

YSS-F Consumer Survey Executive Summary

Fiscal Year 2010/2011

A Report from the Colorado Department of Human Services

Division of Behavioral Health



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About this Report

In 2010 and 2011, the Colorado Division of Behavioral Health (DBH) conducted its eighth annual Youth Services Survey for Families (YSSF) Survey with a focus on services provided in State Fiscal Year 2009 (July 1, 2009-June 30, 2010).¹ Consistent with national trends in performance measurement, DBH administers the YSS-F 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 YSS-F Consumer Survey (YSS-F) assesses caregivers' perceptions of behavioral health services for their children (aged 14 and under). The YSS-F 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 and FY2010's YSS-F 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, 1,087 surveys were offered to caregivers of youth consumers. A total of 163 caregivers of youth consumers declined to participate. The Division received a total of 924 completed or partially completed surveys, representing an 85.0% return rate, a small decrease from the 87.6% return rate of the FY2009 YSS-F.² 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 700 completed or partially completed surveys being used in the below analyses.

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

- 60.3% of respondents³ were male; 38.0% females, .3% identified as transgender, .1% preferred not to answer, and 1.1% did not report gender. 12.6% of respondents were 0-5 years old, 49.3% were 6-10 years old, and 38.1% were 11-14 years old
- 28.3% of respondents identified their ethnicity as Hispanic/Latino(a).
- 70.7% of respondents identified as White/Caucasian, followed by Multiracial (9.7%) and Black/African American (8.4%).
- 46.9% of respondents reported living within 5 miles of the mental health center, followed by 27.6% who lived 6-10 miles away, 16.6% who lived 11-20 miles away, and 7.3% who were more than 20 miles away
- 97.4% of respondents were fluent in English, 8.1% spoke Spanish, and of all the languages spoken, 7.1% were bilingual.
- 54.1% of respondents reported having some form of disability. Of that, 71.9% reported having one disability, 12.3% reported two disabilities, 2.7% reported three or more disabilities, and 45.9% reported having no disability.

¹ This report is entitled 2010/2011 to help align the data collection and report title more accurately. The next report title will be 2012.

² Response rate will vary from year to year and should not be viewed as a true response rate. It is difficult to obtain an accurate rate of refusal for the survey and therefore the response rate should be viewed more as an estimate or approximation.

³ Although parents/guardians comprised actual respondents, the term 'respondents' herein refers to clients for whom YSS-F data was reported – that is, for the youth who received the services.

- 79.9% indicated having seen a physician or nurse for a health check-up, physical exam, or for an illness during the past year
- 50.1% indicated that they were prescribed medication for emotional/behavioral problems from the mental health agency.
- 53.2% reported attending 11 or fewer sessions at the time of survey completion and 9.4% reported attending 26 or more sessions.

Respondent Sample versus the Population. The YSS-F youth sample from FY2010/2011 were similar to demographic data for YSS-F FY2009 data and CCAR data for FY2010. For more complete review of demographic data, please see the FY2010/2011 Technical Report.

- More males receive services than females.
- Older Children (6-14) are the primary age group served.
- Most respondents identify as White/Caucasian and Non-Hispanic/Latino(a).

Domain Scores. Table 1 presents summary results in percentages with confidence intervals (95%) for the total scores for the 2010/2011 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 FY2010/2011 Technical Report.

Table 1

Valid Percent Agreement by Fiscal Year

Fiscal Year	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
2010/2011	81.4 (78.5-84.3)	96.6 (95.2-98.0)	62.5 (58.8-66.2)	91.2 (89.3-93.2)	85.4 (82.8-88.0)

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

- 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 Multilingual had significantly lower levels of agreement on the Quality/Appropriateness and Participation domains as compared to respondents who spoke only English, Spanish, or who were Bilingual.

Discussion and Implications

In 2010 and 2011, DBH conducted its eighth annual YSSF survey illuminating caregiver perceptions of the behavioral health services provided to youth consumers. Analyses were conducted at the state level. Although the sample may not be representative of the entire population of mental health consumers (e.g., people who recently begun obtaining services and those who have left services), the data do provide rich information regarding consumers’ perceptions of care while engaged in treatment. These results can be a part of a larger framework of data used to inform future mental health services. Similar to previous years, the Outcomes domain demonstrated the lowest levels of agreement. There are a number of potential reasons for this consistent finding including that consumers appear to feel more neutral about outcomes than other domain items.

In summary, the YSSF 2010/2011 provides valuable data regarding caregiver perceptions and will be used to inform change and highlight strengths for the state as a whole.

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