The Santa Clara County Mental Health Department acknowledges the changing faces of the area it serves. According to the United States Bureau of Census (http://quickfacts.census.gov), the 2011 population estimate of Santa Clara County is 1,809,378, a 1.6% increase from the 2010 population of 1,781,642.

The diversity is clear:

- The US Census Bureau 2011 data state that 34.8% of SCC residents are White, 32.9% are Asian, 27.2% are Hispanic, 3.0% are African American, and 3.9% are mixed races/ethnicities.
- The US Census Bureau 2006-2010 data state that 37.0% of SCC residents were born outside the U.S.
- The US Census Bureau 2011 data state that 11.3% of county residents belong to the ages 65 or older.

And so is the disparity:

- Median household income (2006-2010) is $86,850.
- 86.3% of persons age 25+ (2006-2010) have a high school degree.
- 8.9% of county residents (2006-2010) live below the poverty level.
Number and Percent of Consumers by Age Group in FY09-FY15
Medi-Cal and Non Medi-Cal

Source Data: Santa Clara Mental Health Department, Unicare

Table: Outpatient (Mode 10 & 15) by Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>1315</td>
<td>1313</td>
<td>1510</td>
<td>1621</td>
<td>1629</td>
<td>1836</td>
<td>1727</td>
</tr>
<tr>
<td>5-15</td>
<td>3091</td>
<td>3204</td>
<td>3614</td>
<td>4036</td>
<td>4502</td>
<td>5479</td>
<td>5937</td>
</tr>
<tr>
<td>15-25</td>
<td>1667</td>
<td>1753</td>
<td>2082</td>
<td>2076</td>
<td>2002</td>
<td>2320</td>
<td>2979</td>
</tr>
<tr>
<td>25-59</td>
<td>5641</td>
<td>5105</td>
<td>4916</td>
<td>4604</td>
<td>5522</td>
<td>6509</td>
<td>6998</td>
</tr>
<tr>
<td>60+</td>
<td>1398</td>
<td>1305</td>
<td>1270</td>
<td>1168</td>
<td>1120</td>
<td>1246</td>
<td>1558</td>
</tr>
<tr>
<td>Total</td>
<td>13112</td>
<td>12680</td>
<td>13457</td>
<td>13817</td>
<td>13857</td>
<td>16403</td>
<td>18710</td>
</tr>
</tbody>
</table>

When you look at the "Age Group" graphs and the labelled percentages, please refer to the table above ("Outpatient") and follow these quick directions:

- Please ensure that you are looking at the appropriate Fiscal Year "FY."
- The percentages, ",%," correspond with the number ",#."

FY "TOTALS" (n) for Medi-Cal are:
FY 09 (n = 13112)
FY 10 (n = 12680)
FY 11 (n = 13457)
FY 12 (n = 13817)
FY 13 (n = 13857)
FY 14 (n = 16403)
FY 15 (n = 18710)

Prepared by MHD Decision Support
08/20/2015
Number and Percent of Consumers by Age Group in FY09-FY15

Medi-Cal and Non Medi-Cal

Source Data From: Santa Clara Mental Health Department, Unicare

0-5 Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Medi-Cal</th>
<th>Non Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>10.0%</td>
<td>3.0%</td>
</tr>
<tr>
<td>FY 10</td>
<td>10.4%</td>
<td>2.3%</td>
</tr>
<tr>
<td>FY 11</td>
<td>11.2%</td>
<td>2.0%</td>
</tr>
<tr>
<td>FY 12</td>
<td>11.7%</td>
<td>3.6%</td>
</tr>
<tr>
<td>FY 13</td>
<td>11.8%</td>
<td>2.7%</td>
</tr>
<tr>
<td>FY 14</td>
<td>11.2%</td>
<td>3.5%</td>
</tr>
<tr>
<td>FY 15</td>
<td>9.2%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

