

# Sacramento County



## Children's System of Care Performance Outcomes Report May 2011 Youth and Family Survey Administration

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Mental Health Report

## SACRAMENTO COUNTY, DIVISION OF BEHAVIORAL HEALTH SERVICES

### EXECUTIVE SUMMARY

The following document reports data collected in May 2011 for the Sacramento County Division of Mental Health's Performance Outcome System. This report details response rate information and focuses on satisfaction with services received within the Sacramento County Child and Family Mental Health System of Care.

#### Major Findings

- As a whole, the Children's System of Care achieved a response rate of 95% (YSS) and 90% (YSS-F).
- 65% of the 1578 YSS surveys and 56% of the 3563 YSS-F surveys submitted contained responses to survey items. The majority of those without responses were due to "Other" reasons.
- Of those respondents receiving help completing the survey, the greatest helping source for both YSS and YSS-F respondents was a family member.
- Overall, youth and their caregivers are satisfied with services received from the Sacramento County Mental Health System of Care.
- Average satisfaction scores for the seven domains were analyzed for both YSS and YSS-F by Ethnicity, Race and Language. The following significant differences were found:
  - YSS (Race): White youth reported significantly higher satisfaction in Access and Cultural Sensitivity compared to Other Race youth and higher satisfaction in Participation in Treatment Planning, General Satisfaction and Overall than both Black and Other Race youth.
  - YSS (Language): English speaking youth were significantly more satisfied in Access and less satisfied in Cultural Sensitivity and Social Connectedness than non-English speaking youth.
  - YSS-F (Ethnicity): Caregivers of Hispanic youth report higher satisfaction in Outcomes and Functioning than caregivers of non-Hispanic youth.
  - YSS-F (Race): Caregivers of Black youth report lower satisfaction in Cultural Sensitivity and General Satisfaction than White youth. Caregivers of Other Race youth report higher satisfaction in Outcomes and Functioning than caregivers of White or Black youth.
  - YSS-F (Language): Caregivers of Non-English speaking youth reported significantly higher satisfaction in Outcomes and Functioning and lower satisfaction in Cultural Sensitivity, Participation in Treatment Planning and Social Connectedness compared to caregivers of English speaking youth.
- The Division of Behavioral Health Services, Mental Health has targeted three items on the satisfaction survey as performance improvement goals within the Quality Management Improvement Plan. The items are listed below, along with the data from the past three sampling periods.

YSS								
Item #	May 2011 (N=1019)		May 2009 (N=1063)		November 2008 (N=1131)		May 2008 (N=1076)	
	Percent Agree	Average Score	Percent Agree	Average Score	Percent Agree	Average Score	Percent Agree	Average Score
3	79	4.04	80	4.07	78	4.03	75	4.02
2	59	3.61	61	3.62	59	3.60	58	3.54
11	77	4.06	74	4.04	75	4.03	72	4.02

YSS-F								
Item #	May 2011 (N=2008)		May 2009 (N=1765)		November 2008 (N=1857)		May 2008 (N=1817)	
	Percent Agree	Average Score	Percent Agree	Average Score	Percent Agree	Average Score	Percent Agree	Average Score
3	87	4.30	85	4.29	87	4.18	80	4.19
2	81	4.17	81	4.19	80	4.18	76	4.05
11	76	4.15	77	4.17	78	4.19	73	4.13

#### Definition of Items

- # 3: I helped choose my treatment goals.  
 # 2: I helped choose my services.  
 # 11: I got as much help as I needed.

## **SACRAMENTO COUNTY YOUTH SYSTEM OF CARE**

The Division of Behavioral Health Services, Mental Health encourages providers to reach a response rate of at least 75%. Response rate (B/A) is calculated by dividing the number of surveys received (whether or not they were fully completed) by the unduplicated number of clients receiving face-to-face services during the collection period. The number of clients receiving face-to-face services is determined by the number of clients who received at least one of the several Treatment Codes (TX Code) listed in the appendix and did not have "Phone" or "Telehealth" in Place of Service.

