

Youth and Family Assessment of Care Surveys (YACS/FACS) Tableau Visualization

Quick Start Guide



**Office of
Mental Health**

Youth and Family Assessment of Care Surveys (YACS/FACS) Tableau

Overview

This dashboard allows the users to view and interact with the New York State Office of Mental Health (OMH) Youth Assessment of Care Survey (YACS) and Family Assessment of Care Survey (FACS) data. Surveys are distributed by service providers to eligible youth and all families of youth in-care at the time of implementation who respond anonymously about how satisfied they are with aspects of their program. These surveys are conducted annually.

The YACS/FACS Tableau is available to view on the OMH website and does not contain Protected Health Information (PHI). It can be accessed through the following link:

<https://omh.ny.gov/omhweb/tableau/yac-facs.html>

- The link works best on Chrome, Edge, or Safari web browsers on a desktop
- Please see Figure 1. to see the landing page of this dashboard.

Figure 1. Youth and Family Assessment of Care Surveys Tableau: Landing Page

New York State Office of Mental Health Family and Youth Assessment of Care Survey

Home About YACS and FACS Report List Demographic Profile Survey Results by Program Type Survey Results by Agency Survey Response Rate



Youth and Family Assessment of Care Surveys

Self-reported consumer satisfaction with mental health services is an important outcome measure and quality assurance indicator. Satisfaction surveys have been used nationally to gain feedback on the quality of public mental health services. In NYS, understanding youth and family's perception of mental health services provides feedback essential to the improvement of mental health programs to meet the needs of the children and families. During the past two decades, the roles of family and youth consumers in shaping the mental health service system have expanded. The need to include the voices of families and children in the development of services has been reinforced by a growing body of evidence showing that providing services with family-centered values is associated with positive functional outcomes for children.

Visualization Updated: **February, 2024**
Data Last Updated: **October, 2024**
Data Provided by: **OMH Office of Population Health and Evaluation**

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This dashboard has 10 navigation storyboard tiles (Figure 2):

1. **Home:** This is where users land when navigating to the YACS/FACS Tableau
2. **About YACS and FACS:** This storyboard provides a summary about the YACS and FACS and other relevant information including Data Collection Method and Program Types included
3. **Report List:** This storyboard summarizes the information displayed in each of the reports
4. **Report 1: Demographic Profile:** This report shows the demographic characteristics of YACS and FACS youth and family respondent.
5. **Report 2: Survey Results by Program Type:** This report is about family (and youth) perception of care for a child when they receive services from an OMH licensed provider. The survey responses are displayed as % positive at the domain and item level.
6. **Report 3: Survey Results by Agency:** This report is about family (and youth) perception of care for a child when they receive services from an OMH licensed provider. The survey responses are displayed as % positive at the domain and item level.
7. **Report 4: Survey Response Rate:** This report shows the youth and family survey response rate by agency, program type, region, and county.
8. **Report 5: Statewide Survey Frequency:** This report shows the statewide frequency distribution of youth and family responses by survey year on all items included in the YACS and FACS questionnaires.
9. **Survey Domains and Items:** This storyboard displays all the domains and survey items under YACS and FACS.
10. **FAQ's:** This storyboard tile lists a few frequently asked questions.

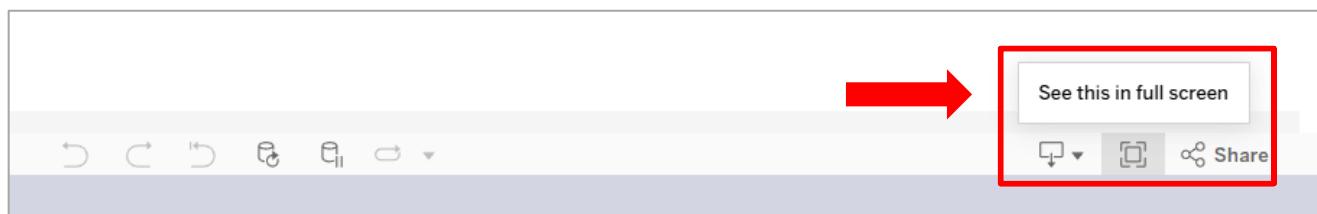
Figure 2. YACS/FACS Tableau Navigation Tiles



Note: These YACS and FACS reports include aggregated survey results for the last five years and are updated annually. Results are presented by survey year and aggregated data is displayed statewide and by agency, program, program type, region, county and youth.

