

Introduction

This document was created as a result of collaboration between two key entities:

- the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID)
- and,
- the Community Mental Health Centers (CMHCs).

Purpose

The purpose of this document is to evaluate satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Youth Services Survey for Families (YSS-F) was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The YSS-F is designed as the primary tool to evaluate and include the youth client caregivers' perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of 5.69 % sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey's seven core domains:

Domain	Primary Concerns Related to the Domain
General Satisfaction	Services were, overall, satisfactory and preferable to other choices
Access	Staff availability, the range of service options and how quickly and conveniently services were received
Cultural Sensitivity	Cultural and linguistic access and whether services promoted recovery and continuity of care
Participation in Treatment Planning	Clients' participation in planning services. For example, whether the patient, not staff, decided treatment goals
Outcomes	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
Social Connectedness	Services contributed to improving natural supports, which come from family or friends
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms

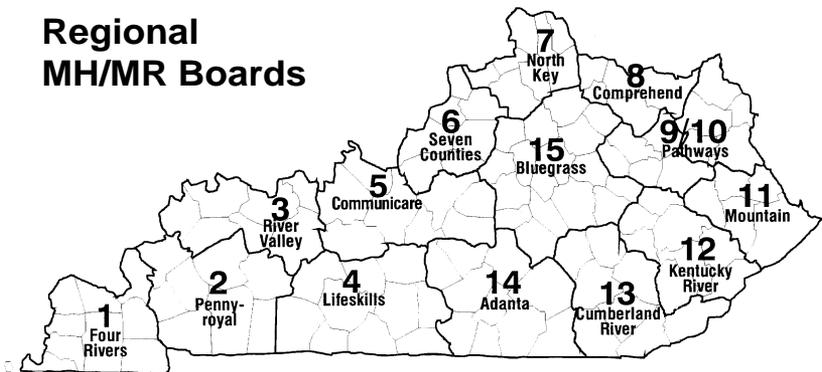
State Mental Health Authority

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection and treatment of mental health, developmental and intellectual disabilities and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/kdbhdid/default.asp>

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region, a Regional Mental Health and Mental Retardation Board has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.



Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. Each spring for a two week period, staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Kentucky Survey Penetration Rate in 2011

Table 1. Kentucky Survey Penetration Rate in State Fiscal Year 2011.

Number of Youth (Age ≤ 18) Served in Kentucky*:	59,819
Number of Surveys Returned to Kentucky:	3,401
Statewide Survey Penetration Rate:	5.69%

*Source: CMHC Data Reports, http://www.rdmc.org/cmhc/reports/CMHC_I2.rpt

During state fiscal year 2011 (July 1, 2010 ~ June 30, 2011), 59,819 Mental Health (MH) youth clients visited Kentucky CMHCs. Three thousand four hundred one caregivers of youth clients participated in the survey in Kentucky, resulting in a 5.69% statewide penetration rate. (Table 1)

Youth Clients' Demographic Characteristics

The demographic profile of MH youth respondents in Kentucky in 2011 is similar to that of previous years. In this report, youth respondents' demographic characteristics are presented on gender and race.

Gender

Table 2.
Gender of youth respondents

Female	39%
Male	61%
Total	3,342

As Table 2 indicates, male respondents outnumber female respondents nearly six-to-four. This is consistent across most of regions of the state.

Race

Table 3.
Race of youth respondents

American Indian /Alaska Native	1.49%
Native Hawaiian / Other Pacific Islander	0.1%
Asian	%
White (Caucasian)	86%
Black (African - American)	9%
Other	3%
Total	3,112

The majority of youth respondents are white (86%) and fewer than 4% of respondents reported being of Hispanic or Latino descent.

Youth Clients' Social/Medical Backgrounds

Child/Youth caregivers (anyone caring for the child/youth) who responded to the survey were also asked about living arrangements, school attendance, medical history, and number of months the child/youth received services.

Living Arrangement

Table 4. Child is living with caregiver

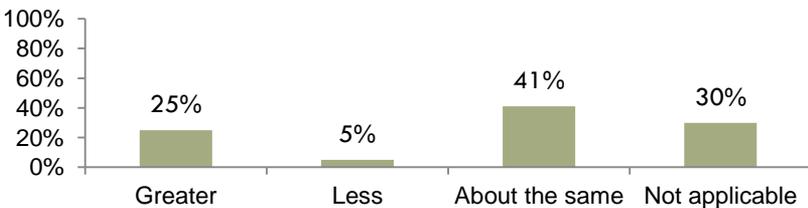
Yes	97%
No	3%
Total	3,261

Over 97% of respondents indicate that their children are living with them.

Further questions reveal that in the last 6 months, about 66% of youth clients have lived with one or both parents and 9% of children have lived with another family member. (Data not shown)

School Attendance

Figure 1. The number of days child was in school since beginning services



About 16% of respondents report that their children were expelled or suspended before or after beginning services (data not shown), while 25% of respondents indicated that the number of days their children were in school has been increased since starting to receive services. (Figure 1)

Medical History

Figure 2. Medical doctors (or nurses) visits during last year

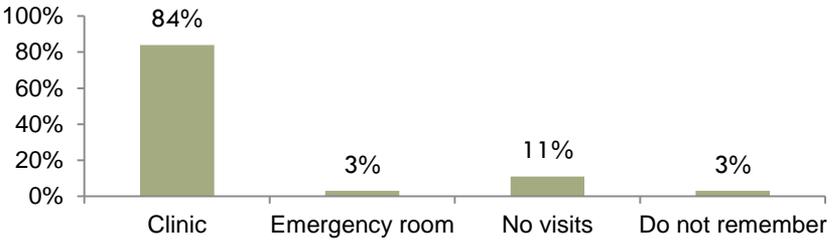
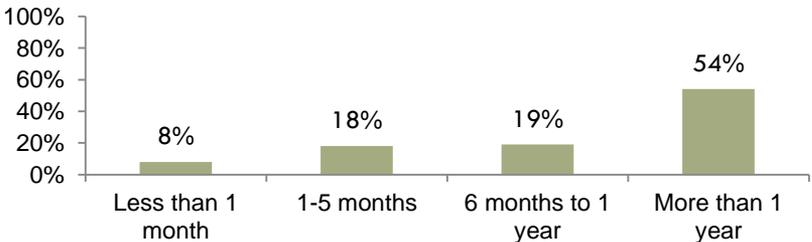


Figure 2 indicates that 84% of youth clients have visited medical doctors (or nurses) for a health check up or because he/she was sick in the last year.

