



# Mental Health Statistical Information Program Survey Results

## 2016 Youth Services Survey for Families

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### Overview

The Ohio Department of Mental Health and Addiction Services, Office of Quality, Planning, and Research (OMHAS-QPR) administered its annual mail survey to parents and guardians of child and adolescent consumers with serious emotional disturbances (SED) on their perception of care and treatment outcomes. Parents and guardians were queried between February 9 and June 30, 2016 using the Youth Services Survey for Families (YSS-F) instrument. Survey results are used for Mental Health Block Grant reporting requirements, to inform quality improvement initiatives, and to give stakeholders a direct indication of how consumers of mental health services in Ohio perceive their treatment and experience in the public mental health system.

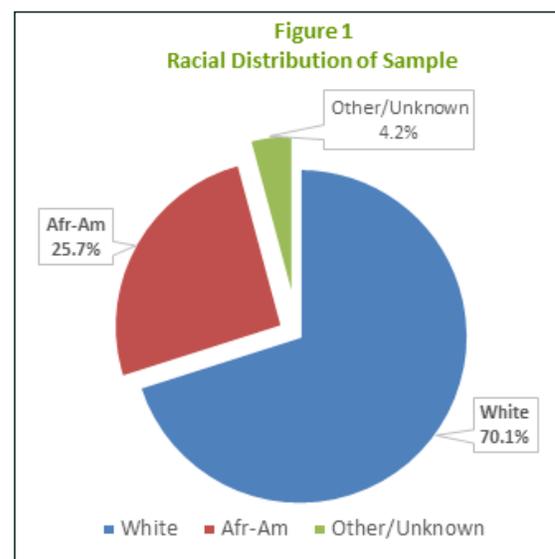
### Methodology

The 2016 survey administration drew a random sample stratified by race and county/board type from the MACSIS/MITS billing database. A sample of 14,014 children and adolescents under age 18 who met criteria for serious emotional disturbance (SED) was drawn from a universe of 87,149 youth with SED who received services in the last two quarters of SFY 2015. The sample size for the youth service population was based on a power analysis for confidence intervals (CI) of +/-3 percent. Racial minorities in the child/adolescent population were over-sampled in an effort to obtain adequate representation.

A notification was sent in advance of the surveys to let recipients know they had been selected in the SFY 2016 administration of the sampling. Survey materials were mailed out in a two waves, with a second resurvey of the sample at twelve weeks. Survey participants were given the option of responding by mail with a pre-paid business envelope, by phone over the department's toll-free line, or via an internet survey website.

### Sampling Results

In the parent/guardian return sample, 15.7 percent (n = 2,195) of survey packets were returned as undeliverable mail. About 0.3 percent (n = 39) of respondents declined participation, and 87.1 percent (n = 10,300) of survey recipients did not respond by the survey deadline. A valid, completed survey was returned by 1,480 parent/guardians, or 12.5 percent of the sample that received a mail packet.



## Sample Demographics

The child/adolescent consumer sample was 41.2 percent female (n = 602) and 58.8 percent male (n = 859). The gender distribution in the return sample was representative of the SFY 2014 child and adolescent sampling frame, where 42.3 percent were female and 57.7 percent were male. Mean age of the return sample was 11.3 years (SD = 3.7), which was no different statistically than the population mean age of 11.4 (SD = 3.5).

The return sample was 70.1 percent White (n = 1,024), and 25.7 percent African American (n = 376). Some 4.2 percent (n = 61) were identified as other or unknown race. The racial distribution of the sample was not representative of the SFY 2015 sampling frame, where 65.0 percent were White, 30.1 percent African American, and 4.9 percent other or unknown race. Figure 1 shows the racial distribution of the return sample. Some 3.3 percent (n = 48) of the return sample was identified by one of several Hispanic/Latino ethnicities. The ethnic distribution of respondents was representative of the SFY 2015 sampling frame, where 2.7 percent were identified as Hispanic.

The return sample was grouped into five county/board types, with the percentage distributions as follows: Appalachian 17.5 percent (n = 256), Rural 7.1 percent (n = 104), Small City 17.9% (n = 261), Suburban 15.1 percent (n = 220), and Major Metropolitan 42.8 percent (n = 620). The return sample's geographic distribution was not representative of the SFY 2015 sampling frame. Appalachian, Rural, Small City and Suburban board types were over-represented in the return sample, while Metropolitan board types were under-represented.

