FY2011

Youth Satisfaction Survey

New Mexico
Behavioral Health
Purchasing Collaborative
April 2011

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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Youth Satisfaction Survey

This survey reports the perceptions of youth consumers who have received mental health and substance abuse services through New Mexico’s state-funded mental health and substance abuse services (managed by OptumHealth of New Mexico). In April 2011 CYFD conducted a Youth Satisfaction Survey with assistance from the Consortium for Behavioral Health Training and Research and a cadre of youth evaluators. All youth evaluators participated in a day-long training on data collection, management, and confidentiality. Youth then conducted telephone interviews.

132 youth were surveyed, 50% were female (n=66), 48% were male (n=63), and 2% (n=3) did not respond. Respondents ranged in age from 11 to 18, with the majority being between 13 and 18 years old (n=105; 80%). At the time of survey, 46% (n=61) were still receiving services. Below is a general overview of the survey findings:

Resiliency and Risk Factors

- 63% of respondents had a health check up by a physician or nurse in the previous year
- 30% of respondents were on medication for emotional or behavioral problems
- 81% (n=71) of youth surveyed had lived with one or both parents at some point over the previous six months
- In the month prior to survey, only 2% of respondents (n=3) reported having been arrested, and 2% (n=2) reported having appeared in court
- 35% of respondents had missed one or fewer days of school in the past month (n=46), 17% missed two (n=23), 18% missed three to five (n=24), 2% missed 6 to 10 (n=2), 5% missed more than 10 days (n=7)
- 7% of respondents were not in school (n=9)
- 79% of youth surveyed indicated they were insured by Medicaid (n=104)

Satisfaction with Services

Areas of Strength

- 95% of respondents Agreed or Strongly Agreed (n=125) that they had been treated with respect
- 92% Agreed or Strongly Agreed (n=121) that their spiritual/religious beliefs had been respected
- 92% Agree or Strongly Agree (n=121) that staff spoke to them in a way they understood

Areas of Improvement

- Respondents gave the highest number of undecided responses (17%; n=22) and negative responses (17% Disagree or Strongly Disagree; n=22) when asked if they had helped to choose their services
**Effects of Services**

- 86% (n=113) of respondents agreed or strongly agreed that they were satisfied with their family life at the time of the survey
- 85% agreed or strongly agreed that they got along better with friends and other people outside of family (n=112)
- 84% agreed or strongly agreed that they were better at handling daily life as well as coping with difficult situations (n=111)

**What is the NM Youth 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 six 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 third year, 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 FY10. 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 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 (3) to have a way for youth to voice their opinions on the services they receive.

**What 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.
Findings

In April 2011 CYFD conducted a Youth Satisfaction Survey with assistance from CBHTR and a cadre of youth evaluators. All youth evaluators participated in a daylong training on data collection, management, and confidentiality. Youth then conducted telephone interviews. 2003 calls were attempted. 26% of the phone numbers (n=531) had been disconnected, and no one answered 32% of the calls (n=650). Additionally, 8% of youth had a wrong number listed (n=157), 6% of youth declined to complete the survey (127), 6.5% requested a call back at a later time but were never available for contact (n=131), and 5% did not have a phone number listed in the database. 132 youth were surveyed, 50% were female (N=66), 48% were male (N=63), and 2% (N=3) did not respond.

Of the respondents, 7% were American Indian or Alaskan Native (N=9), 21% were White (N=28), 2% were African American (N=2), 0.8% were Asian or Pacific Islander (N=1), 55% selected Other (N=73), 11% selected more than one race (N=15), and 3% did not respond (N=4). 72% (N=95) of respondents indicated that one or both of their parents are Spanish/Hispanic/Latino.
Respondents ranged in age from 11 to 18, with the largest numbers of respondents being between 13 and 18 years old (N=105; 80%). 79% indicated they were insured by Medicaid (N=104).

