



Mental Health Statistical Information Program Survey Results: 2018 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 April 2 and August 10, 2018, 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 parents and guardians of young consumers of mental health services in Ohio perceive their treatment, experience, and recovery in the public mental health system.

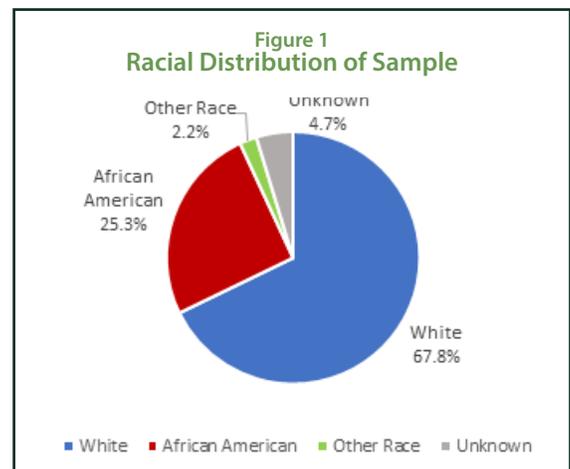
Methodology

The 2018 survey administration drew a random sample stratified by race and county/board type from the MACSIS/MITS billing database. A sample of 14,000 children and adolescents under age 18 who met criteria for serious emotional disturbance (SED) was drawn from a universe of 48,303 youth with SED who received services in the during SFY2017. 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 2018 administration of the sampling. Survey materials were mailed out in two waves, with a second resurvey of the sample at about six 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, 10.2% (n = 1,422) of survey packets were returned as undeliverable mail. About



0.8% (n = 109) of respondents declined participation, and 79.5% (n = 11,127) of survey recipients did not respond by the survey deadline. A valid, completed survey was returned by 1,342 parent/guardians, or 10.7% of the sample that received a mail packet.

Sample Demographics

The child/adolescent consumer sample was 40.4% female (n = 542) and 59.5% male (n = 798). The gender distribution in the return sample was representative of the SFY 2017 child and adolescent sampling frame, where 39.5% were female and 60.1% were male. The mean age of the return sample was 12.1 years (SD = 3.2), which was no different statistically than the population mean age of 12.1 (SD = 3.2).

The return sample was 67.8% White (n = 910), and 25.3% African American (n = 339). Six and nine tenths percent (n = 93) were identified as other or unknown race. The racial distribution of the sample was not representative of the SFY 2017 sampling frame, where 62.8% were White, 28.9% were African American, and 8.3% were of other or unknown race. Figure 1 shows the racial distribution of the return sample.

The return sample was grouped into five county/board types, with the percentage distributions as follows: Appalachian 17.1% (n = 229), Rural 5.1% (n = 69), Metropolitan 52.1% (n = 699), Suburban 11.0% (n = 148), and Mixed 14.5% (n = 195). The return sample's geographic distribution was not representative of the SFY 2017 sampling frame. Mixed board types were over-represented in the return sample, while Metropolitan board types were under-represented, and Appalachian, Rural, and Suburban board types were comparable to the sampling frame.

Other Characteristics of the Sample

Twenty-one and nine tenths percent (n = 294) of the sample indicated the child was not receiving services at the time of the survey, and 3.7% (n = 49) said the child was no longer living at home. Eight and nine tenths percent (n = 120) reported police involvement in the 24 months prior to survey administration, and 25.1% (n = 337) reported a suspension or expulsion in the 24 months prior to survey administration.

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 this report.

