

YSS-F Consumer Survey Executive Summary

Fiscal Year 2012

A Report from the Colorado Department of Human Services

Division of Behavioral Health



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About this Report

In 2011, the Colorado Division of Behavioral Health (DBH) conducted its ninth annual Youth Services Survey for Families (YSS-F) Survey with a focus on services provided in State Fiscal Year 2012 (July 1, 2011-June 30, 2012). Consistent with national trends in performance measurement, DBH administers the YSS-F Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This executive summary describes the results of this year's survey.

The YSSF Consumer Survey

A modification of the Mental Health Statistics Improvement Program (MHSIP) survey for adults, the YSS-F Consumer Survey (YSS-F) assesses caregivers' perceptions of behavioral health services for their children (aged 14 and under). The YSS-F uses a 5-point Likert scale, ranging from strongly agree to strongly disagree, and consists of 21 items from five domains including: Access, Participation, Cultural Sensitivity, Appropriateness, and Outcomes.

FY 2012 Survey Procedure

In order to address concerns from previous years, starting in FY09/10, surveys were given directly to consumers coming in for an appointment rather than mailed to them, incentives were used whereby participants could enter a drawing for a gift card, and all consumers were offered the survey regardless of payor source.

Who Received the Survey?

The Division used a convenience sampling method whereby each of the 17 community mental health centers and the two specialty clinics, Asian Pacific and Servicios de la Raza, were provided with surveys to hand out to consumers who were receiving services during a three week period in September/October of 2011. Consumers who were attending their first appointment, or intake, were excluded from the sample, as they would not have established enough contact with the facility to rate satisfaction.

Results

Response Rate

The Division received a total of 918 completed or partially completed YSS-F surveys. For the 17 agencies and two specialty clinics that reported numbers, 749 surveys were completed or partially completed, and 8,770 youth clients were reportedly seen during the 3-week survey period, representing an 8.5% return rate¹. Due to the difference in methodology, this percentage is considerably lower than previous years (FY 2010/2011, 85.0%; FY 2009, 87.6%); however, the number of surveys completed is consistent with last year's numbers. Last year's report only included consumers under 15 years old, as only the YSS-F survey was used, so those numbers are provided for comparison (FY2012, 675; FY2010/2011, 700). For more detail on methodology, please see the full YSS-F FY 2012 report on the Division of Behavioral Health website.

Demographics of Interest

Below is a brief description of respondent demographics:

- 60.6% of respondents² were male; 39.3% females, 1% identified as transgender, and 1.9% did not report gender. 8.3% of respondents were 0-5 years old, 48.3% were 6-11 years old, and 20.3% were 12-14 years old
- 29.1% of respondents identified their ethnicity as Hispanic/Latino(a)
- 74.1% of respondents identified as White/Caucasian, followed by Multiracial (9.7%) and Black/African American (8.4%)
- 41.9% of respondents reported living within 5 miles of the mental health center, followed by 26.2% who lived 6-10 miles away, 20.8% who lived 11-20 miles away, and 11.0% who were more than 20 miles away
- 97.9% of respondents were fluent in English, 8.3% spoke Spanish, and of all the languages spoken, 7.9% were bilingual

¹ Response rate will vary from year to year and should not be viewed as a true response rate. It is difficult to obtain an accurate rate of refusal for the survey and therefore the response rate should be viewed more as an estimate or approximation.

² Although parents/guardians comprised actual respondents, the term 'respondents' herein refers to clients for whom YSS-F data was reported – that is, for the youth who received the services.

- 56.1% of respondents reported having some form of disability. Of that, 25.0% reported having a learning disability, 2.3% reported having a physical disability, and 2.7% reported three or more disabilities. 43.9% reported having no disability
- 73.9% indicated having seen a physician or nurse for a health check-up, physical exam, or for an illness during the past year
- 59.8% indicated that they were prescribed medication for emotional/behavioral problems from the mental health agency
- 58.2% reported attending 11 or fewer sessions at the time of survey completion and 9.4% reported attending 26 or more sessions

Respondent Sample versus the Population

The YSS-F youth sample from FY2012 was similar to demographic data for YSS-F FY2010/2011 data and CCAR data for FY2011. For more complete review of demographic data, please see the FY2012 Technical Report.

- More males receive services than females
- Older Children (6-14) are the primary age group served
- Most respondents identify as White/Caucasian and Non-Hispanic/Latino(a)

Domain Scores

Table 1 presents summary results in percentages with confidence intervals (95%) for the total scores for the 2012 fiscal year. Domain scores are reported as the percent of which respondents agree with the domain. The domains are calculated following national standards. Table 1 displays the level (percentage) of satisfaction across the various domains addressed in the YSS-F. A higher percentage equates a higher level of satisfaction.

Table 1. *Valid Percent Agreement for FY 2012*

FY 2012	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
Percentage	75.7	93.6	64.4	86.9	90.0
95% CI	72.8-78.5	91.9-95.3	61.2-67.6	87.0-92.0	84.7-89.1
n	867	815	854	857	869

Demographics and Domain Agreement

Several statistically significant domain agreement results were evident with respect to demographic variables in the YSS-F respondent sample. Some examples of demographics found to significantly impact domain agreement include:

- Respondents who lived 0-10 miles away from a mental health center had significantly higher levels of agreement on the Access domain as compared to all other respondents.
- Non-Medicaid respondents reported a higher level of agreement regarding positive Outcomes than Medicaid respondents.

Discussion and Implications

In 2011, DBH conducted its ninth annual YSS-F survey illuminating caregiver perceptions of the behavioral health services provided to youth consumers. Analyses were conducted at the state level. Although the sample may not be representative of the entire population of mental health consumers (i.e., consumers who have left treatment, and those who did not fill out the survey); the data provide rich information regarding consumers’ perceptions of care while engaged in treatment. These results can be a part of a larger framework of data used to inform future behavioral health services.

The fact that demographic data and domain scores are similar between FY 2010/2011 and FY 2012 suggests that the survey is capturing a consistent sample of consumers and that consumer perception of services are largely stable with a slight improvement over the last year. Similar to prior years, the Outcomes domain demonstrated the lowest levels of agreement. However, there was not a high level of disagreement with improved outcomes. Rather, respondents reported higher levels of feeling indecisive about the impact that services had on their daily lives. This may also be a result of the fact that consumers that experience great improvement on outcomes may not be in treatment any longer and thus are not a part of the survey sample.

In summary, the YSS-F FY 2012 provides valuable data regarding caregiver perceptions and will be used to inform change and highlight strengths for the state as a whole.

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