



2013 Youth Services Survey for Families (YSS-F) and Youth (YSS): Report highlights

**AMH Children's System Advisory Committee
April 25, 2014**

Prepared by Health Programs Analysis & Measurement Unit,
Office of Health Analytics, Oregon Health Authority

Introduction

Youth Services Survey for Families (YSS-F) and Youth Services Survey (YSS) - conducted annually by AMH

- **Purpose**: Guide ongoing efforts to improve the quality of state-funded mental health services and supports for children and families
- **Sample**: Children who were age 0-17, enrolled in Oregon Health Plan, and received mental health services during the last 6 months of 2012
- **Respondents**: Child's parent or other caregiver (YSS-F); Youth age 14-17 (YSS)
- **Format**: Self-administered questionnaire in English and Spanish; online or on paper





Survey Response Rates

	<u>YSS-F</u>	<u>YSS</u>
Number surveyed (valid addresses)	10,739	3,709
Number of responses received	1,856	764
Response rate (percent of surveyed)	17%	21%
<i>Online (percent of responses)</i>	25%	61%
Response rate by treatment setting		
Outpatient Services	17%	21%
Psychiatric Day Treatment	20%	6%
Psychiatric Residential Treatment	15%	13%

YSS-F & YSS Domains

Access to services: Services were available at convenient times and locations (2 questions)

Participation in treatment: Family helped choose treatment goals, services, and participated in child's treatment (3 questions)

Appropriateness of services: Overall satisfaction, child had someone to talk to, got right type and amount of services (6 questions)

Social connectedness: Social contacts include satisfying friendships, social activities, help in case of crisis, people who understand, listen, and can be trusted with private information (7 questions, YSS-F only)

Cultural sensitivity: Staff treated family with respect and sensitivity to family's religious beliefs, cultural background, and language (4 questions)

Treatment outcomes: Better at handling daily life, getting along with family and friends, school or work performance, coping with problems, satisfaction with family life (6 questions)

Daily functioning: Better at handling daily life, getting along with family and friends, school or work performance, coping with problems, self-actualization (6 questions, YSS-F only)

Regions within Oregon

Northwest Coast
 Clatsop
 Columbia
 Tillamook

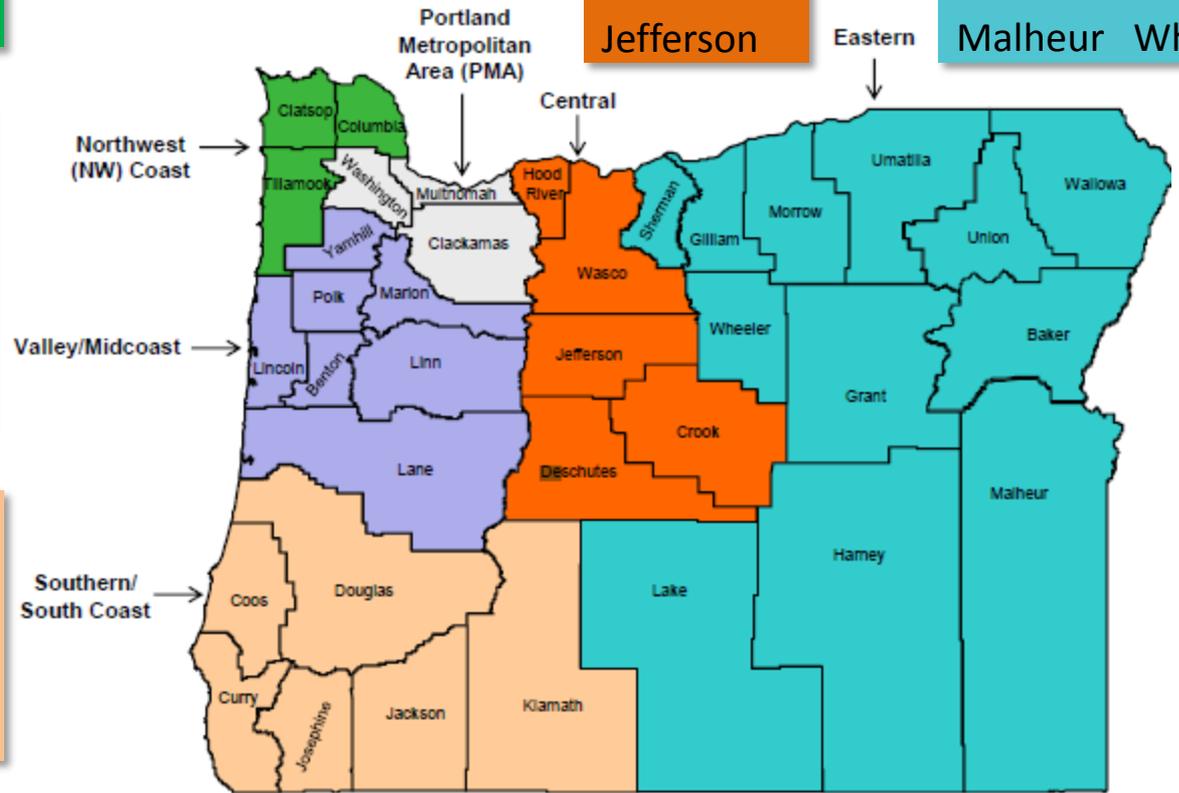
Portland Metropolitan Area (PMA)
 Clackamas
 Multnomah
 Washington

Central
 Crook
 Deschutes
 Hood River
 Wasco
 Jefferson

Eastern
 Baker Morrow
 Gilliam Sherman
 Grant Umatilla
 Harney Union
 Lake Wallowa
 Malheur Wheeler

