



YSS-F/YSS CONSUMER SURVEY RESULTS FOR FY2014

WHAT IS THE YSS-F/YSS SURVEY?

During October/November 2013, the Office of Behavioral Health (The Office) conducted a survey, the YSS-F/YSS, to hear from caregivers of youth (0-14) or youth aged 15-17 who received services at the community behavioral 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 is dedicated to strengthening the health, resiliency, and recovery of Coloradans through quality and effective behavioral health prevention, intervention, and treatment. The YSS-F/YSS 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: <http://www.colorado.gov/cs/Satellite/CDHS-BehavioralHealth/CBON/1251583731618>

WHO ANSWERED?

Of the 1,627 consumers who completed a survey:

- ⇒ 50% were female, 50% male
- ⇒ 30% identified as Hispanic/Latino (a)
- ⇒ 72% identified as Caucasian, 9% as Multi-Racial, and 4% as African American
- ⇒ 53% were between the ages of 12- and 17-years-old

WHAT DID THEY SAY?

The YSS-F/YSS captures satisfaction within 7 domains: Access, Cultural Sensitivity, Outcomes, Participation, Satisfaction, Functioning, and Social Connectedness. The following percentages represent the consumers' positive feelings in each category.

Reporting Positively about:	Percent	
Access	74.7	
Cultural Sensitivity	94.0	• 3 out of 5 people agreed they were functioning better overall.
Outcomes	59.0	
Participation	89.5	• 9 out of 10 consumers were satisfied with the cultural sensitivity of services they received.
Satisfaction	85.1	
Functioning	61.8	
Social Connectedness	82.9	

The YSS-F/YSS also includes a section for comments, both positive and negative. The following are excerpts from this year's survey.

- ⇒ "Having someone to be able to talk to without being shut down."
- ⇒ "Getting hands on knowledge and examples of what can help us with our children."
- ⇒ "Appointments are limited and we often have to miss school..."
- ⇒ "Alternatives for intensive in-home series are extremely limited. The series provided and available via [behavioral health center] were terribly inappropriate for our family, yet no other alternative is available."

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