As illustrated in the table below, the YSS response rate increased by 9 percentage points, and YSS-F increased by 20 percentage points from May 2009 to May 2011.

The completion rate (C/B) is determined by dividing the number of surveys completed by the total number of surveys received. The completion rate decreased 1 percentage points for YSS and increased 1 percentage points for YSS-F since the last data collection period.

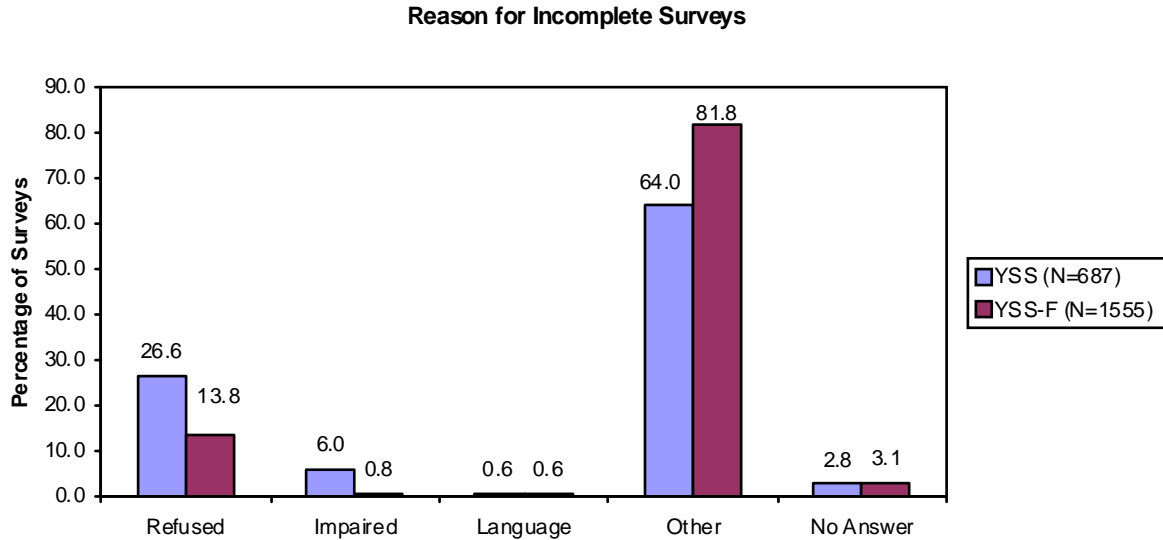
The percentage of consumers reflected (C/A) is determined by dividing the number of surveys completed by the total number of consumers served. The percentage of consumers reflected increased 6 percentage points for YSS and increased 12 percentage point for YSS-F since the last data collection period.

		A	B	C	B/A	C/B	C/A
		Consumers Served (N)	Surveys Received (N)	Completed Surveys (N)	Response Rate (%)	Completion Rate (%)	Consumers Reflected (%)
<b>YSS</b>	May 2011	1653	1578	1019	95	65	62
	May 2009	1894	1620	1063	86	66	56
	Nov 2008	1944	1622	1131	83	70	58
	May 2008	1805	1576	1076	87	68	60
<b>YSS-F</b>	May 2011	3968	3563	2008	90	56	51
	May 2009	4553	3183	1765	70	55	39
	Nov 2008	4654	3037	1857	65	61	40
	May 2008	4586	2915	1817	64	62	40

- Taking into account both the response rate and the completion rate, the satisfaction data in the following report reflects 62% of YSS and 51% of YSS-F consumers served during the data collection time frame.

## Reason for Incomplete Survey

Agency staff was expected to complete the “reason” section of the survey if a youth or caregiver did not complete a survey. The figure below illustrates the reasons given by staff for incomplete surveys. Only a very small percentage of consumers or caregivers not completing the survey stated it was because it was not available in their preferred language (<1% for YSS and YSS-F).