Some 70.9 percent (n = 1,049/1,479) of the sample had received services in the prior fiscal year. Respondents who received services in SFY 2014 and 2015 were considered "long term," and those (27.9%; 412/1,479) who only received services in SYF 2014 were classified as "short term."

## Other Characteristics of the Sample

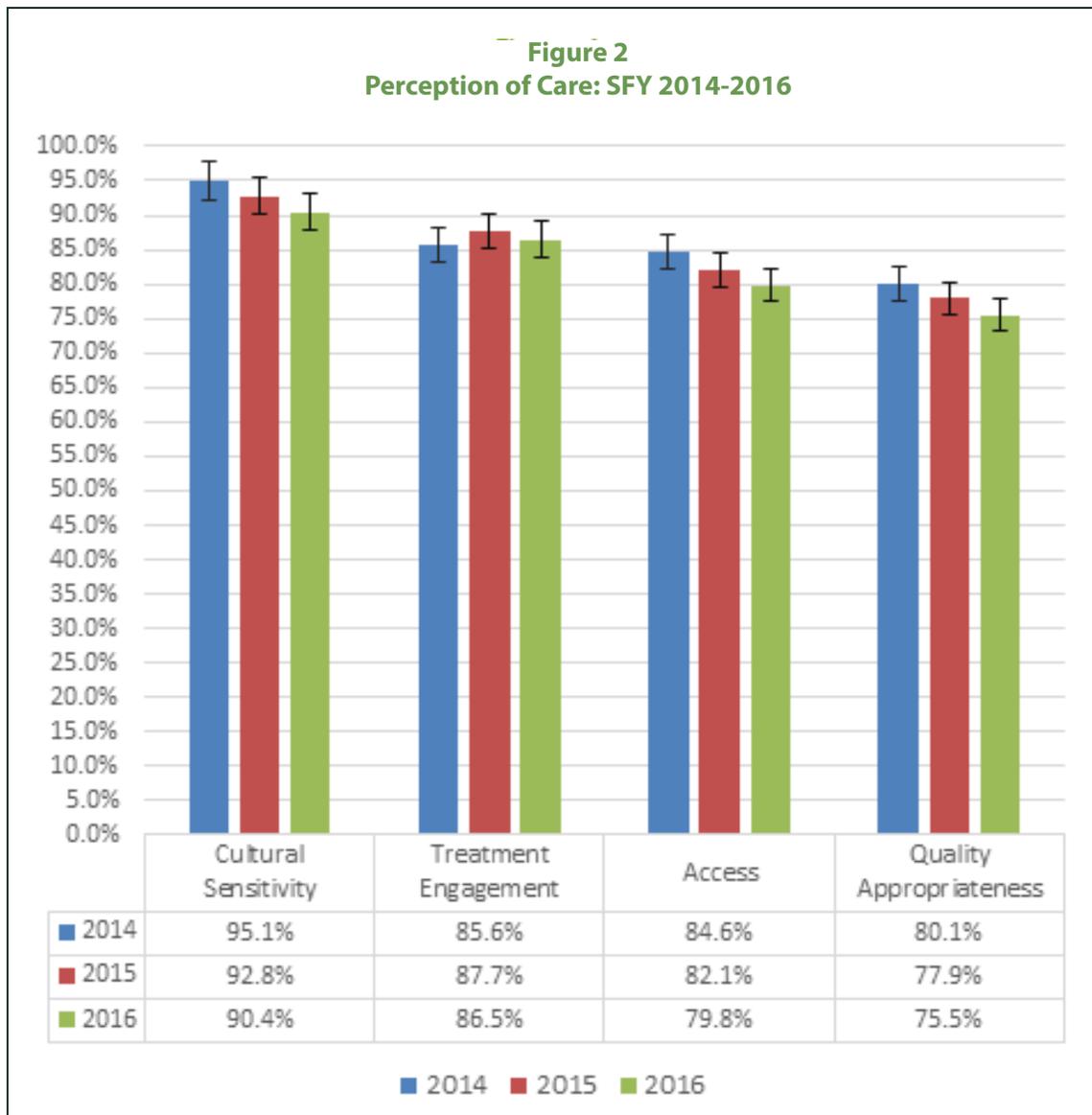
Some 24.6 percent (n = 364/1,479) of the sample indicated the child was not receiving services at the time of the survey, and four percent (n = 59/1,479) said the child was no longer living at home. Among 412 short-term consumers, 4.1 percent (n = 17) reported police involvement over a 24 month period. Of 1,049 long-term consumers, 7.9 percent (n = 55) reported police involvement over the same time period. Among the 412 short-term consumers, 19.2 percent (n = 79) reported a suspension or expulsion in the 24 months prior to survey administration. Of the 1,049 long-term consumers, 29.0 percent (n = 304) had had a school suspension or expulsion during the same time period. Nearly 50 percent (n = 738/1,479) of the sample reported that the child had an individualized education plan.