Also, 61% of respondents reported that their children are receiving medication for emotional/behavioral problems. Among them, 85% of respondents report that the doctor or nurse shared information about side effects. (Data not shown)

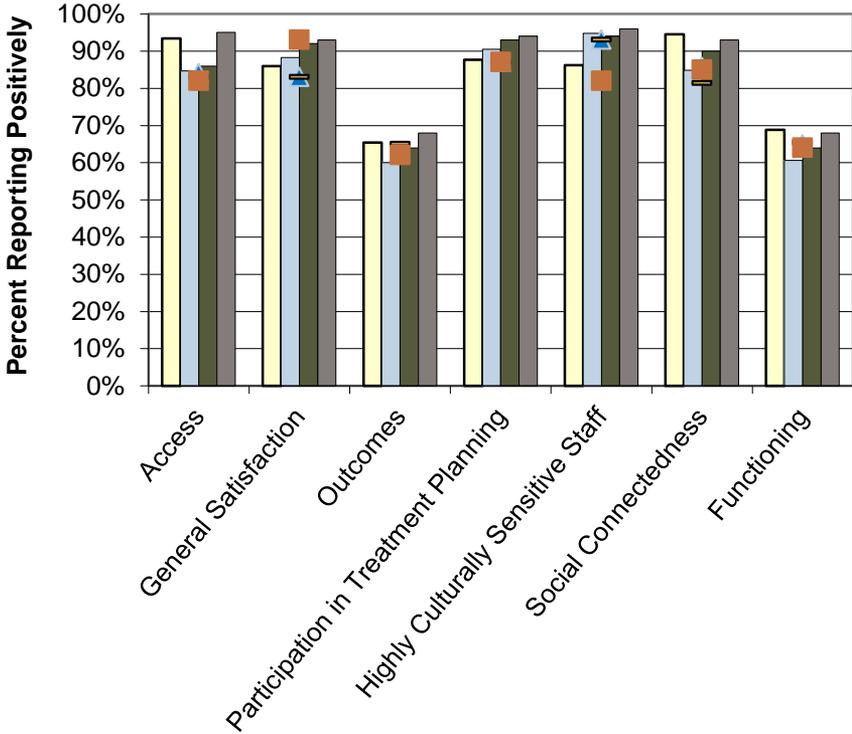
Number of Months the Child/Youth Received Services

Figure 3. How long child received services from the CMHCs



About the half of respondents report that their children received services from the CMHC for more than 1 year. (Figure 3)

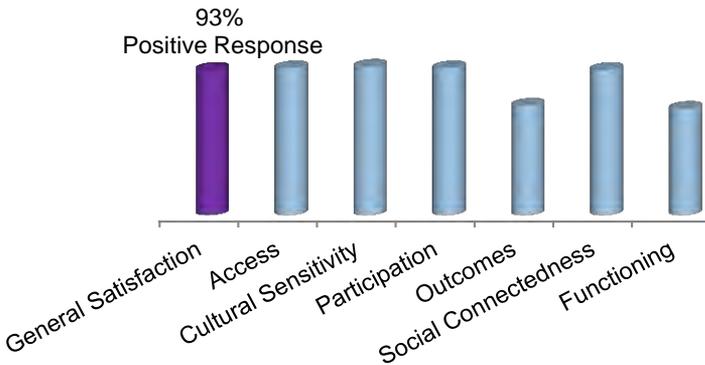
Kentucky YSS-F Results (2008-2011) Compared to National Averages



GENERAL SATISFACTION

Primary Concerns Related to General Satisfaction of Services:

- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.42
Access to Services	4.42
Cultural Sensitivity	4.57
Participation in Treatment Planning	4.41
Outcomes	3.73
Functioning	3.73
Social Connectedness	4.35

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

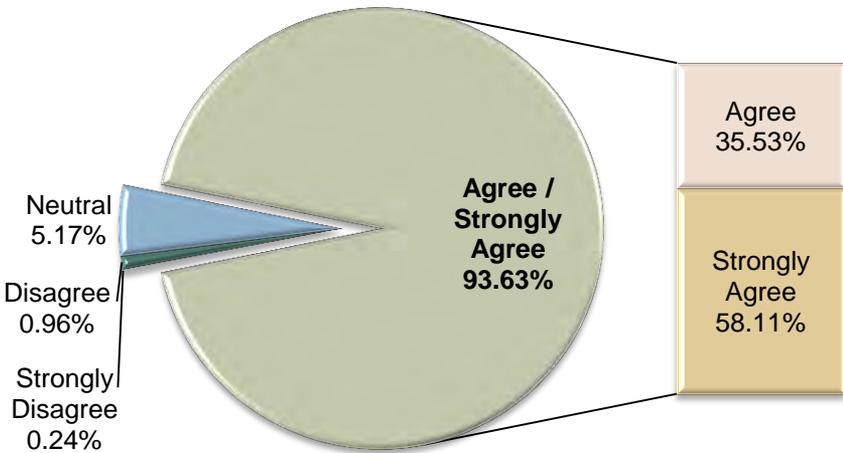
YSS-F Survey Scale



GENERAL SATISFACTION

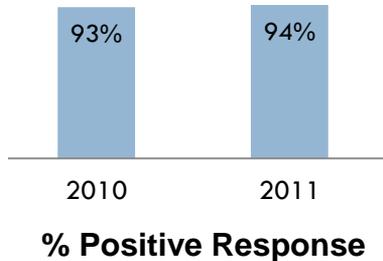
- Overall, I am Satisfied with The Services My Child Received

State Totals



About 94% of respondents positively indicated that they were satisfied with the services their children received from the CMHC in 2011.

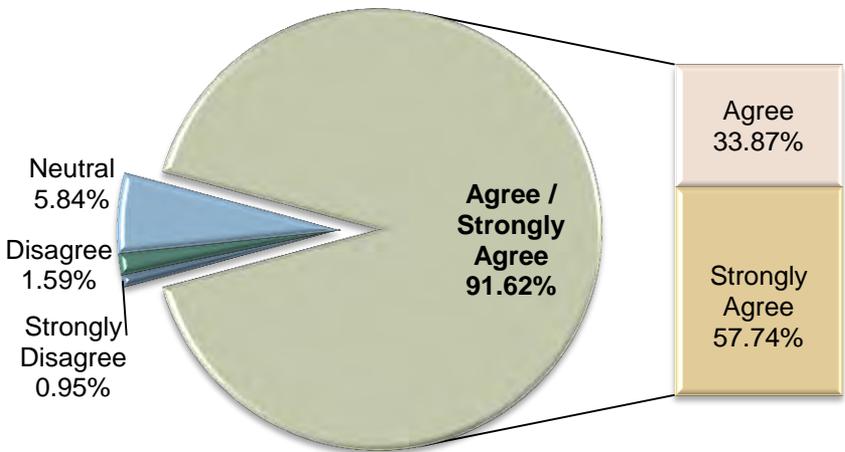
This is a 1% increase from 2010.



GENERAL SATISFACTION

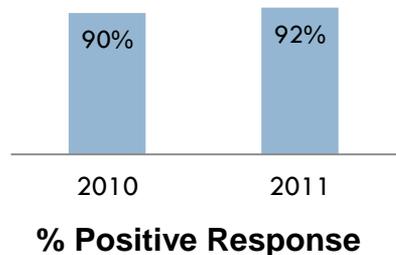
- The People Helping My Child Stuck With Us No Matter What

State Totals



About 92% of respondents positively indicated that the people helping their children stuck with them no matter what, in 2011.

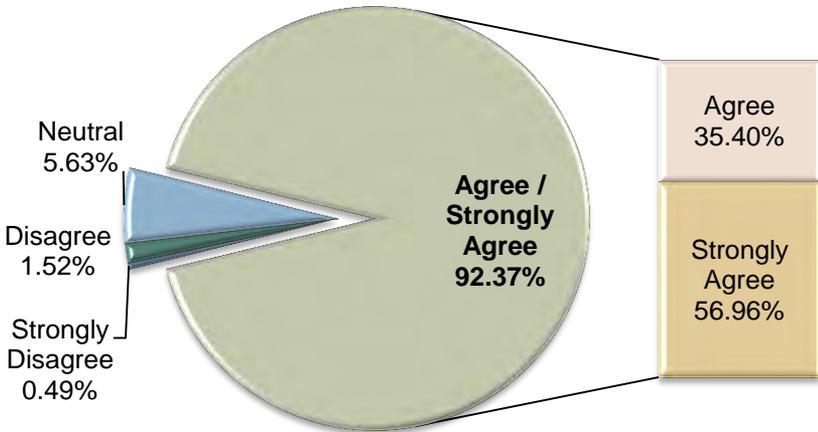
This is a 2% increase from 2010.



