



BHT PERFORMANCE MEASURES

BH-9: Perception of Care with Respect to One's Cultural Background: Specialty Mental Health Services

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: Specialty Mental Health Services (PC-SMHS)
Measure Description	Percent of Medi-Cal members who received Specialty Mental Health Services (SMHS) and completed the Mental Health Statistics Improvement Program (MHSIP) Consumer Perception Survey (CPS) in a 12-month period who responded with "strongly agree" or "agree" to Q18 asking if "staff were sensitive to my cultural background (race, religion, language, etc.)"

Measure Details	Description
Measure Background	This measure captures the percentage of people receiving SMHS who completed the CPS during a 12-month period and responded “strongly agree” or “agree” to Question 18, “Staff were sensitive to my cultural background (race, religion, language, etc.).” The measure draws from the Quality domain of the University of California-Los Angeles (UCLA) Integrated Substance Use and Addiction Programs’ (ISAP) MHSIP survey used by DHCS to administer the CPS. This measure is a Goal Measure for the “Improve Care Experience” statewide BH goal. By tracking whether consumers feel staff are sensitive to their cultural background, the measure is intended to assess an important aspect of person-centered, culturally responsive care and to support efforts to improve the experience of care for Medi-Cal members receiving county BH services. In California Medi-Cal, SMHS are provided through county Behavioral Health Plans (BHPs), to members meeting access criteria as defined by DHCS¹. Therefore, 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 assignments²) are included in their rate if they meet denominator criteria. The stratifications reported below are limited by the data available for this measure. More information on this measure can be found in the 2025 CPS Statewide Report. Standard BHT stratification categories that did not have any data available have been removed below to streamline the report.

¹ More information on SMHS access criteria is available at [BHIN-26-002-Access-Criteria.pdf](#)

² A Medi-Cal member’s county of responsibility is the official source for determining which County BHP is financially accountable for 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
Measure Steward	UCLA 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	86.9%

Table 2. County Behavioral Health Plan Rates

County Behavioral Health Plan Rates	Rate
Alameda	89.4%
Alpine	S
Amador	87.8%
Butte	88.9%
Calaveras	76.0%
Colusa	S
Contra Costa	84.8%
Del Norte	NA
El Dorado	88.9%
Fresno	85.5%
Glenn	87.8%
Humboldt	84.6%
Imperial	88.6%
Inyo	78.6%
Kern	90.2%

County Behavioral Health Plan Rates	Rate
Kings	94.6%
Lake	90.4%
Lassen	96.8%
Los Angeles County	87.3%
Madera	87.6%
Marin	85.8%
Mariposa	93.3%
Mendocino	83.3%
Merced	86.5%
Modoc	78.6%
Mono	92.3%
Monterey	90.0%
Napa	74.3%
Nevada	93.9%
Orange	85.9%
Placer	86.2%
Plumas	81.8%
Riverside	86.4%
Sacramento	85.6%
San Benito	82.9%
San Bernardino	90.3%
San Diego	87.7%
San Francisco	89.3%
San Joaquin	84.4%
San Luis Obispo	82.9%
San Mateo	85.0%
Santa Barbara	83.1%

County Behavioral Health Plan Rates	Rate
Santa Clara	87.2%
Santa Cruz	81.6%
Shasta	82.9%
Sierra	88.2%
Siskiyou	81.8%
Solano	89.3%
Sonoma	82.8%
Stanislaus	87.3%
Sutter/Yuba	83.6%
Tehama	83.6%
Trinity	NA
Tulare	79.0%
Tuolumne	82.1%
Ventura	84.2%
Yolo	76.5%

"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.