Valley/ Midcoast
 Benton Marion
 Lane Polk
 Lincoln Yamhill
 Linn

Southern/ South Coast
 Coos Jackson
 Curry Josephine
 Douglas Klamath

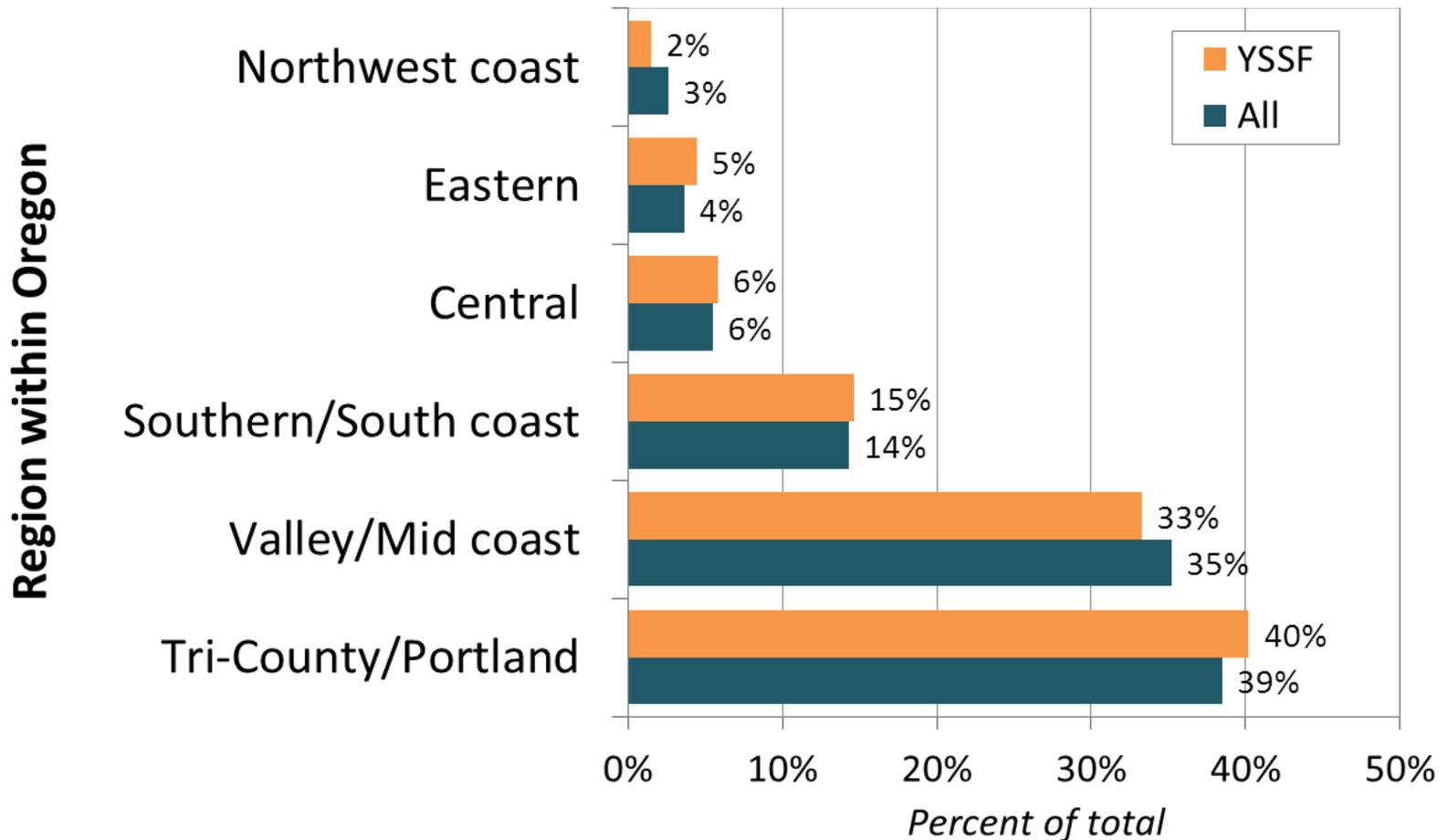


2013 Youth Services Survey for Families



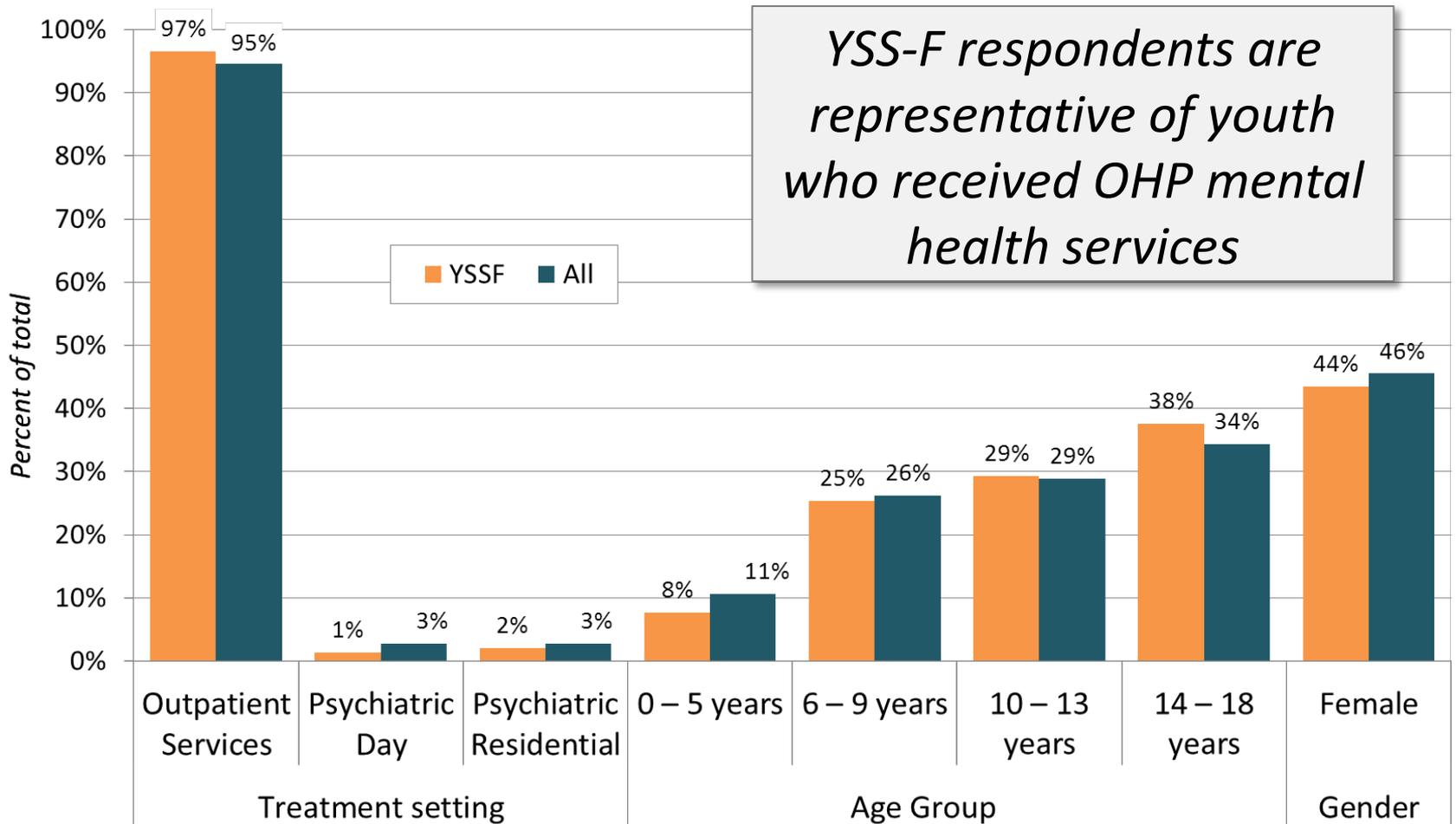
2013 YSS-F Results: Demographics

YSS-F respondents compared to all youth who received mental health services, July – December, 2012



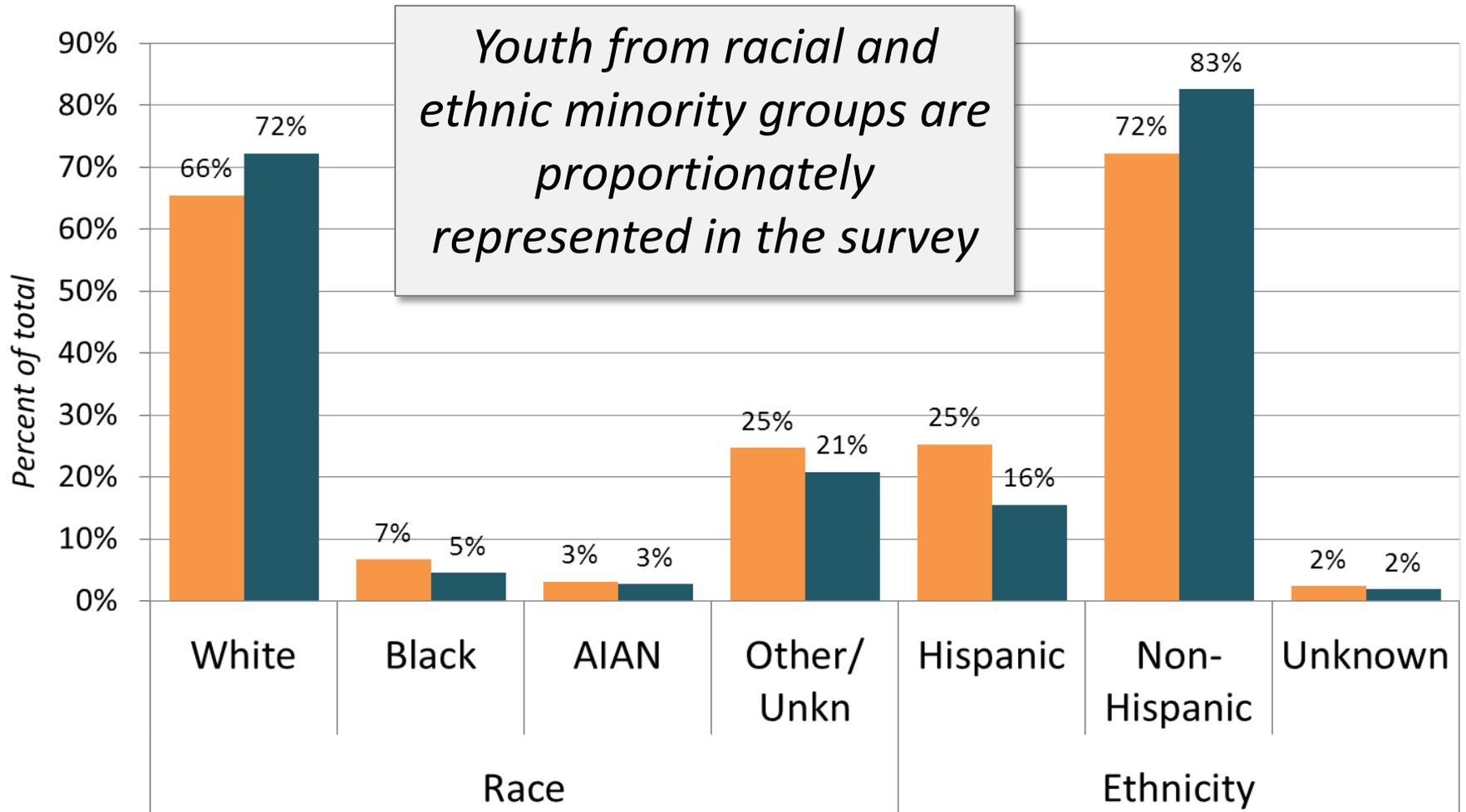
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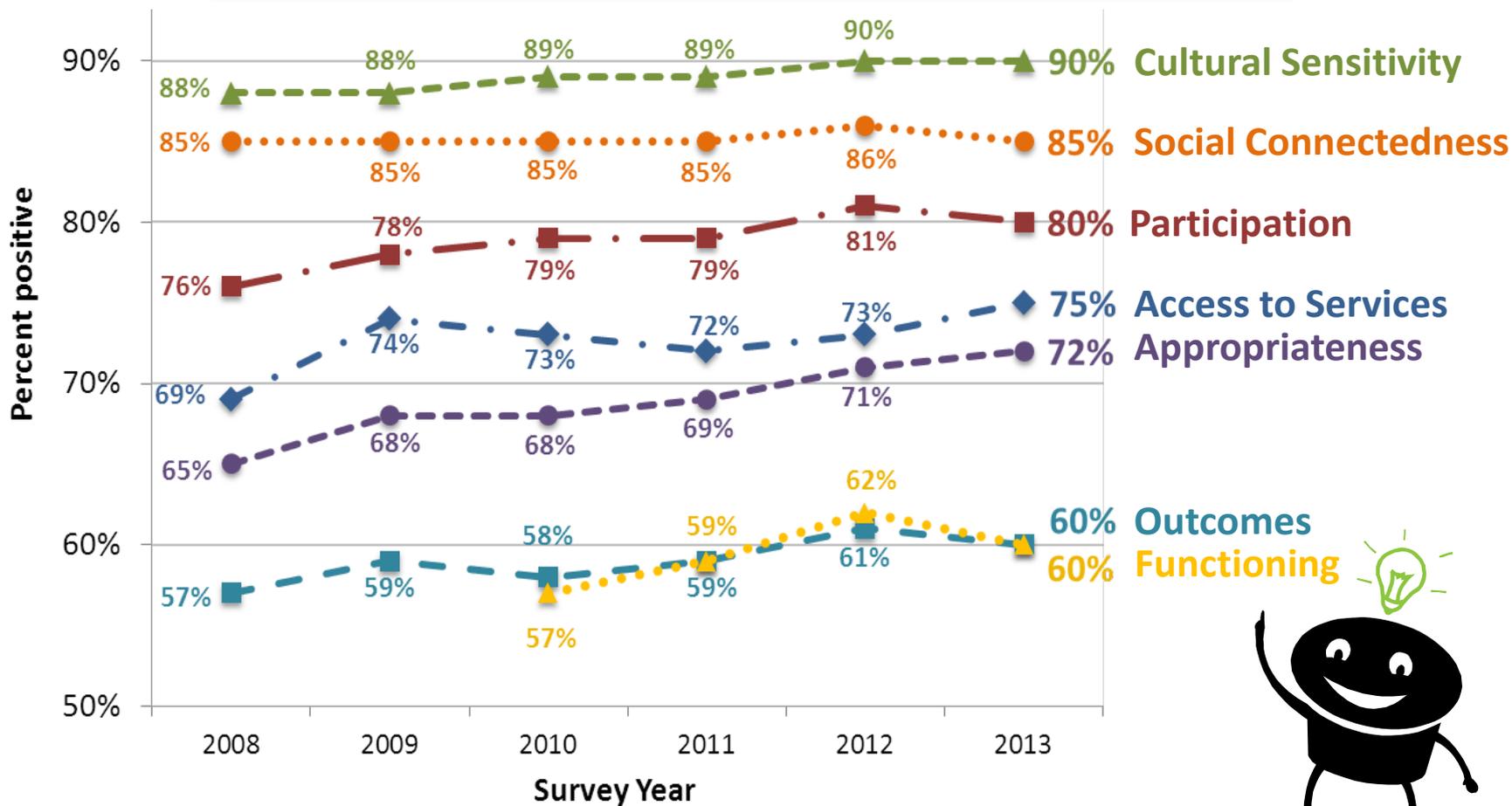
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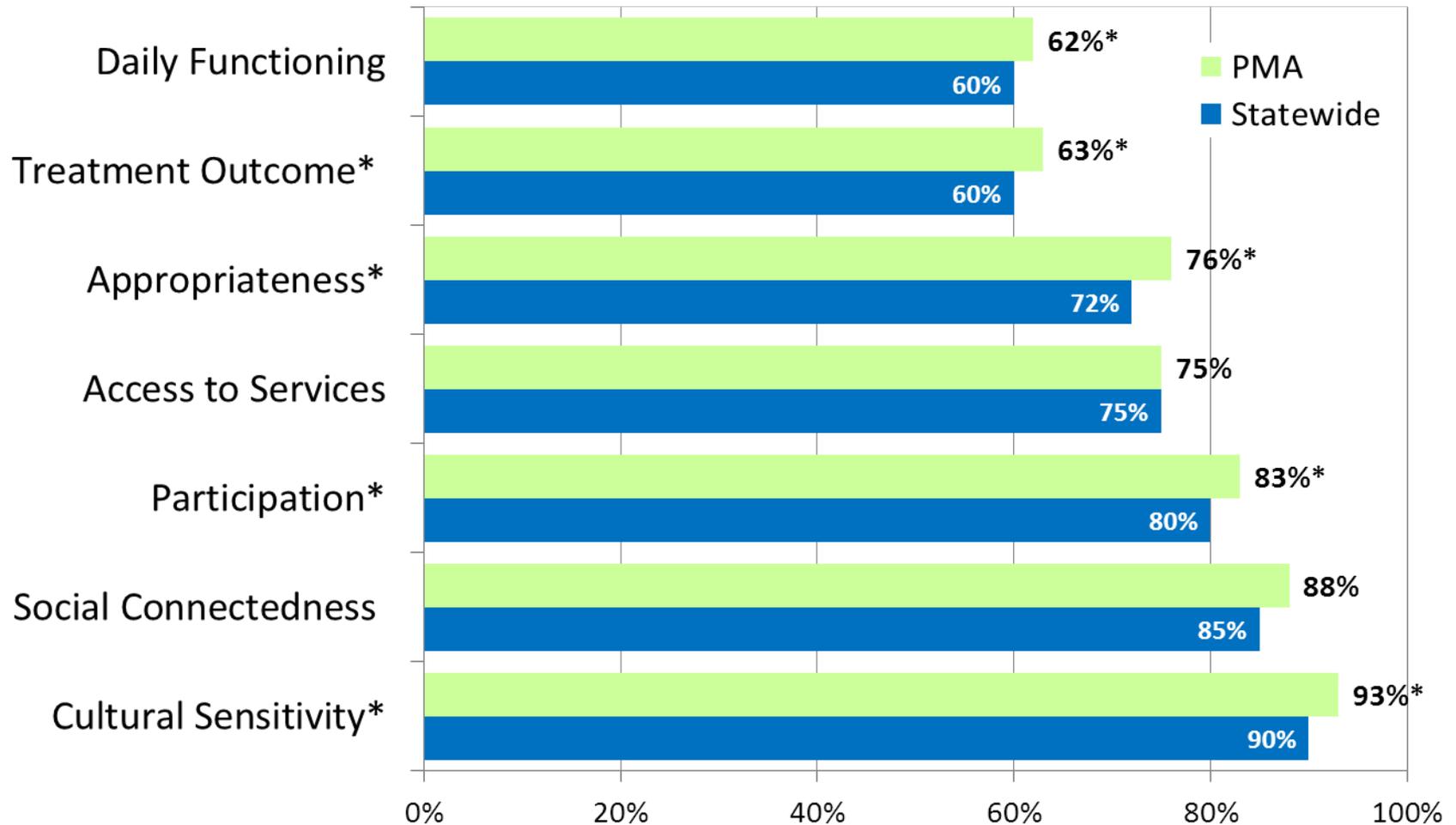
YSS-F Domain Scores, 2008-2013

