with Respect to One's Cultural Background: Non-Specialty Mental Health Services (PC-NSMHS)
Measure Description	Percent of Medi-Cal managed care members receiving Non-Specialty Mental Health Services (NSMHS) who completed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Experience of Care and Health Outcomes (ECHO) survey in a 12-month period who responded with "Yes" to Q27 asking "was the care

¹ DHCS's first survey period for CAPS ECHO was June to September 2025. As such, this measure cannot be reported for fiscal year (FY) 24-25 and is instead reported for CY2025.

Measure Details	Description
	you received responsive to [language, race, religion, ethnic background, culture] needs.”
Measure Background	This measure captures the percentage of Medi-Cal members enrolled in a Medi-Cal Managed Care Plan (MCP) who completed DHCS’ version of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) Experience of Care and Health Outcomes (ECHO) Survey 3.0 for Managed Care Organizations and responded “yes” to Q27 on cultural competency: “In the last 12 months, was the care you received responsive to [language, race, religion, ethnic background, culture] needs?” 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 care and to support statewide and MCP efforts to improve the experience and engagement of Medi-Cal beneficiaries. Created by the Agency for Healthcare Research and Quality (AHRQ), CAHPS ECHO is administered to both adults and the parents/caretakers of children who receive NSMHS delivered by the MCP. As such, only MCPs are responsible for performance on this measure. MCPs must submit this data to DHCS on a calendar year basis, and data is submitted every three years. The stratifications reported below are limited by the data and sample sizes available within the CAHPS ECHO dataset for this measure. More information on this measure can be found in the 2026 ECHO Summary Report. Standard BHT stratification categories that did not have any data available have been removed below to streamline the report.
Measure Steward	AHRQ

Measure Details	Description
Measure Goal	This measure is 1 of 3 measures in the "Improve Care Experience" statewide BH goal.
Measure Category	Goal Measure
Responsibility	Medi-Cal MCPs

Table 1. Statewide Rate

State	Rate
California	80.27%

Table 2. Statewide Rate Stratifications by Age Group

Age Group	Rate
0-17 years	93.06%
18+ years	79.43%

"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.

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.