User Tip: *Scroll to the bottom of the page and click on the full screen button to access the dashboard in full-screen mode (Figure 3).*

Figure 3. Viewing the Tableau in Full Screen mode



Report 1. Demographic Profile

This report shows the youth and family responses by demographics included in the YACS and FACS questionnaires.

- The report can be filtered by (Figure 4):
 - **Year:** 2024 (Default), 2023, 2022, 2020, 2019
 - **Survey:** FACS (Default), YACS
- This tab has various visualizations that show distribution of the respondents across these demographic characteristics (Figure 5):
 - Bar Chart displaying Child's Age, Child's Race, Child's Living Situation, and Respondent's Relationship with Child
 - Note: The Respondent's Relationship with Child bar chart is only available for FACS
 - Pie Charts displaying Sex at Birth and Gender Identity
- Users can hover over the visualizations to see an informational tooltip (Figure 6).
- Data Notes:
 - Data is suppressed in case of less than ten responses to protect confidentiality.
 - Demographics distributions are calculated after excluding missing values.
 - If there is no data displayed, check filters for available year and survey

selected.

- Missing data is not displayed in the graphs. The percentages have been calculated with the missing values in Tableau.

Figure 4. Demographics Profile: Filters

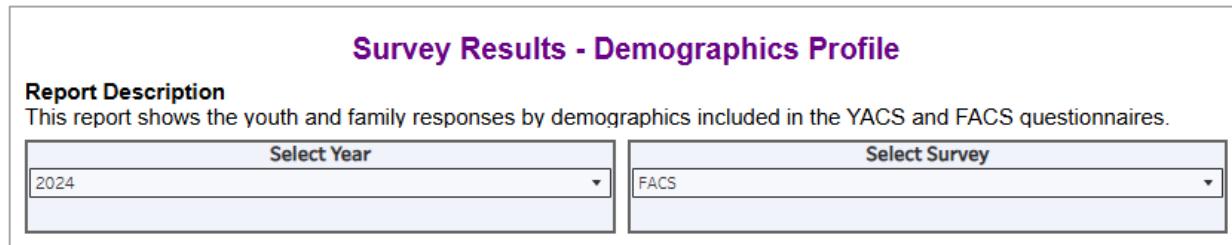


Figure 5. Demographics Profile: Data Visualizations

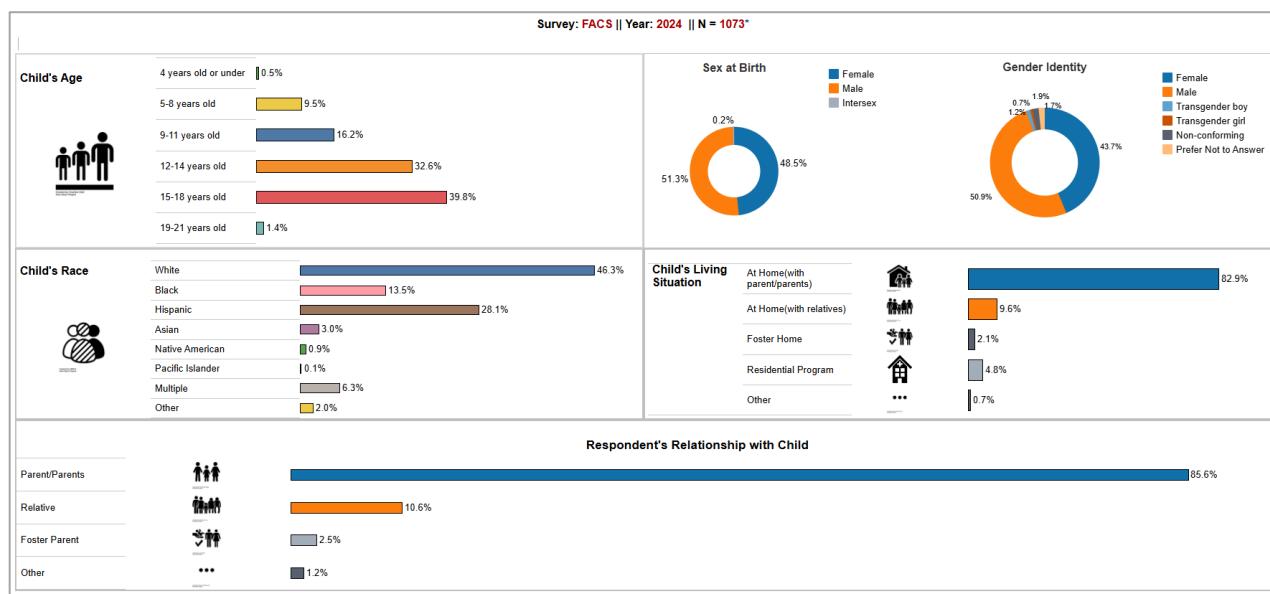
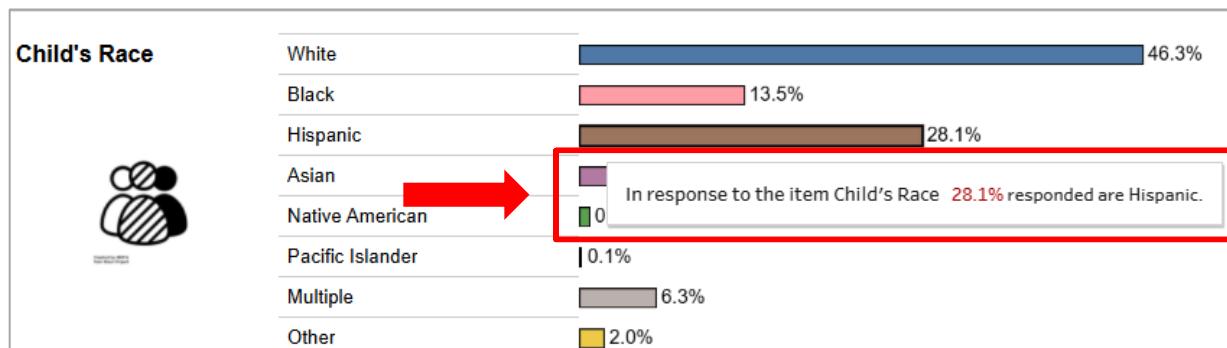