6-15 Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Medi-Cal</th>
<th>Non Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>23.6%</td>
<td>12.7%</td>
</tr>
<tr>
<td>FY 10</td>
<td>25.3%</td>
<td>13.8%</td>
</tr>
<tr>
<td>FY 11</td>
<td>26.9%</td>
<td>15.5%</td>
</tr>
<tr>
<td>FY 12</td>
<td>29.2%</td>
<td>18.5%</td>
</tr>
<tr>
<td>FY 13</td>
<td>32.5%</td>
<td>23.0%</td>
</tr>
<tr>
<td>FY 14</td>
<td>33.4%</td>
<td>22.5%</td>
</tr>
<tr>
<td>FY 15</td>
<td>31.7%</td>
<td>19.5%</td>
</tr>
</tbody>
</table>

16-25 Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Medi-Cal</th>
<th>Non Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>43.0%</td>
<td>21.3%</td>
</tr>
<tr>
<td>FY 10</td>
<td>50.9%</td>
<td>23.0%</td>
</tr>
<tr>
<td>FY 11</td>
<td>50.6%</td>
<td>25.5%</td>
</tr>
<tr>
<td>FY 12</td>
<td>53.2%</td>
<td>20.4%</td>
</tr>
<tr>
<td>FY 13</td>
<td>57.0%</td>
<td>19.5%</td>
</tr>
<tr>
<td>FY 14</td>
<td>59.5%</td>
<td>17.2%</td>
</tr>
<tr>
<td>FY 15</td>
<td>59.5%</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

26-59 Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Medi-Cal</th>
<th>Non Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>43.0%</td>
<td>10.7%</td>
</tr>
<tr>
<td>FY 10</td>
<td>40.3%</td>
<td>10.3%</td>
</tr>
<tr>
<td>FY 11</td>
<td>37.0%</td>
<td>9.4%</td>
</tr>
<tr>
<td>FY 12</td>
<td>35.6%</td>
<td>8.5%</td>
</tr>
<tr>
<td>FY 13</td>
<td>33.3%</td>
<td>9.4%</td>
</tr>
<tr>
<td>FY 14</td>
<td>34.8%</td>
<td>8.1%</td>
</tr>
<tr>
<td>FY 15</td>
<td>37.0%</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

60+ Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Medi-Cal</th>
<th>Non Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>10.7%</td>
<td>6.7%</td>
</tr>
<tr>
<td>FY 10</td>
<td>10.3%</td>
<td>5.5%</td>
</tr>
<tr>
<td>FY 11</td>
<td>9.4%</td>
<td>5.4%</td>
</tr>
<tr>
<td>FY 12</td>
<td>8.5%</td>
<td>5.3%</td>
</tr>
<tr>
<td>FY 13</td>
<td>8.1%</td>
<td>5.2%</td>
</tr>
<tr>
<td>FY 14</td>
<td>8.1%</td>
<td>5.4%</td>
</tr>
<tr>
<td>FY 15</td>
<td>8.3%</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

Prepared by MHD Decision Support

08/20/2015
The following section is a detailed description of the Mental Health Department consumer population in Santa Clara County that are either Medi-Cal or Non Medi-Cal. The first graph depicts the number of Consumers. The second graph depicts the percentage of Consumers.

The graphs indicate trends in how the system is being accessed. They also serve as a point of reference on how the Mental Health Department is helping the community at large.

Source Data: Santa Clara County Mental Health Department, Unicare

- Medi-Cal Numbers for FY12: 13,817
- Medi-Cal Numbers for FY13: 13,857
- Medi-Cal Numbers for FY14: 16,403
- Medi-Cal Numbers for FY15: 18,710
- Non Medi-Cal Numbers for FY12: 5,948
- Non Medi-Cal Numbers for FY13: 5,233
- Non Medi-Cal Numbers for FY14: 5,082
- Non Medi-Cal Numbers for FY15: 4,906
The number of Medi-Cal African-American consumers, from fiscal year 2009 to fiscal year 2015, increased from 912 to 1146 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it decreased from 7.0% to 6.1%.

