



Youth Services Surveys

**The Children's MHSIP
Consumer Survey. Ready
for prime time?**

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Instruments

- ✦ Youth Services Survey for Families (YSSF)
 - 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

Youth Services Surveys

- ✦ 21 items assess 5 domains of perceptions of service (Access, Participation in Treatment, Cultural Sensitivity, Satisfaction, Outcome)
- ✦ Additional questions re:
 - Recent school absence, contact with juvenile justice system
 - Demographics, residential status, placement history, medications, LOS and other service-related factors

Current Use

- ✦ Used by at least 15 states and numerous other providers last year.
- ✦ Eight providers conducted mail surveys only, 1 provider conducted only face-to-face interviews, remainder did mixed methodology of mail, phone and face-to-face interviews.
- ✦ Some providers are doing repeated measures

URS/DIG Reporting on YSSF

- ✦ Percent positive about access: 79.1%
- ✦ Percent positive about satisfaction: 78.3%
- ✦ Percent positive about outcomes: 63.3%
- ✦ Percent positive about family participation in treatment planning: 77.0%
- ✦ Percent positive about cultural sensitivity of staff: 82.5%



State Indicator Pilot Project

The
Developmental
Phase

Methods

- State Indicator Project Children's Indicator Workgroup evaluated data from CO, KY, OK, TX, VA and the District of Columbia.
- Mail Survey of youth with SED who:
 - Received 1+ MH service from state-funded provider during specified time period in 2000
- Sample: 1556 caregivers (YSSF) & 382 youth (YSS)

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 ($p < .001$)

Pilot Project 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.
- ✦ Psychometrics of pilot surveys were improved by eliminating redundant items and clarifying other items.
- ✦ States need to capture length of time in service, current service status and whether youth is still living with caregiver as potential case mix variables.
- ✦ Youth and their caregivers are likely to have different perceptions of services. Therefore, both perspectives are valuable.



Virginia 2002 Survey

Association of Domain
Scores with Other
Outcomes

YSSF Survey Method

- YSSF administered in mail survey to random sample of 3,054 primary caregivers of SED youth who had received 1+ state-funded mental health service, 7/01/01-12/31/01
- Surveys identified by code that kept consumer identifying information confidential
- 526 surveys returned (17.2%)
- 514 surveys linked to child POMS files
- 199 youth had YSSF and POMS data including initial CAFAS assessment



Analysis

- Logistic Regression used to assess relation of caregiver-rated improvement (outcome domain) to:
 - Child demographic, service-related, and clinical factors
 - Other outcome indicators
- Outcome domain assessed as continuous variable
 - Average score on constituent items

Predictors of Caregiver-reported Improvement

- Caregivers report greater improvement for youth
 - On Medicaid ($p < .003$)
 - Still receiving services ($p < .001$)
 - In services longer ($p < .001$); see Fig 1
- Caregivers indicate less positive outcomes for youth
 - Referred through the schools or legal system ($p < .01$)
 - With most severe impairment at admission ($p < .05$)

