

Performance Outcomes System Initial Reports
Report run on November 16, 2017

Background

This is the first in the series of new Adult/Older Adult Quality of Life (QOL) 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 QOL Adult/Older Adult 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 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) 13/14, 14/15 and 15/16. This report includes all the questions broken out by Adult/Older Adult respondents. The QOL questions address the following seven domains: General Life Satisfaction, Living Situation, Daily Activities, Family Relationships, Social Relationships, Safety and Health.

Definitions

Population - Adults (age 18-59) and Older Adults (age 60 and over) receiving Specialty Mental Health Services.

Data Source - Consumer Perception Survey Database FY 13/14 through FY 15/16.

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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/services/MH/Documents/POS_MeasuresCatalog_Sept2016.pdf

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 Quality of Life respondents for FY 13/14 was 13,938.

The number of Quality of Life respondents for FY 14/15 was 17,181.

The number of Quality of Life respondents for FY 15/16 was 19,794.

Each of the questions are answered using a 7-point Likert scale with the following values: 1 = Terrible; 2 = Unhappy; 3 = Mostly Dissatisfied; 4 = Mixed; 5 = Mostly Satisfied; 6 = Pleased; and, 7 = Delighted.

- in FY 15/16 the average response for the General Life Satisfaction domain was 4.54
- in FY 15/16 the average response for the Living Situation domain was 4.67
- in FY 15/16 the average response for the Daily Activities domain was 4.63
- in FY 15/16 the average response for the Family Relationships domain was 4.73
- in FY 15/16 the average response for the Social Relationships domain was 4.74
- in FY 15/16 the average response for the Safety domain was 4.88
- in FY 15/16 the average response for the Health domain was 4.31

In addition to the Quality of Life questions, this report also contains statistics from survey demographic/personal questions (e.g. age, gender, length in the program). The results from these questions start on page 10 of this report. Note there were more survey respondents who decided to complete these questions compared to the Quality of Life questions, generally.

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

Quality of Life Survey Questions (Adults)

Domain Questions	Domain
1(A). How do you feel about your life in general?	General Life Satisfaction
2(A). How do you feel about the living arrangement where you live?	Living Situation
2(B). How do you feel about the privacy you have there?	Living Situation
2(C). How do you feel about the prospect of staying where you currently live for a long period of time?	Living Situation
3(A). How do you feel about the way you spend your spare time?	Daily Activities
3(B). How do you feel about the chance you have to enjoy pleasant or beautiful things?	Daily Activities
3(C). How do you feel about the amount of fun you have?	Daily Activities
3(D). How do you feel about the amount of relaxation in your life?	Daily Activities
4(A). How do you feel about the way you and your family act toward each other?	Family Relationships
4(B). How do you feel about the way things are in general between you and your family?	Family Relationships
5(A). How do you feel about the things you do with other people?	Social Relationships
5(B). How do you feel about the amount of time you spend with other people?	Social Relationships
5(C). How do you feel about the people you see socially?	Social Relationships
5(D). How do you feel about the amount of friendship in your life?	Social Relationships
6(A). How do you feel about how safe you are on the streets in your neighborhood?	Legal & Safety
6(B). How do you feel about how safe you are where you live?	Legal & Safety
6(C). How do you feel about the protection you have against being robbed or attacked?	Legal & Safety
7(A). How do you feel about your health in general?	Health
7(B). How do you feel about your physical condition?	Health
7(C). How do you feel about your emotional well-being?	Health

Demographic/Personal Questions (Adults)

Questions
1. Approximately, how long have you received services here?
<i>Ignore questions 2-4 if you have been receiving services for more than a year</i>
2. Were you arrested since you began to receive mental health services?
3. Were you arrested during the 12 months prior to that?
4. Since you began to receive mental health services, have you encounters with police ... (reduced, stayed the same, increased, N/A)?
<i>Ignore questions 5-7 if you have been receiving services for a year or less</i>
5. Were you arrested since you began to receive mental health services?
6. Were you arrested during the 12 months prior to that?
7. Since you began to receive mental health services, have you encounters with police ... (reduced, stayed the same, increased, N/A)?
8. What is your gender?
9. Are you of Mexican/Hispanic/Latino origin?
10. What is your race?
11. What is your date of birth?
12. Were the services you received provided in the language you prefer?
13. Was written information (e.g. brochures describing available services, your rights as a consumer, and mental health educational materials) available to you in the language you prefer?
14. What was the primary reason you became involved with this program?
15. Please identify who helped you complete any part of this survey?