## **REASON FOR INCOMPLETE SURVEYS: Historical View**

		N	Refused (%)	Impaired (%)	Language (%)	Other (%)	No Answer (%)
<b>YSS</b>	May 2011	687	27	6	<1	64	3
	May 2009	557	35	6	<1	57	1
	Nov 2008	491	24	4	<1	69	1
	May 2008	500	36	6	1	52	5
<b>YSS-F</b>							
<b>YSS-F</b>	May 2011	1555	14	<1	<1	82	3
	May 2009	1418	17	1	2	79	1
	Nov 2008	1180	12	<1	<1	83	3
	May 2008	1098	27	1	1	64	7

## Who Helped Consumer Complete Survey

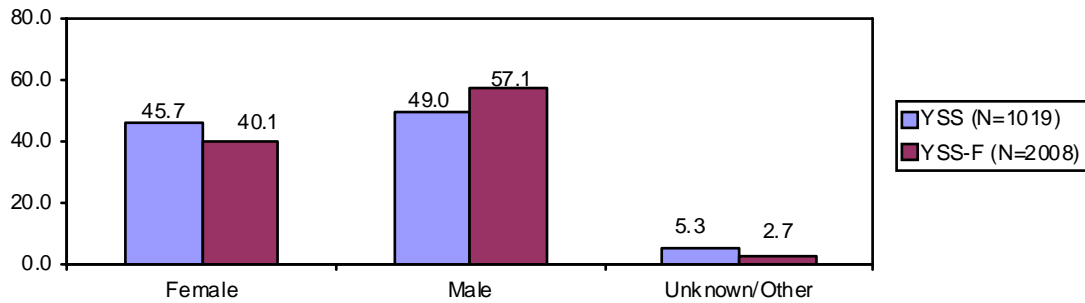
The table below summarizes the amount of help consumers reported needing and receiving. The percentage of clients/caregivers reporting that they needed help completing the survey has increased compared to the past survey period (YSS from 25% to 34% and YSS-F from 7% to 9%). For both consumers and caregivers needing help with the survey, the most utilized source of help was a family member.

WHO HELPED CONSUMER COMPLETE SURVEY								
	YSS				YSS-F			
	May 11 (N=1019)		May 09 (N=1063)		May 11 (N=2008)		May 09 (N=1765)	
Domain	N	Percent	N	Percent	N	Percent	N	Percent
Clients/Caregivers who indicated they did NOT need help.	658	65%	697	65%	1744	87%	1506	85%
Clients/Caregivers who indicated they need help.	345	34%	261	25%	172	9%	116	7%
<b>Of those who indicated needing help, they noted the following help source:</b> (Note: Consumers/Caregivers were permitted to choose more than one response or may not have selected a help source, so total percent may not equal 100 %.)								
A mental health advocate/ volunteer helped me.	37	11%	27	10%	26	15%	21	18%
A mental health consumer helped me.	7	2%	5	2%	9	5%	4	3%
A member of my family helped me.	115	33%	102	39%	53	31%	19	16%
A professional interviewer helped me.	17	5%	9	3%	8	5%	7	6%
My clinician/case manager helped me.	95	28%	51	20%	34	20%	29	25%
A staff member other than my clinician or case Manager helped me.	34	10%	31	12%	17	10%	10	9%
Someone else helped me.	40	12%	36	14%	25	15%	26	22%