At the time of survey, 46% (N=61) were still receiving services. Of those, 25% (N=33) had been receiving services for more than a year, 20% (N=26) for 6 months to a year, 16% (N=21) for 3-5 months, 14% (N=18) for 1-2 months, 19% (N=25) for less than one month, and 7% (N=9) did not respond.
The majority of youth surveyed had lived with one or both parents at some point (N=71; 81%) over the previous six months, with less than half of the respondents (N=58;44%) living with both parents.
63% of respondents had a health check up in the past year. 49% were seen in a clinic or office (N=64; 49%) and 14% were seen in an emergency room (N=19; 14%). 27% did not have a check-up in the past year (N=36), 5% could not remember (N=6) and 5% did not respond (N=7).

30% of respondents were on medication for emotional or behavioral problems (N=40; 30%).

In the month prior to survey, 2% of respondents (N=3) had been arrested, and 2% (N=2) had appeared in court. Thirty-five percent of respondents had missed one or fewer days of school in the past month (N=46), 17% missed two (N=23), 18% missed three to five (N=24), 2% missed 6 to 10 (N=2), 5% missed more than 10 days (N=7). 7% were not in school (N=9), 14% could not remember (N=19), and 2% (N=2) did not respond.
Health check up in past year

- Yes, in clinic or office: 64 (49%)
- Yes, in hospital or ER: 19 (14%)
- No: 36 (27%)
- Don't remember: 6 (5%)
- Missing: 7 (5%)

On medication for emotional/behavioral problems

- Yes: 40 (30%)
- No: 90 (68%)
- Missing: 2 (2%)

Arrested in past month

- No: 128 (97%)
- Yes: 2 (1%)
- Missing: 2 (2%)

Court appearance in past month

- No: 128 (97%)
- Yes: 2 (1%)
- Missing: 2 (2%)

Absences from school in last month

- 1 day or less: 46 (35%)
- 2 to 5 days: 24 (18%)
- 6 to 10 days: 2 (2%)
- More than 10 days: 7 (5%)
- NA/Not in school: 9 (7%)
- Don't remember: 19 (14%)
- Missing: 2 (2%)
Respondents were asked to indicate their level of satisfaction with various aspects of the services they received (Table 1). Youth responded most favorably when asked if they had been treated with respect (95% Agree or Strongly Agree; N=125), if their spiritual/religious beliefs had been respected (92% Agree or Strongly Agree; N=121) and if staff spoke to them in a way they understood (92% Agree or Strongly Agree; N=121).