Satisfaction with Access to services and Appropriateness of services improved in 2013



2013 YSS-F Domain Scores by Region

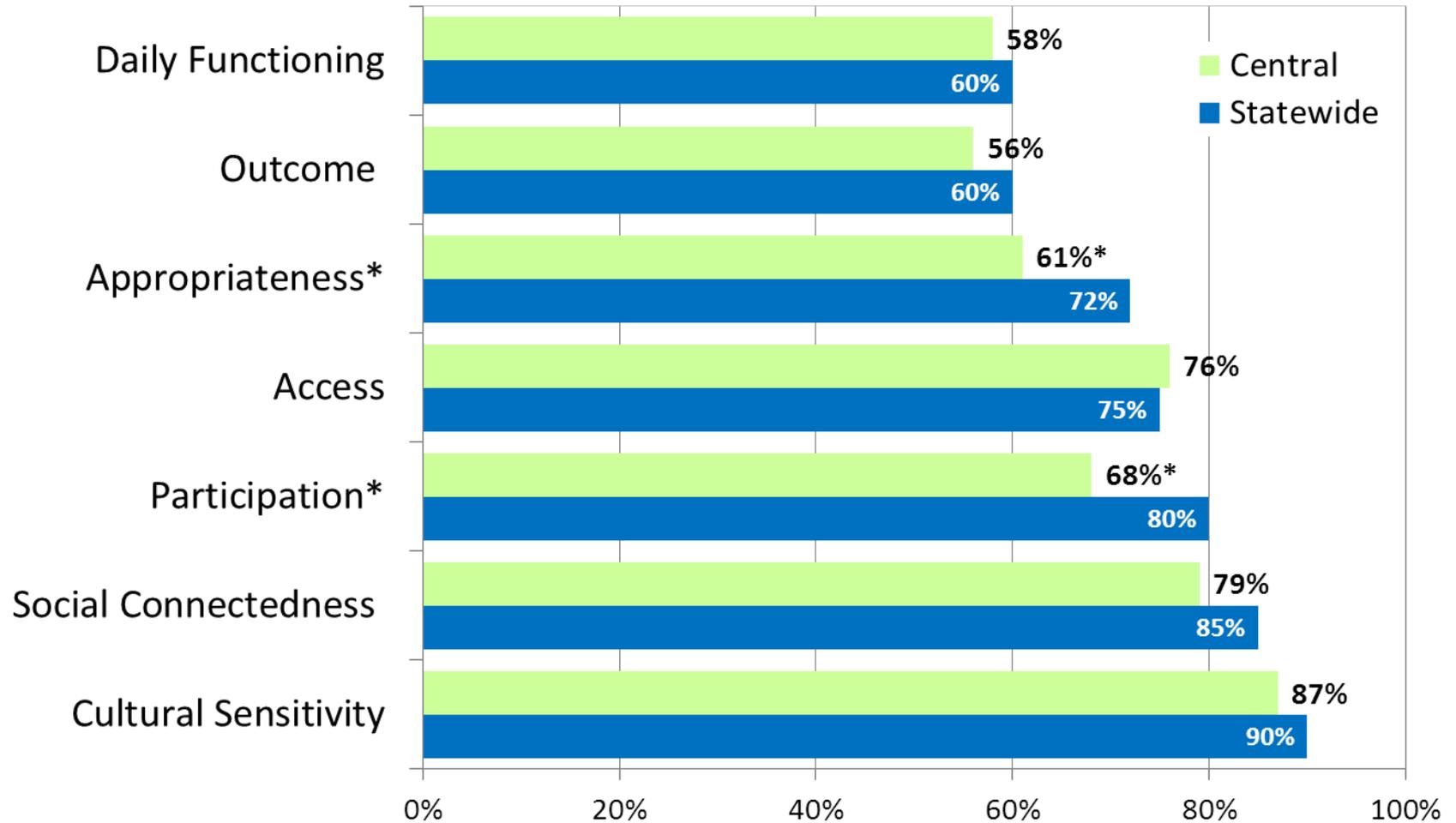
Portland Metropolitan Area (PMA)