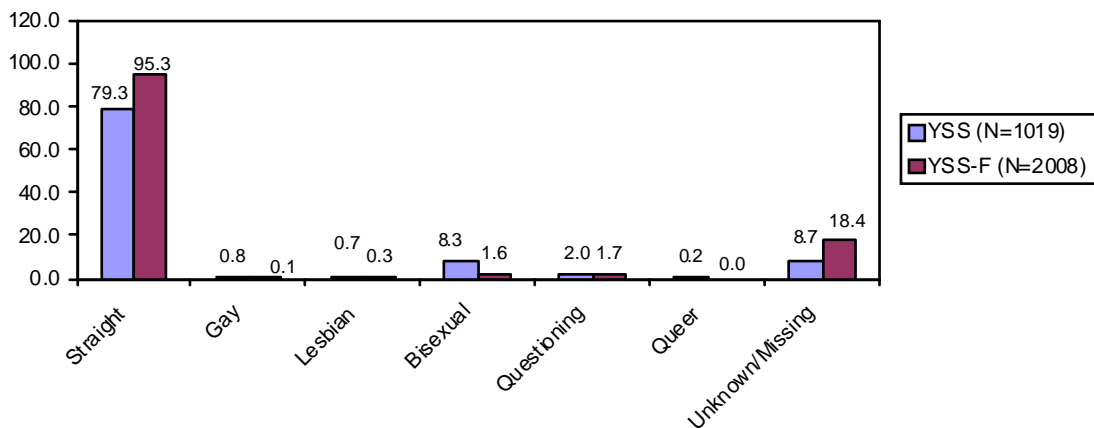
## DEMOGRAPHICS

The next four figures illustrate the Gender, Sexual Orientation, Latino Origin, Race, and Age of youth represented in the surveys from the perspective of youth between the age of 13 and 17 (YSS) and caregivers of youth aged 0 to 17 (YSS-F).

