

**Exhibit M**  
**Summary Report of Youth Services Survey**

Contractor shall conduct an annual survey of a sample of family/caregivers of child and adolescent Oregon Health Plan (OHP) Members receiving covered services. The survey shall contain, at a minimum, the following elements<sup>1</sup>. Contractor shall complete the summary report and submit the report on a computer diskette, using a spreadsheet format, such as Excel or a database format such as Access, to the Office of Mental Health and Addiction Services (OMHAS) within 45 days of the end of the Agreement.

<b>Child/Adolescent Family Caregiver Survey Results</b>	<b>Number of Positive Responses<sup>2</sup></b>	<b>Responses</b>	<b>Confidence Interval<sup>3</sup></b>
1. Percent reporting positively about access. a. The location of services was convenient for us. b. Services were available at times that were convenient for us.			
2. Percent reporting positively about general satisfaction for children. a. Overall, I am satisfied with the services my child received. b. The people helping my child stuck with us no matter what. c. I felt my child had someone to talk to when he/she was troubled. d. The services my child and/or family received were right for us. e. My family got the help we wanted for my child. f. My family got as much help as we needed for my child.			
3. Percent reporting positively about outcomes for children. a. My child is better at handling daily life. b. My child gets along better with family members. c. My child gets along better with friends and other people. d. My child is doing better in school and/or work. e. My child is better able to cope when things go wrong. f. I am satisfied with our family life right now.			
4. Percent of family members reporting on participation in treatment planning for their children. a. I am helped to choose my child's services. b. I helped to choose my child's treatment goals. c. I participated in my child's treatment.			
5. Percent of family members reporting high cultural sensitivity of staff. a. Staff treated me with respect. b. Staff respected my family's religious/spiritual beliefs. c. Staff spoke with me in a way that I understood. d. Staff was sensitive to my cultural/ethnic background.			

<sup>1</sup> Questions were drawn from the Mental Health Statistics Improvement Programs (MHSIP) Youth Services Survey-Family Version Report.

<sup>2</sup> The performance score for each of the domains is the percentage of responses for the domain items that had an average positive value for the scores (strongly disagree=1, disagree=2, undecided=3, agree=4, strongly agree=5). For example, convenience of office hours and location are the two survey items used to assess the access domain. Access performance was calculated by taking the percent of those with an average value for those two items that is greater than or equal to 3.5.

<sup>3</sup> Please report confidence levels at the 95% level. See directions below regarding the calculation of confidence levels.

1. Did you use any translations of the survey into another language? **Yes** **No**

If yes, what languages?

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2. Population covered in survey:  
 a. All children receiving services  
 b. Sample of children receiving services

If a sample was used, what sample methodology was used?

- a. Random sample  
 b. Convenience sample  
 c. Other: \_\_\_\_\_

3. Do you survey only people currently in services, or do you also survey persons no longer in services?  
 a. People currently receiving services  
 b. People no longer receiving services

4. Methodology of collecting data (check all that apply)

	Self-Administered		Interview	
Phone	Yes	No	Yes	No
Mail	Yes	No		
Face-to-face			Yes	No
Web-based	Yes	No	Yes	No

5. Who administered the survey? (Indicate all that apply)  
 a. Mental Health Consumers  
 b. Family members  
 c. Professional interviewers  
 d. Mental Health clinicians  
 e. Non-direct treatment staff  
 f. Other: \_\_\_\_\_
6. Are responses anonymous, confidential and/or linked to other patient databases?  
 a. Responses are anonymous  
 b. Responses are confidential  
 c. Responses are linked to client databases

7. Sample size and response rate:

- a. How many surveys were attempted? (Sent out or calls initiated.) \_\_\_\_\_
- b. How many survey contacts were made? (Surveys to valid phone numbers or addresses?) \_\_\_\_\_
- c. How many surveys were completed? (Survey forms returned or calls completed?) \_\_\_\_\_
- d. What was your response rate? (Number of completed surveys divided by the number of contacts.) \_\_\_\_\_
- e. If you received "blank" surveys back from consumers, did you count these surveys as "completed" for the calculation of response rate?    **Yes**                    **No**

*Note: The confidence interval is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% of your sample picks an answer, you can be "sure" that if asked, the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.*

*The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.*

*When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%. (From surveysystem.com)*