## Instrumentation

The content of subscales in the YSS-F instrument is unique to the child and adolescent mental health population. (See Table 1 for items in the seven subscale domains.) Items in a subscale are summed and divided by the total number of items, and scores greater than 3.5 are reported in the positive percent of responses range. Cases with subscales where more than one-third of items are missing are dropped from the final analysis. A copy of the YSS-F instrument with questions linked to each item number is located at the end of this report.

	<b>MSHIP Subscale</b>	<b>Survey Item Numbers</b>
<b>Perception of Care</b>	<b>Appropriateness</b>	1, 2, 3
	<b>Access</b>	4, 5, 6, 7, 8, 9
	<b>Cultural Sensitivity</b>	10, 12, 13, 14, 15, 16, 18, 19, 20
	<b>Participation in Treatment</b>	11, 17
<b>Treatment Outcomes</b>	<b>Outcomes</b>	21, 22, 23, 24, 25, 26, 27, 28
	<b>Functioning</b>	28, 29, 30, 31, 32
	<b>Caregiver Social Connectedness</b>	33, 34, 35, 36

**Figure 2**  
**Perception of Care: SFY 2014-2016**



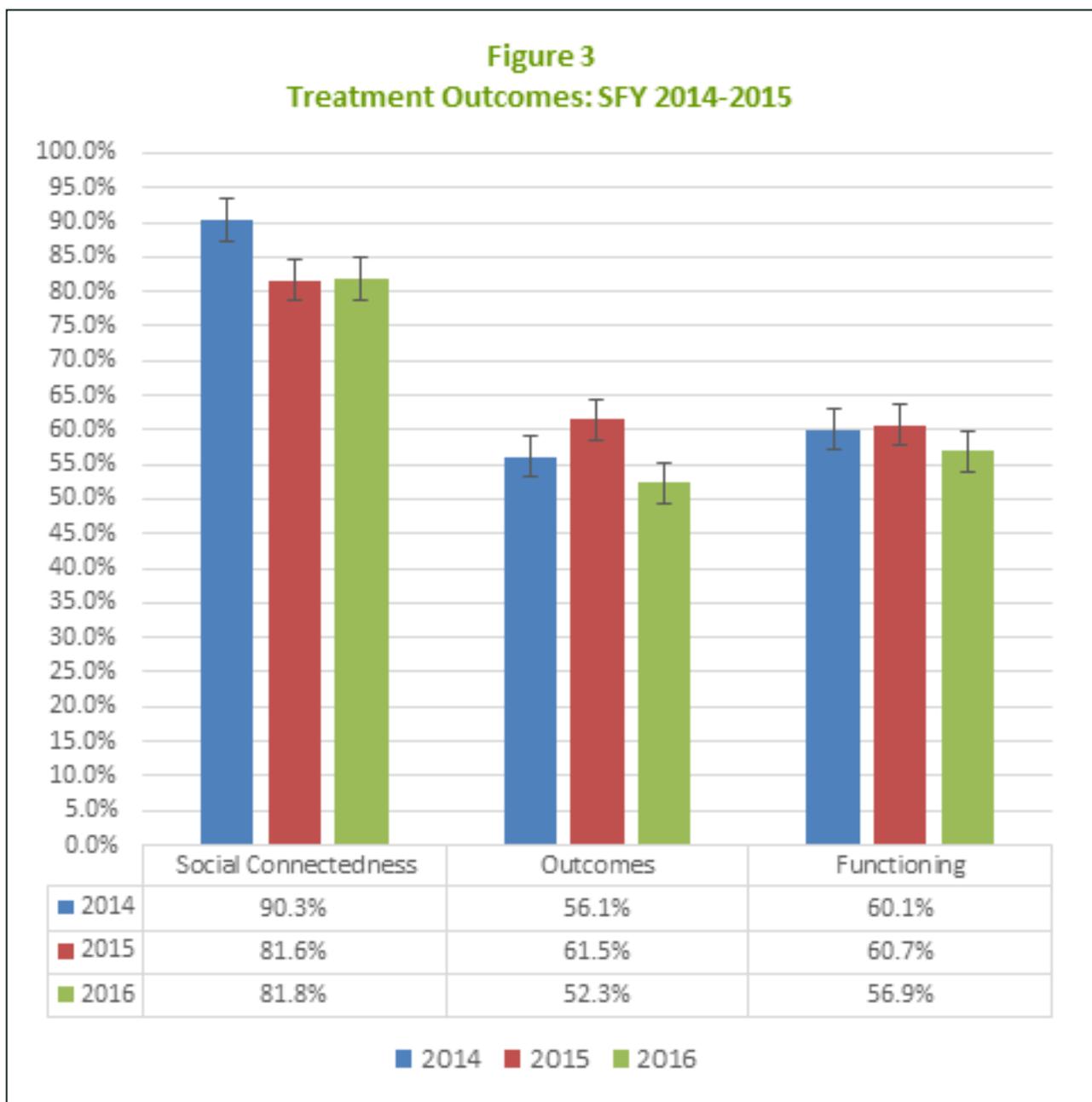
## **Results**

### ***Perception of Care Subscales***

Figure 2 shows three years’ results on the four YSS-F Perception of Care subscales: Cultural Sensitivity, Treatment Engagement, Access and Quality & Appropriateness. Results for SFY 2014 are shown by the blue bars, SFY 2015 by the red, and SFY 2016 by the green. The “I” bars at the top of each subscale bar indicate the +/-3 percent margin of error (MOE) for each year’s results on the four subscales. The MOE bars over three years on all of the scales can be said to overlap. Within each subscale, the top of one year’s MOE bar does not drop below the bottom of another year’s MOE bar. This indicates that from one year to the next, there is not a statistically significant difference in the positive percentages reported for each subscale. Nevertheless, between SFY 2014-16 there is a consistent downward trend on three of the perception of care subscales, which are Cultural Sensitivity, Access and Quality/Appropriateness. Figure 2 also shows consistent variation between the four subscales, with Cultural Sensitivity ranked highest and Quality/Appropriateness ranked lowest across time.