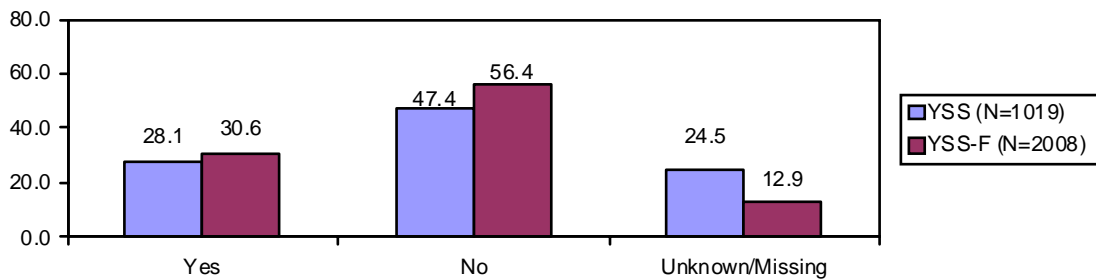
**Gender**

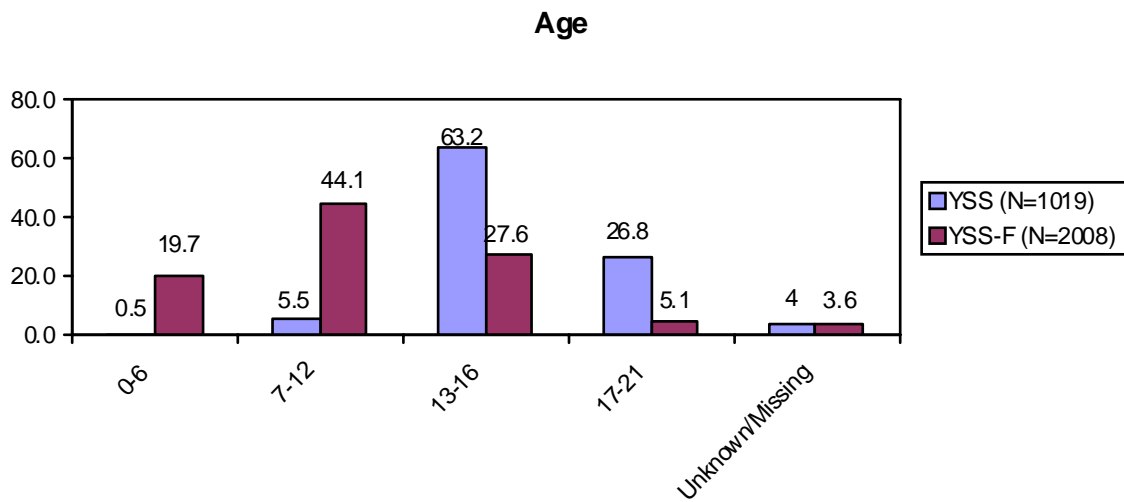
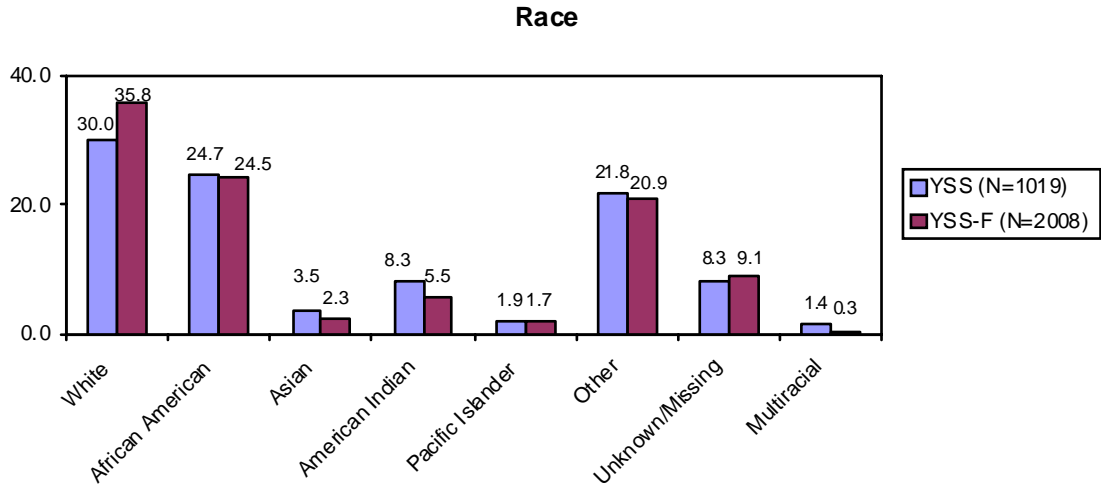