The number of Non Medi-Cal African-American consumers decreased from 386 to 230 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it decreased from 6.7% to 4.7%.
The number of Medi-Cal Latino/Hispanic consumers, from fiscal year 2009 to fiscal year 2015, increased from 4,867 to 8,614 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it increased from 37.1% to 46.0%.

The number of Non Medi-Cal Latino/Hispanic consumers increased from 1,997 to 2,292 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it increased from 34.6% to 46.7%.
The number of Medi-Cal Asian/Pacific Islander consumers, from fiscal year 2009 to fiscal year 2015, increased from 2,119 to 2,369 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it decreased from 16.2% to 12.7%.

The number of Non Medi-Cal Asian/Pacific Islander consumers decreased from 609 to 396 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it decreased slightly from 10.5% to 8.1%.
The number of Medi-Cal Native American consumers, from fiscal year 2009 to fiscal year 2015, increased from 161 to 219 consumers. Percentage wise, as a proportion of total ethnic/race groups served, it remained the same at 1.2%.

The number of Non Medi-Cal Native American consumers remained the same at 44, as well. Percentage wise, as a proportion of total ethnic/race groups served, it increased from 0.8% to 0.9.

Prepared by MHD Decision Support 08/20/2015
The number of Medi-Cal White consumers, from fiscal year 2009 to fiscal year 2015, increased from 4,037 to 4,357 consumers. Percentage wise, however, as a proportion of total ethnic/race groups served, it decreased, from 30.8% to 23.3%.

The number of Non Medi-Cal White consumers decreased from 2,036 to 1,086. Percentage wise, as a proportion of total ethnic/race groups served, it decreased from 35.3% to 22.1%.

Prepared by MHD Decision Support 08/20/2015
Medi-Cal and Non Medi-Cal MHD Consumers by Ethnicity/Race in FY09-FY15

Mixed Ethnicity/Race

Number of Consumers in FY 09 - FY 15

- Medi-Cal Mixed: 17, 24, 32, 37, 33, 46, 50
- Non Medi-Cal Mixed: 5, 13, 7, 9, 10, 5, 17

Percentage of Consumers in FY 09 - FY 15

- Medi-Cal Mixed: 0.1%, 0.2%, 0.2%, 0.3%, 0.2%, 0.3%, 0.3%
- Non Medi-Cal Mixed: 0.1%, 0.2%, 0.1%, 0.2%, 0.2%, 0.1%, 0.3%

Other Ethnicity /Race

Number of Consumers in FY 09 - FY 15

- Medi-Cal Other: 548, 482, 499, 494, 520, 682, 818
- Non Medi-Cal Other: 219, 227, 228, 295, 280, 256, 274

Percentage of Consumers in FY 09 - FY 15

- Medi-Cal Other: 4.2%, 3.8%, 3.7%, 3.6%, 3.8%, 4.2%, 4.4%
- Non Medi-Cal Other: 3.8%, 3.9%, 4.5%, 5.0%, 5.4%, 5.0%, 5.6%

Prepared by MHD Decision Support

08/20/2015
Medi-Cal and Non Medi-Cal MHD Consumers by Ethnicity/Race in FY09-FY15

Unknown Ethnicity/Race

Number of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th>Year</th>
<th>Medi-Cal Unknown</th>
<th>Non Medi-Cal Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>446</td>
<td>473</td>
</tr>
<tr>
<td>FY 10</td>
<td>478</td>
<td>353</td>
</tr>
<tr>
<td>FY 11</td>
<td>529</td>
<td>285</td>
</tr>
<tr>
<td>FY 12</td>
<td>557</td>
<td>492</td>
</tr>
<tr>
<td>FY 13</td>
<td>548</td>
<td>337</td>
</tr>
<tr>
<td>FY 14</td>
<td>789</td>
<td>395</td>
</tr>
<tr>
<td>FY 15</td>
<td>1137</td>
<td>567</td>
</tr>
</tbody>
</table>