## Self-reported Treatment Outcomes

Figure 3 shows three year's results on the YSS-F's three outcome subscales: *Caregiver Social Connectedness, Outcomes, and Functioning*. SFY 2014 results are shown by the blue, SFY 2015 by the red, and SFY 2016 by the green bars. The MOE bars for the Functioning subscale are overlapping across all three years, indicating that there is not a statistically significant difference in the variation across time. The MOE bars for the Outcomes subscale overlap between SFY 2014 and 2015, between SFY 2014 and 2016, but not between SFY 2015 and 2016. At this point, there is not an annual upward or downward trend. Finally, the MOE bars for the Family Social Connectedness subscale score of 81.6 percent in SFY 2015 overlaps with the 81.3 percent in SFY 2016, but differ significantly with the 90.3 percent from SFY 2014. This suggests a significant two-year downward trend on the measure of Family Social Connectedness.



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## **Limitations**

While oversampling the service population assures there will be enough completed surveys for +/-3 percentage points in the confidence intervals of the scales, the low return rate of 18.1 percent raises questions about the overall representativeness of the sample. The problem of a low return rate can be controlled somewhat when stratification groups in the sample are representative of the population, but in the case of the SFY 2016 survey, racial and geographic groups were not representative. On the other hand, the gender and age distributions in the survey sample are representative of the service population. Results may not be generalizable to the population due to potential biases in the sample.

## **Discussion**

On all but one of the scales—Family Social Connectedness, results found in the SFY 2016 administration of the YSS-F are no different than those reported in SFY 2015 and SFY 2014. Where the measure of social connectedness is concerned, there appears to be a significant two-year downward trend in the parents/guardians perceptions of their families' social support networks. It remains to be seen whether this trend is an artifact of sampling error or a valid indicator of increasing social isolation among families of child/adolescent consumers. A similar downward trend in SFY 2015-16 is also seen in the adult consumers' perceptions of their social support networks. (See SFY 2016 Adult Consumer Survey Results.) Adult consumer social connectedness on the MH-SIP is a measure of support to the individual, while the YSS-F measures social connectedness of the caregiver. Stigma is a common experience of both the individual and the caregiver that might explain similar downward patterns in social connectedness.



