



**WHAT IS THE YSS-F/
 YSS SURVEY?**

During October 2012, the Office of Behavioral Health (OBH) conducted a survey, the YSS-F/YSS, to hear from caregivers of youth or youth aged 15-17 who received services at the community mental health agencies across Colorado. These surveys were handed out when consumers came in for an appointment. They were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 36 statements about the services they received.

The Office of Behavioral Health (OBH) is dedicated to strengthening the health, resiliency, and recovery of Coloradans through quality and effective behavioral health prevention, intervention, and treatment. The MHSIP helps us achieve those goals.

A summary of the results is reflected in this paper. The full report can be found on the OBH website: www.colorado.gov/cs/Satellite/CDHS-BehavioralHealth/CBON/1251583731618.

YSS-F/YSS CONSUMER SURVEY RESULTS FOR FY2013

WHO ANSWERED?

Of the 1,322 youth consumers who completed a survey or whose caregivers completed a survey:

- ◆ 55% were female, 44% male
- ◆ 35% identified as Hispanic/Latino(a)
- ◆ 71% identified as Caucasian, 10% as Multi-Racial, and 5% as Other
- ◆ 92% were 6 years or older

WHAT DID THEY SAY?

The YSS-F/YSS captures satisfaction within 5 domains: Access, Appropriateness, Outcomes, Participation, and Cultural Sensitivity. The following percentages represent the consumers' positive feelings in each category.

Reporting Positively about:	Percent
Access	76.2
Appropriateness	83.2
Outcomes	61.3
Participation	90.0
Cultural Sensitivity	93.2

- 3 out of 5 people agreed the youth were functioning better overall.

- 8 out of 10 consumers were satisfied with the appropriateness of services the youth consumer received.

The YSS-F/YSS also includes a section for comments. The following are common themes from this year's survey responses.

- ◆ *Appreciation for concrete ideas and strategies.*
- ◆ *Positive comments about access to psychiatric medications.*
- ◆ *Respondents wished centers had longer hours, more staff members, and locations nearer their homes.*
- ◆ *Desired more communication between therapists and center staff members.*

Have Questions? Please call Adrienne Jones, M.A., MHSIP Project Coordinator, at 303-866-7400 or call Toll Free at 1-800-811-7648.