



COLORADO

Department of Human Services

Youth Services Survey for Families (YSS-F)/Youth Services Survey (YSS) Consumer Survey

Executive Summary FY2014



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Office of Behavioral Health

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About this Report

In 2013, the Colorado Office of Behavioral Health (The Office) conducted its eleventh annual Youth Services Survey for Families (YSS-F) Survey and the fourth year for the Youth Services Survey (YSS). These surveys were conducted with a focus on services provided in State Fiscal Year 2014 (July 1, 2013 - June 30, 2014; FY2014). Consistent with national trends in performance measurement, The Office administers the YSS-F/YSS Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This report describes data collection, sample selection, and results of this year's surveys. The Office is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the YSS-F/YSS surveys as one way of meeting this ongoing goal.

The YSS-F/YSS Consumer Survey

A modification of the MHSIP (Mental Health Statistics Improvement Plan) survey for adults, the YSS-F assesses caregivers' perceptions of behavioral health services for their children aged 17 and under. The YSS survey allows adolescents aged 15-17 to rate their services themselves. Both surveys consist of 26 questions, which create seven domains that are used to measure different aspects of customer satisfaction with public behavioral health services: Access, Participation, Outcomes, Cultural Sensitivity, Social Connectedness, and Functioning.

Survey Procedures

Since 2008, a convenience sample has been used where surveys were given directly to consumers when they arrived for their appointment, meaning the MHSIP only captures who are currently receiving surveys. Additionally, consumers who chose to complete the MHSIP survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenience store. For FY2014, the option of completing the survey online was offered via Survey Monkey with a survey link being provided in the cover letter handed out to consumers with the paper survey. The online survey was designed to mimic the paper survey as closely as possible and provide the convenience of online completion. The online survey option was offered in both English and Spanish. Despite Office efforts, no surveys were completed via Survey Monkey.

Who Received the Survey?

The Office 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 and their caregivers. Surveys were distributed to consumers who were receiving services during a three week period between October 28th and November 15th 2013. Consumers who were attending their first appointment, or intake, were excluded from the sample.

Results

Response Rate

The Office received a total of 1,209 completed or partially completed YSS-F and 608 YSS surveys. Following national standards, only YSS-F surveys that were for consumers under 18 years of age (n=1,200) and YSS surveys for consumers between 15 and 17 years of age (n=428) were included in the analyses (N=1,627). Using these standards, 10% of the completed surveys were eliminated from analyses. Soon after the survey administration, agencies were asked for the number of consumers who were seen during the survey period. All agencies responded and 11,773 youth consumers were reportedly seen during the 3-week survey period, representing a 13.8% response rate. This percentage is higher than FY2013's 12.3%, which reflects the higher return of completed surveys than prior years (1,322, 675, and 700 respectively). For the purposes of analysis and this report, the YSS-F and YSS surveys are analyzed together, representing a picture of youth services overall.

Demographics of Interest

Below is a brief description of respondent demographics:

- 49.7% were female, 49.7% male
- 30.3% identified their ethnicity as Hispanic/Latino(a)
- 71.8% identified as White/Caucasian followed by 8.5% who identified as Multi-Racial and 4.0% African American/Black
- 52.9% were between the ages of 12 and 17

Overall Domain Results

The Office computes domain scores for the seven domains captured on the MHSIP survey. Using the five point Likert-scale, 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 did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Table 1 presents the total mean score results, in percentages, for FY2014, as well as the past three fiscal years. Looking at the trends over time, FY2014 levels of agreement remained relatively stable for all domains compared to prior years.

Table 1. Valid Domain Percent Agreement by Fiscal Year

Domain	FY2010/2011	FY2012	FY2013	FY2014
Access (n)	81.4 (554)	75.7 (867)	76.2 (1001)	74.7 (1207)
Cultural Sensitivity (n)	96.6 (595)	93.6 (815)	93.2 (1219)	94.0 (1514)
Functioning ¹ (n)	N/A	N/A	N/A	61.8 (966)
Outcomes (n)	62.5 (406)	64.4 (854)	61.3 (788)	59.0 (924)
Participation (n)	91.2 (636)	90.0 (869)	83.2 (1082)	89.5 (1429)
Satisfaction (n)	85.4 (591)	90.0 (869)	83.2 (1082)	85.1 (1362)
Social Connectedness (n)	N/A	N/A	N/A	82.9 (1312)

Discussion and Implications

In summary, the YSS-F/YSS survey for FY2014 provides invaluable data regarding consumer perceptions and supports the ideals of a consumer-driven model; this information can inform change and highlight strengths for individual behavioral health centers and for the state as a whole.

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¹ While having been collected since 2006, this is the first year Functioning and Social Connectedness have been reported within the YSS-F/YSS annual report.