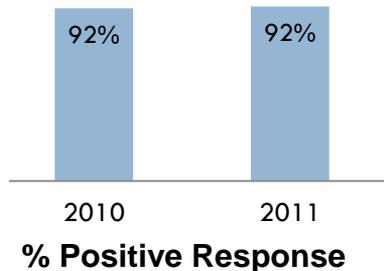
GENERAL SATISFACTION

- I Felt My Child Had Someone to Talk to When He/She Was Troubled

State Totals



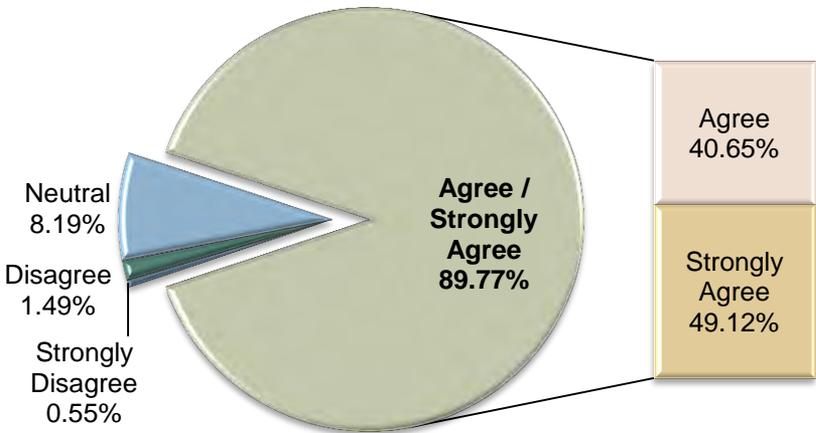
About 92% of respondents positively indicated that they felt their children had someone to talk to when he/she was troubled in 2011, as well as in 2010.



GENERAL SATISFACTION

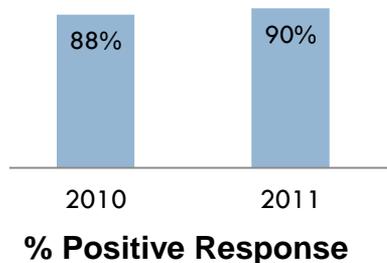
- My Family Got The Help We Wanted for My Child

State Totals



About 90% of respondents positively indicated that their family got the help they wanted for their children, in 2011.

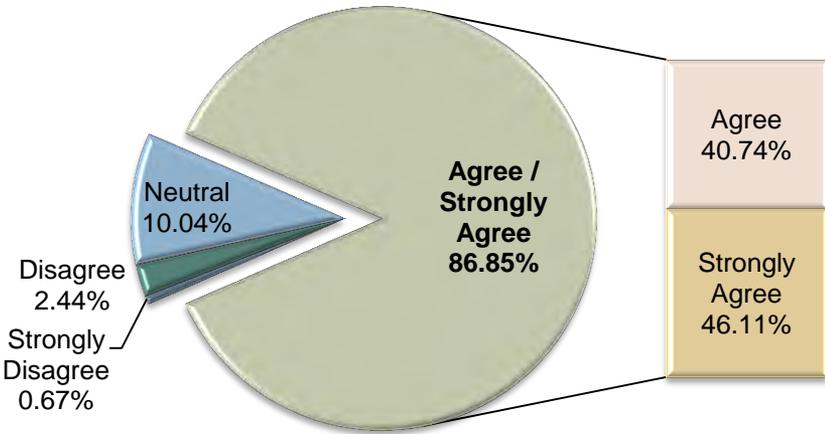
This is a 2% increase from 2010.



GENERAL SATISFACTION

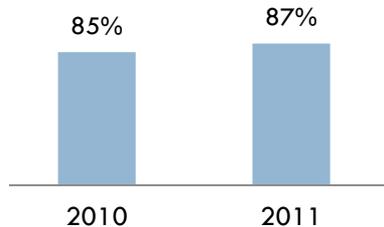
- My Family Got as Much Help as We Needed for My Child

State Totals



About 87% of respondents positively indicated that their family as much help as they needed for their child, in 2011.

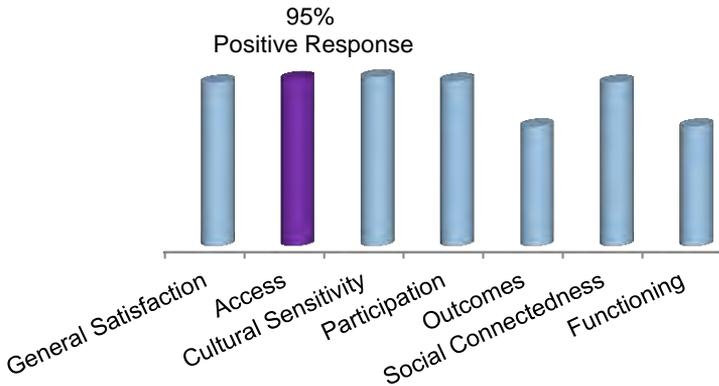
This is a 2% increase from 2010.



% Positive Response

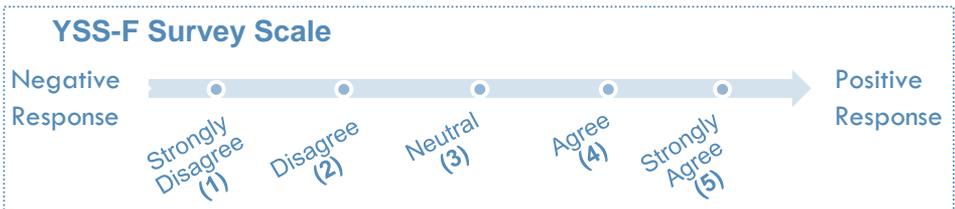
ACCESS

- Primary Concerns Related to Access of Services:
 - Quick and Convenient Entry into Services
 - A Full Range of Service Options
 - Staff Availability



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.42
Access to Services	4.42
Cultural Sensitivity	4.57
Participation in Treatment Planning	4.41
Outcomes	3.73
Functioning	3.73
Social Connectedness	4.35

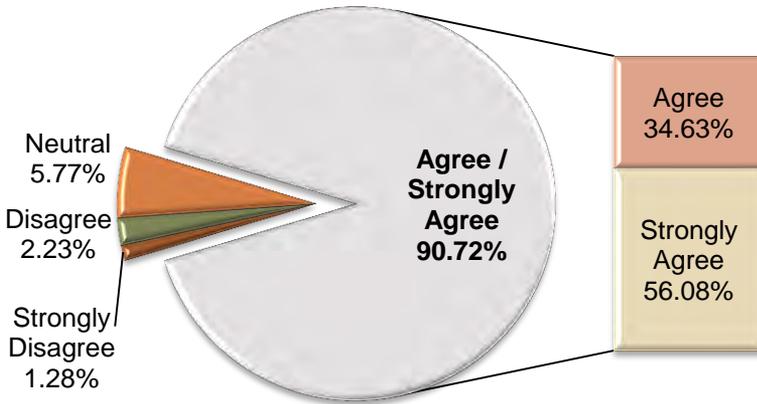
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



ACCESS

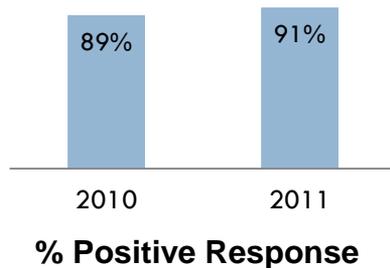
- The Location of Services Was Convenient for Us

State Totals



About 91% of respondents positively indicated that the location of services was convenient (parking, public transportation, distance etc), in 2011.