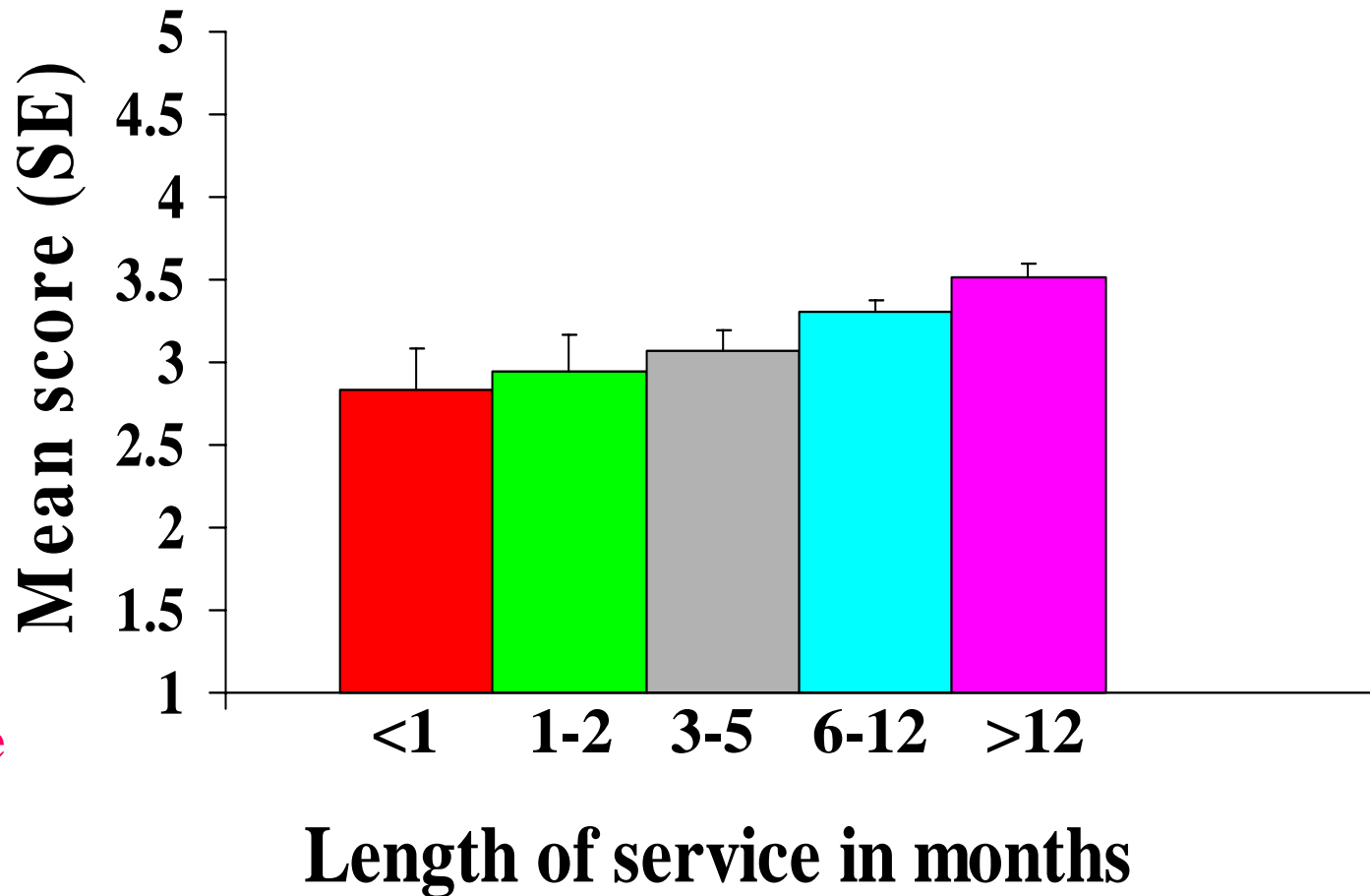
● Fig. 1. Association of improvement in child outcome to length of service

Improved?

