

# **YSS-F/YSS Consumer Survey Executive Summary**

## **Fiscal Year 2013**

**A Report from the Colorado Department of Human Services**

Office of Behavioral Health



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## **About this Report**

In 2012, the Colorado Office of Behavioral Health (OBH) conducted its tenth annual Youth Services Survey for Families (YSS-F) Survey and the third year for the Youth Services Survey (YSS) with a focus on services provided in State Fiscal Year 2013 (July 1, 2012 - June 30, 2013). Consistent with national trends in performance measurement, OBH administers the YSS-F/YSS Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This report describes data collection, sample selection, and results of this year's surveys. OBH is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the YSS-F/YSS surveys as one way of meeting this ongoing goal.

## **The YSS-F/YSS Consumer Survey**

A modification of the Mental Health Statistics Improvement Program (MHSIP) survey for adults, the YSS-F assesses caregivers' perceptions of behavioral health services for their children (aged 14 and under). The YSS assesses youth (aged 15-17) perceptions of services. Both surveys use 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.

## **FY2013 Survey Procedure**

A convenience sample has been used since 2008 where surveys were given directly to consumers when they arrived for their appointment, meaning that these consumers were currently receiving services. In previous survey administrations, the surveys were mailed to current and discharged consumers (prior to FY2009). Additionally, consumers who chose to complete the MHSIP survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenient stores. All consumers were included in the survey regardless of payor source.

## **Who Received the Survey?**

The Office 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 between October 8<sup>th</sup> and October 26<sup>th</sup> 2012. 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*

This year, each agency reported the number of clients with scheduled appointments during the YSS-F/YSS survey period. Response rate was calculated by taking the number of surveys completed from each agency divided by the number of clients scheduled for appointments. When calculating response rate in this way, it is assumed that every client was offered the survey and either declined or accepted. The Office received a total of 1,085 completed or partially completed YSS-F and 393 YSS surveys. Following national standards, only YSS-F surveys that were for consumers under 18 years of age (n=1,052) and YSS surveys for consumers between 15 and 17 years of age (n=270) were included in the analyses (N=1,322). Using these standards, 10% of the completed surveys were eliminated from analyses. Soon after the survey administration, agencies were asked for the number of clients that were seen during the survey period. All agencies responded and 10,735 youth consumers were reportedly seen during the 3-week survey period, representing a 12.3% response rate. This percentage is higher than FY2012 (8.5%), which reflects the higher return of completed surveys than prior years (FY2012, 675; FY2010/2011, 700).

### *Demographics of Interest*

Below is a brief description of respondent demographics:

- 55.3% were female, 44.1% males, 0.2% identified as transgender, 0.2% responded as other
- 34.5% identified their ethnicity as Hispanic/Latino(a)
- 70.9% identified as White/Caucasian followed by 10.1% who identified as Multi-Racial

- 43.5% reported living within 5 miles of the mental health agency
- 8.2% of respondents were 0-5 years old, 42.1% were 6-11 years old, 23.9% were 12-14 years old, and 25.8% were 15-17 years old
- 41.2% or 500 respondents reported having at least one 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

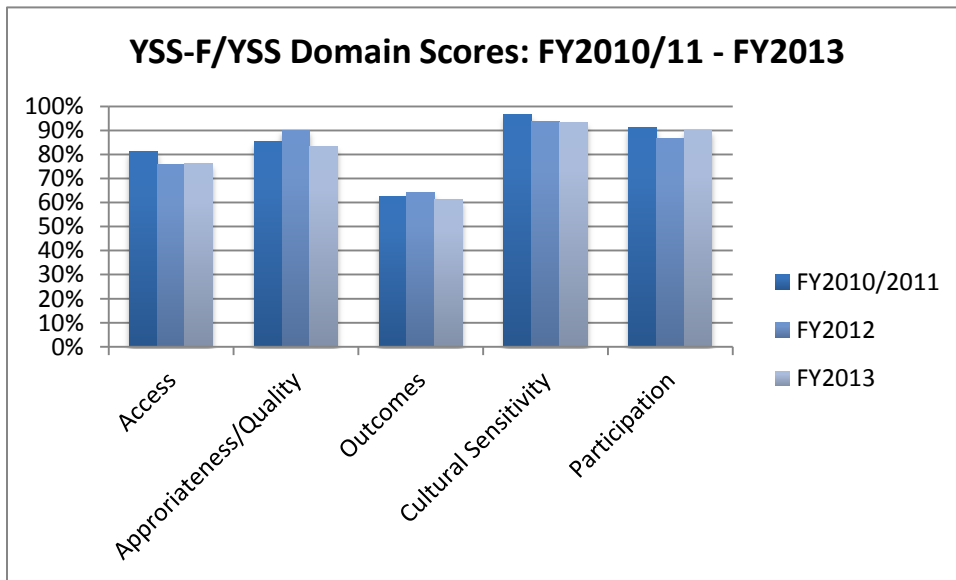
*Respondent Sample versus the Population*

The two samples were compared on gender, age, race, and ethnicity. In general, the two samples are demographically similar: older children (6-14) are the primary age group served and the population identifies as White/Caucasian. Respondents identifying as Hispanic/Latino(a) in both samples was similar with 31.9% on the YSS-F/YSS and 35.5% on the CCAR. The only noticeable difference is within gender, as the YSS-F/YSS respondents represented more girls being served (54.8%) than the CCAR population (44.5%). See Appendix F for YSS-F/CCAR demographic data.

Table 1. Valid Domain Percent Agreement by Fiscal Year

Fiscal Year	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
2010/2011 (95% CI) (n)	81.4 (78.5-84.3) (554)	96.6 (95.2-98.0) (595)	62.5 (58.8-66.2) (406)	91.2 (89.3-93.2) (636)	85.4 (82.8-88.0) (591)
2012 (95% CI) (n)	75.7 (72.8-78.5) (867)	93.6 (91.9-95.3) (815)	64.4 (61.2-67.6) (854)	86.9 (87.0-92.0) (857)	90.0 (84.7-89.1) (869)
2013 (95% CI) (n)	76.2 (73.8-78.4) (1001)	93.2 (91.7-94.4) (1219)	61.3 (58.6-63.9) (788)	90.0 (88.3-91.6) (1165)	83.2 (81.0-85.1) (1082)

Figure 1. Domain Scores for Fiscal Year 2010/11 through 2013



### *Demographics and Domain Agreement*

Some examples of demographics found to significantly impact domain agreement include:

- Respondents with children under 12 had higher percentages of agreement compared to those with children 12 and over for Participation.
- Respondents who lived 0-5 miles away from a mental health center had significantly higher levels of agreement on the Access domain as compared to all other respondents who lived further away.
- Consumers with multiple disabilities showed lower levels of agreement for Quality/Appropriateness, Outcome, and Participation compared to other groups. In Outcome and Participation, statistically significant differences were found between the No Disability group and the Multiple Disability group, with higher levels of agreement for the No Disability group.

### **Discussion and Implications**

Overall, it appears that the majority of respondents indicated that their perceptions of Access, Quality/Appropriateness, Participation and General Satisfaction were generally satisfactory. The Outcomes domain was noted as having the lowest levels of agreement, however was still at a two-thirds percent agreement.

In summary, the YSS-F/YSS 2013 provides invaluable data regarding consumer perceptions and supports the ideals of a consumer-driven model; this information can inform change and highlight strengths for individual mental health centers and for the state as a whole.

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