



# 2010/2011 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 2009 and 2010, 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 700 youth responses: 60.3% were male; 28.3% identified with Hispanic/Latino ethnicity; 70.7% indicated that they were White/Caucasian, followed by Multiracial (9.7%); 54.1% of youth had a disability.

Race	<i>Percent</i>
American Indian/Alaska Native	6.6
Asian	.7
Black/African American	8.4
Multi-Racial	9.7
Native Hawaiian/Pacific Islander	.4
Other	7.7
White/Caucasian	70.7

## **WHAT THEY SAID?**

- 96.6% reported feeling satisfied with the level of cultural sensitivity shown to them by staff.
- Approximately 6 in 10 respondents indicated positive outcomes related to services they had received.
- 4 out of 5 respondents indicated having appropriate access to services.

Reporting Positively about:	<i>Percent</i>
Access	81.4
Cultural Sensitivity	96.6
Outcomes	62.5
Participation	91.2
Quality/Appropriateness	85.4

## **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 BEST HAS BEEN HAVING TREATMENT PROVIDERS WHO LISTEN**

Need a child psychiatrist who could see children in emergency situations. Not two months after the fact.

MY DAUGHTER HAS SOMEONE ELSE TO TALK TO ABOUT THINGS SHE MAY NOT BE COMFORTABLE TALKING TO HER MOM ABOUT

*THE MEDICATION HAS TOTALLY CALMED HIM DOWN. HE IS DOING MUCH BETTER IN SCHOOL*

**Provide more after school hours so I don't have to take my kids out of school every 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 89.6% of consumers appeared satisfied with the services their child was receiving.

9 out of 10 indicated services were culturally sensitive.

8.5 out of 10 indicated that their child was functioning better because of the services they received.

3 out of 4 respondents indicated that the social connectedness of their child has improved as a result of services.

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