**Sexual Orientation**



**Mexican/Hispanic/Latino Origin**

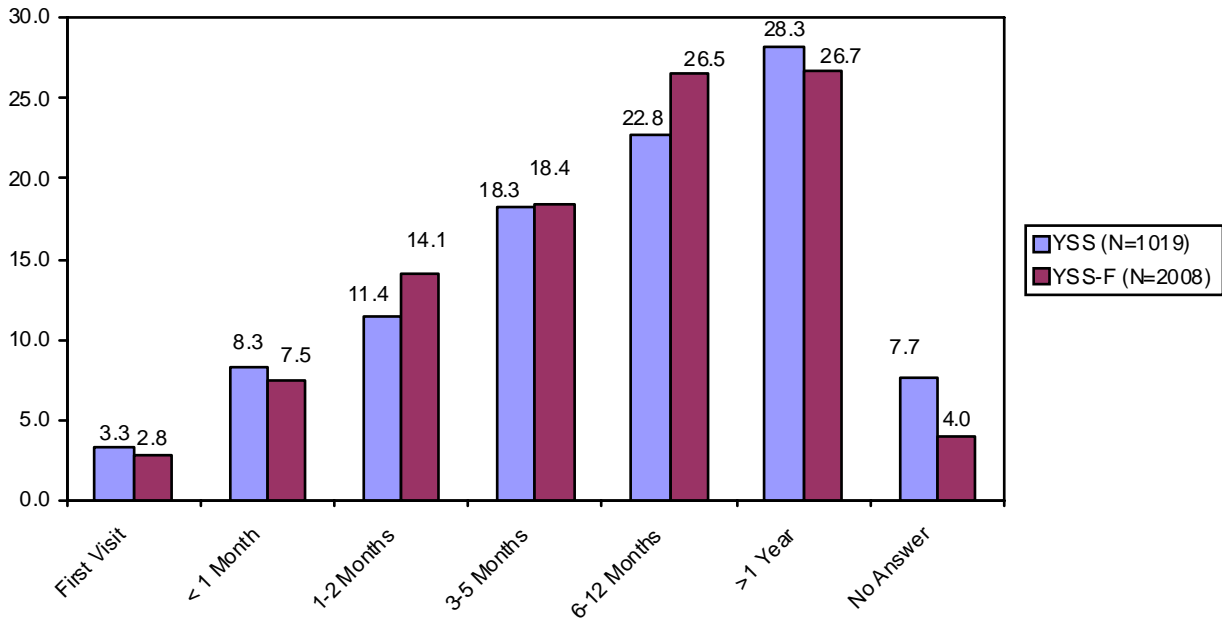




**LENGTH OF TIME IN SERVICES**

Of the YSS respondents, 51% of youth reported they received services for at least six months; and of the YSS-F respondents, similarly, 53% of caregivers reported that youth received services for at least six months at the time of completing the survey.

### Length of Service



## SACRAMENTO COUNTY CONSUMER SATISFACTION OUTCOMES

Overall, youth and caregivers are satisfied with the services they receive in the Sacramento County Children’s Mental Health System. The data represented in the table illustrates average scores for the seven domains measured. Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction, and youth are considered “Satisfied” in a domain if their average scores were greater than 3.50. On average, youth and caregivers are satisfied in all domains, with the lowest satisfaction in Outcomes of Service and Functioning.

OVERALL SATISFACTION OUTCOMES: YOUTH PROVIDERS				
Domain	MAY 2011		MAY 2009	
	YSS (N=1019) Avg. Score	YSS-F (N=2008) Avg. Score	YSS (N=1063) Avg. Score	YSS-F (N=1765) Avg. Score
Access	4.10	4.38	4.10	4.40
Cultural Sensitivity	4.32	4.55	4.33	4.57
Participation in Treatment Planning	3.94	4.30	3.94	4.31
Outcomes of Services	3.85	3.72	3.86	3.77
Functioning	3.87	3.75	3.90	3.79
Social Connectedness	4.12	4.20	4.13	4.28
General Satisfaction	4.12	4.31	4.13	4.34
<b>Overall Average</b>	<b>4.05</b>	<b>4.18</b>	<b>4.06</b>	<b>4.21</b>



The tables on the following page investigate the effects of ethnicity (whether the youth identifies as Hispanic/Latino), race and language on average satisfaction scores. Results were analyzed via independent T-Tests (ethnicity and language) or ANOVA (race); averages found to be significantly different between groups are marked with superscripts (p<.05). An analysis of mean domain scores within groups for youth found some significant differences within the youth and caregiver survey results.

In regards to Youth (YSS) results, White youth reported significantly higher satisfaction in Access and Cultural Sensitivity compared to Other Race youth and higher satisfaction in Participation in Treatment Planning, General Satisfaction and Overall compared to both Black and Other Race youth. English speaking youth were significantly more satisfied in Access and less satisfied in Cultural Sensitivity and Social Connectedness than non-English speaking youth. There were no significant differences noted in the ethnicity comparisons.

Caregivers (YSS-F) of Hispanic youth report higher satisfaction in Outcomes and Functioning than caregivers of non-Hispanic youth. Caregivers of Black youth report lower satisfaction in Cultural Sensitivity and General Satisfaction than caregivers of White youth. Caregivers of Other Race youth report higher satisfaction in Outcomes and Functioning than caregivers of White or Black youth. In regards to language, caregivers of Non-English speaking youth reported significantly higher satisfaction in Outcomes and Functioning and lower satisfaction in Cultural Sensitivity, Participation in Treatment Planning and Social Connectedness compared to caregivers of English speaking consumers.

