

# **YSS-F Survey Technical Report 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 (YSS-F) Survey with a focus on services provided in State Fiscal Year 2010 (July 1, 2009-June 30, 2010).<sup>1</sup> 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 report, to be disseminated to all mental health centers, describes data collection, sample selection, and results of this year's survey. DBH is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the YSS-F survey as one way of meeting this ongoing goal.

It is important to note that the YSS-F Caregiver Survey was modeled after the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey. The MHSIP survey was developed at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. Other seminal aims of these surveys are the inclusion of consumers' and families' feedback and the promotion of consumer and family-oriented services through data. DBH has a vested interest in promoting these values in Colorado as the state moves toward a recovery-oriented behavioral health system. Continuing the national-state MHSIP and YSS-F partnership is key to this endeavor. As evidence of the weight that DBH has placed on the promotion of consumer-driven services, it is notable that the MHSIP and YSS-F have been incorporated into multiple levels of operations, including a federal grant application and statewide mental health center contracts. The YSS-F survey continues to provide an excellent opportunity for DBH to partner on both national and statewide levels to shape future services through data.

Thank you to all who assisted in the data collection of the YSS-F survey. Center collaboration is instrumental to the success of the survey and DBH acknowledges and appreciates the hard work of the mental health centers and clinics in this process.

## **What is the YSS-F?**

A modification of the MHSIP survey for adults, the YSS-F assesses caregivers' perceptions of behavioral health services for their children (aged 14 and under; see Appendix A for survey). Caregivers complete items pertaining to demographic (e.g. age, gender) and other pertinent information (e.g. medication, police encounters) about their child. Caregivers then use a Likert scale, ranging from strongly agree to strongly disagree to answer 21 items that compose the five following domains (see Appendix B):

- Access Domain (two items)
- Participation Domain (three items)
- Cultural Sensitivity (four items)
- Appropriateness Domain (six items)
- Outcomes Domain (six items)

## **Why Did the Survey Procedures Change?**

For the last two survey collection periods, a new procedure has been used. In late 2008, a work group of stakeholders was formed in order to address a number of concerns raised by Colorado's mental health centers about the YSS-F survey project. This work group consisted of representatives from DBH, Colorado's Department of Health Care Policy and Financing, Behavioral Health Organizations, and various mental health centers across the state. Meeting regularly, the workgroup addressed several concerns from previous years including: a low number of respondents per mental health center, delayed feedback of consumers from time of service to time of data collection, high administrative and financial costs, and resulting data that was not representative of the population served.

## **YSS-F Survey Collection Procedure**

In order to address concerns from previous years, changes were made in the procedures used to collect FY 2009's and 2010's YSS-F data. Surveys were given directly to caregivers whose youth were currently receiving services rather than mailed to caregivers of current and discharged youth consumers. Additionally, caregivers who chose to complete the

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

YSS-F survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenient stores. And lastly, this year all caregivers of youth consumers were included in the survey regardless of payor source. This was different from previous years that included only the caregivers of youth consumers who were indigent or on Medicaid in the sample. The resulting changes have improved the process and successfully addressed many concerns, particularly increasing the number of respondents.

## Sample

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.

## How Was the Survey Administered?

DBH contracted with the State of Colorado Central Services, Integrated Document Solutions (IDS) department to prepare, mail, receive, and enter data for the FY2010 survey periods. IDS mailed each agency a pre-determined number (see Appendix C) of YSS-F packets (including a cover letter, a YSS-F survey, and a lottery ticket to enter the gift card drawing) based on FY2009 response rates for each agency. During the three-week data collection period, caregivers of youth consumers were offered the opportunity to complete the YSS-F survey and a lottery ticket for entering a gift card drawing. Caregivers of youth consumers could choose to mail the survey directly to IDS in a postage-paid return envelope or could drop (completed and refused) surveys in a secure box located at the center. At the end of the data collection period, centers shipped all surveys collected to IDS where they were sorted and processed. Data from the completed surveys were then entered and forwarded to DBH by IDS.

## 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 (see Appendices C), a small decrease from the 87.6% return rate of the FY 2009 YSS-F.<sup>2</sup> However, to be true to the development of the YSS-F instrument, data was excluded if caregivers reported that the youth consumer was older than 14 years of age.<sup>3</sup> This resulted in a total of 700 completed or partially completed surveys being used in the below analyses.

### Respondent Demographics

The majority of the YSS-F respondents<sup>4</sup> were male (60.3%), compared to 38.0% females (.3% identified as Transgender, .1% preferred not to answer and 1.1% did not report gender). Regarding age, 12.6% of respondents were 0-5 years old, 49.3% were 6-10 years old, and 38.1% were 11-14 years old. See Appendix D for demographic data.

Following national guidelines, race and ethnicity were separated into two questions on this year's survey. Hispanic/Latino(a) was the sole choice for ethnicity, and 28.3% of respondents endorsed this item. Notably, 7.1% of respondents preferred not to answer about ethnicity and 6.3% left the item blank. Race had the following choices: American Indian/Alaska Native, White/Caucasian, Black/African American, Native Hawaiian/Pacific Islander, Asian, and Other. If a respondent chose more than one race, their racial identification was coded as Multiracial. The majority of respondents identified with only one racial group (74.3%). Most respondents identified as White/Caucasian (70.7%) followed by Multiracial and Black/African American (9.7% and 8.4% respectively; see Appendix D).

*Place of Residence and Language Fluency.* Regarding place of residence, 46.9% of respondents reported living within 5 miles of the mental health agency, followed by 27.6% who lived 6-10 miles away, 16.6% who lived 11-20 miles away, 7.3% who were more than 20 miles away, and 1.7% who did not respond to the item. Regarding language fluency, most 97.4% of respondents were fluent in English, and 8.1% were fluent in Spanish. Of the many languages spoken, 7.1% of respondents were bilingual.

