

Youth Consumer Survey Results for 2012

COLORADO ADULT CONSUMERS 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.

During September/October 2011, DBH conducted a survey to hear from caregivers of youth who received services at community mental health centers. Participants were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 21 statements about the services their child received.

A summary of the results is reflected in this paper. The full report can be found on the DBH website.

WHO ANSWERED?

Of the 877 youth responses: 39% were female; 29% identified with Hispanic/Latino ethnicity; 74% indicated that they were White/Caucasian, followed by Multi-Racial (10.3%).

Race	Percent
American Indian/Alaska Native	3.9
Asian	0.3
Black/African American	4.2
Multi-Racial	10.3
Native Hawaiian/Pacific Islander	0.5
Other	6.7
White/Caucasian	74.1
Hispanic/Latino(a)	29.1

WHAT THEY SAID?

- 64% responded positively to statements regarding outcomes.
- 90% reported feeling satisfied with services.
- 76% of respondents indicated appropriate access to services.

Reporting Positively about:	Percent
Access	75.7
Appropriateness	90.0
Outcomes	64.4
Participation	86.9
Cultural Sensitivity	93.6

The following are generalized comments about caregivers' experience with their child at the mental health centers

Appreciation for concrete ideas and strategies that could help their child. For example, coping strategies were named numerous times. Others appreciated specific ideas that could be used in the home to manage behaviors.

Better access in terms of extended hours (i.e., outside of the school day), more access to male therapists for their male children, and better access to psychiatrists when needed.

Respondents commented often about having positive relationships with their child's therapist. They valued having someone to talk to about their child, being listened to and understood.

A desire to have more communication with their child's therapist about treatment.

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WHAT THIS MEANS?

DBH 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 and how they can be improved upon for the future.

- ✓ This survey demonstrated that 90% of consumers appeared satisfied with the services their child was receiving
- ✓ 64% people said their child was functioning better because of the services they received
- ✓ 94% said services were culturally sensitive

DBH sincerely thanks all the mental health centers, their staff, and the consumers who took the time to do this survey and inform the future of mental health services in Colorado.