Strongly
Agree

Strongly
Disagree

P for trend < 0.001



Relation of Outcome Domain to Other Indicators of Functioning

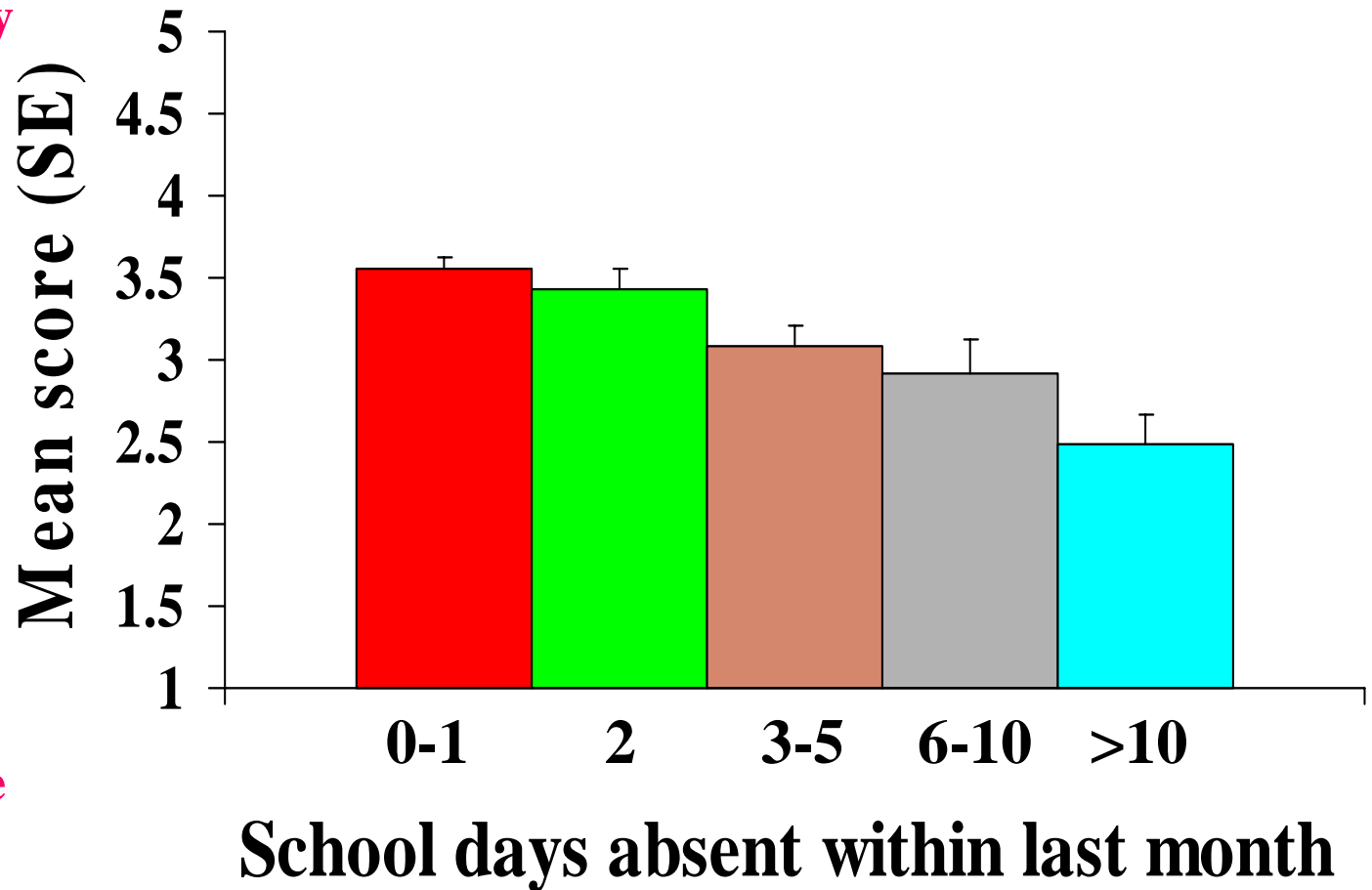
- ✚ Caregiver ratings of child improved outcome negatively associated with caregiver reports of:
 - school absence in last month ($p < .000$); see Fig 2
 - youth arrested in last month ($p < .000$); see Fig 3
 - youth in court in last month ($p < .000$); see Fig 3
 - youth in out of home placement in last six months ($p < .001$)
- ✚ Associations remain after adjustment for other demographic and service factors

Fig. 2. Association of Recent School Absence to YSSF Outcome Domain

Improved?