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<sup>2</sup> 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.

<sup>3</sup> The data for respondents older than 14 years are included in data sets that are sent to individual agencies and therefore can be analyzed by individual agencies as they see fit.

<sup>4</sup> 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.

*Disability.* Of the FY2010 YSS-F respondents, 54.1% reported having some form of disability. Of that group, 71.9% identified as a person with one disability, 12.3% identified as a person with two disabilities, and 2.7% as a person with three or more disabilities (13.1% of respondents chose not to answer regarding disability). There were 45.9% that reported having no disability, 4.6% that preferred not to answer, and 13.1% had missing data regarding disability. Regarding the type of disability reported, 24.4% identified as a person with a learning disability, 16.1% identified as a person with a developmental disability, 2.9% identified as a person with a physical disability, and 1.3% and 1.1% identified as individuals with deafness or blindness (respectively). Another 1.4% identified as a person with a traumatic brain injury, and 12.3% identified as a person with some other type of disability.

*Payor Source.* On this year's survey, there were two ways of collecting data regarding respondents' payor source. There was a specific item on the survey: "Do you currently receive Medicaid" with a yes/no answer. In addition, agency staff was asked to mark the payor source of the respondent on the survey when handing it to them. According to respondents answering the survey question, 77.3% were currently receiving Medicaid at the time of survey completion (with only 3.3% of respondents missing data on this item). This was similar to data reported by the agency staff indicating that 60.4% of respondents were enrolled in Medicaid and another 6.3% were receiving Child Health Plan Plus (CHP+). Agency data indicated that after Medicaid, respondents had third party insurance (4.7%), pay for services themselves (2.0%) or identified having "other" form of payor source (2.7%). Please note that payor source data reported by agency staff was missing for 22.7% of respondents. See Appendix E for more detail on payor source.

*Health Services Utilization and Treatment Duration.* Among 2010 YSS-F respondents, 79.9% indicated having seen a physician or nurse for a health check-up, physical exam, or for an illness during the past year. Another 3.9% were seen in Emergency Departments. Half of the respondents (50.1%) indicated that they were prescribed medication for emotional/behavioral problems from the mental health center. Regarding number of sessions in the past six months, many respondents, 29.9% reported being early in treatment with only attending 1-5 sessions. Another 23.3% of respondents reported attending 11 or fewer sessions at the time of survey completion. Only 9.4% reported attending 26 or more sessions.

*Criminal Background.* For respondents who had been in services for less than 12 months, a small minority (2.4%) reported having been arrested in the past 12 months with a lower proportion (1.9%) indicating having been arrested in the 12 months prior to that time frame. Respondents who had been in services for more than 12 months were similar with 3.2% indicating having been arrested in the past 12 months and 2.8% indicating having been arrested in the 12 months prior to that time frame.

*2009-2010 Demographic Comparison.* In terms of comparing MHSIP respondent demographics from year to year, the demographics of FY2010 are similar to FY2009 demonstrating that the populations are highly comparable in terms of demographic information. See Figure 1 and 2.