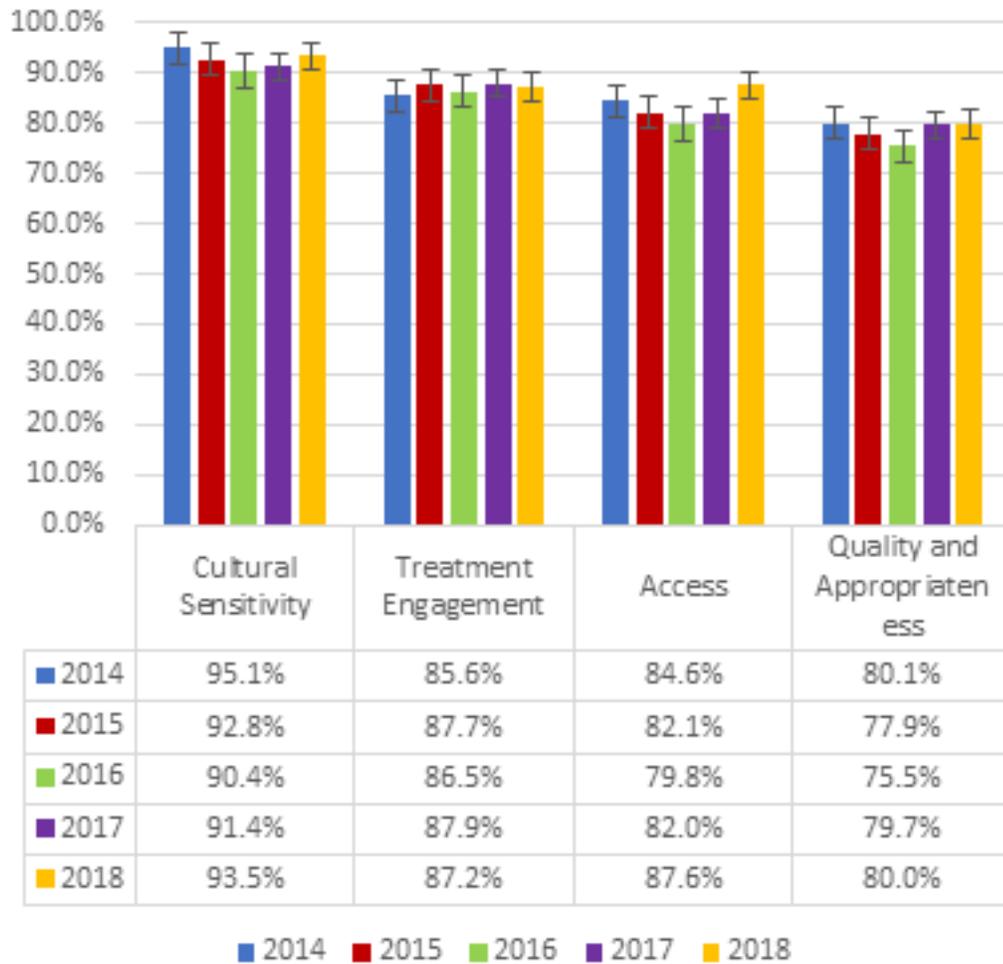
Results

Perception of Care Subscales

Figure 2 shows five years' results on the four YSS-F Perception of Care subscales: Cultural Sensitivity, Treat-

	YSS-F Subscale	Survey Item Numbers
Perception of Care	<i>Appropriateness</i>	1, 4, 5, 7, 10, 11
	<i>Access</i>	8, 9
	<i>Cultural Sensitivity</i>	12, 13, 14, 15
	<i>Participation in Treatment</i>	2, 3, 6
Treatment Outcomes	<i>Outcomes</i>	16, 17, 18, 19, 20, 21, 22
	<i>Functioning</i>	16, 17, 18, 19, 20, 22
	<i>Caregiver Social Connectedness</i>	23, 24, 25, 26

Figure 2
Perception of Care: SFY 2014 - 2017



ment Engagement, Access and Quality & Appropriateness. Results for SFY 2014 are shown by the blue bars, SFY 2015 by the red, SFY 2016 by the green, SFY 2017 by the purple, and SFY 2018 by the yellow. 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 five years on all 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. Figure 2 also shows consistent variation between the four subscales, with Cultural Sensitivity ranked highest and Quality/ Appropriateness ranked lowest across time.