Percentage of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th>Year</th>
<th>Medi-Cal Unknown</th>
<th>Non Medi-Cal Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 09</td>
<td>3.4%</td>
<td>8.2%</td>
</tr>
<tr>
<td>FY 10</td>
<td>3.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>FY 11</td>
<td>3.9%</td>
<td>5.6%</td>
</tr>
<tr>
<td>FY 12</td>
<td>4.0%</td>
<td>8.3%</td>
</tr>
<tr>
<td>FY 13</td>
<td>4.0%</td>
<td>6.4%</td>
</tr>
<tr>
<td>FY 14</td>
<td>4.8%</td>
<td>7.8%</td>
</tr>
<tr>
<td>FY 15</td>
<td>6.1%</td>
<td>11.6%</td>
</tr>
</tbody>
</table>

Prepared by MHD Decision Support
The number of Medi-Cal English speaking consumers, from fiscal year 2009 to fiscal year 2015, increased by 43%, from 9,790 to 13,963 consumers. As a proportion of total consumers by primary language preference, it decreased from 74.7% to 74.6%.

The number of Non Medi-Cal English speaking consumers decreased by 24%, from 4,553 to 3,469 consumers. As a proportion of total consumers by primary language preference, it decreased by 8.2%, from 78.9% to 70.7%.
The number of Medi-Cal Spanish speaking consumers, from fiscal year 2009 to fiscal year 2015, increased by 74%, from 1,446 to 2,521 consumers. As a proportion of total consumers by primary language preference, it increased by 2.5%, from 11.0% to 13.5%.

The number of Non Medi-Cal Spanish speaking consumers increased by 27%, from 657 to 833 consumers. As a proportion of total consumers by primary language preference, it increased by 5.6%, from 11.4% to 17.0%.

Prepared by MHD Decision Support
The number of Medi-Cal Mandarin speaking consumers, from fiscal year 2009 to fiscal year 2015, increased by 157%, from 35 to 90 consumers. For Cantonese speaking it decreased by 3%, from 28 to 27 consumers. As a proportion of total consumers by primary language preference, Mandarin increased from 0.3% to 0.5% and Cantonese decreased from 0.2% to 0.1%.

The number of Non Medi-Cal Mandarin speaking consumers more than doubled, from 4 to 11 consumers. For Cantonese speaking consumers it decreased by 75%, from 8 to 2 consumers. As a proportion of total consumers by primary language preference, Mandarin increased from 0.1% to 0.2% and Cantonese decreased from 0.1% to 0.0%.
The number of Medi-Cal Tagalog speaking consumers, from fiscal year 2009 to fiscal year 2015, decreased by 33%, from 88 to 59 consumers. As a proportion of total consumers by primary language preference, it decreased from 0.7% to 0.3%.

The number of Non Medi-Cal Tagalog speaking consumers decreased by 58%, from 33 to 14 consumers. As a proportion of total consumers by primary language preference, it decreased from 0.6% to 0.3%.
The number of Medi-Cal Vietnamese speaking consumers, from fiscal year 2009 to fiscal year 2015, decreased by 6%, from 728 to 684 consumers. As a proportion of total consumers by primary language preference, it decreased from 5.6% to 3.7%.