**Indicates a statistically significant difference between region and state results*

2013 YSS-F Domain Scores by Region

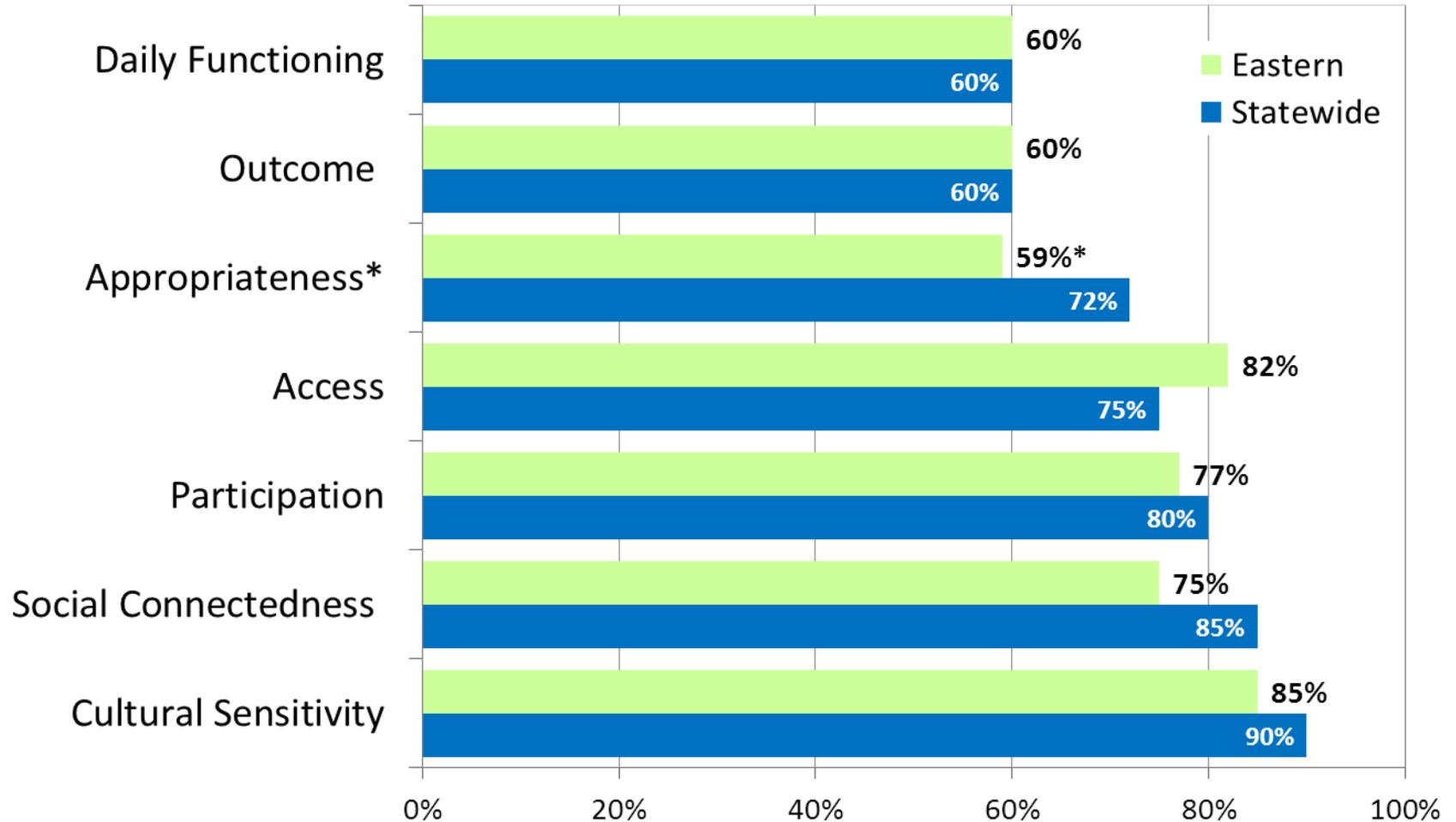
Central Oregon



**Indicates a statistically significant difference between region and state results*

2013 YSS-F Domain Scores by Region

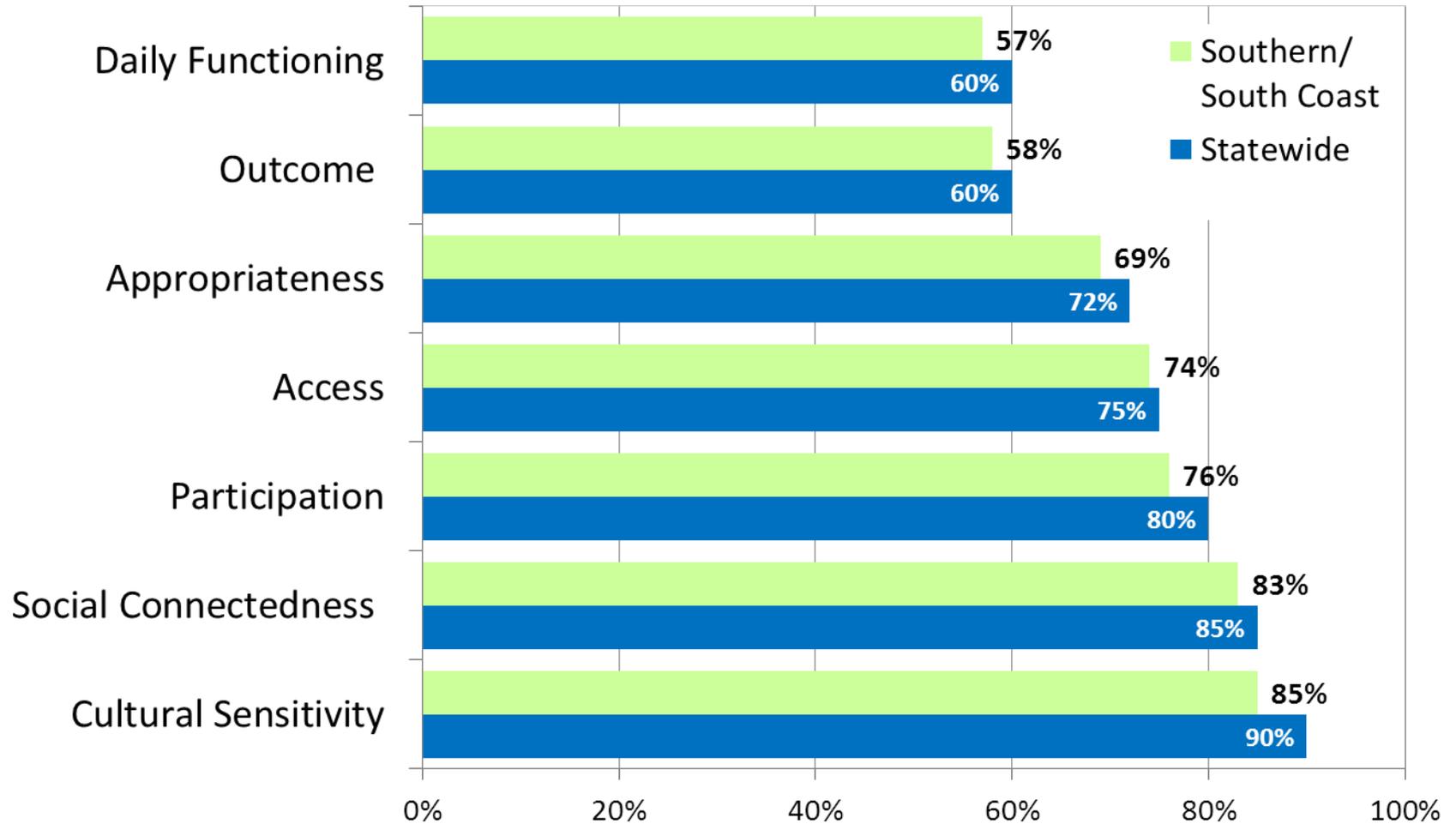
Eastern Oregon



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2013 YSS-F Domain Scores by Region