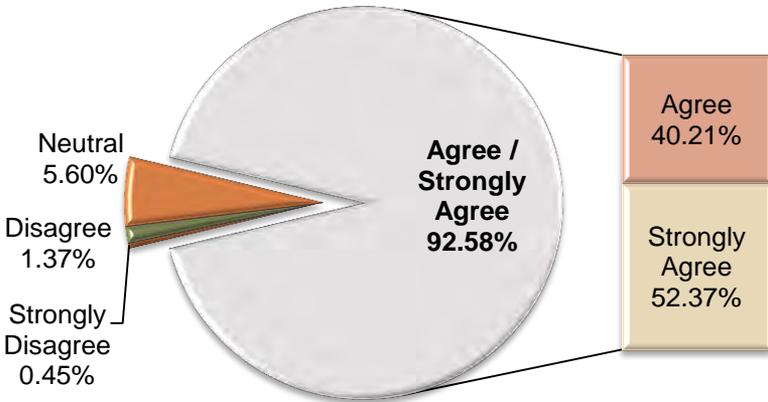
This is a 2% increase from 2010.



ACCESS

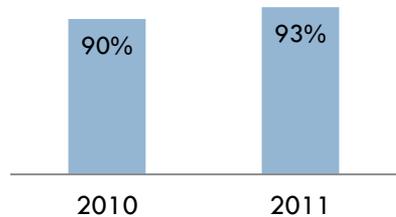
- Services Were Available at Times That Were Convenient for Us

State Totals



About 93% of respondents positively indicated that services were available at times that were convenient for them in 2011.

This is a 3% increase from 2010.

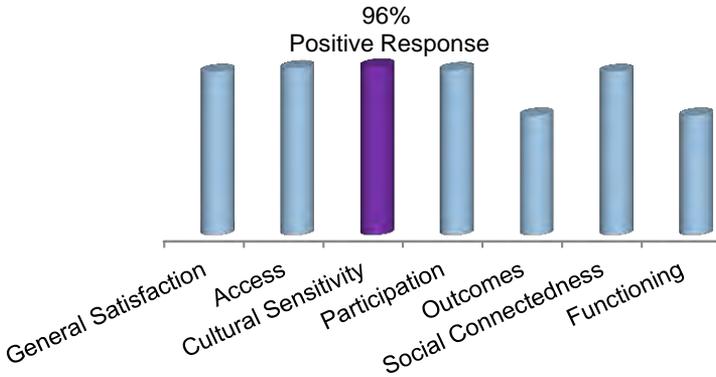


% Positive Response

CULTURAL SENSITIVITY

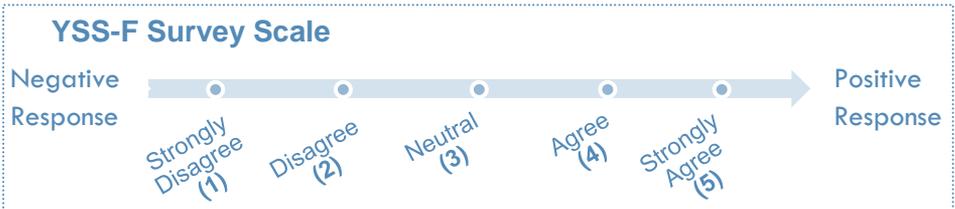
Primary Concerns Related to Cultural Sensitivity of Staff:

- Respectful Staff
- Cultural and Linguistic Access



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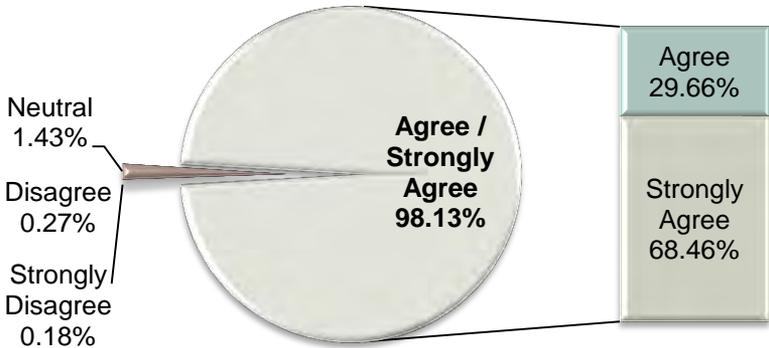
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CULTURAL SENSITIVITY

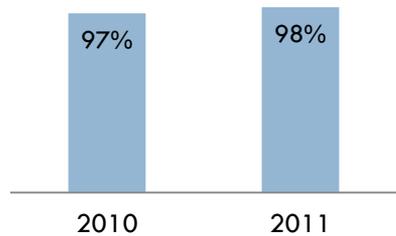
Staff Treated Me with Respect

State Totals



About 98% of respondents positively indicated that staff in CMHC of Kentucky treated them with respect, in 2011.

This is a 1% increase from 2010.

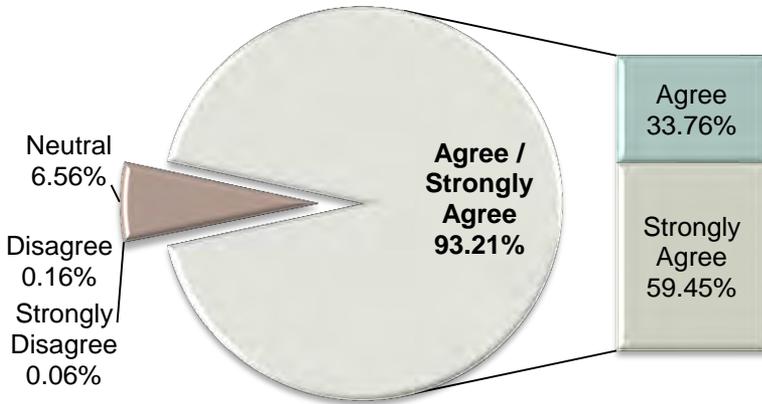


% Positive Response

CULTURAL SENSITIVITY

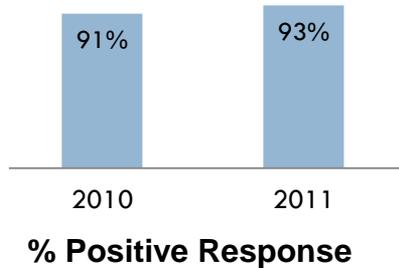
Staff Respected My Family's Religious/Spiritual Beliefs

State Totals



About 93% of respondents positively indicated that staff in the CMHC of Kentucky respected their family's religious/spiritual beliefs, in 2011.

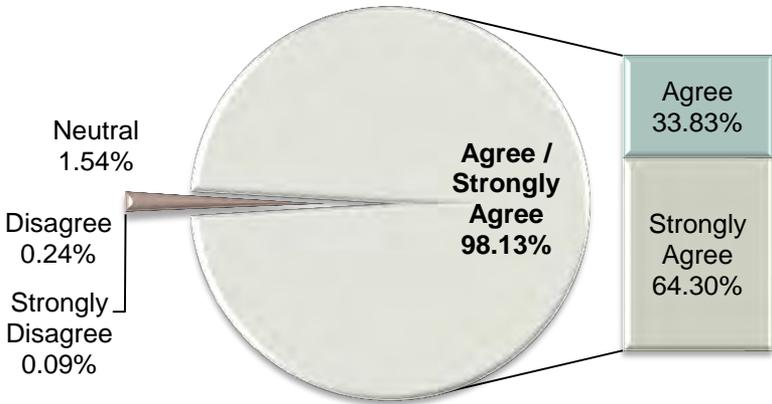
This is a 2% increase from 2010.