The number of Non Medi-Cal Vietnamese speaking consumers decreased by 52%, from 145 to 70 consumers. As a proportion of total consumers by primary language preference, it decreased from 2.5% to 1.4%.
Medi-Cal and Non Medi-Cal MHD Consumers by Primary Language Preference in FY09-FY15

Other Primary Language Preference

Number of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th></th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal Other Language Preference</td>
<td>866</td>
<td>841</td>
<td>768</td>
<td>658</td>
<td>763</td>
<td>666</td>
<td>736</td>
</tr>
<tr>
<td>Non Medi-Cal Other Language Preference</td>
<td>152</td>
<td>143</td>
<td>122</td>
<td>162</td>
<td>224</td>
<td>154</td>
<td>143</td>
</tr>
</tbody>
</table>

Percentage of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th></th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal Other Language Preference</td>
<td>6.6%</td>
<td>6.6%</td>
<td>5.7%</td>
<td>4.8%</td>
<td>5.5%</td>
<td>4.1%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Non Medi-Cal Other Language Preference</td>
<td>2.6%</td>
<td>2.5%</td>
<td>2.4%</td>
<td>2.7%</td>
<td>4.3%</td>
<td>3.0%</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

Unknown Primary Language Preference

Number of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th></th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal Unknown Language Preference</td>
<td>131</td>
<td>160</td>
<td>142</td>
<td>164</td>
<td>38</td>
<td>349</td>
<td>630</td>
</tr>
<tr>
<td>Non Medi-Cal Unknown Language Preference</td>
<td>221</td>
<td>191</td>
<td>91</td>
<td>195</td>
<td>6</td>
<td>146</td>
<td>364</td>
</tr>
</tbody>
</table>

Percentage of Consumers in FY 09 - FY 15

<table>
<thead>
<tr>
<th></th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal Unknown Language Preference</td>
<td>1.0%</td>
<td>1.3%</td>
<td>1.1%</td>
<td>1.2%</td>
<td>0.3%</td>
<td>2.1%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Non Medi-Cal Unknown Language Preference</td>
<td>3.8%</td>
<td>3.3%</td>
<td>1.8%</td>
<td>3.3%</td>
<td>0.1%</td>
<td>2.9%</td>
<td>7.4%</td>
</tr>
</tbody>
</table>
The number of Medi-Cal Male consumers, from fiscal year 2009 to fiscal year 2015, increased by 51%, from 6,598 to 9,937 consumers. As a proportion of total consumers by gender, it increased by 2.8%, from 50.3% to 53.1%.

The number of Non Medi-Cal Male consumers decreased by 16%, from 3,164 to 2,647 consumers. As a proportion of total consumers by gender, it decreased by 0.8%, from 54.8% to 54.0%.
The number of Medi-Cal Female consumers, from fiscal year 2009 to fiscal year 2015, increased from 6,514 to 8,773 consumers. As a proportion of total consumers by gender, it decreased by 2.8%, from 49.7% to 46.9%.

The number of Non Medi-Cal Female consumers decreased by 13%, from 2,609 to 2,259 consumers. As a proportion of total consumers by gender, it increased by 0.8%, from 45.2% to 46.0%.
# Underserved Clients by Ethnicity/Race

Source Data From: SCC MHD Unicare

<table>
<thead>
<tr>
<th>Ethnicity/Race</th>
<th>FY09 (N=7196)</th>
<th>FY10 (N=8396)</th>
<th>FY11 (N=3323)</th>
<th>FY12 (N=3714)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td>African American</td>
<td>406</td>
<td>5.64%</td>
<td>541</td>
<td>6.44%</td>
</tr>
<tr>
<td>Latino/ Hispanic</td>
<td>2,086</td>
<td>28.99%</td>
<td>2,488</td>
<td>29.63%</td>
</tr>
<tr>
<td>Asian/ Pacific Islander</td>
<td>724</td>
<td>10.06%</td>
<td>1,011</td>
<td>12.04%</td>
</tr>
<tr>
<td>Native American</td>
<td>58</td>
<td>0.81%</td>
<td>68</td>
<td>0.81%</td>
</tr>
<tr>
<td>White</td>
<td>2,238</td>
<td>31.10%</td>
<td>2,933</td>
<td>34.93%</td>
</tr>
<tr>
<td>Mixed</td>
<td>9</td>
<td>0.13%</td>
<td>16</td>
<td>0.19%</td>
</tr>
<tr>
<td>Other</td>
<td>230</td>
<td>3.20%</td>
<td>284</td>
<td>3.38%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1,445</td>
<td>20.08%</td>
<td>1,055</td>
<td>12.57%</td>
</tr>
<tr>
<td>Total</td>
<td>7,196</td>
<td>100%</td>
<td>8,396</td>
<td>100%</td>
</tr>
</tbody>
</table>