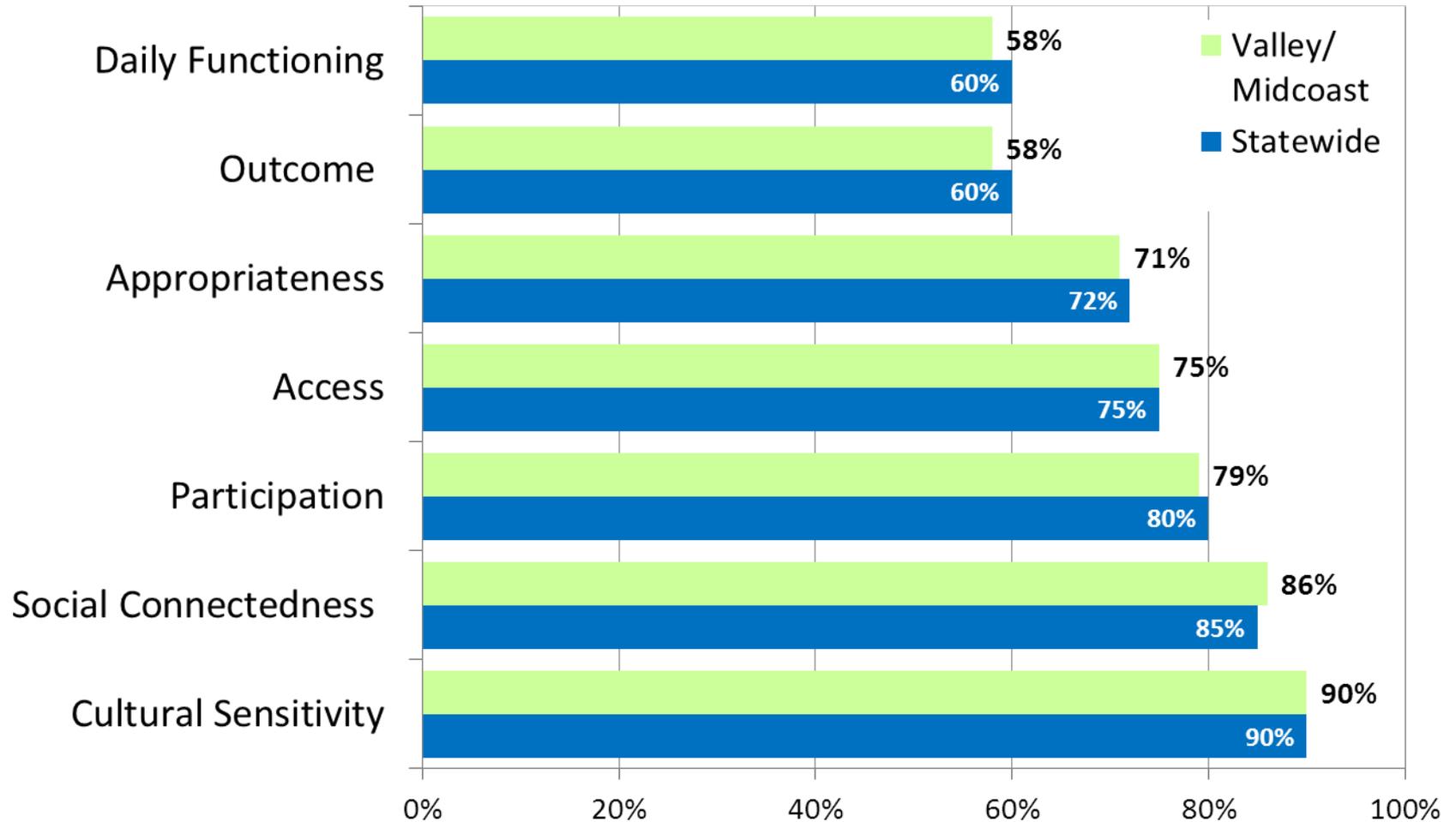
Southern Oregon / South Coast



**No statistically significant differences between region and state results*

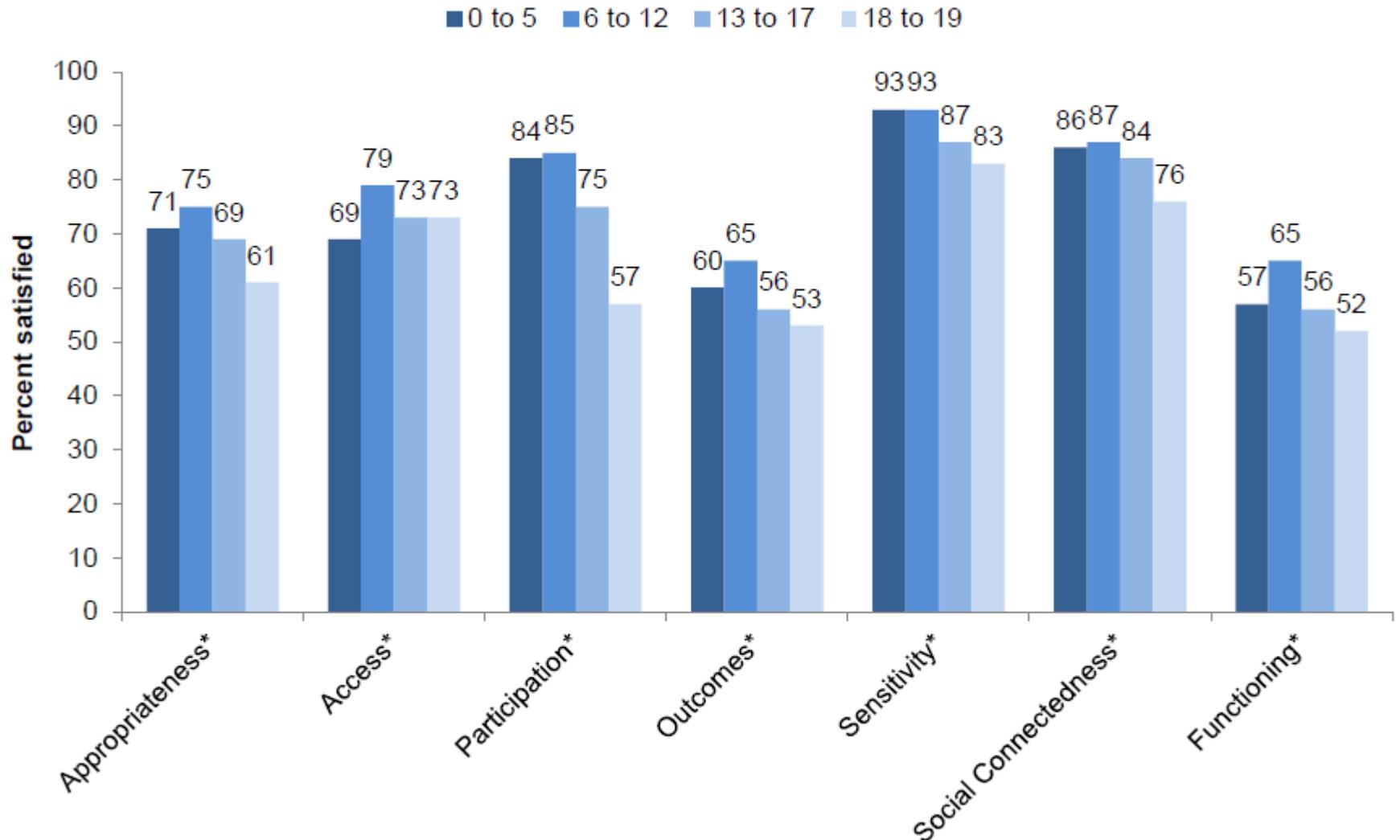
2013 YSS-F Domain Scores by Region

Valley / Midcoast



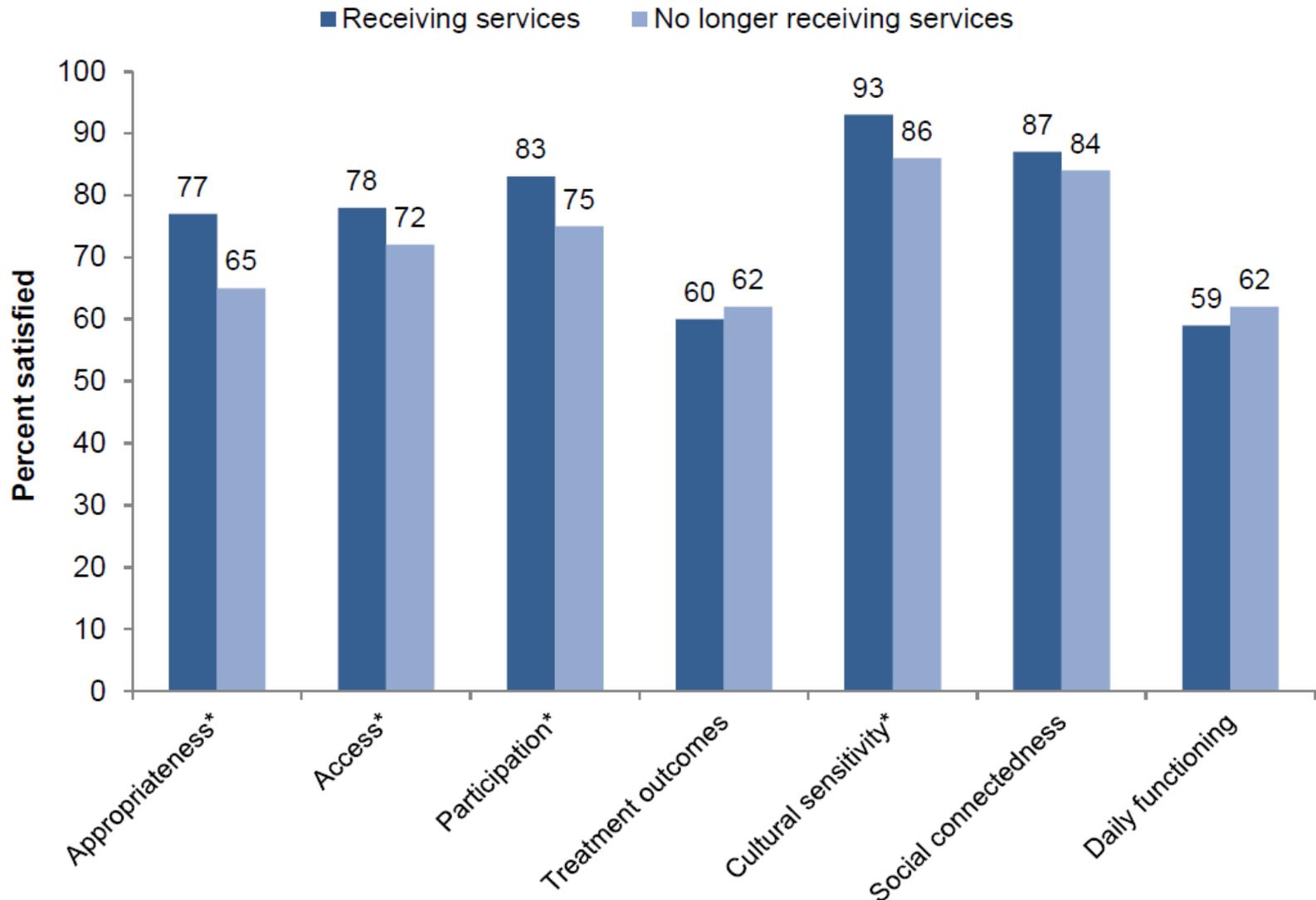
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2013 YSS-F Domain Scores by Age Group



*Indicates a statistically significant difference among age group proportions for domain