Figure 6. Demographics Profile: Informational Tooltips



Report 2. Survey Results by Program Type

This report displays survey responses as % positive at the domain and item level by program type.

- The report can be filtered by:
 - **Year:** 2024 (Default), 2023, 2023, 2022, 2020, 2019
 - **Survey:** FACS (Default), YACS
 - **Domain:** All Domains (Default), Accessibility, Appropriateness, Cultural, Family Support Scale, Global, Medication Scale, Outcomes, Participation, Social Connectedness
 - **Program Type:** List of all program types
 - **Region:** Statewide (Default), Western NY, Central NY, Hudson River, New York City, Long Island
- This tab provides a comparison of % positive response to domain/domain items between selected program type and region using side-by-side bar chart (Figure 7).
- Note that data is suppressed in case of less than ten responses to protect confidentiality.
- Users can hover over the visualizations to see an informational tooltip

Figure 7. Survey Results by Program Type: Data Visualizations



Report 3. Survey Results by Agency

This report displays survey responses as % positive at the domain and item level by agency and program type.

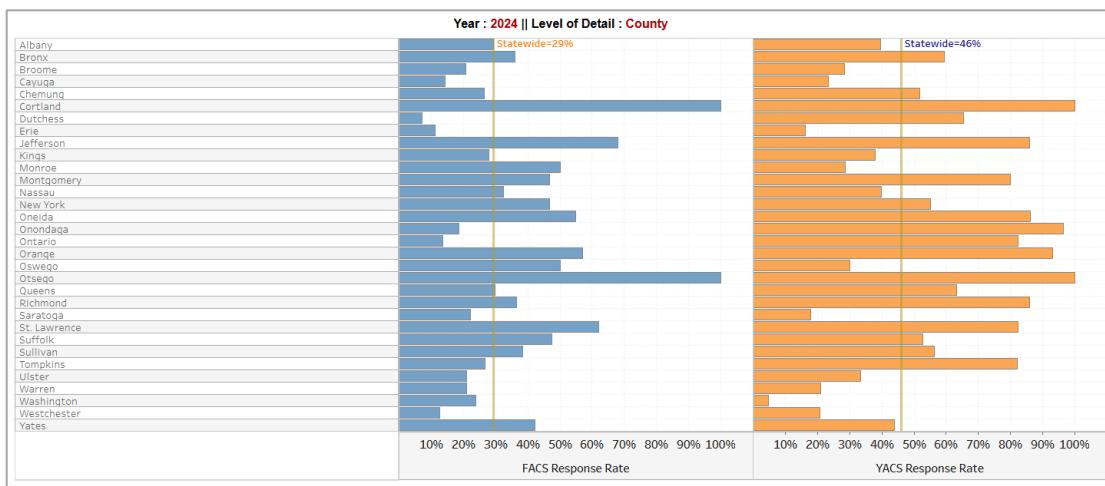
- The report can be filtered by:
 - **Year:** 2024 (Default), 2023, 2022, 2020, 2019
 - **Survey:** FACS (Default), YACS
 - **Domain:** All Domains (Default), Accessibility, Appropriateness, Cultural, Family Support Scale, Global, Medication Scale, Outcomes, Participation, Social Connectedness
 - **Agency:** List of all agencies
 - **Program:** Statewide (Default), List of all programs
- This tab provides a comparison of % positive response to domain/domain items between selected agency and statewide or program type using side-by-side bar chart.
- Note that data is suppressed in case of less than ten responses to protect confidentiality.
- Users can hover over the visualizations to see an informational tooltip