Figure 1. Comparison of 2009/2010 YSS-F Gender and Age of Respondents

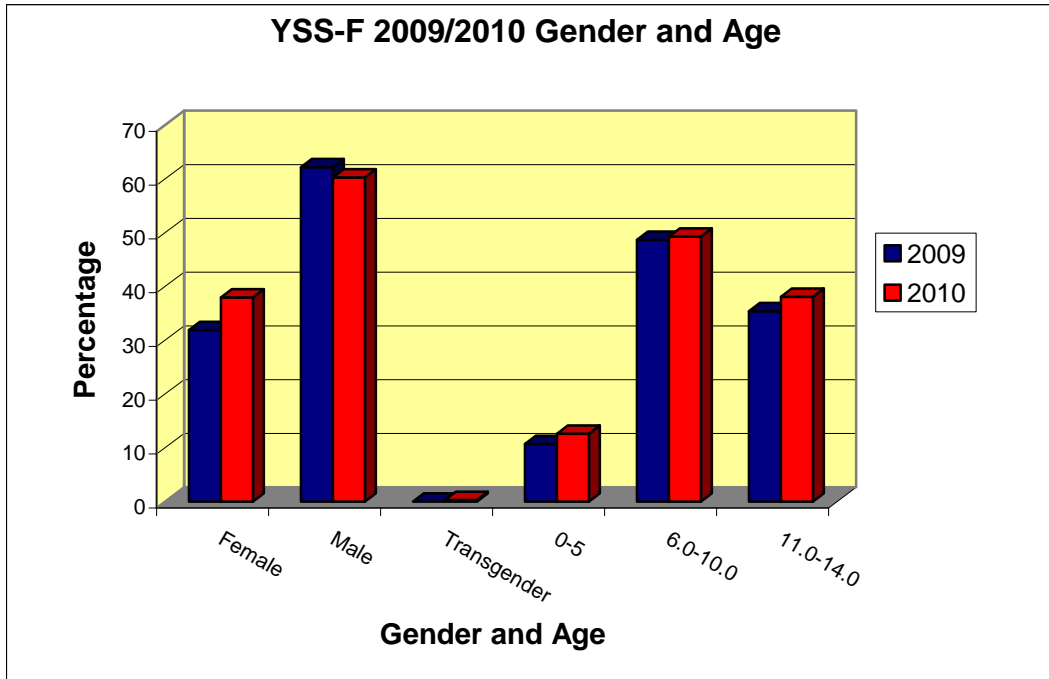
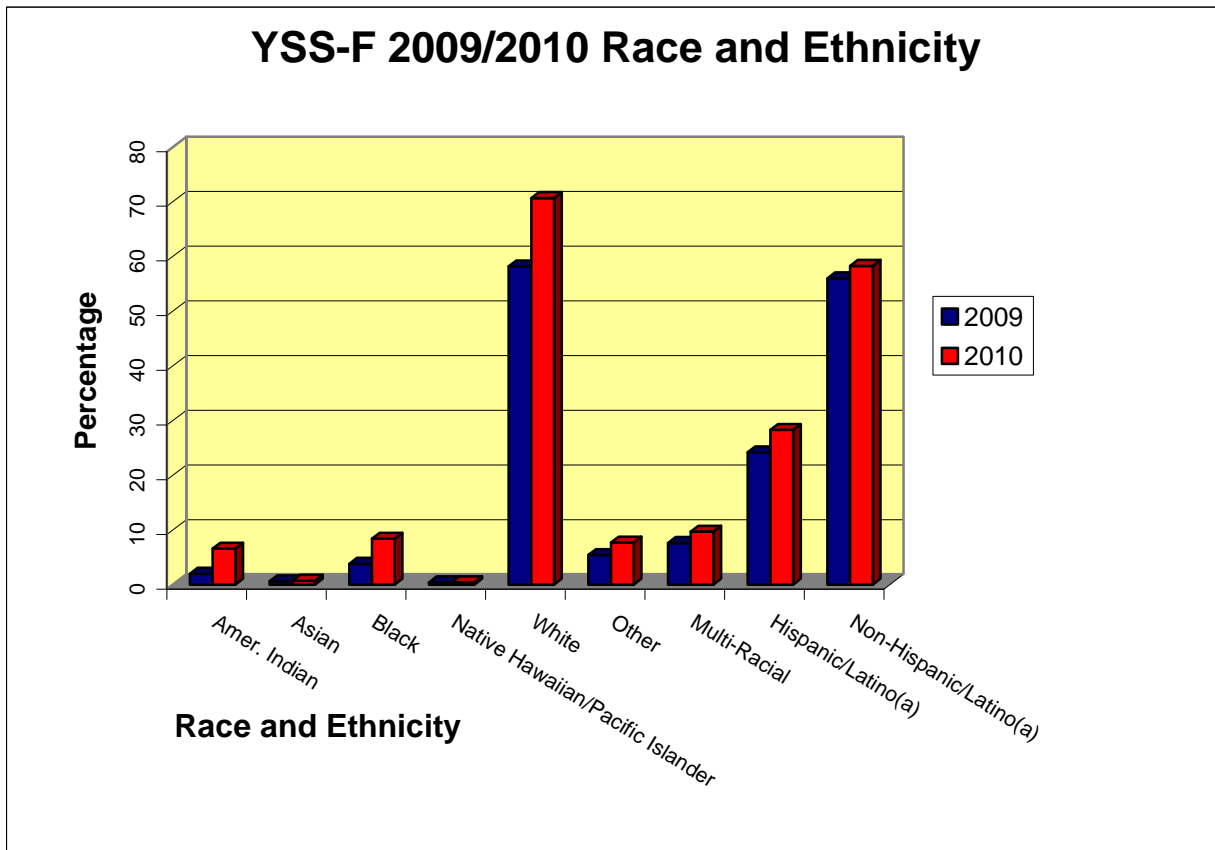


Figure 2. Comparison of 2009/2010 YSS-F Race and Ethnicity of Respondents



## YSS-F respondents compared to the CCAR population

The YSS-F respondents' demographics were examined in comparison to demographics for the CCAR population. The CCAR measure is a more complete and thus more representative sample of people receiving mental health services within the state. Therefore, the samples were compared to explore whether the YSS-F sample is representative of this larger group. Statistical comparisons were not made as the sample sizes vary greatly in size and the instruments measure demographics slightly differently and are completed by different people (the MHSIP is self-report and the CCAR is clinician report). Instead, the comparison was a general overall looking at trends of demographic similarity.

The two samples were compared on gender, age, race, and ethnicity. In general, the two samples are demographically similar: more boys receiving services than girls, older children (6-14) are the primary age group served, and the population identifies as White/Caucasian. Respondents identifying as Hispanic/Latino(a) in both samples was similar with 28.3% on the YSS-F and 32.7% on the CCAR. The demographic variable that differed the most was identifying as "other" race with a higher percentage on the CCAR than the YSS-F (26.3% to 7.7% respectively). This may be a result of self-reporting versus clinician reporting on a variable such as race. See Appendix F for YSS-F/CCAR demographic data.

## Domain Analyses

DBH computes domain scores reflecting the percentage of agreement versus disagreement for the State of Colorado. Agreement is defined as a mean that ranges from 1 to 2.49 whereas disagreement is defined as a mean that ranges from 2.50 to 5. Respondents who do not answer at least 2/3 of domain items do not receive a domain score. This method of computation follows national recommendations. Table 1 displays the corresponding items for each domain.

