

## PACIFICSOURCE COMMUNITY SOLUTIONS - COLUMBIA GORGE 2018 SURVEY RESULTS

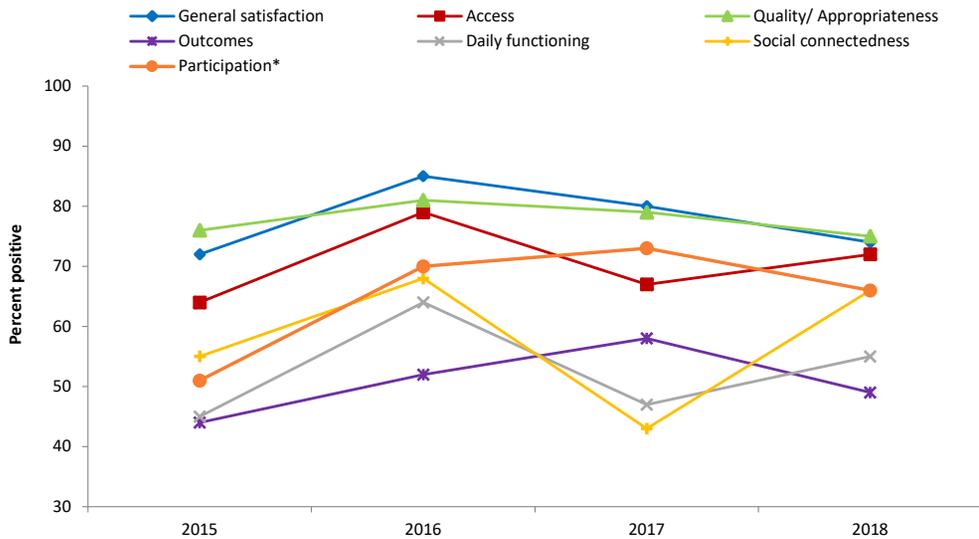
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the 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



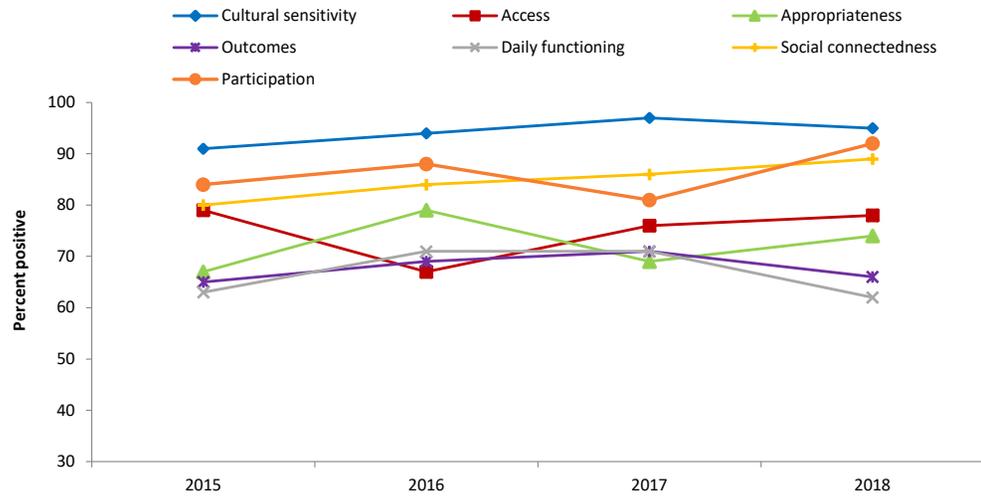
\* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	47	172	27
Male	21	115	18
<b>Ages</b>			
18 to 25	12	50	24
26 to 64	55	232	24
65+	1	5	20
<b>Race</b>			
Non-white	5	25	20
White (Caucasian)	38	159	24
Unknown	25	103	24
<b>Language</b>			
English	49	187	26
Spanish	6	29	21
Other	13	71	18

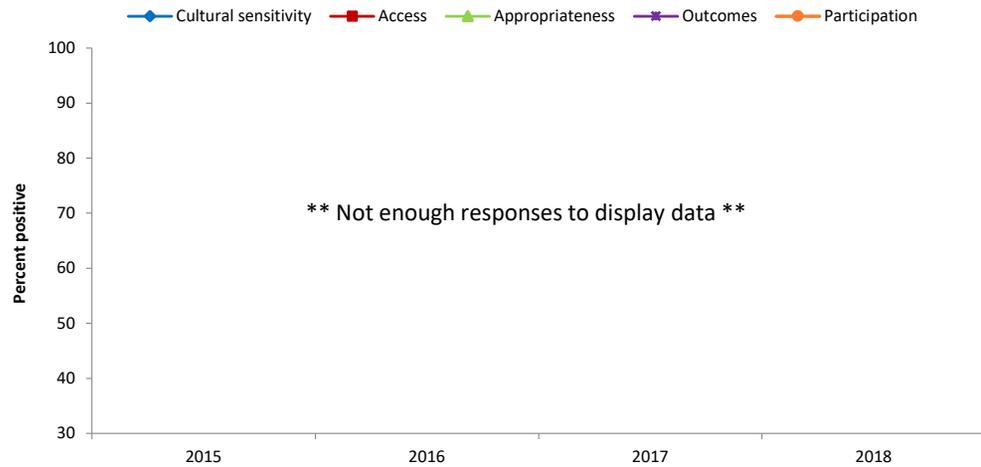
**YSS-F Survey Results (Family/Caregiver Respondents)**

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



**YSS Survey Results (Youth Respondents)**

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



**Table 2. 2018 2017 Response Rates: YSS-F**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	35	137	26
Male	39	157	25
<b>Ages</b>			
0 to 5	8	31	26
6 to 12	41	143	29
13 to 17	25	120	21
<b>Race</b>			
Non-white	9	28	32
White (Caucasian)	34	130	26
Unknown	31	136	23
<b>Language</b>			
English	51	186	27
Spanish	16	56	29
Other	7	52	13

**Table 3. 2018 Response Rates: YSS**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	17	53	32
Male	5	45	11
<b>Ages</b>			
14 to 15	6	49	12
16 to 17	16	49	33
<b>Race</b>			
Non-white	2	7	29
White (Caucasian)	10	45	22
Unknown	10	46	22
<b>Language</b>			
English	11	53	21
Spanish	5	23	22
Other	6	22	27

**Table 4. 2018 CCO Comparison Table: All Surveys**

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
<b>Adult Outpatient</b>							
CCO	67	70	74	45	50	66	64
All other CCOs combined	74	70	77	52	54	58	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
<b>YSS-F</b>							
CCO	95	80	77	67	63	88	92*
All other CCOs combined	89	73	70	64	64	87	81*
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
<b>YSS</b>							
CCO	**	**	**	**			**
All other CCOs combined	**	**	**	**			**

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

\*\* Not enough responses to display data.