<b>YSS Satisfaction by Demographics: May 2011 (N=1019)</b>								
	<b>Access</b>	<b>Cultural Sensitivity</b>	<b>Participation in TX Planning</b>	<b>Outcomes of Services</b>	<b>Functioning</b>	<b>Social</b>	<b>General Satisfaction</b>	<b>Overall Average</b>
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic	4.11	4.32	3.93	3.83	3.86	4.16	4.11	4.06
Non-Hispanic	4.13	4.34	3.99	3.87	3.89	4.13	4.16	4.08
<b>RACE</b>								
White	4.20 °	4.39 °	4.05 °	3.87	3.90	4.18	4.21 °	4.12 °
Black	4.09	4.30	3.89 °	3.87	3.86	4.08	4.07 °	4.02 °
Other*	4.04 °	4.28 °	3.89 °	3.83	3.84	4.10	4.09 °	4.02 °
<b>LANGUAGE</b>								
English	4.11	4.31 °	3.94	3.85	3.87	4.12 °	4.13	4.05
Non-English**	4.01 °	4.40	3.92	3.88	3.90	4.26	4.10	4.08

**YSS-F Satisfaction by Demographics: May 2011 (N=2008)**

	Access	Cultural Sensitivity	Participation in TX Planning	Outcomes of Services	Functioning	Social	General Satisfaction	Overall Average
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic	4.42	4.57	4.29	3.83	3.87	4.20	4.34	4.23
Non-Hispanic	4.40	4.58	4.32	3.66 <sup>o</sup>	3.69 <sup>o</sup>	4.20	4.30	4.17
<b>RACE</b>								
White	4.39	4.60 <sup>o</sup>	4.33	3.69 <sup>o</sup>	3.72 <sup>o</sup>	4.23	4.34 <sup>o</sup>	4.19
Black	4.37	4.52 <sup>o</sup>	4.29	3.61 <sup>o</sup>	3.64 <sup>o</sup>	4.18	4.26 <sup>o</sup>	4.14
Other*	4.38	4.54	4.28	3.81 <sup>o</sup>	3.84 <sup>o</sup>	4.18	4.31	4.20
<b>LANGUAGE</b>								
English	4.38	4.56	4.31	3.70 <sup>o</sup>	3.72 <sup>o</sup>	4.20	4.31	4.18
Non-English**	4.41	4.47 <sup>o</sup>	4.24 <sup>o</sup>	3.92	3.95	4.14 <sup>o</sup>	4.31	4.21

\* Other (Race) includes: Hmong, Vietnamese, Chinese, Other Asian, Former Soviet, Multi, and other. These categories were combined due to low individual cohort sizes in order to increase data validity.

\*\* Non-English (Language) includes: Spanish, Former Soviet, Hmong, and Cantonese. These categories were combined due to low individual cohort size in order to increase data validity.

## **SATISFACTION WITH SERVICES**

The table below shows consumer satisfaction across the seven domains (i.e. Access, Cultural Sensitivity, Participation in Treatment Planning, Outcomes of Services, Perception of Functioning, Social Connectedness, and General Satisfaction). Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction. Clients were “satisfied” in a domain if their average scores were greater than 3.50. Overall, consumers and caregivers were satisfied in all domains, and satisfaction in Outcomes of Services and Functioning were lower than the other domains for both YSS and YSS-F.