Table 1. Satisfaction With Services Received

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>N</th>
<th>Strongly Disagree/Disagree</th>
<th>Undecided</th>
<th>Agree/Strongly Agree</th>
<th>Missing</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall I am satisfied with the services I received.</td>
<td>132</td>
<td>7</td>
<td>9</td>
<td>116</td>
<td>0</td>
<td>4.10</td>
</tr>
<tr>
<td>I helped to choose my services.</td>
<td>132</td>
<td>22</td>
<td>22</td>
<td>87</td>
<td>1</td>
<td>3.60</td>
</tr>
<tr>
<td>I helped to choose my treatment goals.</td>
<td>132</td>
<td>8</td>
<td>18</td>
<td>106</td>
<td>0</td>
<td>3.95</td>
</tr>
<tr>
<td>The people helping me stuck with me no matter what.</td>
<td>132</td>
<td>6</td>
<td>10</td>
<td>116</td>
<td>0</td>
<td>4.18</td>
</tr>
<tr>
<td>I felt I had someone to talk to when I was troubled.</td>
<td>132</td>
<td>8</td>
<td>9</td>
<td>115</td>
<td>0</td>
<td>4.14</td>
</tr>
<tr>
<td>I participated in my own treatment.</td>
<td>132</td>
<td>8</td>
<td>14</td>
<td>110</td>
<td>0</td>
<td>4.00</td>
</tr>
<tr>
<td>I received services that were right for me.</td>
<td>132</td>
<td>5</td>
<td>9</td>
<td>118</td>
<td>0</td>
<td>4.09</td>
</tr>
<tr>
<td>The location of services was convenient for me.</td>
<td>132</td>
<td>12</td>
<td>17</td>
<td>101</td>
<td>2</td>
<td>3.81</td>
</tr>
<tr>
<td>Services were available at times that were convenient for me.</td>
<td>132</td>
<td>5</td>
<td>13</td>
<td>113</td>
<td>1</td>
<td>4.02</td>
</tr>
<tr>
<td>I got the help I wanted.</td>
<td>132</td>
<td>5</td>
<td>12</td>
<td>114</td>
<td>1</td>
<td>4.08</td>
</tr>
<tr>
<td>I got as much help as I needed.</td>
<td>132</td>
<td>10</td>
<td>15</td>
<td>106</td>
<td>1</td>
<td>3.99</td>
</tr>
<tr>
<td>Staff treated me with respect.</td>
<td>132</td>
<td>5</td>
<td>1</td>
<td>125</td>
<td>1</td>
<td>4.34</td>
</tr>
<tr>
<td>Staff respected my family's religious/spiritual beliefs.</td>
<td>132</td>
<td>4</td>
<td>6</td>
<td>121</td>
<td>1</td>
<td>4.28</td>
</tr>
<tr>
<td>Staff spoke with me in a way I understood.</td>
<td>132</td>
<td>4</td>
<td>6</td>
<td>121</td>
<td>1</td>
<td>4.11</td>
</tr>
<tr>
<td>Staff was sensitive to my cultural/ethnic background.</td>
<td>132</td>
<td>1</td>
<td>12</td>
<td>117</td>
<td>2</td>
<td>4.12</td>
</tr>
</tbody>
</table>
Respondents gave the highest number of undecided responses (17%; N=22) and negative responses (17% Disagree or Strongly Disagree; N=22) when asked if they had helped to choose their services. Other negative responses that were endorsed were in regards to convenience of location (9% Disagree or Strongly Disagree; N=12), and amount of help received in regards to patient’s needs (8% Disagree or Strongly Disagree; N=10).

Table 2 shows responses related to the effects of services. 86%: (N=113) agreed or strongly agreed that they were satisfied with their family life at the time of the survey. 85% agreed or strongly agreed that they got along better with friends and other people outside of family (N=112), and 84% agreed or strongly agreed that they were better at handling daily life as well as coping with difficult situations (N=111).

Table 2. Effects of Services

<table>
<thead>
<tr>
<th>EFFECTS</th>
<th>N</th>
<th>Strongly Disagree/Disagree</th>
<th>Undecided</th>
<th>Agree/Strongly Agree</th>
<th>Missing</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am better at handling daily life.</td>
<td>132</td>
<td>4</td>
<td>16</td>
<td>111</td>
<td>1</td>
<td>4.07</td>
</tr>
<tr>
<td>I get along better with family members.</td>
<td>132</td>
<td>11</td>
<td>15</td>
<td>105</td>
<td>1</td>
<td>3.90</td>
</tr>
<tr>
<td>I get along better with friends and other people.</td>
<td>132</td>
<td>5</td>
<td>14</td>
<td>112</td>
<td>1</td>
<td>4.08</td>
</tr>
<tr>
<td>I am doing better in school and/or work.</td>
<td>132</td>
<td>5</td>
<td>18</td>
<td>108</td>
<td>1</td>
<td>4.05</td>
</tr>
<tr>
<td>I am better able to cope when things go wrong.</td>
<td>132</td>
<td>8</td>
<td>12</td>
<td>111</td>
<td>1</td>
<td>3.95</td>
</tr>
<tr>
<td>I am satisfied with my family life right now.</td>
<td>132</td>
<td>7</td>
<td>11</td>
<td>113</td>
<td>1</td>
<td>4.06</td>
</tr>
</tbody>
</table>

Additional information regarding the FY2010 Youth Satisfaction Survey is available on-line at http://www.bhc.state.nm.us/pdf/BHQualityEvaluations
Acknowledgements

**Youth Consumer Satisfaction Project Work Team:**

- Gerri Dupree, Behavioral Health Staff Manager, Children, Youth and Families Department
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- OptumHealth New Mexico Department of Quality Oversight

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