Strongly Agree

P for trend < 0.001



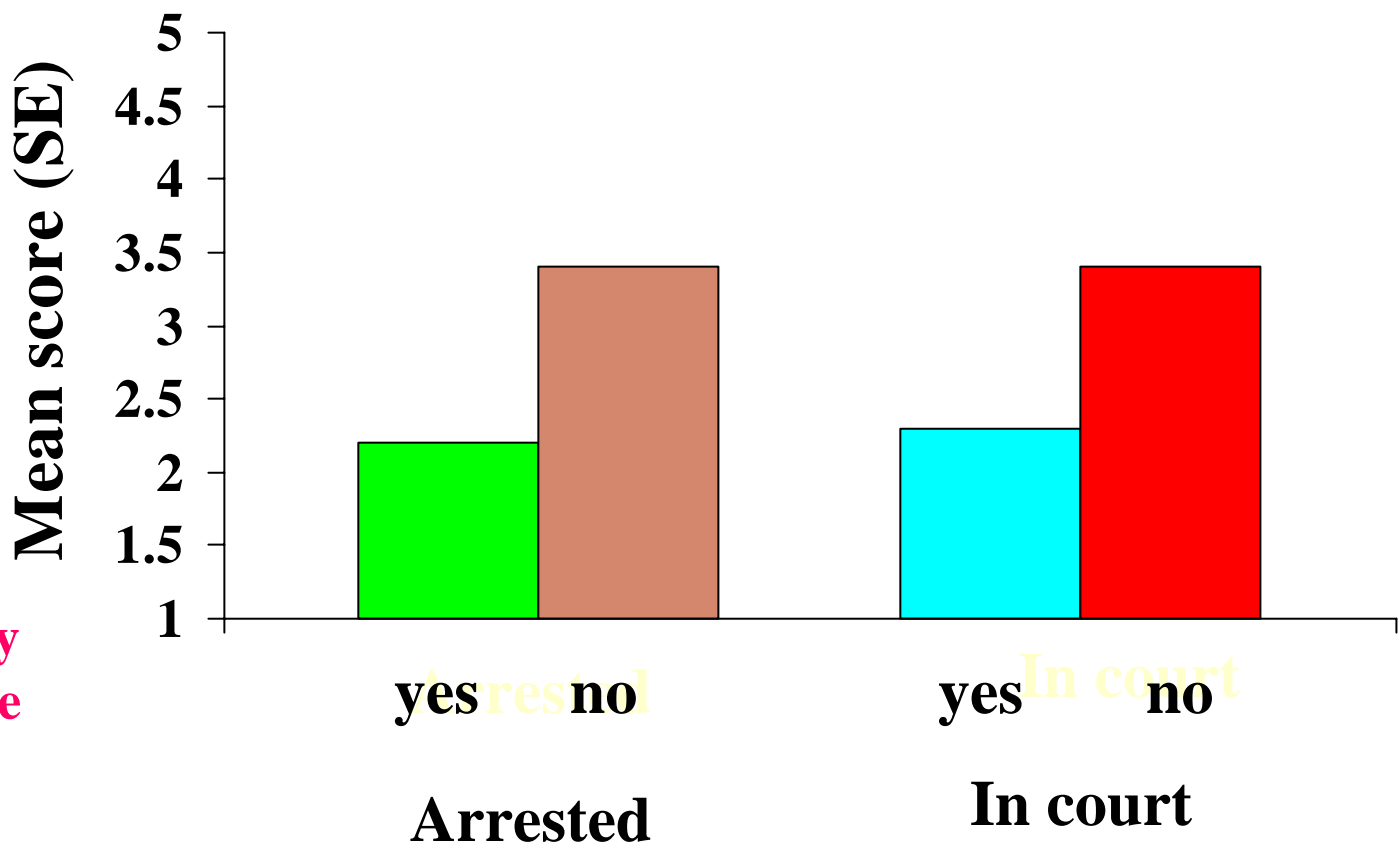
Strongly Disagree

Fig. 3. Association of Juvenile Justice Involvement to YSSF Outcome Domain

Improved?

Strongly Agree

Strongly Disagree



Conclusions about Outcome Domain

- ✦ Caregiver perceptions of outcome influenced by many factors including:
 - Type of insurance
 - Initial level of functioning
 - Current service status (in services or not)
 - Current residence with respondent
 - Recent difficulties with legal or school system
- ✦ Likely to reflect recent functioning



Guidelines for Scoring

Treat both surveys
(YSS & YSSF)
equally

YSS & YSSF Survey Items

- ✦ Two of following required for calculating Access indicator:
 - The location of services was convenient for us
 - Services were available at times that were convenient for us
- ✦ Two of following required for calculating Participation in Treatment indicator:
 - I helped to choose my child's services
 - I helped to choose my child's treatment goals
 - I participated in my child's treatment.

YSS & YSSF Survey Items



Four of following required for calculating Satisfaction indicator:

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

YSS & YSSF Survey Items

- Three of following required for calculating Cultural Sensitivity indicator:
 - Staff treated me with respect.
 - Staff respected my family's religious/spiritual beliefs.
 - Staff spoke with me in a way that I understood.
 - Staff were sensitive to my cultural/ethnic background.

YSS & YSSF Survey Items

- Four of following required for calculating Outcome indicator:
 - My child is better at handling daily life.
 - My child gets along better with family members.
 - My child gets along better with friends and other people.
 - My child is doing better in school and/or work.
 - My child is better able to cope when things go wrong.
 - I am satisfied with our family life right now.

Scoring Method*

1. Recode ratings of "not applicable" as missing values.
2. Exclude respondents with more than 1/3rd of items missing.
3. Calculate the mean of the items for each scale.
4. Calculate the percent of scores that are greater than 3.5. (**Note difference from adult survey**)

* Consistent with methods developed for Adult MHSIP Survey.