Table A1: Number of Adult and Older Adult Respondents in the Quality Of Life Survey

	Adults	Older Adults	Total
FY 13-14	11,276	2,662	13,938
FY 14-15	13,727	3,454	17,181
FY 15-16	14,539	5,255	19,794

Table A2: Total Number of Respondents in the Quality of Life Survey By Domain

	FY 13-14	FY 14-15	FY 15-16
Life Satisfaction	12,113	15,053	16,192
Living Situation	12,107	15,019	16,168
Daily Activities	12,076	14,991	16,099
Family Relationships	11,325	14,018	15,084
Social Relationships	11,627	14,389	15,501
Safety	11,811	14,659	15,765
Health	11,726	14,572	15,669

Table A3: Adult and Older Adult Perception of Quality of Life (Average Score by Question*)

	FY 13-14	FY 14-15	FY 15-16
(1) How do you feel about your life in general?	4.52	4.52	4.54
(2A) How do you feel about your living arrangements where you live?	4.69	4.66	4.69
(2B) How do you feel about the privacy you have there?	4.75	4.73	4.74
(2C) How do you feel about the prospect of staying on where you live for a long period of time?	4.58	4.56	4.57
(3A) How do you feel about the way you spend your free time?	4.58	4.56	4.59
(3B) How do you feel about the chance you have to enjoy pleasant or beautiful things?	4.81	4.77	4.78
(3C) How do you feel about the amount of fun you have?	4.53	4.49	4.52
(3D) How do you feel about the amount of relaxation in your life?	4.64	4.60	4.61
(5A) How do you feel about the way you and your family act toward each other?	4.70	4.69	4.71
(5B) How do you feel about the way things are in general between you and your family?	4.74	4.73	4.75
(7A) How do you feel about the things you do with other people?	4.87	4.82	4.85
(7B) How do you feel about the amount of time you spend with other people?	4.70	4.68	4.71
(7C) How do you feel about the people you see socially?	4.82	4.79	4.82
(7D) How do you feel about the amount of friendship in your life?	4.57	4.57	4.60
(11A) How safe you are on the streets in your neighborhood?	4.80	4.81	4.75
(11B) How do you feel about how safe you are where you live?	5.09	5.08	5.05
(11C) How do you feel about the protection you have against being robbed or attacked?	4.86	4.87	4.83
(12A) How do you feel about your health in general?	4.38	4.37	4.38
(12B) How do you feel about your physical condition?	4.24	4.24	4.24
(12C) How do you feel about your emotional well-being?	4.32	4.31	4.32

* Answers to Questions: 4, 6a, 6b, 8a, 8b, 8c, 8d, 8e, 9a, 9b, and 10 start on page 23

Table A4: Adult and Older Adult Perception of Quality of Life (Scores of "5" or more)

	FY 13-14	FY 14-15	FY 15-16
Life Satisfaction	50.2%	49.8%	50.2%
Living Situation	51.5%	51.3%	51.1%
Daily Activities	46.9%	45.6%	45.5%
Family Relationships	55.2%	54.4%	55.2%
Social Relationships	49.8%	48.9%	49.5%
Safety	59.3%	59.4%	58.5%
Health	39.9%	39.5%	39.5%

Table A5: Adult and Older Adult Perception of Quality of Life (Average Score by Domain)

	FY 13-14	FY 14-15	FY 15-16
Life Satisfaction	4.52	4.52	4.54
Living Situation	4.67	4.65	4.67
Daily Activities	4.64	4.61	4.63
Family Relationships	4.72	4.71	4.73
Social Relationships	4.74	4.72	4.74
Safety	4.91	4.92	4.88
Health	4.31	4.30	4.31

Table B1: Length of Time Adult/Older Adults Survey Respondents Have Been Receiving Mental Health (MH) Services