Report 4. Survey Response Rate

This report shows the youth and family survey response rate by agency, program type, region, and county.

- The report can be filtered by:
 - **Year:** 2024 (Default), 2023, 2022, 2020, 2019
 - **Level of Detail:** Agency, County (Default), Program Type, Region
- This tab has two horizontal bar charts for FACS (on left) and YACS (on right) Response Rates (Figure 8). The axis of the chart updates depending on the selection of level of detail. There is another vertical line indicating statewide response rate.
- Users can hover over the visualizations to see an informational tooltip

Figure 8. Survey Response Rate Bar Charts

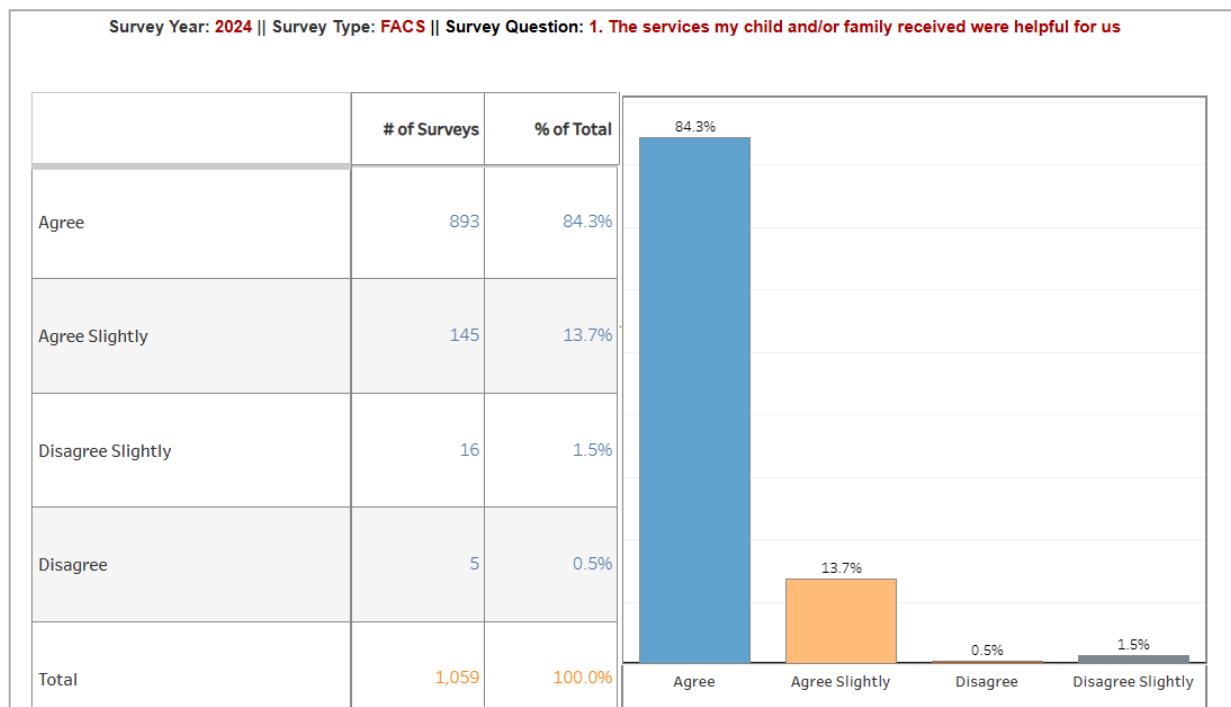


Report 5. Statewide Survey Frequency

This report shows the statewide frequency distribution of youth and family responses by survey year on all items included in the YACS and FACS questionnaire.

