Youth Satisfaction Survey

New Mexico
Behavioral Health
Purchasing Collaborative
October 26, 2010

A collaborative effort by:
The Human Services Department: Behavioral Health Service Division; Office of Consumer Affairs; the Medicaid Division; the Children Youth and Families Department; OptumHealth New Mexico, New Mexico Behavioral Health Consumers, Families, Children and Youth, and the Consortium for Behavioral Health Training and Research
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Executive Summary of the FY2010 Youth Satisfaction Survey

This survey reports the perceptions of youth consumers who have received mental health and substance abuse treatment provided through New Mexico’s State-funded mental health and substance abuse (Behavioral Health) services (managed by OptumHealth of New Mexico).

Data was collected for this report through statewide surveys administered to youth who had received behavioral health services. Collection was accomplished by telephone interviews of youth consumers. The surveys were conducted by youth consumers specifically trained and hired to perform this task. Surveyors were trained by the evaluation staff of the Consortium for Behavioral Health Training and Research (CBHTR). Participants completed the survey anonymously.

The survey was intended to determine youth consumers perceptions of the treatment services provided to them in order to determine their satisfaction with the behavioral health care they received. The survey collected data about services which were provided during the first six months of Fiscal Year 2009 (July 1, 2009 – December 31, 2009).

A total of 88 youth consumers completed the assessment. The participants’ ages ranged from 11-19 years old with the majority (82%) of youth aged 15-18 years old.

Data has been organized in two categories for analysis: Satisfaction of Services and Effectiveness of Services

The average positive responses for these two categories are as follows:

- **Satisfaction:** 86.7% positive responses
- **Effectiveness:** 84.2% positive responses

FY2010 Consumer Satisfaction Report for Behavioral Health

What is the NM Consumer Satisfaction Project?

The New Mexico Consumer Satisfaction Project (CSP) is a yearly effort to survey New Mexicans’ satisfaction with State-funded mental health and substance use (behavioral health) treatment and support services.

For the last five years, the CSP has been collaborating between the agencies responsible for funding and managing the majority of these services: the Medical Assistance Division (MAD) and Behavioral Health Services (BHSD) divisions of the Human Services Department; Children, Youth and Families Department (CYFD); OptumHealth of New Mexico (OHNM); and the Data Infrastructure Grant (DIG).
Three surveys are completed each year, including the: (1) Adult Survey (consumers 21 and over); (2) Family Survey (parents/guardians of consumers under age 21); and (3) Youth Survey (ages 12-18). For the first time ever, a Youth Satisfaction survey was developed and implemented by youth for youth. It serves as a companion document to the Adult and Family Annual Consumer Satisfaction Survey.

The youth survey was conducted by telephone to a randomly selected group of youth who had received services through OptumHealth New Mexico during the first half of FY09. The Mental Health Statistics Improvement Program (MHSIP), which developed the adult and family surveys also developed a companion youth survey. This Youth Survey was used in this project.

**Why Do We Do It?**

The surveys serve two purposes: (1) to inform the quality improvement process that will strengthen services offered throughout New Mexico; and (2) to fulfill federally mandated data reporting requirements.

**New Mexico’s Quality Improvement process**

In 2002, New Mexico’s first comprehensive behavioral health needs assessment, *Behavioral Health Needs and Gaps in New Mexico*, identified the following as principles of a good system of care:

- A single set of goals and expected outcomes;
- A common, agreed-upon set of performance and outcome indicators; and
- A common data system or common data elements across systems.

Additionally, the principles and values of the Collaborative include:

- [Involvement of] individuals and family members in all levels of the decision-making processes concerning operations and oversight of the publicly funded behavioral health system...[including] assessing the entity's/entities’ annual or quarterly performance; and

By unifying these principles in the survey process, the Consumer Satisfaction Project (CSP) now presents a thorough and detailed view of the New Mexico behavioral health services landscape and a better understanding of the needs and opinions of those being served.