CULTURAL SENSITIVITY

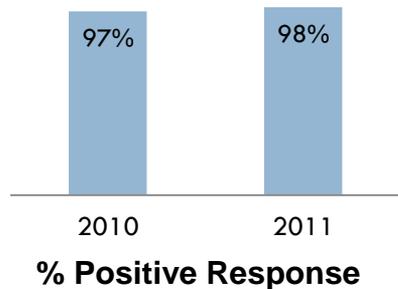
Staff Spoke with Me in A Way That I Understood

State Totals



About 98% of respondents positively indicated that staff in the CMHC of Kentucky spoke with them in a way that they understood in 2011.

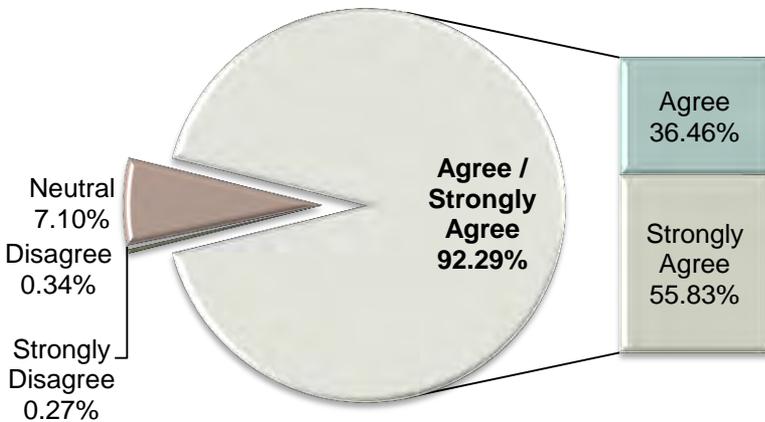
This is a 1% increase from 2010.



CULTURAL SENSITIVITY

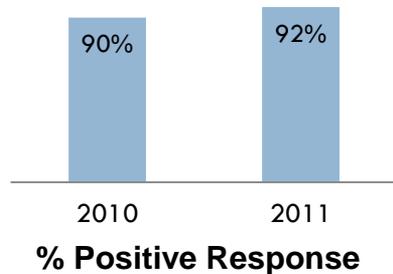
Staff Were Sensitive to My Cultural/Ethnic Background

State Totals



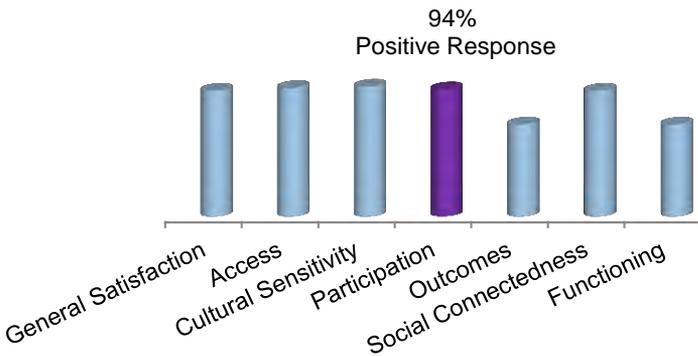
About 92% of respondents positively indicated that staff in the CMHC of Kentucky were sensitive to their cultural/ethnic background, in 2011.

This is a 2% increase from 2010.



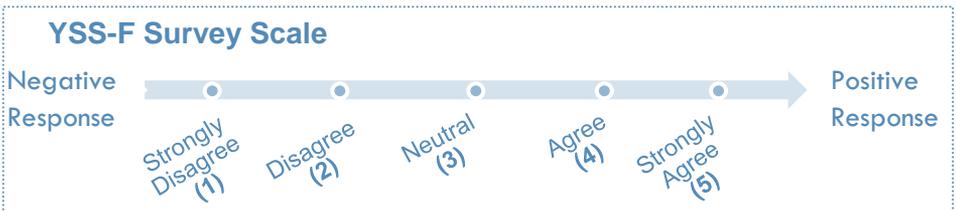
PARTICIPATION IN TREATMENT PLANNING

- Primary Concerns Related to Participation in Treatment Planning of Services:
 - Meaningful Participation in Planning My Child's Service Array



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General Satisfaction	4.42
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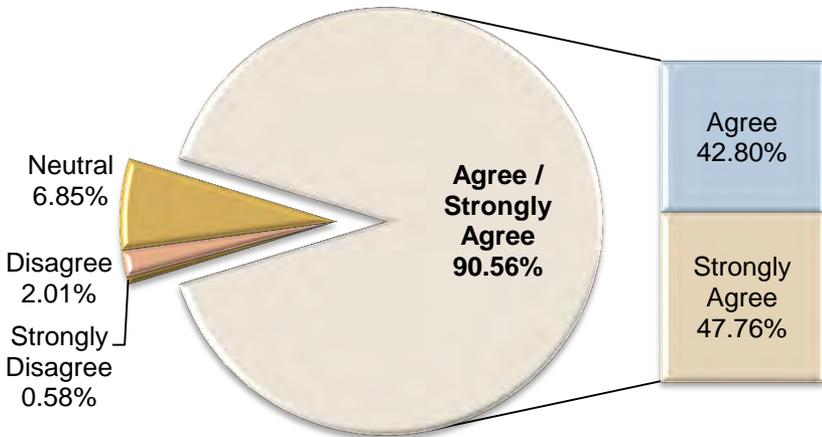
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services they were offered in that domain.



PARTICIPATION IN TREATMENT PLANNING

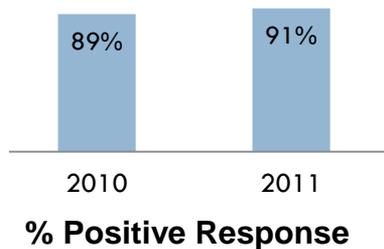
- I Helped to Choose My Child's Services

State Totals



About 91% of respondents positively indicated that they helped to choose their children's services in 2011.

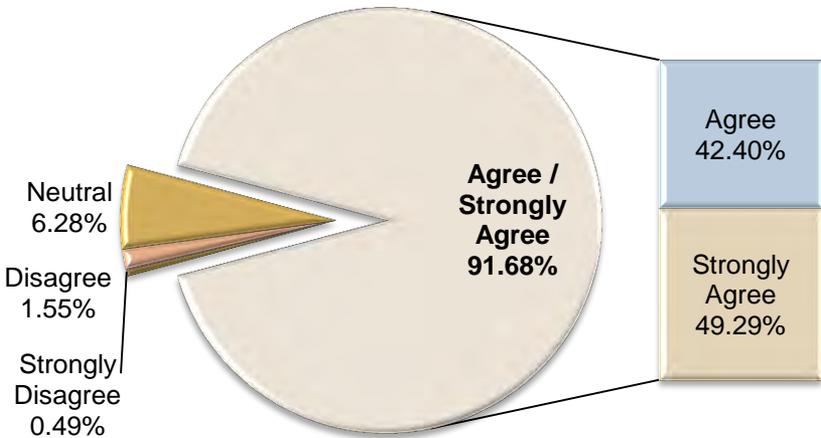
This is a 2% increase from 2010.