2013 YSS-F Domain Scores by Service Status

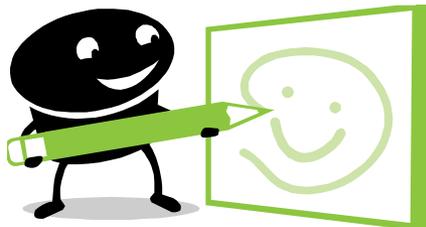
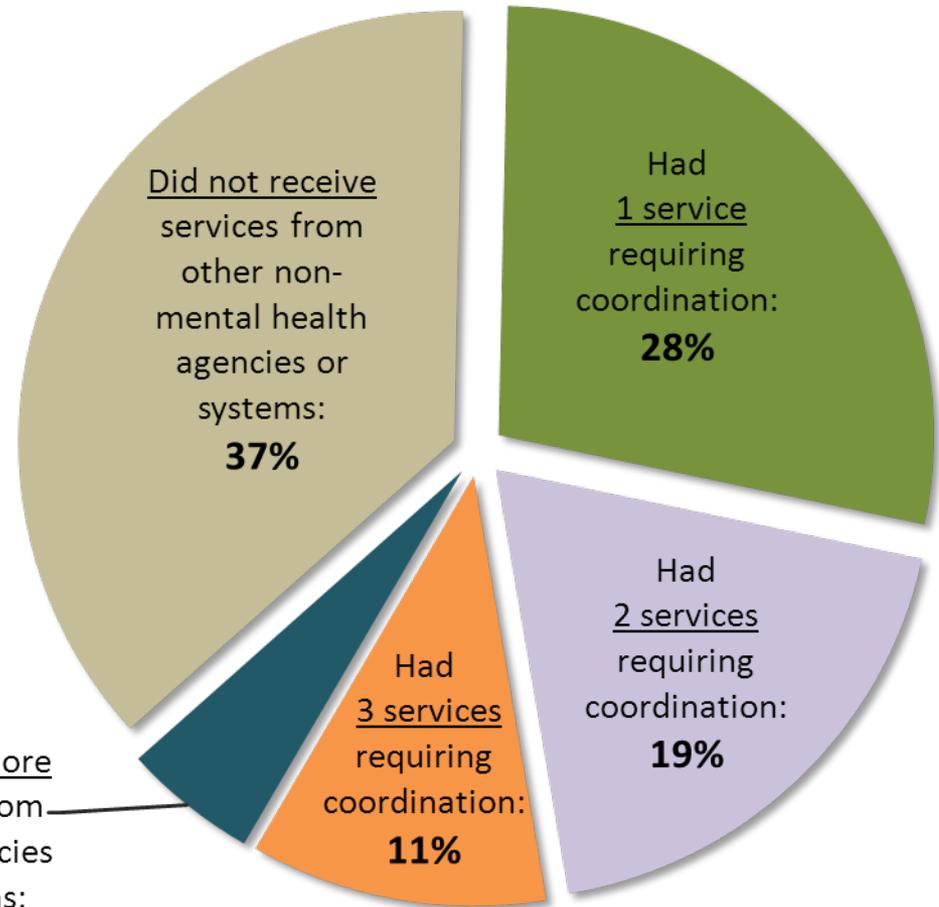


*Indicates a statistically significant difference among age group proportions for domain

2013 YSS-F: Coordination of Services

Number of non-mental health agencies/systems serving child, for which coordination was needed

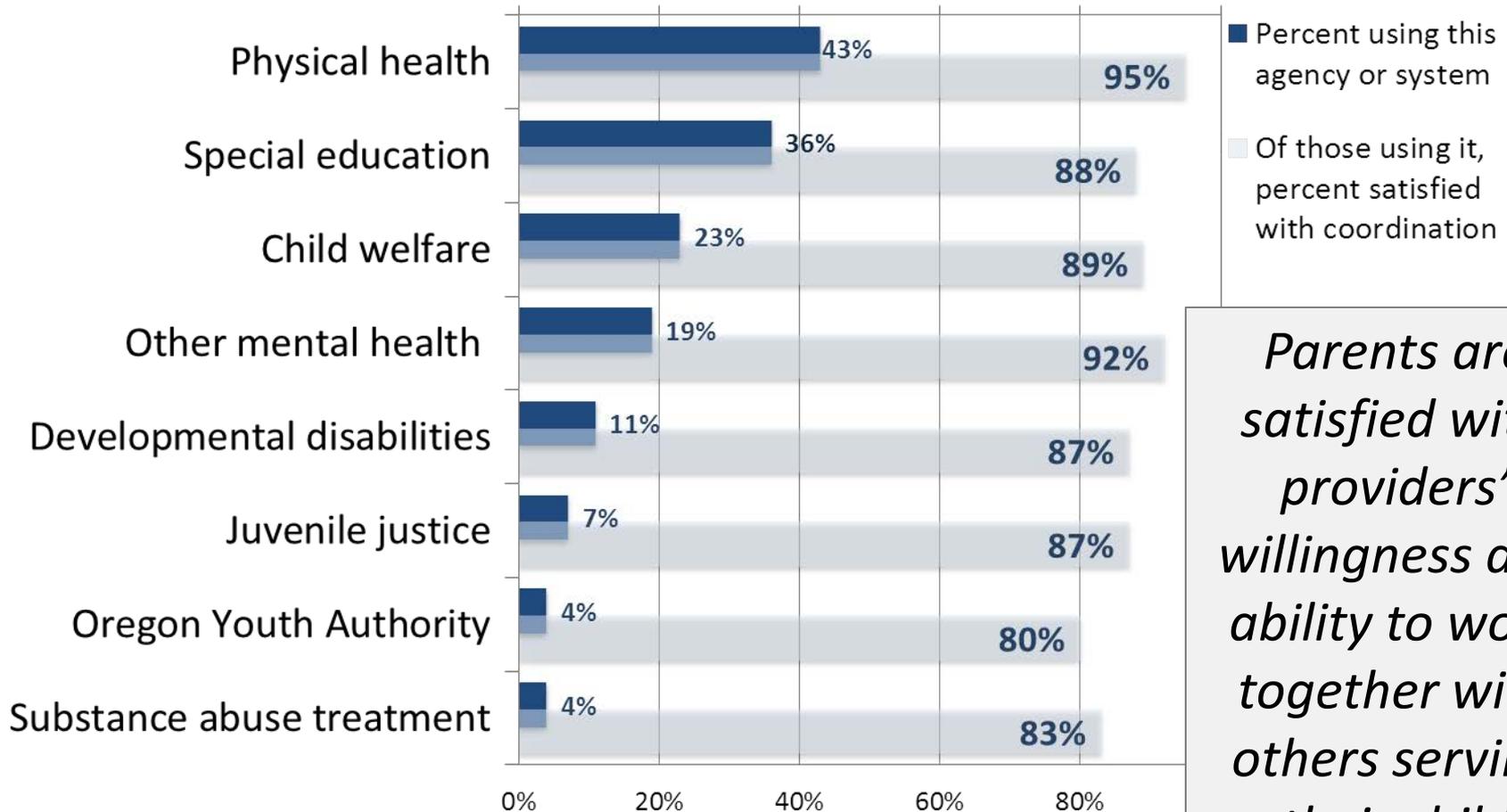
More than one third (35%) of children receiving mental health services are also being served by at least two other agencies or systems.



Had 4 or more services from other agencies or systems: **5%**

2013 YSS-F: Coordination of Services

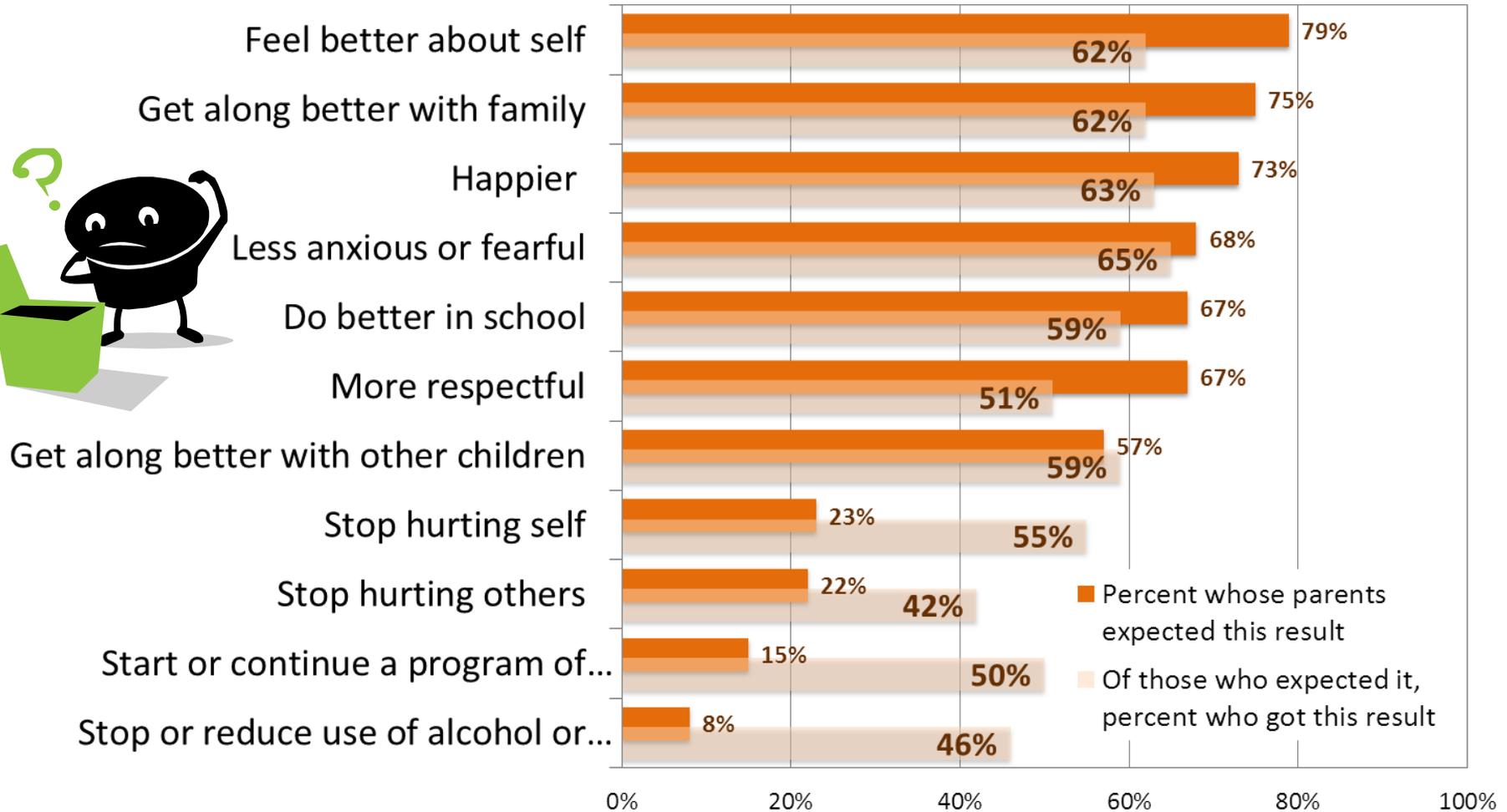
Satisfaction with coordination between mental health provider and other agencies or systems



