

Office of Mental Health and Addiction Services
Summary of 2005 Oregon Youth Services Survey for Families

January 27, 2006

The Youth Services Survey for Families (YSS-F) was mailed to parents or guardians of all children who received Oregon Health Plan Services during the final six months of 2004. OMHAS received 3,385 completed responses for an overall response rate of 29%.

The YSS-F is a nationally normed instrument that looks at five performance domains: access to services, family participation in treatment, cultural sensitivity, appropriateness of services, and treatment outcomes. More detailed information about the instrument can be found on the internet site www.MHSIP.org.

The survey also provides satisfaction results with

- Services provided by individual Mental Health Organizations
- Services provided at outpatient, Psychiatric Residential, and Psychiatric Day Treatment levels of care
- Coordination of services among different mental health providers and other child serving agencies

Results

Domain Scores

Domain	% Satisfaction
Access	67
Participation	73
Cultural Sensitivity	86
Appropriateness	61
Outcome	56

- When compared with scores from 2004, the Access, Participation, and Cultural Sensitivity domains were similar, whereas there was a 6% decrease in the Appropriateness score and a 7% decrease in the Outcome domain from 2004-2005.

- There were little differences in satisfaction scores between rural and urban responders.
- Across all five domains, significantly higher percentages of responders whose children were still receiving services reported being satisfied, compared with those children who were no longer receiving services.
- Responders whose children were receiving Psychiatric Day Treatment services reported higher percentages across domains.
- Family members of children under age 12 were more satisfied than family members of older children.
- Gender differences were mixed.
- Lower percentage of whites reported satisfaction across all domains as compared with other ethnic groups.

Coordination of Services

OMHAS surveyed family members about the level of coordination needed and about their satisfaction with the coordination of mental health with other child serving agencies – child welfare, Oregon Youth Authority, juvenile justice, education, developmental disabilities, and substance abuse treatment.

- 59% reported working with two of the other six agencies in addition to mental health
- 62% reported working with child welfare in addition to mental health
- 68% reported working with education in addition to mental health
- 15% reported working with all six services in addition to mental health

Percent satisfied with coordination of services, by other agency

Agency	% Satisfied
Child Welfare	61
Oregon Youth Authority	46
Juvenile Justice	48
Education	56
Developmental Disabilities	52
Substance Abuse Treatment	49

Next Steps

The survey results demonstrate the continued need to increase the level of family involvement and system coordination in the children's mental health system. A child's success in treatment is dependent on the family system and the coordination of services. In the past year, the children's mental health system has taken a significant number of steps to improve family involvement and system coordination to children with significant mental health needs and their families. The survey covers a time frame prior to these system changes.

OMHAS will continue to implement a strategy for improving and monitoring the children's mental health system through collaboration with system partners. OMHAS will:

- identify programs that are performing well and disseminate information about successful programs
- identify and implement Evidence-Based practices
- work with Mental Health Organization and provider quality improvement coordinators to improve treatment appropriateness and outcomes
- review administrative rules and contract language to ensure structure are in place that promotes family driven care and system coordination
- promote family involvement at all levels of the system through ongoing training and policy implementation
- identify opportunities to work with child serving agencies on collaboration and coordination
- focus the delivery of care coordination for children involved in multiple child serving agencies
- develop a statewide performance improvement project that focuses efforts on family driven care and care coordination
- increase focus on recovery and resilience policy and programming