How Long Have You Received Services?	FY 13-14	FY 14-15	FY 15-16
First Visit	830	1,049	1,046
Multiple Visits Month 1	1,423	1,832	1,775
1 to 2 Months	2,712	3,244	3,190
3 to 5 Months	3,652	4,403	4,272
6 Months to 1 Year	4,910	5,895	5,566
More than 1 Year	17,439	21,676	20,639
Totals	30,966	38,099	36,488

Table B2: Adult/Older Adults Survey Respondents Arrest Information (Receiving Mental Health Services 1 Year or Less)

If Receiving Services for a Year or Less			
Have You Been Arrested since Receiving Services?	FY 13-14	FY 14-15	FY 15-16
Yes, I Have Been Arrested	2,071	2,441	2,323
No, I Have Not Been Arrested	15,099	18,371	17,462
Totals	17,170	20,812	19,785

Table B3: Adult/Older Adults Survey Respondents Arrest Information (Receiving Mental Health Services More Than 1 Year)

If Receiving Services for More Than a Year			
Have you been Arrested in the Last 12 Months?	FY 13-14	FY 14-15	FY 15-16
Yes, I Have Been Arrested	2,223	2,754	2,573
No, I Have Not Been Arrested	20,948	25,944	24,998
Totals	23,171	28,698	27,571

Table B4: Adult/Older Adults Survey Respondents Arrest Information (Receiving Mental Health Services Less than 1 Year)

If Receiving Services for a Year or Less	Arrested in Year Prior	Arrested Since Starting Services
FY 13-14	16.4%	12.1%
FY 14-15	16.1%	11.7%
FY 15-16	16.9%	11.7%

Table B5: Adult/Older Adults Survey Respondents Arrest Information (Receiving Mental Health Services More Than 1 Year)

If Receiving Services for More Than One Year		
	Arrested in Year Prior	Arrested in the Last Year
FY 13-14	10.6%	9.6%
FY 14-15	10.3%	9.6%
FY 15-16	10.4%	9.3%

Table B6: Adult/Older Adults Survey Respondents Encounters with Police (Receiving Mental Health Services Less Than 1 Year)

If Receiving Services For a Year or Less and Have Had at Least One Police Encounter in the Last Two Years			
In the Last Year Your Encounters With Police?	FY 13-14	FY 14-15	FY 15-16
Have Been Reduced	1,934	2,240	2,299
Stayed the Same	583	684	631
Have Increased	229	285	244
Totals	2,746	3,209	3,174

Figure B7: Adult/Older Adults Survey Respondents Encounters with Police (Receiving Mental Health Services More Than 1 Year)

If Receiving Services For More Than One Year and Have Had at Least One Police Encounter in the Last Two Years			
In the Last Year Your Encounters With Police?	FY 13-14	FY 14-15	FY 15-16
Have Been Reduced	1,716	2,044	1,917
Stayed the Same	634	804	767
Have Increased	293	374	355
Totals	2,643	3,222	3,039

Figure B8: Adult/Older Adults Survey Respondents Self-Reported Gender

Self-Reported Gender	FY 13-14	FY 14-15	FY 15-16
Male	14,391	18,298	17,509
Female	16,619	19,801	18,783
Other	222	314	368
Totals	31,232	38,413	36,660

Table B9: Adult/Older Adults Survey Respondents Self-Reported Race

Race	FY 13-14	FY 14-15	FY 15-16
White	14,983	17,949	17,167
Black	4,558	5,954	5,672
Hispanic	9,584	11,582	11,510
American Indian	2,010	2,468	2,332
Pacific Islander	1,518	2,323	1,856
Asian	2,124	2,756	2,498
Other	5,266	6,713	6,268
Unknown	1,184	1,106	1,387
Totals	41,227	50,851	48,690

** Survey Respondents were allowed to select multiple items from this question*

Table B10: Adult/Older Adults Survey Respondents By Age Groups

Age Group	FY 13-14	FY 14-15	FY 15-16
Age 18 - 29	2,767	6,142	6,664
Age 30 - 44	13,613	10,540	10,448
Age 45 - 59	7,191	13,419	13,015
Age 60 and Older	4,833	7,624	7,434
Totals	28,404	37,725	37,561

Table B11: Adult/Older Adult Language Questions (Percent Who Answered Yes)

	FY 13-14	FY 14-15	FY 15-16
Were the services you received provided in the language you prefer?	97.1%	97.3%	97.1%
Was written information available to you in the language you prefer?	95.8%	97.3%	97.1%