Parents are satisfied with providers' willingness and ability to work together with others serving their child

2013 YSS-F: Treatment Outcomes

Expected and actual results of mental health treatment

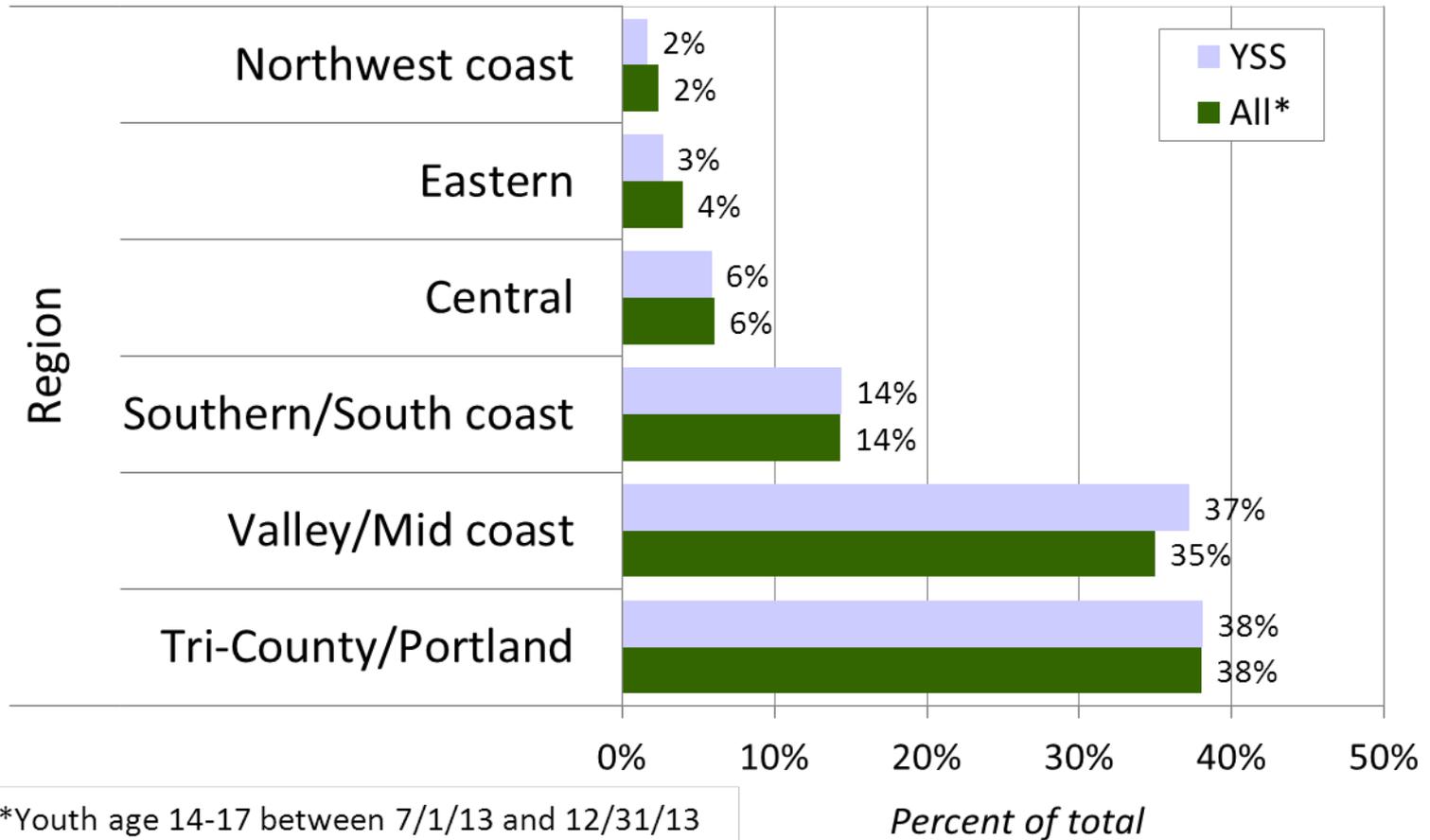


2013 Youth Services Survey



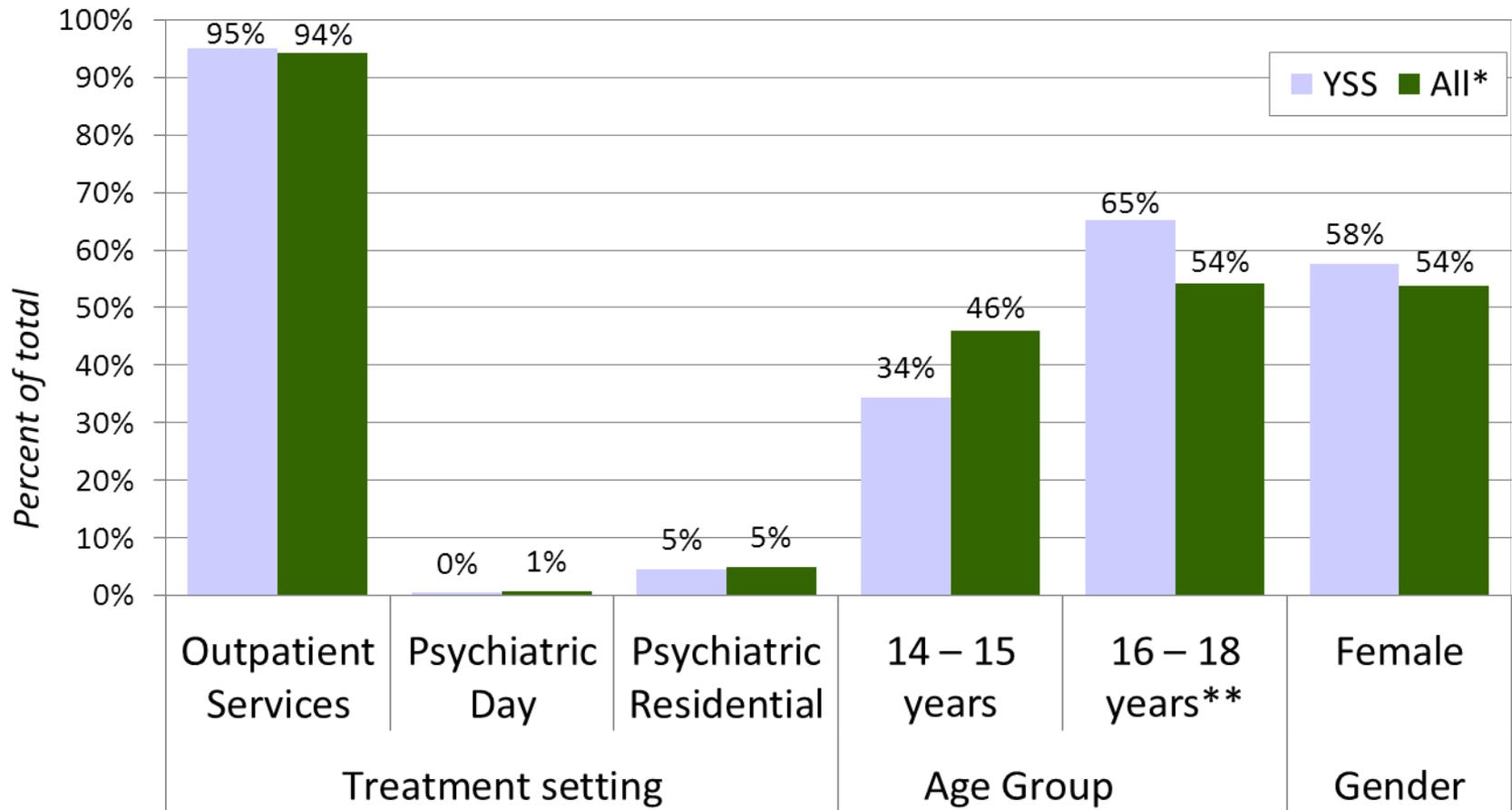
2013 YSS Results: Demographics

YSS respondents compared to all youth who were 14-17 years old and received mental health services July – December, 2012



