

YSSF Consumer Survey Executive Summary

Fiscal Year 2009

A Report from the Colorado Department of Human Services

Division of Behavioral Health



This report was prepared by:

Samantha A Farro, PhD
Division of Behavioral Health, Data and Evaluation

About this Report

In 2009 and 2010, the Colorado Division of Behavioral Health (DBH) conducted its seventh annual Youth Services Survey for Families (YSSF) Survey with a focus on services provided in State Fiscal Year 2009 (July 1, 2008-June 30, 2009). Consistent with national trends in performance measurement, DBH administers the YSSF Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This executive summary describes the results of this year's survey.

The YSSF Consumer Survey

A modification of the MHSIP survey for adults, the YSSF Consumer Survey (YSSF) assesses caregivers' perceptions of behavioral health services for their children (aged 14 and under). The YSSF uses a Likert scale, ranging from strongly agree to strongly disagree, and consists of 21 items from five domains including: Access, Participation, Cultural Sensitivity, Appropriateness, and Outcomes.

FY09 Survey Procedure Changes

In order to address concerns from previous years, three main changes were made in the procedures used to collect FY 2009's YSSF data including: surveys were given directly to caregivers of consumers coming in for an appointment rather than mailed to them, incentives were used whereby participants could enter a drawing for a gift card, and all consumers were offered the survey regardless of payor source.

Who Received the Survey?

The Division used a convenience sampling method whereby each of the 17 community mental health centers and the two specialty clinics, Asian Pacific and Servicios de la Raza, were provided with surveys to hand out to consumers who were receiving services during a three week period. Consumers who were attending a first appointment or an intake were excluded from the sample.

Results

Response Rate. During the three-week data collection period, 1,290 surveys were offered to caregivers of youth consumers. A total of 160 caregivers of youth consumers declined to participate. The Division received a total of 1,130 completed or partially completed surveys, representing an 87.6% return rate, an increase from the 15.7% return rate of the FY 2008 YSSF. However, to be true to the development of the YSSF instrument, data was excluded if caregivers reported that the youth consumer was older than 14 years of age. This resulted in a total of 904 completed or partially completed surveys being used in the below analyses.

Demographics of Interest. Below is a brief description of respondent demographics.

- 62.2% of respondents¹ were male; 31.9% females, 1.1% preferred not to answer, and 4.9% did not report gender. 10.7% of respondents were 0-5 years old, 48.7% were 6-10 years old, and 35.4% were 11-14 years old
- 24.2% of respondents identified their ethnicity as Hispanic.
- 58.2% of respondents identified as White/Caucasian, followed by Multiracial (7.6%) and Prefers Not to Answer (7.1%).
- 44.6% of respondents reported living within 5 miles of the mental health center, followed by 28.1% who lived 6-10 miles away, 12.5% who lived 11-20 miles away, and 9.8% who were more than 20 miles away
- 85.8% of respondents were fluent in English only, 8.6% were bilingual or multilingual, and 0.8% were fluent in Spanish only.
- 25.9% reported having one disability, 11.5% reported two disabilities, 2.7% reported three or more disabilities, and 46.7% reported having no disability.
- 75.5% indicated having seen a physician or nurse for a health check-up, physical exam, or for an illness during the past year

¹ Although parents/guardians comprised actual respondents, the term 'respondents' herein refers to clients for whom YSSF data was reported – that is, for the youth who received the services.

- 46.3% indicated that they were prescribed medication for emotional/behavioral problems from the mental health center.
- 59.7% reported attending 11 or fewer sessions at the time of survey completion and 8.1% reported attending 26 or more sessions.

Respondent Sample versus the Population. The YSSF youth differed significantly from the CCAR population by Gender, Age Group, and Race. Such differences may be attributed to the discrepant sample vs. population size. That said, here is a review of the notable differences:

- 66.1% of the YSSF sample was male compared to 60.7% in the CCAR population.
- YSSF youth had a significantly higher percentage in the age groups 0-5 years and 6-10 years than the CCAR groups (11.3% vs. 16.9% and 60.9% vs. 50.3%, respectively), and a significantly smaller percentage in the age group 11-14 years old (27.8% vs. 32.8%).
- 74.6% of the YSSF respondents identified as White/Caucasian compared to 64.8% of the CCAR population.

Domain Scores. Table 1 presents summary results in percentages with confidence intervals (95%) for the total scores for the 2009 fiscal year. Domain scores are reported as a percentage of respondents agreeing with the domain. The domains are calculated following national standards. For a complete description as well as an in depth analysis by domain, please refer to the YSSF FY2009 Technical Report.

Table 1

Valid Percent Agreement by Fiscal Year

Fiscal Year	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
2009	74.6 (71.7-77.5)	90.5 (88.5-92.5)	56.4 (53.1-59.7)	85.7 (83.4-88.0)	81.1 (78.5-83.7)

Demographics and Domain Agreement. Several statistically significant domain agreement results were evident with respect to demographic variables in the YSSF respondent sample. Some examples of demographics found to significantly impact domain agreement include:

- Respondents without a disability had significantly higher levels of agreement on the Outcomes domain than did respondents with 2 or more disabilities.
- Respondents who lived 0-5 miles away from a mental health center had significantly higher levels of agreement on the Access domain as compared to all other respondents.
- Lastly, respondents who identified as Bilingual had significantly higher levels of agreement on the Outcomes domain as compared to respondents who reported being fluent in English only.

Discussion and Implications

In 2009 and 2010, DBH conducted its seventh annual YSSF survey illuminating caregiver perceptions of the behavioral health services provided to youth consumers. Analyses were conducted at the state level. Despite that the sample may not be representative of the population of mental health consumers, the data do provide very rich information from which future mental health services can be informed.

Similar to prior years, the Outcomes domain demonstrated the lowest levels of agreement. However, this domain had a higher percentage of “Undecided” responses compared to the other domains. Further, there was not a high level of disagreement with improved outcomes. Rather, respondents reported higher levels of feeling indecisive about the impact that services had on their daily lives.

In summary, the YSSF 2009 provides valuable data regarding caregiver perceptions and will be used to inform change and highlight strengths for the state as a whole.

For information regarding this report please contact Samantha Farro, Ph.D. at the Division of Behavioral Health, 3824 W. Princeton Circle, Denver, CO 80236, 303-866-7400.