Table 1

### YSS-F Domain Items

#### Access Domain (2)

*The location of services was convenient.  
Services were available at times that were good for me.*

#### Participation Domain (3)

*I helped to choose my child's services.  
I helped to choose my child's treatment goals.  
I participated in my child's treatment.*

#### Outcomes Domain (6)

*My child is better at handling daily life.  
My child gets along better with family members.  
My child gets along better with friends and other people.  
My child is doing better in school and/or work.  
My child is better able to cope when things go wrong.  
I am satisfied with our family life right now.*

#### Appropriateness Domain (6)

*Overall, I am satisfied with the services my child received.  
The people helping my child stuck with us no matter what.  
I felt my child had someone to talk to when he/she was troubled.  
The services my child and/or family received were right for us.  
My family got the help we wanted for my child.  
My family got as much help as we needed for my child.*

#### Cultural Sensitivity (4)

*Staff treated me with respect.  
Staff respected my family's religious/spiritual beliefs.  
Staff spoke with me in a way that I understood.  
Staff were sensitive to my cultural/ethnic background.*

Table 2 presents summary results in percentages with confidence intervals (95%) for the total scores for the 2009 fiscal year as well as for 2007 and 2008. Due to the changes in sampling procedures and data collection methods for FY 2009 and FY2010, comparisons with previous years should be made with cautious. Please see Appendix G where percentages of endorsement for the full Likert scale are presented by item within each domain.

Table 2

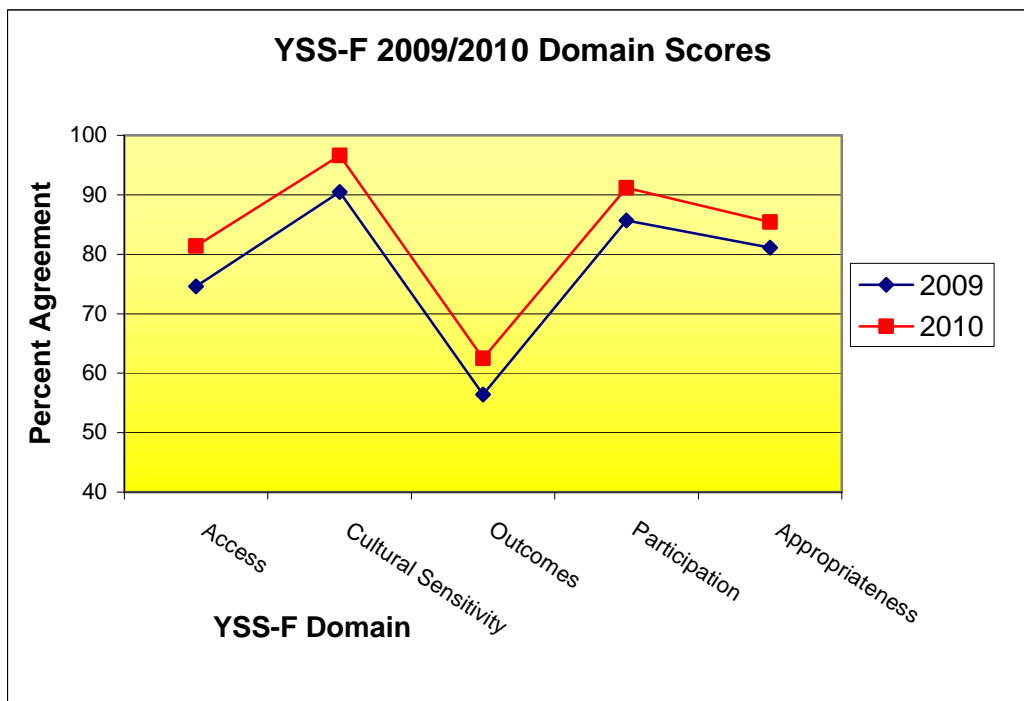
*Valid Percent Agreement by Fiscal Year*

Fiscal Year	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
2008	65.2 (61.33-69.07)	85.5 (82.64-88.36)	55.4 (51.36-59.44)	76.9 (73.48-80.32)	67.0 (63.18-70.82)
2009* (95% CI) (n)	74.6 (71.7-77.5) (674)	90.5 (88.5-92.5) (818)	56.4 (53.1-59.7) (510)	85.7 (83.4-88.0) (775)	81.1 (78.5-83.7) (733)
2010* (n)	81.4 (78.5-84.3) (554)	96.6 (95.2-98.0) (595)	62.5 (58.8-66.2) (406)	91.2 (89.3-93.2) (636)	85.4 (82.8-88.0) (591)

\*Note: A new sampling method was utilized during Fiscal Year 2009/2010. Because of this, comparisons between 2009/2010 and 2008 is cautioned.

Because the procedures for the 2009 and 2010 survey were consistent, it is possible to begin to examine trends in domain scores from year to year. Figure 3 illustrates that the domain scores for these two years are consistent and follow the same overall trend in percent agreement with scores rising slightly across all domains for 2010.

Figure 3. Percent Agreement for Domain Scores for YSS-F 2009 and 2010



**Moderators of Domain Agreement**

A moderator is a variable that influences the direction or strength of an outcome. Analysis of variance was conducted to examine the effects of a number of demographic variables that could impact the levels of agreement. Due to the number of tests conducted, an alpha level of .001 was utilized. No effects were demonstrated for gender, age group, race, ethnicity, disability, or length of treatment indicating that level of agreement was not related to these demographic variables (see Tables 3-7 below).

Table 3

*Valid Percent Agreement by Gender*

Gender (n)	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Female (236)	84.6	89.1	62.4	94.3	96.2
Male (369)	79.8	83.8	59.5	91.7	96.7
Transgendered (2)	100	50.0	100	100	100
Other (1)	-	-	-	-	-
PNTA (1)	-	-	-	-	-

Note. The reported *n* of each gender category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Table 4

*Valid Percent Agreement by Age Group*

Age Group (n)	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
0-5 (78)	88.6	91.9	71.3	94.1	95.0
6-10 (299)	79.4	83.9	62.1	93.8	97.0
11-14 (237)	81.4	85.6	55.6	90.9	96.6

Note. The reported *n* of each age group category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Table 5