**Federal requirements** The federal agencies that fund behavioral health services require the State to collect information on consumer satisfaction as one way of presenting how well the State is meeting its goals.

**What Do We Measure?**

The data gathered from each survey is analyzed based upon two categories; Satisfaction with Services and Effectiveness of Services. The questions include those
identical to the national MHSIP Youth survey, with an additional question regarding special needs to see if youth could identify any special needs that may hinder them from receiving services.

**Where to Go For More Information:**
This report is intended to summarize information gathered through the survey and inform communities about the behavioral health services provided to youth. For more information about the survey findings, please refer to The *FY2010 Youth Satisfaction Survey* which is available on-line at [www.bhc.state.nm.us](http://www.bhc.state.nm.us). The Appendix contains data about all the aspects of service covered by the surveys and all the specific questions that were contained in the surveys.
Youth Survey 2010

This Survey included 88 youth respondents from New Mexico including individuals from Regions 1-5.

- The ethnic groups represented included White (33%), Hispanic (42%), Asian (1%), African American (5%), Native American/Alaskan Native (10%) and Other Bi/Multiracial groups. (9%)

- Respondents were both male (n=40) and female (n=46) with two (2) respondents not reporting gender. Respondents ranged in age from 11 to 19, with the largest numbers of respondents being 15-18 years old (82%).

- Eighty-one percent indicated they were insured by Medicaid.

- At the time of survey, 43% were still receiving services. Of these respondents, 57% had been receiving services for more than a year, 14% for 6 months to a year, 16% for 3-5 months, 8% for 1-2 months, and 5% for less than one month.

- Of the consumers no longer receiving services, 19% received services for more than a year, 19% for 6 months to a year, 44% for 3-5 months, 12% for 1-2 months, and 6% for less than one month. (See chart below)

![Duration of services (current consumers)](chart.png)
At the time of survey, less than half of the respondents (44%) were living with both parents. Over the course of the previous six months, the vast majority had lived with one or both parents at some point (81%), with the next most common residence being a foster home (9%).
Sixty-nine percent of respondents had a health check up by a physician or nurse in the previous year, either in a clinic or office (55%) or in the emergency room (14%). Nineteen percent had not, 4% could not remember and 8% did not respond. Thirty-three percent of respondents were on medication for emotional or behavioral problems at the time of survey.

In the month prior to the survey, 7% of respondents had been arrested, and 9% had appeared in court. Thirty percent of respondents had missed one or fewer days of school in the past month, 17% missed two, 12% missed three to five, 8% missed 6 to 10, 3% missed more than 10 days, 15% were not in school, 13% could not remember, and 2% did not respond.

**Satisfaction with Services Category:**

Respondents were asked to indicate their level of satisfaction with various aspects of the services they received (See Table 1). Youth responded most favorably when asked if they had been treated with respect (94% Agree or Strongly Agree) and if their spiritual/religious views had been respected (92% Agree or Strongly Agree).