PARTICIPATION IN TREATMENT PLANNING

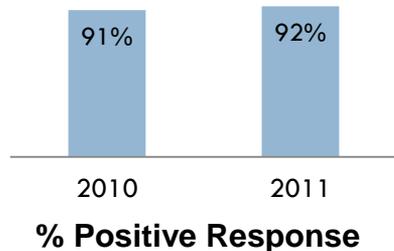
- I Helped to Choose My Child's Treatment Goals

State Totals



About 92% of respondents positively indicated that they helped to choose their children's treatment goals in 2011.

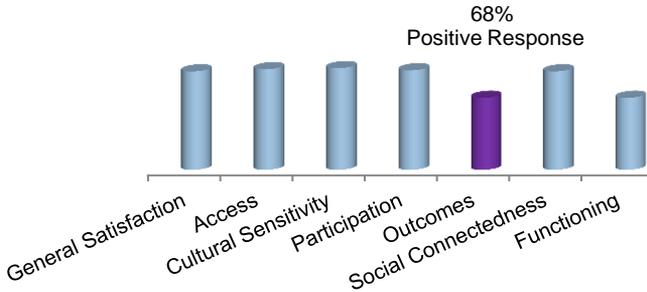
This is a 1% increase from 2010.



OUTCOMES

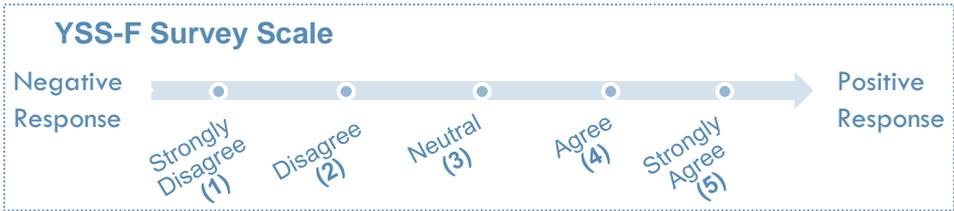
Primary Concerns Related to Outcome of Services:

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Coping Capacity
- Positive changes (in areas for which treatment is sought)



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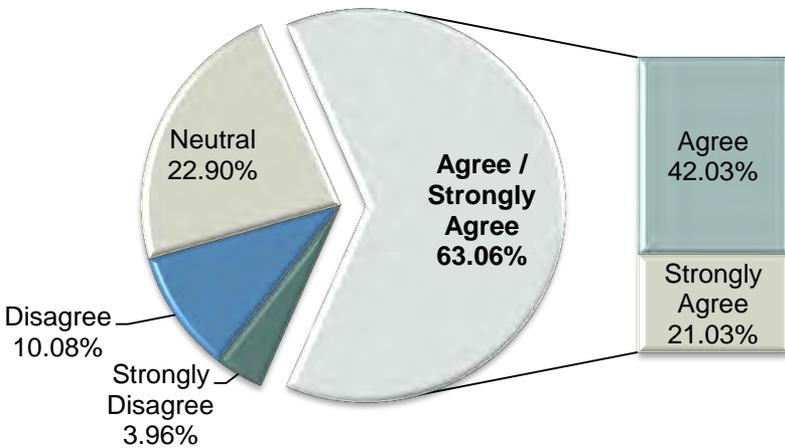
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OUTCOMES

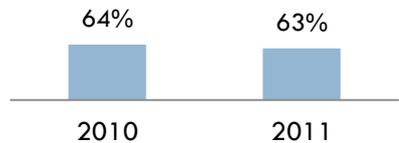
My Child's Symptoms Are Not Bothering Him/Her as Much

State Totals



About 63% of respondents positively indicated that their children's symptoms were not bothering him/her as much, in 2011.

This is a 1% decrease from 2010.

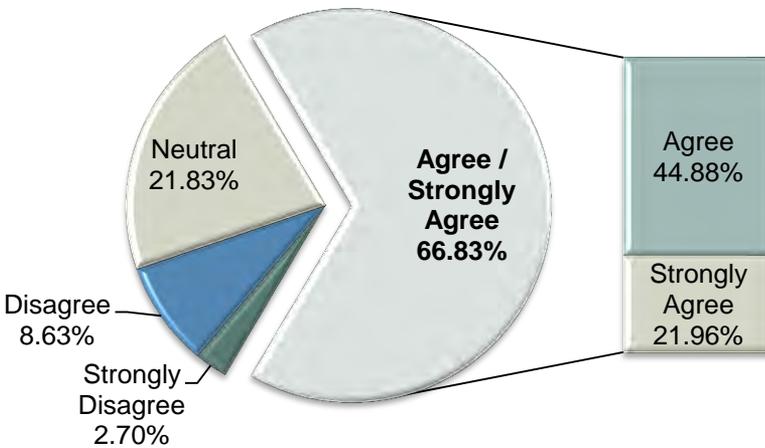


% Positive Response

OUTCOMES

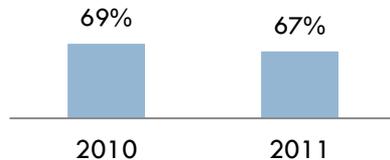
My Child Is Better at Handling Daily Life

State Totals



About 67% of respondents positively indicated that their children were better at handling daily life in 2011.

This is a 2% decrease from 2010.

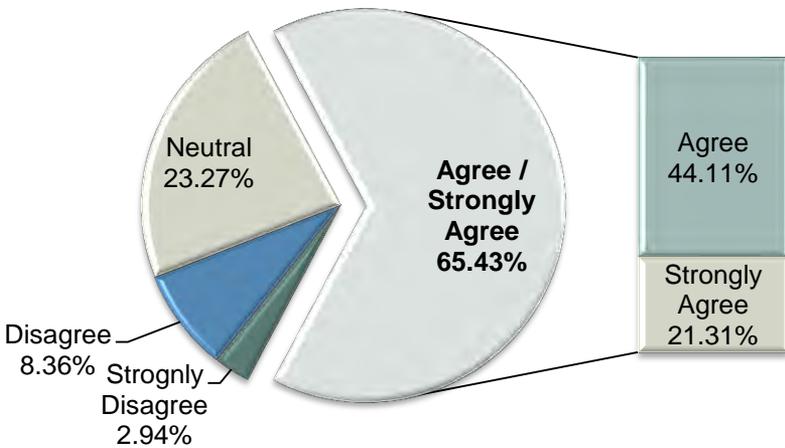


% Positive Response

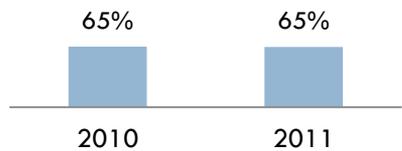
OUTCOMES

My Child Gets Along Better with Family Members

State Totals



About 65% of respondents positively indicated that their children got along better with family members in 2011, as well as in 2010.

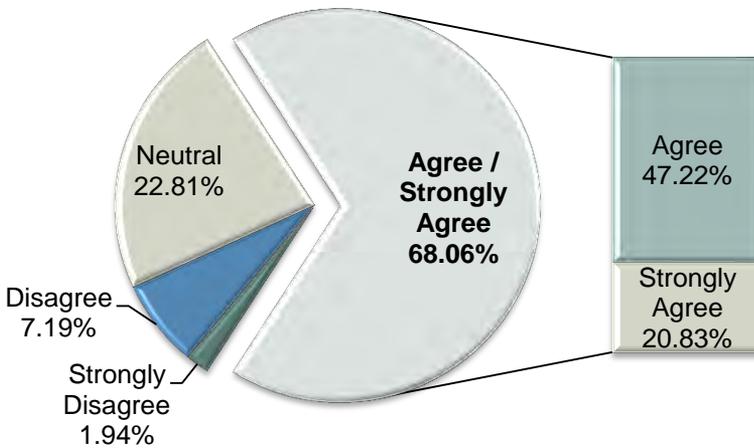


% Positive Response

OUTCOMES

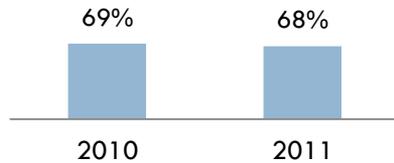
My Child Gets Along Better with Friends and Other People

State Totals



About 68% of respondents positively indicated that their children got along better with friends and other people in 2011.

