



2009 Consumer Survey- Youth

COLORADO CAREGIVERS OF YOUTH SPEAK OUT

The Division of Behavioral Health (DBH) is dedicated to strengthening the health, resiliency, and recovery of Coloradoans through quality and effective behavioral health prevention, intervention, and treatment.

In 2008 and 2009, DBH conducted a survey to hear from caregivers of youth who received services at the community mental health centers.

A portion of the results is reflected in this paper. The full report can be viewed on the Division of Behavioral Health’s website.

WHO ANSWERED?

Of the 904 youth responses: 62.2% were female; 24.2% identified with Hispanic/Latino ethnicity; 58.2% indicated that they were White/Caucasian, followed by Multiracial (7.6%); 40.1% of youth had at least one

Race	<i>Percent</i>
American Indian/Alaska Native	2.0
Asian	0.6
Black/African American	3.8
Multi-Racial	7.6
Native Hawaiian/Pacific Islander	0.4
Other	5.4
White/Caucasian	58.2

disability.

WHAT THEY SAID?

- 90.5% reported feeling satisfied with the level of cultural sensitivity shown to them by staff.
- Approximately 1 in 2 respondents indicated positive outcomes related to services they had received.
- 3 out of 4 respondents indicated having appropriate access to services.

Reporting Positively about:	<i>Percent</i>
Access	74.6
Cultural Sensitivity	90.5
Outcomes	56.4
Participation	85.7
Quality/Appropriateness	81.1

SURVEY METHODS

During a three-week period, caregivers of youth consumers were asked to fill out the survey before a scheduled appointment. Participants were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 21 statements. The statements were then combined to create the domains above. All surveys were confidential.

Example statements from the survey are:

“Staff respected my religious/spiritual beliefs.”

“I helped choose my child’s services.”

“My family got the help we wanted for my child.”

Consumer Comments

THE STAFF LISTEN AND DO WHAT THEY CAN TO HELP MY CHILD DEAL BETTER WITH THINGS.

Turnover of therapists has been terrible. We have gone to meds only to have some level of consistency for our kiddo's therapeutic needs.

My daughter was having a lot of anxiety about things. She is now managing herself better and not having as much anxiety

Individual therapy has enhanced our communication and coping skills.

We waited for far too long. We need to see someone right at the time of our appointment.

What it Means

The Division of Behavioral Health strives to ensure high quality, accessible behavioral health services for Colorado residents, by reviewing community mental health programs; adopting standards, rules and regulations; providing training and technical assistance; and responding to complaints from non-Medicaid consumers.

Consumer perceptions are one measure of how well services measure up to these expectations.

This survey demonstrated that 4 out of 5 consumers appeared satisfied with the services their child was receiving.

9 out of 10 indicated services were culturally sensitive.

5 out of 9 indicated that their child was functioning better because of the services they received.

5 out of 6 respondents indicated that the social connectedness of their child has improved as a result of services.

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