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>Agree/Strongly Agree</th>
<th>Neutral</th>
<th>Disagree/Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall I am satisfied with the services I received.</td>
<td>90.9%</td>
<td>3.4%</td>
<td>5.7%</td>
</tr>
<tr>
<td>I helped to choose my services.</td>
<td>49.9%</td>
<td>22.7%</td>
<td>11.4%</td>
</tr>
<tr>
<td>I helped to choose my treatment goals.</td>
<td>89.9%</td>
<td>5.7%</td>
<td>4.5%</td>
</tr>
<tr>
<td>The people helping me stuck with me no matter what.</td>
<td>86.0%</td>
<td>6.8%</td>
<td>6.8%</td>
</tr>
<tr>
<td>I felt I had someone to talk to when I was troubled.</td>
<td>87.5%</td>
<td>6.8%</td>
<td>5.6%</td>
</tr>
<tr>
<td>I participated in my own treatment.</td>
<td>98.0%</td>
<td>4.5%</td>
<td>2.2%</td>
</tr>
<tr>
<td>I received services that were right for me.</td>
<td>80.7%</td>
<td>12.5%</td>
<td>6.8%</td>
</tr>
<tr>
<td></td>
<td>Agree (%)</td>
<td>Neutral (%)</td>
<td>Disagree (%)</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
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<td>-------------</td>
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<tr>
<td>The location of services was convenient for me.</td>
<td>76.2%</td>
<td>13.6%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Services were available at times that were convenient for me.</td>
<td>87.5%</td>
<td>3.4%</td>
<td>9.1%</td>
</tr>
<tr>
<td>I got the help I wanted.</td>
<td>92.0%</td>
<td>3.4%</td>
<td>4.5%</td>
</tr>
<tr>
<td>I got as much help as I needed.</td>
<td>80.7%</td>
<td>12.5%</td>
<td>6.8%</td>
</tr>
<tr>
<td>Staff treated me with respect.</td>
<td>94.3%</td>
<td>2.3%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Staff respected my family's religion/spiritual beliefs.</td>
<td>92.0%</td>
<td>4.5%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Staff spoke with me in a way I understood.</td>
<td>92.1%</td>
<td>4.5%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Staff was sensitive to my cultural/ethnic background.</td>
<td>90.9%</td>
<td>4.5%</td>
<td>4.6%</td>
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</table>

Respondents gave the highest number of neutral responses (23%), and negative responses (11% disagree or strongly disagree) when asked if they had helped to choose their services. Other negative responses that were endorsed were in regards to convenience of location (10% Disagree or Strongly Disagree), and convenience of times of services (9% Disagree or Strongly Disagree).
**Effects of Services Category:**

Eighty nine percent agreed or strongly agreed that they were better at handling daily life as a result of services, 80% agreed or strongly agreed that they got along better with friends and others outside of family, and 86% agreed or strongly agreed that they were doing better in school and/or work. (See table 2 below)

<table>
<thead>
<tr>
<th>EFFECTS</th>
<th>Agree/Strongly Agree</th>
<th>Neutral</th>
<th>Disagree/Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am better at handling daily life.</td>
<td>88.7%</td>
<td>6.8%</td>
<td>4.6%</td>
</tr>
<tr>
<td>I get along better with family members.</td>
<td>79.5%</td>
<td>17.0%</td>
<td>3.4%</td>
</tr>
<tr>
<td>I get along better with friends and other people.</td>
<td>87.5%</td>
<td>8.0%</td>
<td>4.5%</td>
</tr>
<tr>
<td>I am doing better in school and/or work.</td>
<td>86.3%</td>
<td>8.0%</td>
<td>4.5%</td>
</tr>
<tr>
<td>I am better able to cope when things go wrong.</td>
<td>79.6%</td>
<td>10.2%</td>
<td>9.0%</td>
</tr>
<tr>
<td>I am satisfied with my life right now.</td>
<td>81.9%</td>
<td>11.4%</td>
<td>6.8%</td>
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</table>

Some qualitative data was also collected. Frequently mentioned themes noted in this data in response to the following questions include:

**Q:** *What has been the most helpful thing about the services you received over the last 6 months?*

- I had someone to talk to.
- I had someone to listen to me
- I am better at controlling emotion

**Q: “What would improve the services you received?”**
- Location,
- Longer and More services
- More Options,
- More Flexibility

**Q: “Do you have special needs that might be a barrier or problem in getting the services you need?”**
- Physical Injury
- Special Education
- Location

**Limitation of Survey Sample:**
During the survey, it became evident that a large majority of the contact phone numbers pulled by a random sample were invalid. The graph below shows the percentage of invalid phone numbers identified out of 1,955 numbers selected and called. The CSP Steering Committee is meeting to address these findings.
Acknowledgements
Consumer Satisfaction Survey FY2010

Consumer Satisfaction Project Work Team:
- Shereen Shantz: Office of Consumer Affairs; Behavioral Health Services Division
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