This is a 1% decrease from 2010.

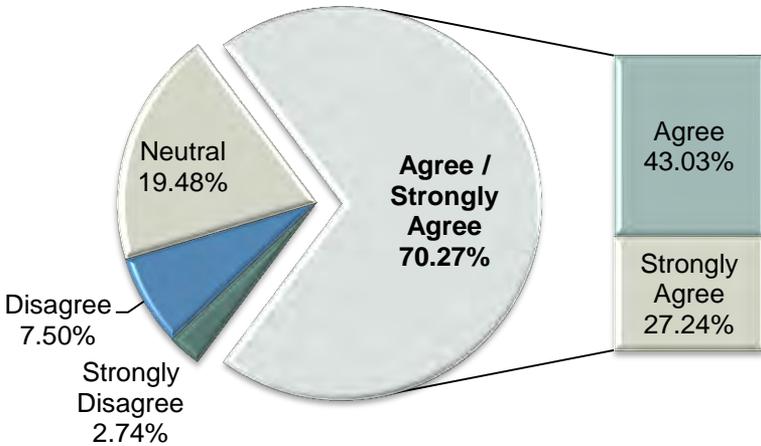


% Positive Response

OUTCOMES

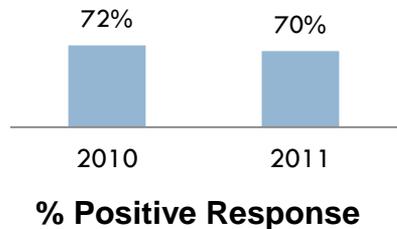
My Child Is Doing Better in School and/or Work

State Totals



About 70% of respondents positively indicated that their children were doing better in school and/or work in 2011.

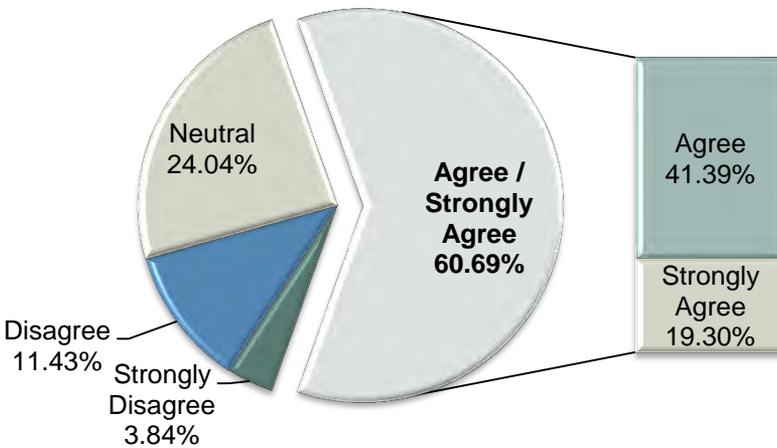
This is a 2% decrease from 2010.



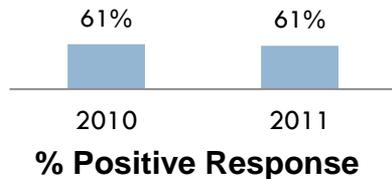
OUTCOMES

My Child is Better Able to Cope When Things Go Wrong

State Totals



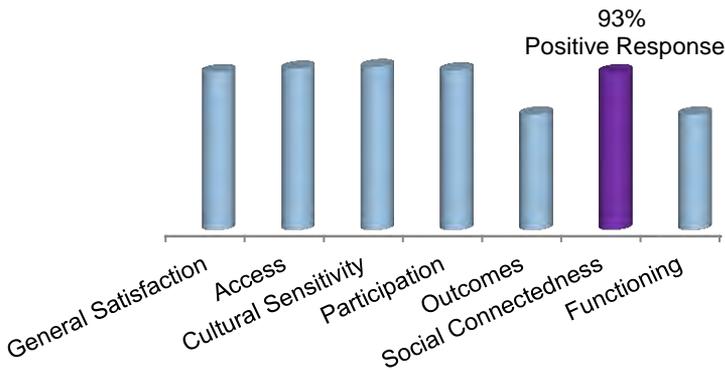
About 61% of respondents positively indicated that their children were better able to cope when things go wrong in 2011, as well as in 2010.



SOCIAL CONNECTEDNESS

Primary Concerns Related to Social Connectedness of Services:

- Increased Natural Supports for Caregiver in Times of Crisis
- Increased Social Activities of Caregiver



Domain	KY Domain Scores (1 to 5)
General Satisfaction	4.42
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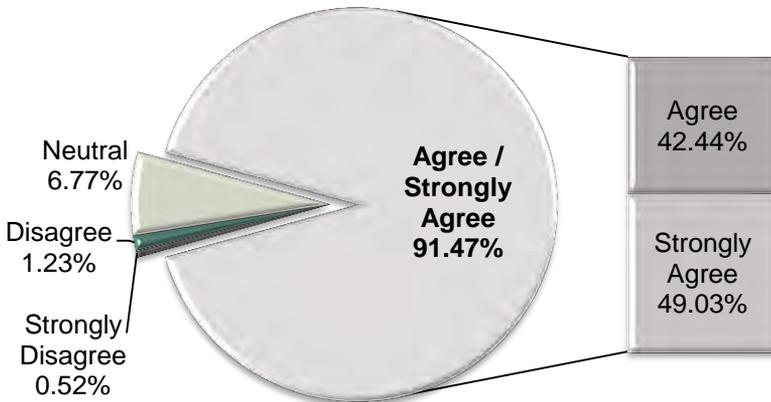
YSS-F Survey Scale



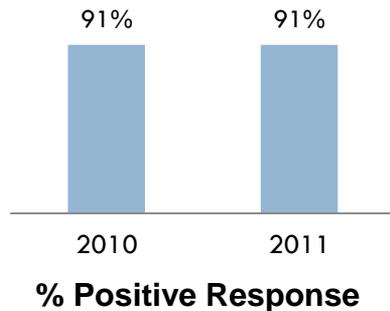
SOCIAL CONNECTEDNESS

I Know People Who Will Listen and Understand Me When I Need to Talk

State Totals



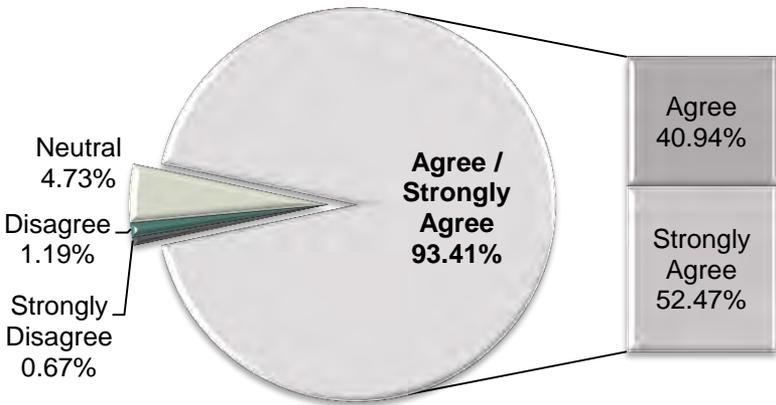
About 91% of respondents positively indicated that they know people who would listen and understand them when they need to talk in 2011, as well as in 2010.