*Valid Percent Agreement by Race*

Race (n)	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
American Indian/Alaska Native (43)	82.2	93.5	62.8	93.5	100
Asian (4)	80.0	60.0	25.0	75.0	100
Black/African American (52)	86.0	82.8	54.4	94.8	98.1
Native Hawaiian/Pacific Islander (3)	66.7	66.7	66.7	66.7	100
White/Caucasian (426)	81.5	85.7	59.7	93.2	97.2
Other (50)	80.8	88.5	60.0	92.2	100
Multiracial (64)	84.6	85.1	51.6	93.9	100
PNTA (28)	68.8	75.0	43.8	84.4	92.9

Note. The reported *n* of each racial category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Table 6

*Valid Percent Agreement by Ethnicity*

Ethnicity (n)	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Hispanic (187)	83.2	87.7	62.2	92.7	96.8
Non-Hispanic (349)	81.8	84.4	60.5	93.3	96.3
PNTA (44)	72.9	90.0	54.2	94.0	97.7

Note. The reported *n* of each ethnicity category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.



Table 7

*Valid Percent Agreement by Length of Treatment*

Length of Treatment ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
< 1 Month (72)	83.3	80.7	43.1	96.4	97.4
1-5 Months (161)	80.7	87.4	58.7	92.2	96.9
6 Months to 1 Year (143)	81.9	87.2	61.8	90.8	98.6
> 1 Year (197)	80.8	83.6	64.2	93.6	95.9

Note. The reported *n* of each length of treatment category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Table 8

*Valid Percent Agreement by Disability*

Disability ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
1 Disability (449)	80.7	86.3	61.7	93.1	96.7
2 Disabilities (72)	85.2	80.7	51.9	92.7	95.8
No Disability (282)	82.1	85.5	64.2	92.7	97.9
PNTA (30)	80.0	90.6	65.6	93.3	90.6

Note. The reported *n* of each number of disability category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

In examining language use and distance from agencies, significant differences were found (see Tables 8-10). Specifically, 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 who lived further away,  $F(3, 665) = 10.681, p = .000$ . 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 identified as Bilingual,  $F(3, 679) = 7.504, p = .000$  and  $F(3, 674) = 5.499, p = .001$  (respectively).

Table 9

*Valid Percent Agreement by Distance from Agency*

Distance From Agency ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
0-5 Miles (290)	<b>89.5</b>	85.8	62.8	93.5	96.6
6-10 Miles (170)	<b>77.7</b>	86.2	60.0	93.0	95.9
11-20 Miles (100)	<b>72.6</b>	82.6	58.8	91.2	96.0
20+ Miles (48)	<b>64.6</b>	86.3	58.7	90.0	100

Note. The reported *n* of each distance from agency category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Table 10

*Valid Percent Agreement by Language*

Language ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
English (599)	81.2	85.3	<b>60.2</b>	92.5	96.5
Spanish (55)	91.1	91.1	61.8	91.1	96.4
Bilingual (47)	91.7	93.9	<b>56.3</b>	93.9	93.6
PNTA (0)	-	-	-	-	-

Note. The reported *n* of each language category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

Analysis of Variance examining differences in valid percent agreement on domains for agency reported payor source found no significant differences at the  $p < .001$ . level among domains scores among various payor sources (see Table 11). In addition, an independent t-test examining differences between self-report Medicaid and Non-Medicaid domain scores found no significant differences at the  $p < .001$  (see Table 11).

Table 11

*Valid Percent Agreement by Payor Source<sup>5</sup>*

Payor Source ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Medicaid-Self-Report (482)	81.8	85.0	59.0	91.9	96.3
Non-Medicaid-Self Report (113)	78.0	85.9	64.3	94.8	98.2
Medicaid-Agency (379)	80.9	83.8	60.1	92.6	95.8
Child Health Plan Plus (40)	88.4	90.9	69.8	95.5	97.5
3 <sup>rd</sup> Party Payor (32)	62.5	87.9	59.4	90.9	100
Self-Pay (11)	71.4	100	72.7	100	100
Other (18)	94.7	88.9	66.7	94.4	100

Note. The reported *n* of each distance to agency category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount. Indigent and Medicare had 3 or less respondents and was therefore not included.

The Self-Report regarding Medicaid is likely the more accurate measure of Medicaid status as agency data was missing 19.7% of the time. The self-report is a designated question on the survey and only had 6.4% missing data.

### Qualitative Comments

Two open-ended survey questions queried caregivers about the most and least helpful aspects of services delivered to the caregiver and the child. In response to these questions, approximately 77.9% of respondents provided written comments regarding what was most helpful and 72.3% of respondents provided written feedback for how to improve services. The Division of Behavioral Health provides this qualitative data to each site’s executive director and consumer and family affairs officer. The Division’s Data and Evaluation Section along with the Consumer and Family Affairs fielded phone calls regarding the survey, referring complaints and service requests to the Program Quality staff. For the FY2010 survey period, The Consumer and Family Affairs officer received one consumer complaint, which was that he/she had been offered a survey.

Overall, the qualitative comments reflect similar themes as the YSS-F domains of Access, Quality/Appropriateness, Outcome, Participation, and Cultural Sensitivity. Consumers often provided feedback on Access to services they desired or were excited to have. The lower percentage regarding the access domain across demographic variables fits with frequent comments regarding availability of sessions at a preferred time. Many caregivers indicated concern and frustration with having to schedule sessions during school hours. In addition, respondents frequently wrote about access to a psychiatrist-either commenting that it was wonderful to have access or that increased access was needed. There were often written comments regarding participation in treatment, again both positive and negative feedback. Some respondents wrote about feeling disconnected from their child’s treatment, not sharing in treatment goals or understanding treatment process and progress. Other respondents, however, praised agency staff for including them in their child’s treatment and communicating clearly regarding goals, involvement in treatment, etc. Many respondents also spoke of overall satisfaction with services (as reflected by appropriateness) with themes around a sense of commitment from agency staff to their child, overall satisfaction with services, feeling their child was getting the care needed, and a sense of having family issues

<sup>5</sup> This data includes only those with one payor source.

included and addressed. Similarly, cultural sensitivity was reflected in many comments regarding positive feelings about agency staff (e.g., feeling understood, feeling respected, feeling listened to) or respondents provided comments describing their experiences of not experiencing a sense of respect from agency staff. Finally, fewer comments focused on outcomes with comments in this area generally describing a sense of lack of progress or concern about outcomes.