Prepared by MHD Decision Support
### Underserved Clients by Ethnicity/Race

**Source Data From: SCC MHD Unicare**

<table>
<thead>
<tr>
<th>Ethnicity/Race</th>
<th>FY 09 (N=7196)</th>
<th>FY 10 (N=8396)</th>
<th>FY 11 (N=3323)</th>
<th>FY 12 (N=3714)</th>
<th>FY 13 (N=2694)</th>
<th>FY 14 (N=6920)</th>
<th>FY 15 (N=7345)</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>5.64%</td>
<td>6.44%</td>
<td>6.89%</td>
<td>6.68%</td>
<td>6.31%</td>
<td>6.3%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Latino/Hispanic</td>
<td>28.99%</td>
<td>29.63%</td>
<td>39.99%</td>
<td>39.39%</td>
<td>43.84%</td>
<td>30.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>10.06%</td>
<td>12.04%</td>
<td>11.38%</td>
<td>9.13%</td>
<td>10.76%</td>
<td>8.2%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.81%</td>
<td>0.81%</td>
<td>0.66%</td>
<td>1.29%</td>
<td>1.00%</td>
<td>0.6%</td>
<td>25.9%</td>
</tr>
<tr>
<td>White</td>
<td>31.10%</td>
<td>34.93%</td>
<td>28.83%</td>
<td>28.41%</td>
<td>26.58%</td>
<td>28.8%</td>
<td>16.2%</td>
</tr>
<tr>
<td>Mixed</td>
<td>0.13%</td>
<td>0.19%</td>
<td>0.30%</td>
<td>0.19%</td>
<td>0.15%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Other</td>
<td>3.20%</td>
<td>3.38%</td>
<td>4.24%</td>
<td>4.07%</td>
<td>5.57%</td>
<td>4.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Unknown</td>
<td>20.08%</td>
<td>12.57%</td>
<td>7.70%</td>
<td>10.85%</td>
<td>5.79%</td>
<td>21.1%</td>
<td>42.5%</td>
</tr>
</tbody>
</table>

