

The LACES Brief

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An update on the Los Angeles County Evaluation System, An Outcome Reporting Program

In 2009, Los Angeles County conducted a pilot test of the Substance Abuse and Mental Health Services Administration (SAMHSA) developed 21-item Modular Survey (now called the Substance Abuse Perception of Care Survey). The survey measures consumers' perceptions of their experiences during substance abuse treatment in the areas of Quality, Perceived Outcomes, Social Connectedness, and Commitment to Change. The objective of the Substance Abuse Perception of Care Survey initiative is to provide a tool for systematically measuring client perception of care that is useful to program managers and policymakers. In February 2011, a second pilot was conducted in Los Angeles County with the aim of linking client perceptions of care to their treatment outcomes. The analysis of the linked perception of care and outcome data is currently underway. Below are selected findings from the 2009 pilot study and the recent 2011 study. Statement agreements are scored using a scale from 1 to 4 with a score of 1 meaning "Strongly Disagree" and a score of 4 meaning "Strongly Agree." The domains of Quality, Perceived Outcomes, Social Connectedness, and Commitment to Change are summations of selected items within the survey and a higher score indicates stronger agreement with the domain objective.

Chart 1: Client Perceptions of Care from 2009 (n = 1344) and 2011 (n=1008)

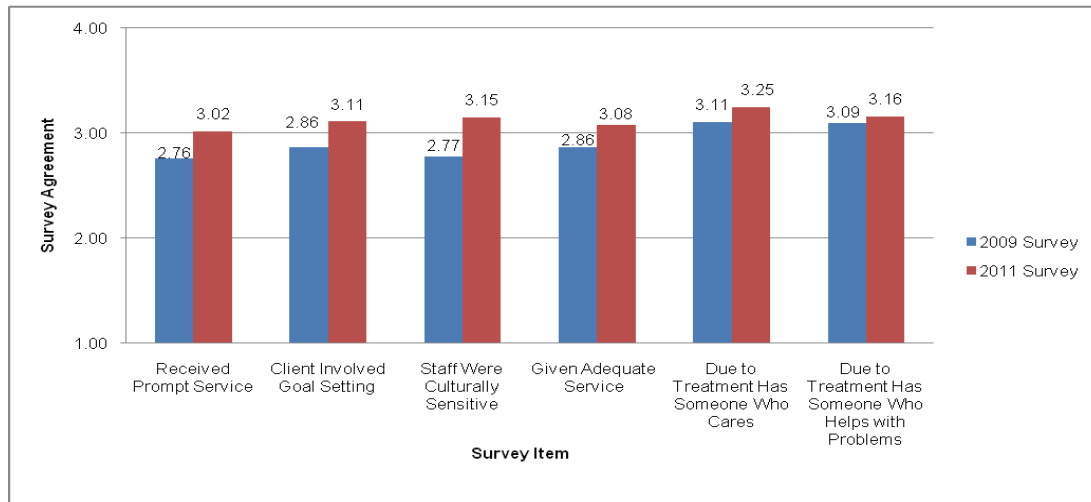
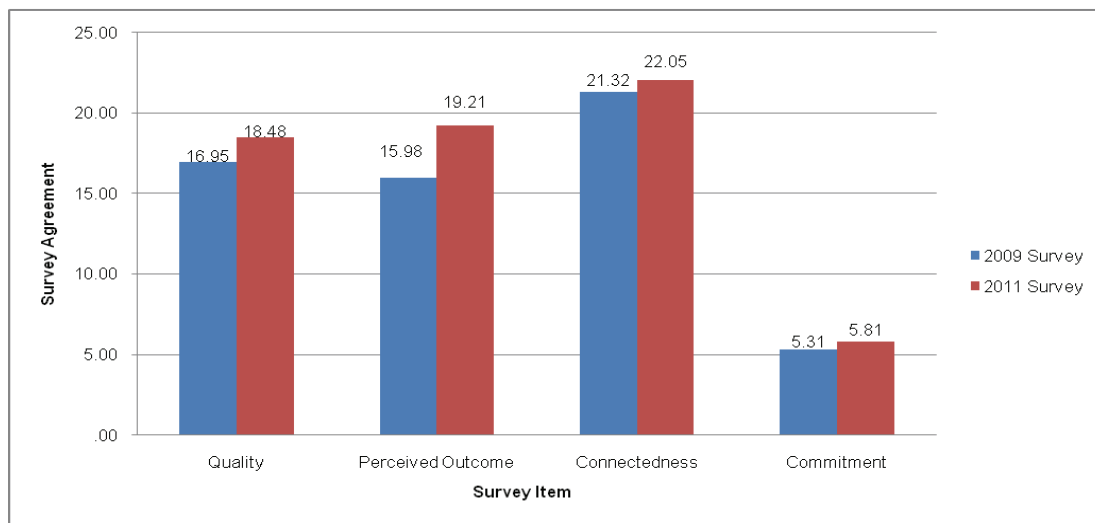


Chart 2: Overall Client Scores on Domains of Quality, Perceived Outcomes, Social Connectedness, and Commitment to Change from 2009 (n = 1344) and 2011 (n=1008)



As shown on both charts, survey results for both pilots yielded similar perceptions across items and domains.