Table B12: Adult/Older Adult Primary Reason for Entering the Mental Health Program

Reason you became involved in the MH Program?	FY 13-14	FY 14-15	FY 15-16
I decided to come in on my own	11,878	14,848	14,409
Someone else recommended that I come in	16,024	19,439	18,555
I came in against my will	1,559	1,941	1,805
Totals	29,461	36,228	34,769

Table B13: Adult/Older Adult Assistance in Completing the Mental Health Survey

Who Assisted You Completing the Form?	FY 13-14	FY 14-15	FY 15-16
I did not need any help	21,617	26,954	24,707
A mental health advocate/volunteer	1,898	2,214	2,295
Another mental health consumer	718	870	875
A member of my family	1,771	2,058	1,947
A professional interviewer	834	1,040	1,911
My clinician/case manager	2,604	3,374	3,139
A staff member	1,717	2,069	2,119
Someone else	1,157	1,343	1,209
Totals	32,316	39,922	38,202

** Survey Respondents were allowed to select multiple items from this question*

Table C1: Adult Perception of Quality of Life Questions (Social, Financial, Safety, Legal)

(4) In general, how often do you get together with a member of your family?
(6A) About how often do you visit with someone who does not live with you?
(6B) About how often do you spend time with someone you consider more than a friend?
(8A) During the past month, did you generally have enough to cover food?
(8B) During the past month, did you generally have enough to cover clothing?
(8C) During the past month, did you generally have enough to cover housing?
(8D) During the past month, did you generally have enough to cover traveling?
(8E) During the past month, did you generally have enough to cover social activities?
(9A) In the past month, were you a victim of any violent crime?
(9B) In the past month, were you a victim of any nonviolent crime?
(10) In the past month, how many times have you been arrested for any crimes?

Table C2: Frequency of Time Spent With a Family Member For Adult Respondents

How often do you get together with a family member?	FY 13-14	FY 14-15	FY 15-16
Not at all	1,466	1,807	1,869
Less than once a month	1,308	1,543	1,635
At least once a month	1,801	2,147	2,333
At least once a week	2,376	2,976	3,123
At least once a day	3,205	3,875	4,172
No Family / NA	305	654	684
Totals	10,461	13,002	13,816

Table C3: Frequency of Time Spent With Someone Who Does Not Live With You For Adult Respondents

How often do you visit with someone who does not live with you?	FY 13-14	FY 14-15	FY 15-16
Not at all	1,624	2,012	2,261
Less than once a month	1,145	1,486	1,656
At least once a month	2,145	2,628	2,794
At least once a week	3,579	4,305	4,571
At least once a day	1,923	2,178	2,217
NA	316	646	692
Totals	10,732	13,255	14,191

Table C4: Frequency of Time Spent With Someone Who is Considered More Than a Friend For Adult Respondents

How often do you visit with someone you consider more than a friend?	FY 13-14	FY 14-15	FY 15-16
Not at all	2,744	3,303	3,516
Less than once a month	624	724	766
At least once a month	910	1,102	1,187
At least once a week	1,726	1,955	2,135
At least once a day	2,443	2,987	3,156
NA	1,289	2,707	2,865
Totals	9,736	12,778	13,625

Table C5: Financial Capabilities By Category For Adult Respondents

In the last month, did you have enough money to cover?	FY 13-14	FY 14-15	FY 15-16
Food	72.6%	42.3%	75.3%
Clothing	58.2%	33.6%	60.6%
Housing	75.6%	42.3%	75.5%
Travel	59.5%	34.1%	61.5%
Social Activities	41.5%	23.9%	43.5%

Table C6: Adult Respondents Who Reported They Were a Victim of a Crime

In the last month, were you a victim of?	FY 13-14	FY 14-15	FY 15-16
Any Violent Crime	6.7%	3.5%	6.4%
Any Nonviolent Crime	12.1%	6.2%	11.3%

Table C7: Arrest Frequency for Adult Respondents

In the last month, how many times have you been arrested?	FY 13-14	FY 14-15	FY 15-16
No Arrests	10,268	22,757	13,338
One Arrest	214	259	270
Two Arrests	49	53	71
Three Arrests	28	46	60
Four or more Arrests	60	85	82