*Percentage Underserved* Trend by Ethnicity/Race

Prepared by MHD Decision Support

08/20/2015
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>Refers to ethnicities of Black/African American descent.</td>
</tr>
<tr>
<td>Asian and Pacific Islander</td>
<td>Refers to ethnicities of Asian Indian, Cambodian, Chinese, Filipino, Guamanian, Hawaiian, Hmong, Japanese, Korean, Laotian, Mien, Other Asian, Samoan, and Vietnamese descent.</td>
</tr>
<tr>
<td>EPS</td>
<td>EPS is Emergency Psychiatric Service.</td>
</tr>
<tr>
<td>Ethnicity/Race</td>
<td>The characteristic of a group of people that share a common and distinctive racial, national, religious, linguistic or cultural heritage. (Source: OMH). To come up with this category for Client and Service Information (CSI), Santa Clara County Mental Health Department combined ethnicity and race.</td>
</tr>
<tr>
<td>FY09</td>
<td>FY09 is from July 1, 2008 to June 30, 2009.</td>
</tr>
<tr>
<td>FY10</td>
<td>FY10 is from July 1, 2009 to June 30, 2010.</td>
</tr>
<tr>
<td>FY11</td>
<td>FY11 is from July 1, 2010 to June 30, 2011.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>FY12</td>
<td>FY12 is from July 1, 2011 to June 30, 2012.</td>
</tr>
<tr>
<td>FY13</td>
<td>FY13 is from July 1, 2012 to June 30, 2013.</td>
</tr>
<tr>
<td>FY14</td>
<td>FY14 is from July 1, 2013 to June 30, 2014.</td>
</tr>
<tr>
<td>FY15</td>
<td>FY15 is from July 1, 2014 to June 30, 2015.</td>
</tr>
<tr>
<td>Gender</td>
<td>Gender is the range of physical, mental and behavioral characteristics pertaining to, and differentiating between, masculinity and femininity.</td>
</tr>
<tr>
<td>Latino / Hispanic</td>
<td>Refers to ethnicities of Hispanic descent.</td>
</tr>
<tr>
<td>Missing</td>
<td>Missing data - person did not fill-in or verbalize their ethnicity.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mixed</td>
<td>Refers to individuals who identify as having multiple ethnicities/race.</td>
</tr>
<tr>
<td>Mode 10</td>
<td>refers to Hospital Outpatient (Crisis Stabilization ER, Crisis Stabilization Urgent Care, Day TX Intensive ½ Day, Day TX Intensive Full Day, Day Rehabilitation ½ Day, Day Rehabilitation Full Day).</td>
</tr>
<tr>
<td>Mode 15</td>
<td>refers to non-Hospital Outpatient (Case Management, Mental Health Services, TBS, Medication Support, Crisis Intervention).</td>
</tr>
<tr>
<td>Native American</td>
<td>Refers to ethnicities of Native American descent</td>
</tr>
<tr>
<td>Other</td>
<td>Refers to an ethnicity/race not categorized.</td>
</tr>
<tr>
<td>Prevalence</td>
<td>The number of people in California with Serious Mental Illness (SMI) or Serious Emotional Disturbance (SED) across various demographic characteristics such as Age, Gender and Race/Ethnicity. (Source: &quot;Measuring Access to Community-Based Mental Health Services in California,&quot; A Presentation to the California Mental Health Planning Council, April 16, 2009).</td>
</tr>
<tr>
<td>Primary Language Preference</td>
<td>It is the language which the consumer prefers as her/his first language to communicate.</td>
</tr>
</tbody>
</table>
# GLOSSARY
## Cultural Competency Report
### Fiscal Year Reporting 2009-2015

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Served</td>
<td>Served is the number served by Santa Clara County Mental Health Department Outpatient Programs and Services, and who received all possible Outpatient services, which can be offered to them.</td>
</tr>
<tr>
<td>Underserved</td>
<td>Underserved is the number of consumers who less than 5 outpatient services; and anyone who was in EPS and did not receive any outpatient services.</td>
</tr>
<tr>
<td>Unknown</td>
<td>Refers to a person that does not know their ethnicity/race.</td>
</tr>
<tr>
<td>Unserved</td>
<td>Unserved is the difference between the prevalence data and the number of those who are served by Santa Clara County Mental Health Department Outpatient Programs and Services.</td>
</tr>
<tr>
<td>White</td>
<td>Refers to ethnicities of White/Native Alaskan descent.</td>
</tr>
</tbody>
</table>
Santa Clara County Behavioral Health Services
Mental Health Department

F & C FY15 Clinic Locations
District 5

FCS-Cambridge

CHC-Clark

District 5

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

**FY15 Age 0-17**
Black/African American
Medi-Cal Clients

**FY15 Total Medi-Cal Population** = 9,288
**FY15**
Black/African American
Medi-Cal Population = 406

Black/African American Population Percent

- 0.0% - 2.6%
- 2.7% - 5.3%
- 5.4% - 7.9%
- 8.0% - 10.6%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 0-17 Native American Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288
FY15 Native American Medi-Cal Population = 51

Native American Population Percent
- 0% - 4%
- 5% - 8%
- 9% - 12%
- 13% - 16%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 0-17 Hispanic Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288