In addition to comments that reflected domain themes, there were many respondent comments reflecting concerns regarding prescription medications, relationships with staff, and specific therapeutic techniques. Overall comments regarding prescription medications described concerns about appropriate use, enough education regarding side effects to watch for, poor experiences with side effects, and overall a sense of being involved in their child's medication treatment. A common piece of feedback was that they did not feel previous experiences with medications and side effects were validated or heard by agency staff. In terms of relationships with staff, comments reflected the importance of a good relationship with some respondents praising agency staff and feeling grateful for the relationship, while others felt that the lack of relationship was negatively impacting their outcome and satisfaction. Specific therapy techniques that were mentioned as particularly helpful included: intensive family services, crisis team, Dialectical Behavior Therapy, Animal Assisted Therapy, and group treatment.

### **Discussion and Implications**

In 2010, DBH conducted its eighth annual YSS-F 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.

The fact that demographic data and domain scores are similar between 2009 and 2010 suggests that the survey is capturing a consistent sample of consumers and that consumer perception of services are largely stable with a slight improvement over the last year. 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. This may also be a result of the fact that consumers that experience great improvement on outcomes may not be in treatment any longer and thus are not a part of the survey sample.

In summary, the YSS-F 2010 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 Gina B. Lasky, Ph.D, at the Division of Behavioral Health, 3824 W. Princeton Circle, Denver, CO 80236, 303-866-7400/gina.lasky@state.co.us*



**Please answer the following questions to let us know how your child is doing.**

29. Approximately how many mental health sessions has your child attended through this Center in the past 6 months (26 weeks), not including today?

- 0       1-5       6-11       12-18       19-25       26+

30. Do you currently receive Medicaid: (Please choose one.):  Yes       No

31. Is your child currently living with you?

- Yes       No

32. Has your child lived in any of the following places in the last 6 months? (CHECK ALL THAT APPLY)

- |   |   |
|---|---|
| <input type="checkbox"/> With one or both parents   | <input type="checkbox"/> Group home                       |
| <input type="checkbox"/> With another family member | <input type="checkbox"/> Residential treatment center     |
| <input type="checkbox"/> Foster home                | <input type="checkbox"/> Hospital                         |
| <input type="checkbox"/> Therapeutic foster home    | <input type="checkbox"/> Local jail or detention facility |
| <input type="checkbox"/> Crisis Shelter             | <input type="checkbox"/> State correctional facility      |
| <input type="checkbox"/> Homeless shelter           | <input type="checkbox"/> Runaway/homeless/on the streets  |
| <input type="checkbox"/> Other (describe): _____    |   |

33. In the last year, did your child see a medical doctor (or nurse) for a health check up or because he/she was sick? (Check one)

- Yes, in a clinic, office, or home visit  
 Yes, but only in a hospital emergency room  
 No  
 Do not remember

34. Is your child being prescribed medication from this Center?

- Yes       No

34a. If YES, did the doctor or nurse tell you and/or your child what side effects to watch for?

- Yes       No

35. Is someone other than a parental figure requiring that your child attend mental health sessions (e.g., social services, court-ordered)?  Yes       No

**Please answer the following questions to let us know a little about your child.**

36. Child's Current Age: \_\_\_\_\_ (years)

37. Ethnicity:  My child is Hispanic/Latino/a  My child is not Hispanic/Latino/a  I prefer not to answer

38. Race: (Mark all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> American Indian/Alaska Native | <input type="checkbox"/> Asian                            |
| <input type="checkbox"/> Black/African American        | <input type="checkbox"/> Native Hawaiian/Pacific Islander |
| <input type="checkbox"/> White/Caucasian               | <input type="checkbox"/> Other _____                      |
| <input type="checkbox"/> I prefer not to answer        |   |

39. Child's Gender:  Boy  Girl  Transgender  Other \_\_\_\_\_  I prefer not to answer

40. In which languages is your child fluent? (Mark all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> English                | <input type="checkbox"/> Chinese (Mandarin or Cantonese) |
| <input type="checkbox"/> Spanish                | <input type="checkbox"/> Russian                         |
| <input type="checkbox"/> American Sign Language | <input type="checkbox"/> Japanese                        |
| <input type="checkbox"/> German                 | <input type="checkbox"/> Italian                         |
| <input type="checkbox"/> French                 | <input type="checkbox"/> Polish                          |
| <input type="checkbox"/> Vietnamese             | <input type="checkbox"/> Tagalog                         |
| <input type="checkbox"/> Korean                 | <input type="checkbox"/> Arabic                          |
| <input type="checkbox"/> Other _____            | <input type="checkbox"/> I prefer not to answer          |

41. Do you identify your child as any of the following? (Mark all that apply)

- Person who is deaf or hard of hearing
- Person who is blind or partially sighted
- Person with a physical disability
- Person with a developmental disability
- Person with a learning disability
- Person with a traumatic brain injury
- None
- Other \_\_\_\_\_
- I prefer not to answer

42. With which sexual orientation does your child most closely identify?

- Heterosexual
- Lesbian/Gay
- Bisexual
- Other \_\_\_\_\_
- I prefer not to answer

