



Youth Services Surveys

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Instruments

- ✦ Youth Services Survey for Families (YSS_F)
 - administer to parents, guardians, or other caregivers for identified youth receiving services
 - Used for standard reporting
- ✦ Youth Services Survey (YSS)
 - administer to youth age 13 and older
 - optional



Current Use

- ✦ Used by at least 14 states and numerous other providers last year
- ✦ Most providers conducting mail surveys but telephone surveys have also been used
- ✦ Some providers are doing repeated measures



Methods

- ✦ Participants in data presented: CO, KY, OK, TX, VA and the District of Columbia.
- ✦ Selection criteria:
 - Youth with SED
 - Received 1+ MH service from state-funded provider during specified time period in 2000



Sample Characteristics: YSSF

- ✦ **1556 caregivers (response rates 11-33%)**
 - Average age: 11.9 (SD 3.5) years
 - 65% male
 - 58% White/not Hispanic
 - 23% Black, 11% Hispanic, 2% Native American
 - 92% living with caregiver
 - 74% on Medicaid
 - 75% still receiving services from provider
 - 67% on meds for emotional/behavioral problems
 - 14% contact with juvenile justice-last 6 mo.

Sample Characteristics: YSS

- ✦ **382 youth (response rates 9 - 21%)**
 - Average age: 15.6 (SD 1.9) years
 - 63% male
 - 28% white, not Hispanic
 - 44% Black, 22% Hispanic, 5% Native American
 - 66% living with caregiver
 - 65% on Medicaid
 - 64% still receiving services from provider
 - 41% on meds for emotional/behavioral problems
 - 38% contact with juvenile justice-last 6 mo.

Performance Indicator Results

Performance Indicator	YSS		YSSF	
	N	%	N	%
Good Access to Services	360	64.4	1,542	73.8
Participation in Treatment	368	47.6	1,542	68.5
Cultural Sensitivity of Staff	372	74.2	1,539	82.3
Satisfaction with Services	371	67.1	1,544	67.9
Perceived Outcome of Service	374	60.4	1,538	45.6

Cronbach's alpha

Scales	YSS		YSSF	
	N	Alpha	N	Alpha
Access to Services	355	.705	1,516	.725
Participation in Treatment	345	.823	1,500	.772
Cultural Sensitivity of Staff	354	.896	1,452	.907
Satisfaction with Services	312	.941	1,344	.943
Perceived Outcome of Service	347	.864	1,429	.905



Youth vs. Caregiver Reports

- ✦ Youth and caregivers reported similar levels of satisfaction but differed on perceptions of other aspects of services
- ✦ Youth reported participating less (48%) than caregivers (68%) in their own treatment
- ✦ Youth reported themselves as having more positive outcomes (60%) than the caregivers (46%)
- ✦ Need for further analysis to understand differences in perceptions of services between youth and the caregiver



Association of Indicators With Demographic Variables (YSSF)

- ✦ Caregivers still receiving services had significantly more positive ratings of services on all factors ($p < .001$)
- ✦ Non-Hispanic white caregivers reported staff were more culturally sensitive than minorities ($p < .05$)
- ✦ Caregivers of pre-adolescents reported more participation in treatment than caregivers of adolescents ($p < .001$)



Association of Indicators With Demographic Variables (YSSF)

- ✦ Caregivers of male children reported less satisfaction with services ($p < .05$) and less positive outcomes ($p < .05$) than caregivers of female children
- ✦ Caregivers of children still living with them reported more satisfaction with services ($p < .01$), more positive outcomes ($p < .01$), better access to services ($p < .01$), and more involvement in treatment ($p < .001$)



Conclusions

- ✦ The YSS and YSSF reliably measure constructs of access to services, participation in treatment, cultural sensitivity of staff, satisfaction with services, and perceived outcomes.
- ✦ Current versions of surveys have eliminated redundant items and clarified other items to improve psychometrics even more.



Recommendations

- ✦ Instruments can provide rich information about services and a tool for continuous quality improvement if provider uses the instruments repeatedly over time.
- ✦ Youth and their caregivers are likely to have different perceptions of services. Therefore, both perspectives are valuable.



Guidelines for Administration

- ✚ Identify population and sampling strategy
- ✚ Identify perspectives to measure
- ✚ Survey all members of the population, including those no longer in service
- ✚ Administration of survey by someone other than the primary service provider (therapist, casemanager, etc.)



Guidelines for Administration

- ✦ Use all items as written
- ✦ Demographic, service, and living situation items critical in being able to interpret findings and conduct risk adjustment for comparisons to other providers
- ✦ Other items related to linkage to primary health care, contact with juvenile justice, school absence are still be assessed for their usefulness in evaluating services