FY15 Hispanic Medi-Cal Population = 6,111

Hispanic Population Percent
- 0.0% - 2.7%
- 2.8% - 5.4%
- 5.5% - 8.1%
- 8.2% - 10.8%

Prepared by
MHD Decision Support
November 2015
FY15 Age 0-17
Asian/Pacific Islander Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288

FY15
Asian/Pacific Islander Medi-Cal Population = 646

Asian/Pacific Islander Population Percent
- 0.0% - 3.3%
- 3.4% - 6.6%
- 6.7% - 9.9%
- 10.0% - 13.2%

Prepared by
MHD Decision Support
November 2015
FY15 Age 0-17 White Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288
FY15 White Medi-Cal Population = 1,171

White Population Percent
- 0.0% - 2.3%
- 2.4% - 4.6%
- 4.7% - 6.9%
- 7.0% - 9.1%

Prepared by MHD Decision Support November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 0-17
Other Race
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288
FY15 Other Race Medi-Cal Population = 387

Other Race Population Percent
- 0.0% - 2.0%
- 2.1% - 4.0%
- 4.1% - 6.0%
- 6.1% - 8.0%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 0-17
Unknown Medi-Cal Clients

FY15 Total Medi-Cal Population = 9,288
FY15 Unknown Medi-Cal Population = 516

Unknown Population Percent
- 0.0% - 5.3%
- 5.4% - 10.7%
- 10.8% - 16.0%
- 16.1% - 21.3%
- 21.4% - 26.6%
- 26.7% - 32.0%

Prepared by
MHD Decision Support
November 2015
Santa Clara County Behavioral Health Services Mental Health Department

FY15 Adult/ Older Adult Locations - District 5

District 5

- Peninsula HC
- Momnm PA

District 3

- Sunnyvale

District 4

Prepared by MHD Decision Support November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Asian/ Pacific Islander
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 Asian/ Pacific Islander Medi-Cal Population = 1745

Asian/ Pacific Islander Population Percent
- 0.00% - 0.57%
- 0.58% - 1.66%
- 1.67% - 4.18%
- 4.19% - 9.11%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Black/ African American
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 Black/ African American Medi-Cal Population = 713

Black/ African American Population Percent
- 0.00% - 0.98%
- 0.99% - 2.52%
- 2.53% - 5.19%
- 5.20% - 12.06%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Hispanic
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411

FY15 Hispanic Medi-Cal Population = 2483

Hispanic Population Percent

- 0.00% - 0.93%
- 0.94% - 2.26%
- 2.27% - 4.87%
- 4.88% - 9.67%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Native American
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 Native American Medi-Cal Population = 156

Native American Population Percent
- 0.00% - 0.64%
- 0.65% - 2.56%
- 2.57% - 5.77%
- 5.78% - 10.26%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Other Race
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 Other Race Medi-Cal Population = 509

Other Race Population Percent
- 0.00% - 0.98%
- 0.99% - 2.75%
- 2.76% - 5.70%
- 5.71% - 8.06%

Prepared by
MHD Decision Support
November 2015
Santa Clara County
Behavioral Health Services
Mental Health Department

FY15 Age 18+
Unknown
Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 Unknown Medi-Cal Population = 495

Unknown Population Percent
- 0.00% - 1.01%
- 1.02% - 2.63%
- 2.64% - 4.85%
- 4.86% - 8.89%

Prepared by
MHD Decision Support
November 2015
Santa Clara County Behavioral Health Services
Mental Health Department

FY15 Age 18+
White Medi-Cal Clients

FY15 Total Medi-Cal Population = 9411
FY15 White Medi-Cal Population = 3310

White Population Percent
- 0.00% - 1.24%
- 1.25% - 2.81%
- 2.82% - 5.71%
- 5.72% - 10.30%

Prepared by MHD Decision Support November 2015