43. Approximate distance from your home to this mental health center (Please check one):

- 0-5 miles
- 6-10 miles
- 11-20 miles
- 20+ miles

44. How long has your child received services from this Center?

- a. Less than 1 month
- b. 1 - 5 months
- c. 6 months to 1 year (*Continue to question 45*)
- d. Longer than 1 year (*Skip to question 51*)

45. Was your child arrested since beginning to receive mental health services from this Center?

- Yes    No

46. Was your child arrested during the 12 months prior to that?

- Yes    No

47. Since your child began to receive mental health services from this Center, have their encounters with the police...

- a. been reduced (for example, he/she has not been arrested, hassled by police, taken by police to a shelter or crisis program)
- b. stayed the same
- c. increased
- d. not applicable (He/she had no police encounters this year or last year.)

48. Was your child expelled or suspended from school since beginning services from this Center?

- Yes    No

49. Was your child expelled or suspended from school during the 12 months prior to that?

- Yes    No

50. Since starting to receive services from this Center, the number of days my child was in school is

- a.  Greater
- b.  About the same
- c.  Less
- d.  Does not apply (please select why this does not apply)
  - i.  child did not have a problem with attendance before starting services
  - ii.  child is too young to be in school
  - iii.  child was expelled from school
  - iv.  child is home schooled
  - v.  child dropped out of school
  - vi.  Other: \_\_\_\_\_

51. Was your child arrested during the last 12 months?

- Yes    No

52. Was your child arrested during the 12 months prior to that?

- Yes    No

53. Over the last year, have your child's encounters with the police...

- a. been reduced (for example, he/she has not been arrested, hassled by police, taken by police to a shelter or crisis program)
- b. stayed the same
- c. increased
- d. not applicable (They had no police encounters this year or last year)

54. Was your child expelled or suspended from school during the last 12 months?

- Yes    No

55. Was your child expelled or suspended from school during the 12 months prior to that?

- Yes    No

56. Over the last year, the number of days my child was in school is

- a.  Greater
- b.  About the same
- c.  Less
- d.  Does not apply (please select why this does not apply)
  - i.  child did not have a problem with attendance before starting services
  - ii.  child is too young to be in school
  - iii.  child was expelled from school
  - iv.  child is home schooled
  - v.  child dropped out of school
  - vi.  Other: \_\_\_\_\_

*Thank you for taking the time to answer these questions!*

## Appendix B: Domain Items

### **Access Domain** (completion of both items needed for domain score)

The location of services was convenient.  
Services were available at times that were good for me.

### **Participation Domain** (completion of two items needed for domain score)

I helped to choose my child's services.  
I helped to choose my child's treatment goals.  
I participated in my child's treatment.

### **Cultural Sensitivity** (completion of three of the four items needed for domain score)

Staff treated me with respect.  
Staff respected my family's religious/spiritual beliefs.  
Staff spoke with me in a way that I understood.  
Staff were sensitive to my cultural/ethnic background.

### **Appropriateness Domain** (completion of four of the six items needed for domain score)

Overall, I am satisfied with the services my child received.  
The people helping my child stuck with us no matter what.  
I felt my child had someone to talk to when he/she was troubled.  
The services my child and/or family received were right for us.  
My family got the help we wanted for my child.  
My family got as much help as we needed for my child.

### **Outcomes Domain** (completion of four of the six items needed for domain score)

My child is better at handling daily life.  
My child gets along better with family members.  
My child gets along better with friends and other people.  
My child is doing better in school and/or work.  
My child is better able to cope when things go wrong.  
I am satisfied with our family life right now.



Appendix C: Survey Counts/Response Rate by Agency<sup>6</sup>

Agency	Blank Surveys	Completed	Rejected	Total	Response Rate
Arapahoe/Douglas	100	52	6	58	89.7%
Asian Pacific	50	0	0	0	0
Aurora	100	22	0	22	100%
Centennial	150	41	8	49	83.7%
Colorado West	100	26	17	43	60.5%
Community Reach	300	109	28	137	79.6%
Jefferson	250	86	17	103	83.5%
Larimer	300	63	19	82	76.8%
Mental Health Partners	100	42	22	64	65.6%
MHCD	150	55	7	62	88.7%
Midwestern	100	30	8	38	78.9%
North Range	100	44	6	50	88.0%
Aspen Pointe	300	118	2	120	98.3%
San Luis Valley	50	17	11	28	60.7%
Servicios de la Raza	50	1	0	1	100%
Southeast	100	34	0	34	100%
Axis Health System	100	42	2	44	95.5%
Spanish Peaks	150	96	0	96	100%
West Central	100	46	10	56	82.1%
<i>Total</i>	<i>2650</i>	<i>924</i>	<i>163</i>	<i>1087</i>	<i>85.0%</i>

<sup>6</sup> Response rate calculations should be viewed with caution. Because it is difficult to know with accuracy how many people were offered the survey, it is difficult to calculate an accurate response rate. These numbers are based on rejected survey numbers provided by agency staff and the procedures for obtaining/recording this information varied widely between agencies. These rates are also based on all youth completed surveys (not excluding youth above age 14).