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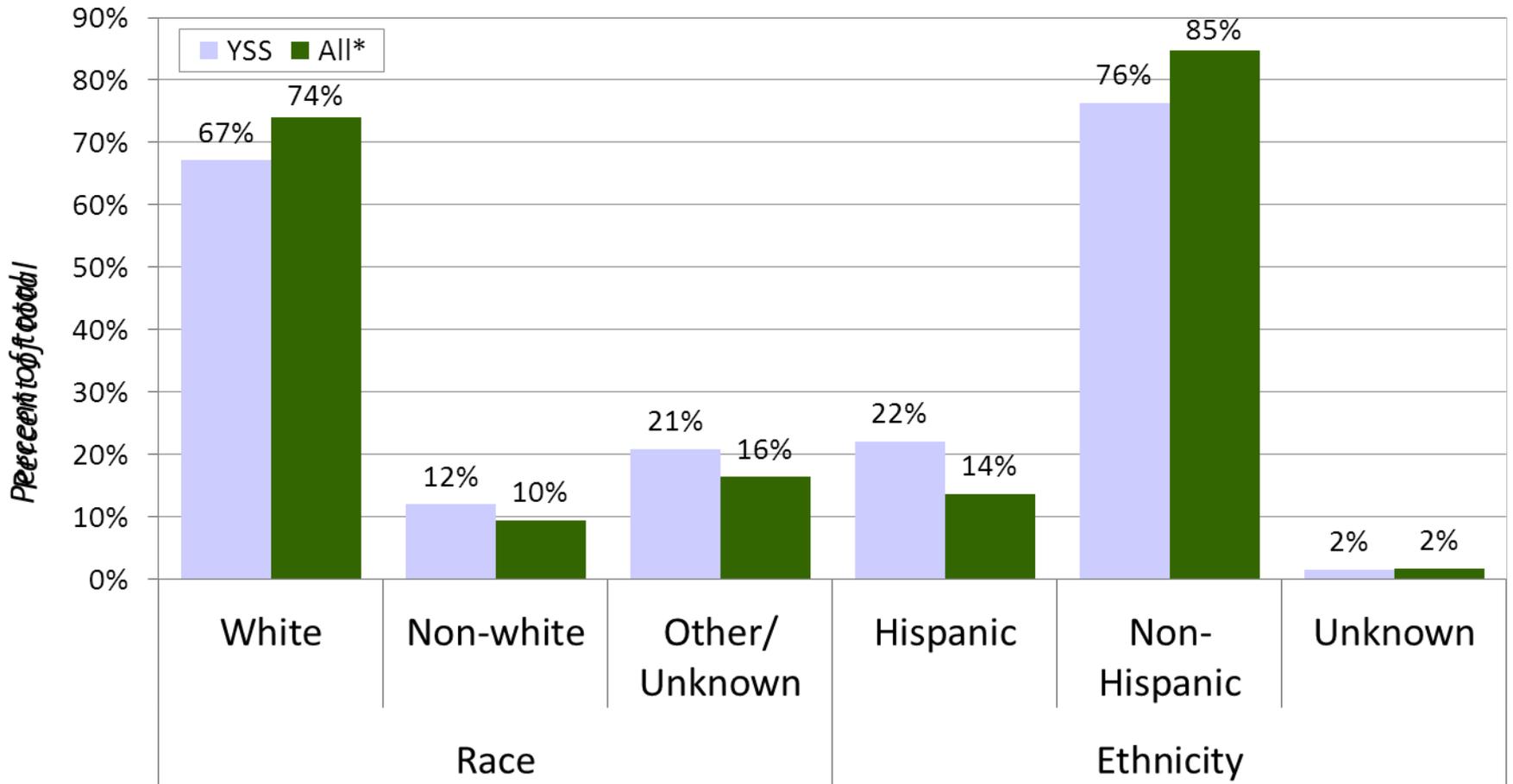


*Youth age 14-17 between 7/1/13 and 12/31/13

** Some youth turned 18 between 12/31/13 and the date they responded to the YSS

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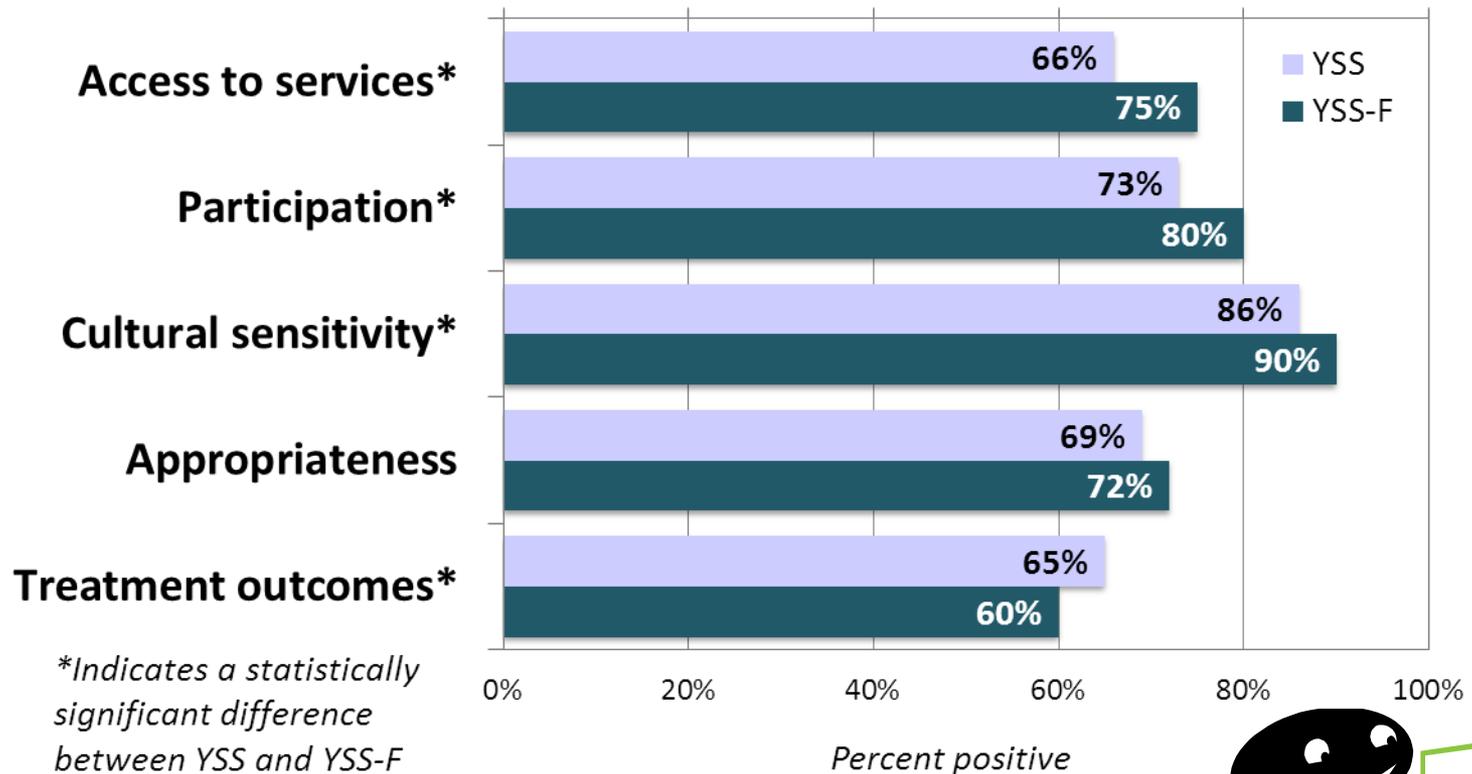
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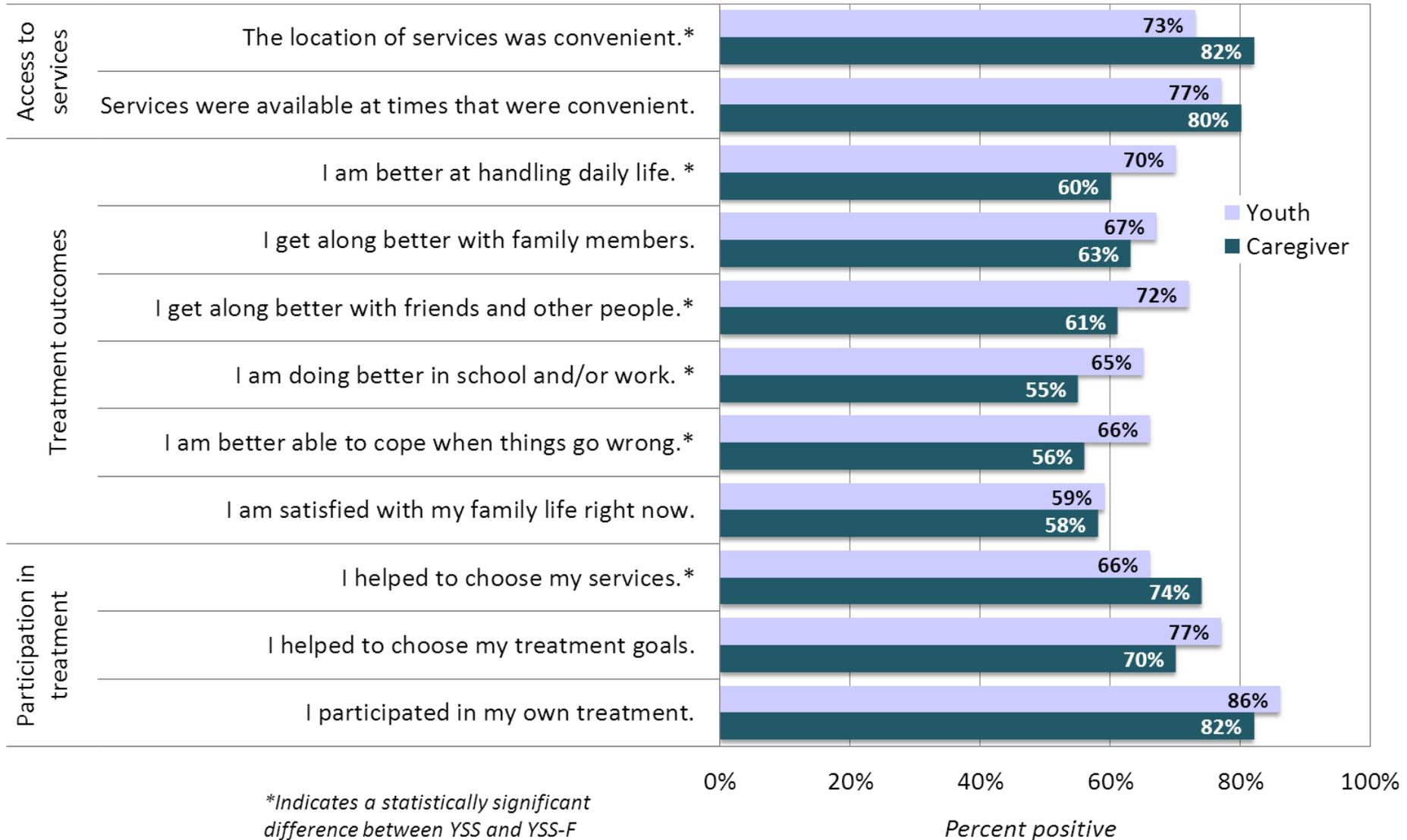
2013 YSS & YSS-F Domain Scores

Parents (all ages of children) and youth age 14-17 differ significantly in 4 of the 5 domains measured for both



2013 YSS & YSS-F Item scores

Comparison of responses for youth and their caregivers (n=269)



What's next? 2014 YSS-F & YSS

- **In order to increase the reliability of the survey results we increased the sample size for 2014 and added an incentive for completing the online version of the YSS-F**
- **Data collection for the 2014 survey began this month and will continue into September**
- **The 2014 survey will include results by CCO**