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Please help the Department of Mental Health and Addiction Services (OhioMHAS) make services better by answering some questions about the services your child received **OVER THE LAST 6 MONTHS**. If your child has received services from more than one mental health provider, choose the one you think of as the main or primary provider. Please indicate if you Strongly Agree, Agree, are Undecided, Disagree, or Strongly Disagree with each of the statements. Fill in or put a cross (X) in the circle that best describes your answer. Thank you.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1. Overall, I am satisfied with the services my child received	<input type="radio"/>				
2. I helped to choose my child's services .....	<input type="radio"/>				
3. I helped to choose my child's treatment goals .....	<input type="radio"/>				
4. The people helping my child stuck with us no matter what	<input type="radio"/>				
5. I felt my child had someone to talk to when he/she was troubled. ....	<input type="radio"/>				
6. I participated in my child's treatment .....	<input type="radio"/>				
7. The services my child and/or family received were right for us .....	<input type="radio"/>				
8. The location of services was convenient for us .....	<input type="radio"/>				
9. Services were available at times that were convenient for us .....	<input type="radio"/>				
10. My family got the help we wanted for my child .....	<input type="radio"/>				
11. My family got as much help as we needed for my child	<input type="radio"/>				
12. Staff treated me with respect .....	<input type="radio"/>				
13. Staff respected my family's religious/spiritual beliefs ...	<input type="radio"/>				
14. Staff spoke with me in a way that I understood .....	<input type="radio"/>				
15. Staff were sensitive to my cultural/ethnic background	<input type="radio"/>				
<b>As a result of the services my child and/or family received:</b>					
16. My child is better at handling daily life .....	<input type="radio"/>				
17. My child gets along better with family members .....	<input type="radio"/>				
18. My child gets along better with friends and other people	<input type="radio"/>				
19. My child is doing better in school and/or work .....	<input type="radio"/>				

*Continue on the back of this sheet. . .*

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**As a result of the services my child/family received:**

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
20. My child is better able to cope when things go wrong. . .	<input type="radio"/>				
21. I am satisfied with my family life right now . . . . .	<input type="radio"/>				
22. My child is better able to do the things he or she wants to do. . . . .	<input type="radio"/>				

*Please answer for relationships with persons other than your mental health provider(s)*

23. I know people who will listen and understand me when I need to talk . . . . .	<input type="radio"/>				
24. I have people I'm comfortable talking with about my child's problems . . . . .	<input type="radio"/>				
25. In a crisis, I would have the support I need from family and friends. . . . .	<input type="radio"/>				
26. I have people with whom I can do enjoyable things. . . .	<input type="radio"/>				

27. Is your child currently living with you? . . . . .  Yes  No
28. Does your child currently receive mental health services? . . . . .  Yes  No
29. Was your child arrested in the last 12 months. . . . .  Yes  No
30. Was your child arrested during the 12 months prior to that? . . . . .  Yes  No
31. Over the last year, have encounters with the police:
- Been reduced. Child hasn't been arrested, hassled by police or escorted to a shelter or crisis program.
  - Stayed the same.
  - Increased.
  - Not applicable. There were no police encounters this year or last.
32. Was your child expelled or suspended in the last 12 months? . . . . .  Yes  No
33. Was your child expelled or suspended during the 12 months prior to that? . . .  Yes  No
34. Over the last year, the number of days my child was in school is:
- Greater.  Less.
  - About the same.  Does not apply.
35. Does your child have an Individualized Education Plan (IEP)? (Choose one.)
- Yes  Not sure/Don't Know
  - No  Not applicable (Does not go to school)
36. If your child has an IEP, would you be willing to participate in a short, one-page survey about your experience?
- Yes  No

*Thank You for Participating!*

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**Citation:**

Carstens, C. (2016). *Mental Health Statistical Information Program Survey Results: 2016 Youth Services Survey for Families*. Columbus, OH: Ohio Department of Mental Health and Addiction Services, Office of Quality, Planning and Research.