SOCIAL CONNECTEDNESS

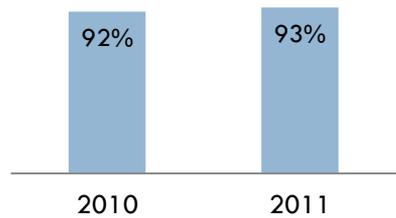
I Have People That I Am Comfortable Talking with About My Child's Problems

State Totals



About 93% of respondents positively indicated that they have people that they are comfortable talking about their children's problems, in 2011.

This is a 1% increase from 2010.

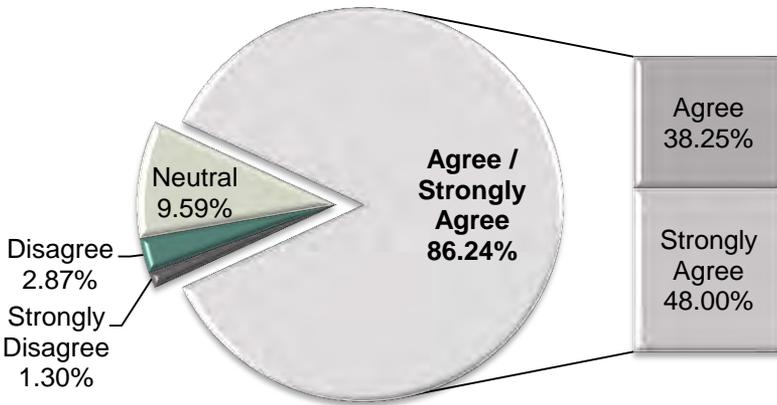


% Positive Response

SOCIAL CONNECTEDNESS

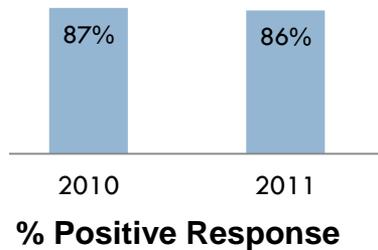
In A Crisis, I Would Have The Support I Need from Family or Friends

State Totals



About 86% of respondents positively indicated that they would have the support they need from family or friends in a crisis, in 2011.

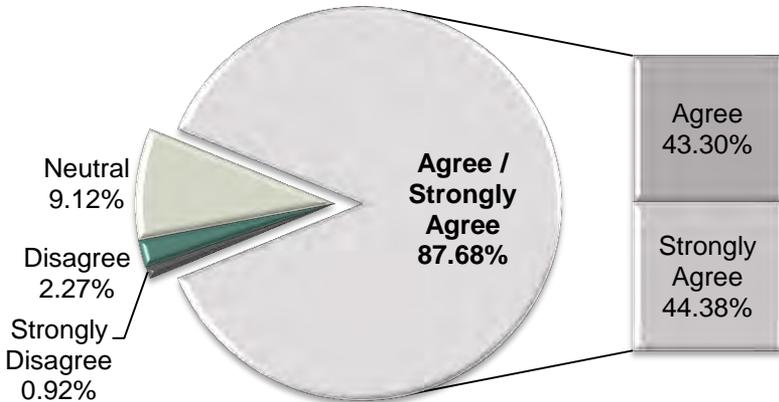
This is a 1% decrease from 2010.



SOCIAL CONNECTEDNESS

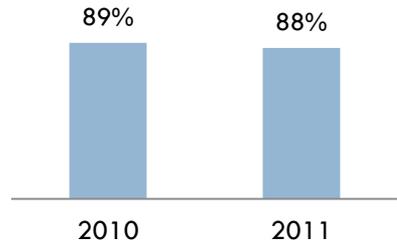
I Have People with Whom I Can Do Enjoyable Things

State Totals



About 88% of respondents positively indicated that they have people with whom they can do enjoyable things in 2011.

It is a 1% decrease from 2010.

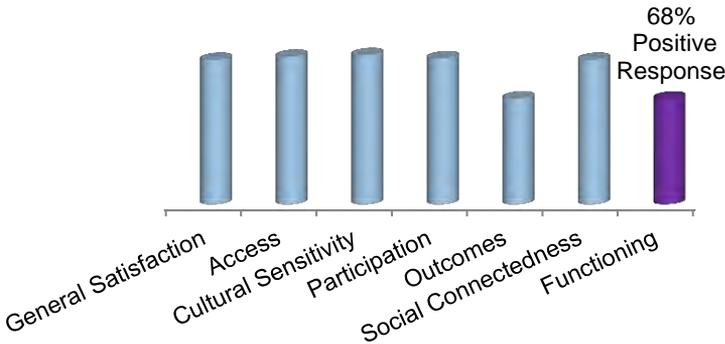


% Positive Response

FUNCTIONING

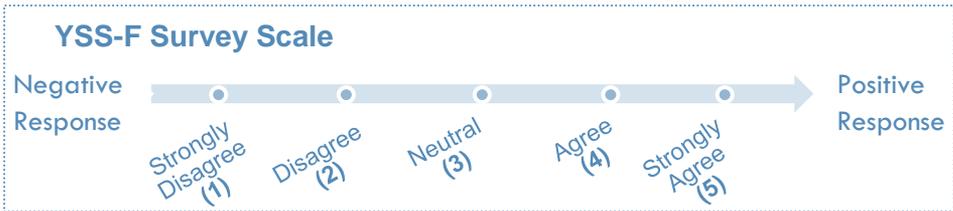
Primary Concerns Related to Access of Services:

- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.42
Access to Services	4.42
Cultural Sensitivity	4.57
Participation in Treatment Planning	4.41
Outcomes	3.73
Social Connectedness	4.35
Functioning	3.73

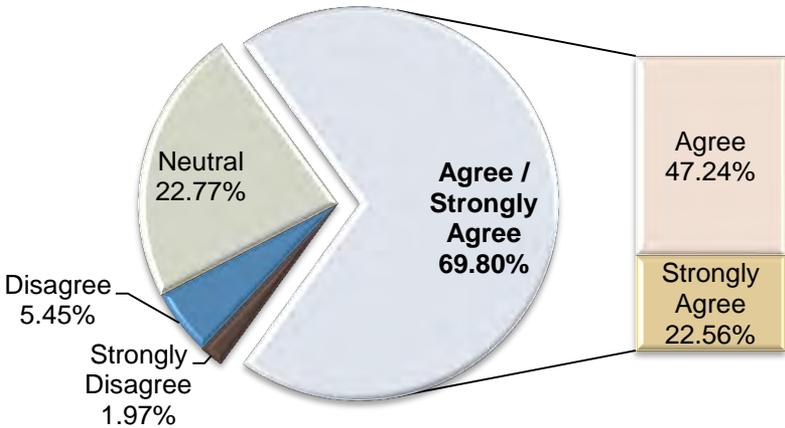
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



FUNCTIONING

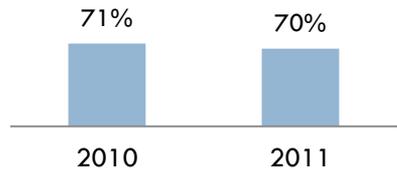
- My Child Is Better Able to Do Things He/She Wants to Do

State Totals



About 70% of respondents positively indicated that their children were better able to do things he/she wanted to do in 2011.

This is a 1% decrease from 2010.



% Positive Response