YOUTH AND FAMILY SERVICES SURVEY		YSS		YSS-F	
		May 2011 (N=1019)		May 2011 (N=2008)	
Question		Percent Agree	Average Score	Percent Agree	Average Score
	<b>Good Access to Service</b>				
8	The Location of Services was convenient.	78	4.10	89	4.36
9	Services were available at times that were convenient for me.	80	4.10	92	4.41
	<b>Perception of Good Access to Service Averages</b>	75	4.10	88	4.38
	<b>Cultural Sensitivity</b>				
12	Staff treated me with respect.	90	4.38	95	4.60
13	Staff respected my family's religious/spiritual beliefs.	78	4.29	80	4.52
14	Staff spoke to me in a way that I understood.	89	4.33	96	4.58
15	Staff were sensitive to my cultural/ethnic background.	78	4.24	78	4.46
	<b>Perception of Cultural Sensitivity Averages</b>	88	4.32	95	4.55
	<b>Participation in Treatment</b>				
2	I helped to choose my services.	59	3.61	81	4.17
3	I helped to choose my treatment goals.	79	4.04	87	4.30
6	I participated in my own treatment.	83	4.15	92	4.43
	<b>Perception of Participation in Treatment Averages</b>	75	3.94	89	4.30
	<b>Perception of Outcomes of Services</b>				
16	I am better at handling daily life.	72	3.93	63	3.80
17	I get along better with family members.	64	3.77	62	3.75
18	I get along better with friends and other people.	73	3.98	64	3.81
19	I am doing better in school and/or work.	67	3.89	59	3.73
20	I am better able to cope when things go wrong.	66	3.81	56	3.62
21	I am satisfied with our family life right now.	63	3.74	58	3.64
	<b>Perception of Outcomes of Services Averages</b>	67	3.85	60	3.72
	<b>Perception of Functioning</b>				
22	I am better able to do things I want to do.	66	3.85	62	3.78
16	I am better at handling daily life.	72	3.93	63	3.80
17	I get along better with family members.	64	3.77	62	3.75
18	I get along better with friends and other people.	73	3.98	64	3.81
20	I am better able to cope when things go wrong.	66	3.81	56	3.62
	<b>Perception of Functioning Averages</b>	71	3.87	63	3.75

YOUTH AND FAMILY SERVICES SURVEY		YSS		YSS-F	
		May 2011 (N=1019)		May 2011 (N=2008)	
		Percent Agree	Average Score	Percent Agree	Average Score
Question	<b>Perception of Social Connectedness</b>				
23	I know people who will listen and understand me when I need to talk.	83	4.12	86	4.21
24	I have people I am comfortable talking with about my problems.	82	4.12	88	4.27
25	In a crisis, I would have the support I need from family or friends.	77	4.03	81	4.13
26	I have people with whom I can do enjoyable things.	85	4.19	84	4.19
	<b>Perception of Social Connectedness Averages</b>	82	4.12	85	4.20
Question	<b>General Satisfaction</b>				
1	Overall, I am satisfied with the services I received.	84	4.20	90	4.44
4	The people helping me stuck with me no matter what.	78	4.15	85	4.38
5	I felt I had someone to talk to when I was troubled.	81	4.14	87	4.37
7	I received services that were right for me.	81	4.13	85	4.30
10	I got the help I wanted.	78	4.07	82	4.24
11	I got as much help as I needed.	77	4.06	76	4.15
	<b>Perception of General Satisfactions Averages</b>	82	4.12	88	4.31
<b>OVERALL AVERAGE ACROSS ALL DOMAINS</b>		86	4.05	92	4.18

## APPENDIX

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### Treatment Codes Used in Determining Response Rates

Code	Description	Adult/Older Adult	Child/Youth
93010	ASSESSMENT	X	X
94000	REHABILITATION	X	X
96010	EVALUATION	X	X
96510	GROUP THERAPY	X	X
96520	GROUP SESSION	X	X
97010	INDIVIDUAL THERAPY	X	X
97500	MEDICATION SUPPORT	X	X
97530	GROUP SESSION MEDS	X	
97550	MIXED MEDICAL LICENSURE	X	
98010	MEDICATION SUPPORT	X	X
98500	PLAN DEVELOPMENT	X	X
99650	DAY TREATMENT - INTENSIVE - FULL DAY		X
99700	DAY TREATMENT - REHAB - HALF DAY		X
99750	DAY TREATMENT - REHAB - FULL DAY		X

### Place of Service Data Elements Eliminated in Determining Response Rates

Code	Description	Adult/Older Adult	Child/Youth
P	PHONE	X	X
T	TELEHEALTH	X	X