

PACIFICSOURCE COMMUNITY SOLUTIONS - CENTRAL OREGON 2018 SURVEY RESULTS

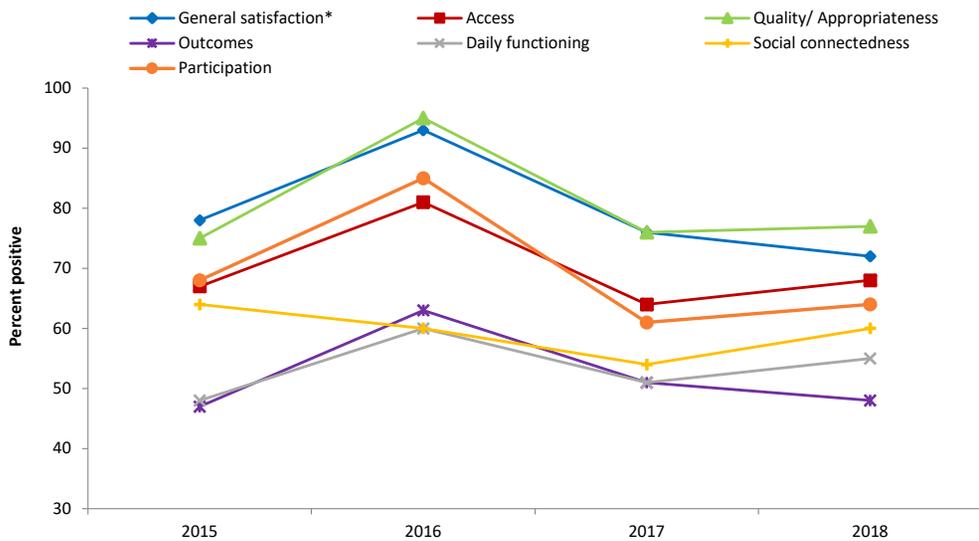
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey for Adults and measure perception of service in seven domains. The Youth Services Survey for Families (YSS-F) likewise measures perception of services in seven domains, while the Youth Services Survey (YSS) measures five domains. OHA added additional questions to each survey to collect data to help evaluate the progress of ongoing programs.

The 2018 surveys asked about services delivered from April 1, 2017, through April 30, 2018. Respondents had the option to complete the surveys online or on paper, and were offered a \$10 gift card as an incentive for completing the survey online.

HealthInsight presented 2018 statewide survey results to OHA in two public reports for the adult and youth populations. This internal report presents CCO-specific results for three surveys: adult outpatient, YSS-F, and YSS, including domain scores and response information compared to other CCOs. The adult residential survey results are not included since CCOs do not pay for these services. Results for fee-for-service respondents are also excluded.

Adult Survey Results (Outpatient Respondents)

Figure 1. 2015–2018 CCO’s Domain Scores: Adult Outpatient Survey



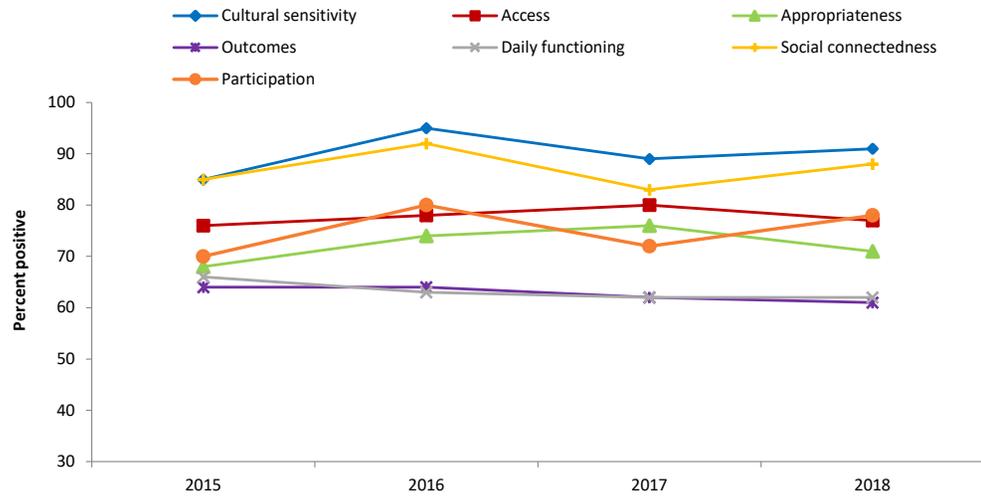
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	92	386	24
Male	46	167	28
Ages			
18 to 25	24	105	23
26 to 64	108	433	25
65+	6	15	40
Race			
Non-white	8	30	27
White (Caucasian)	84	323	26
Unknown	46	200	23
Language			
English	105	419	25
Spanish	2	19	11
Other	31	115	27

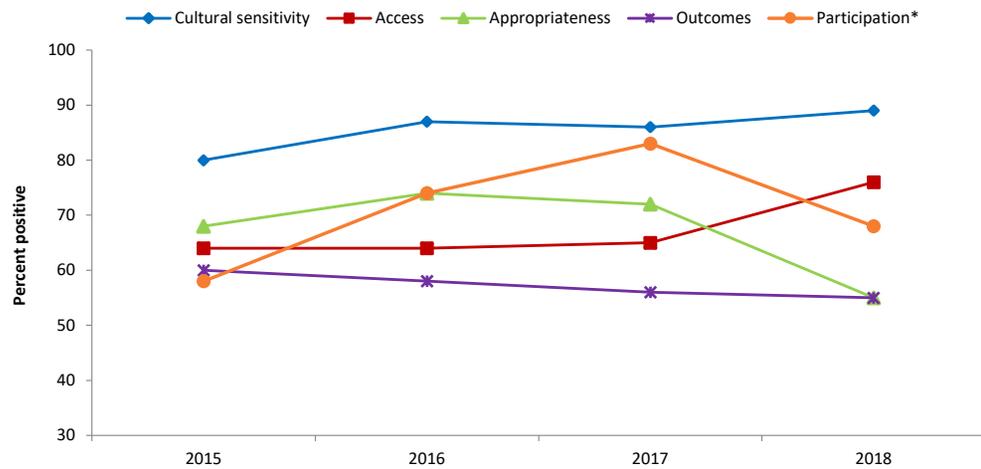
YSS-F Survey Results (Family/Caregiver Respondents)

Figure 2. 2015–2018 CCO’s Domain Scores: YSS-F



YSS Survey Results (Youth Respondents)

Figure 3: 2015–2018 CCO’s Domain Scores: YSS



* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	62	263	24
Male	70	274	26
Ages			
0 to 5	7	34	21
6 to 12	72	257	28
13 to 17	53	246	22
Race			
Non-white	8	58	14
White (Caucasian)	64	228	28
Unknown	60	251	24
Language			
English	108	415	26
Spanish	3	21	14
Other	21	101	21

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	24	116	21
Male	14	82	17
Ages			
14 to 15	22	104	21
16 to 17	16	94	17
Race			
Non-white	1	15	7
White (Caucasian)	14	90	16
Unknown	23	93	25
Language			
English	33	158	21
Spanish	1	11	9
Other	4	29	14

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	76	75	84*	55	61	67*	73
All other CCOs combined	74	69	76*	52	53	58*	67
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	90	76	71	59	61	89	77
All other CCOs combined	89	73	70	65	65	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	87	76	54*	53			62*
All other CCOs combined	87	66	74*	63			76*

* Indicates statistically significantly difference (p<0.05) between CCO and other CCOs grouped together.