## Appendix D: Demographic Information of 2010 YSS-F Respondents

	YSS-F	Respondents
<b>Gender</b>	%	<i>n</i>
Female	38.0	266
Male	60.3	422
Transgendered	.3	2
Other	.1	1
Prefer Not To Answer	.1	1
<i>Missing</i>	<i>1.1</i>	<i>8</i>
<b>Race*</b>		
American Indian/Alaska Native	6.6	46
Asian	.7	5
Black/African American	8.4	59
Native Hawaiian/Pacific Islander	.4	3
White/Caucasian	70.7	495
Other	7.7	54
Multi-Racial	9.7	68
Prefer Not To Answer	4.6	32
<i>Missing</i>	<i>16.0</i>	<i>112</i>
<b>Ethnicity</b>		
Hispanic/Latina(o)	28.3	198
Non-Hispanic/Latina(o)	58.3	408
Prefer Not To Answer	7.1	50
<i>Missing</i>	<i>6.3</i>	<i>44</i>
<b>Age</b>		
0-5	9.5	88
6-10	37.3	345
11-14	28.9	267
15-18	21.0	194
<i>Missing</i>	<i>3.2</i>	<i>30</i>
<b>Disability*</b>		
Blind/Partially Sighted	1.1	8
Deaf/Hard of Hearing	1.3	9
Developmental Disability	16.1	113
Learning Disability	24.4	171
Physical Disability	2.9	20
Traumatic Brain Injury	1.4	10
Other	12.3	86
Multiple Disabilities	15.0	105
No Disability	45.9	321
Prefer Not To Answer	4.6	32
<i>Missing</i>	<i>13.1</i>	<i>92</i>

\* These are not mutually exclusive categories.

## Appendix E: Payor Source

YSS-F Respondents		
Number of Payors	%	<i>n</i>
One	77.3	541
<i>Missing</i>	22.7	159
Payor Source		2642
Indigent	.4	3
<b>Medicaid<sup>7</sup> (Self-Report)</b>	<b>77.3</b>	<b>541</b>
Medicaid (Agency Report)	60.4	423
Medicare	.4	3
Third Party Insurance	4.7	33
Self Pay	2.0	14
Sliding Scale/None	.3	2
Other	2.7	19
<i>Missing</i>	22.7	159

<sup>7</sup> This is the more reliable number regarding Medicaid funding. It is answered by the respondent, whereas staff collected the agency data and procedures for collecting this data varied widely and are considered incomplete.

Appendix F: Comparison of Demographic Information of 2009 YSS-F to 2009 CCAR Respondents

	YSS-F Respondents		CCAR Respondents	
Gender	%	<i>n</i>	%	N
Female	38.0	266	40.6	12638
Male	60.3	422	59.4	18497
Age Group in Years				
0-5	9.5	88	14.8	4605
6-10	37.3	345	41.8	13003
11-14	28.9	267	43.4	13527
Ethnicity				
Hispanic/Latina/o	28.3	198	32.7	10176
Non-Hispanic/Latina/o	58.3	408	67.3	20959
Race				
American Indian/Alaska Native	6.6	46	3.3	1036
Asian	.7	5	1.0	307
Black/African American	8.4	59	9.2	2851
Native Hawaiian/Pacific Islander	.4	3	.5	165
White/Caucasian	70.7	495	68.5	21333
Other	7.7	54	26.3	8187
Multi-Racial	9.7	68	5.3	1655

## Appendix G: Percent Endorsement of YSS-F Domains by Item

### Access Domain Item Endorsement

Access Item (N)	Percent Endorsement					
	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
The location of services was convenient for us (911).	49.8	36.7	6.7	2.9	1.7	.8
Services were available at times that were convenient for us (915).	44.3	39.0	7.0	6.5	1.6	.6

### Quality/Appropriateness Domain Item Endorsement

Quality/Appropriateness Item (N)	Percent Endorsement					
	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
Overall, I am satisfied with the services my child received (917).	51.4	38.2	6.8	1.3	.5	1.0
The people helping my child stuck with us no matter what (906).	47.3	33.2	9.7	3.4	1.6	2.8
The services my child and/or family received were right for us (916).	45.8	37.9	12.0	1.2	1.0	1.3
I felt my child had someone to talk to when he/she was troubled (907).	50.8	33.8	8.9	1.9	.4	2.4
My family got the help we wanted for my child (907).	42.7	36.6	14.5	2.3	.9	1.2
My family got as much help as we needed for my child (905).	38.1	34.2	19.2	3.7	1.0	1.8

### Participation Domain Item Endorsement

Percent Endorsement						
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Participation Item (N)	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
I helped to choose my child's services (911).	41.8	44.4	4.0	3.5	1.3	3.7
I helped to choose my child's treatment goals (902).	44.0	41.8	5.3	2.5	1.1	2.9
I participated in my child's treatment (910).	51.9	38.4	4.5	1.7	.5	1.3

#### Outcome Domain Item Endorsement

Outcome Item (N)	Percent Endorsement					
	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
My child is better at handling daily life (903).	23.8	40.7	24.9	4.4	1.1	2.8
My child gets along better with family members (900).	21.5	43.0	23.1	5.0	1.5	3.4
My child gets along better with friends and other people (899).	23.1	43.2	22.2	4.9	1.1	2.9
My child is doing better in school and/or work (899).	25.4	39.4	22.5	5.7	1.3	2.9
My child is better able to cope when things go wrong (900).	19.4	36.9	28.8	8.3	1.5	2.5
I am satisfied with our family life right now (900).	18.4	36.8	25.1	10.6	4.2	2.3
My child is better able to do things he or she wants to do (900).	18.5	44.9	24.6	5.2	1.4	2.8

Cultural Sensitivity

Satisfaction Item (N)	Percent Endorsement					
	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
Staff treated me with respect (912).	68.3	27.2	1.7	.6	.2	.6
Staff respected my family's religious/spiritual beliefs (909).	52.9	28.6	5.0	.5	0	11.4
Staff spoke with me in a way that I understood (908).	62.7	34.0	.6	.3	0	.6
Staff were sensitive to my cultural/ethnic background (892).	50.5	28.7	3.9	.3	.2	12.9