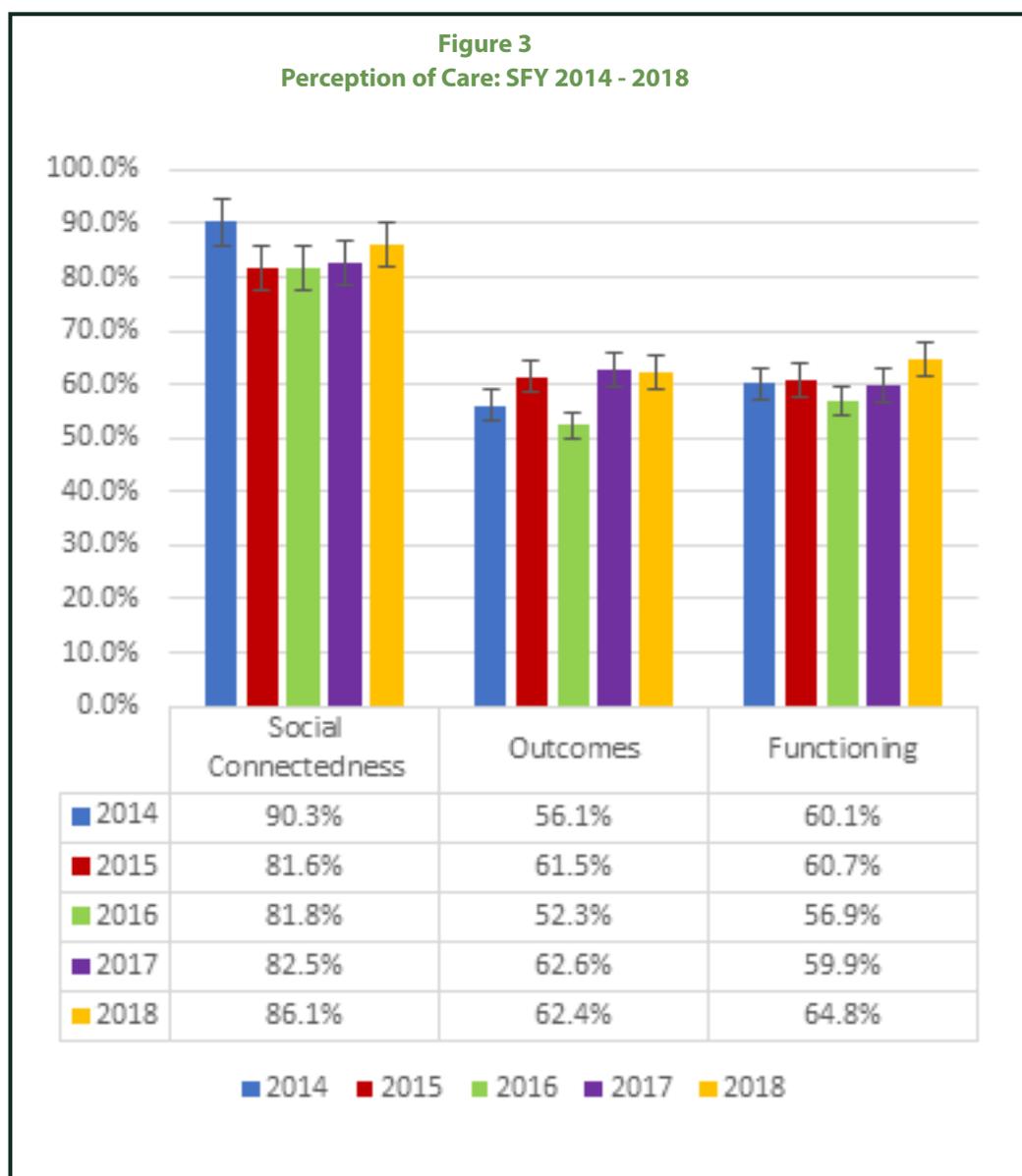
Self-reported Treatment Outcomes

Figure 3 shows five years’ results on the YSS-F’s three outcome subscales: Caregiver Social Connectedness, Outcomes, and Functioning. SFY 2014 results are shown by the blue bars, SFY 2015 by the red, SFY 2016 by the green, SFY 2017 by the purple, and SFY 2018 by the yellow. The MOE bars for the Functioning subscale are overlapping across the first four years, indicating that there is not a statistically significant difference in the variation across

time. The MOE bar for SFY 2018 overlaps only with SFY 2014, 2015, and 2017, suggesting a possible upward trend from SFY 2016 to SFY 2018. The MOE bars for the Outcomes subscale overlap between SFY 2014, 2015, 2017, and 2018. However, they do not overlap between SFY 2016 and 2015, 2017, or 2018; SFY 2016 stands out with a lower percentage. Finally, the MOE bars for the Family Social Connectedness subscale overlap in SFY 2015, 2016, 2017, and 2018, and seem to show a slight upward trend over time since SFY 2015.

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 10.7% 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 2018 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

Overall, the SFY 2018 scores for the Perception of Care subscales (Cultural Sensitivity, Treatment Engagement, Access, and Quality and Appropriateness) remained comparable or increased from those of SFY 2017. The subscales Cultural Sensitivity and Access seem to be showing an upward trend over the past two years; it is notable that the Access subscale score is the highest it has been in five years.

Overall, the Treatment Outcomes subscales (Social Connectedness, Outcomes, and Functioning) remained comparable or increased from those of SFY 2017. The subscales Social Connectedness and Functioning also saw an increase in scores as compared to SFY 2017; showing an upward trend in the past two years. It is notable that the Functioning subscale score is the highest it has been in five years.

In the SFY 2017 report, we noted that Social Connectedness seemed to be experiencing a significant three-year downward trend in the parent/guardian perceptions of their families' social support networks. This year, we noted that the MOE bar for 2018 now overlaps the MOE bar for SFY 2014, suggesting that the score might be rising. It remains to be seen if this will become an upward trend in the coming years.



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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"/>				
As a result of the services my child and/or family received:					
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.

Thank You for Participating!

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Citation:

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