- The report can be filtered by:
 - **Year:** 2024 (Default), 2023, 2022, 2020, 2019
 - **Survey:** FACS (Default), YACS
 - **Item:** All survey items included in the YACS and FACS Questionnaire
- This tab displays the responses to the selected item in a tabular form accompanied by a bar chart (Figure 9).
 - Note: Actual sum of % values in the table/chart may not equal to 100 due to rounding.
- Users can hover over the table cells to see an informational tooltip.

Figure 9. Statewide Survey Frequency: Data Visualizations



Survey Domains and Items

This storyboard displays all the domains and survey items under YACS (on left) and FACS (on right) (Figure 10).

Figure 10. Survey Domains and Items Storyboard Tile

Youth Assessment of Care Surveys		Family Assessment of Care Surveys	
Domain	Domain Item	Domain	Domain Item
Appropriateness	1. I got services that were helpful for me. 2. I had someone to talk to when I was troubled. 3. Services helped me make positive changes.	Appropriateness	1. The services my child and/or family received were helpful for us. 2. My child had someone to talk to when he/she was troubled. 3. Services helped my family make positive changes.
Cultural	4. Staff treated me with respect. 5. Staff was sensitive to my cultural/ethnic background 6. Staff spoke with me in a way that I understood.	Cultural	4. Staff treated me with respect. 5. Staff was sensitive to our cultural/ethnic background. 6. Staff spoke with me in a way that I understood.
Accessibility	7. I felt safe in the places I received services. 8. I could get services when I needed them. 9. It was easy to get to/from services. 10. I was able to get help in a crisis.	Accessibility	7. My child could get services when he/she needed them. 8. The location of services was convenient for us. 9. My child was able to get help in a crisis.
Participation	11. I was included as a partner in planning my services. 12. I had a say in the kinds of treatment/services I got. 13. My treatment goals were in my own words. 14. I have a safety plan that would work for me if I need it.	Participation	10. I was included as a partner in planning my child's services. 11. There was a way for me to be involved in my child's services. 12. I had a say in the kinds of treatment and services my child received. 13. My child and I have a safety plan that would work for us if we needed one.
Global	15. Overall, I am happy with the services I received.	Global	14. My out-of-pocket expenses for services are affordable. 15. My child's treatment was comprehensive. (Included school, home, therapy, etc.) 16. My child's services were coordinated. (Providers were on the same page.) 17. Overall, I am happy with the services my child received.
Outcomes	16. I am behaving better in school. 17. I am happier in life. 18. I am better able to cope when faced with challenges. 19. I have been able to make friends. 20. I get along better with my family. 20a. I am more helpful.	Outcomes	18. My child is behaving better in school. 19. My child is happier with his/her life. 20. My child is better able to cope when faced with challenges. 21. My child has been able to make friends. 22. We get along better as a family.
Medication Scale	21a. My medications were explained to me in a way that 21b. I know what medication side effects to watch for. 21c. I had choices about taking medications. 21d. My medication has helped me. 21e. I feel comfortable about taking medication.	Medication Scale	23. I have more time to do social activities 24. In a crisis, I have someone who would help. 25. I have the support I need from others. 26. My life is less stressful. 27. My relationship with my child is better. 28a. I understand what my child's medications are for 28b. I know what medication side effects to watch for in my child. 28c. My child and I had choices about taking medications. 28d. Medication has helped my child. 28e. My child feels comfortable about taking medication.
		Family Support Scale	33. It was important to me that the family support services offered were delivered. 33a. I have a better sense of my family's strengths. 33b. I have the information I need to make decisions about my child's treatment. 33c. I have the support I need to make decisions about my child's treatment. 33d. I feel less alone and isolated.

FAQs

This storyboard tile lists a few frequently asked questions (FAQs) about the surveys (Figure 11).

Figure 11. FAQs Storyboard Tile

Frequently Asked Questions

How are the surveys administered?

The Youth Assessment of Care Survey (YACS) and the Family Assessment of Care Survey (FACS) are administered to the parents or guardians of child consumers or to the children themselves if they are at least 12 years old. Peers or program staff may assist individual consumers taking the survey with reading or comprehension of questions as needed, but should remain neutral regarding the consumers' choice of answers. Such assistance may also be provided when the surveys are administered in small groups. The surveys should be explained briefly and collected during the same period.

Is the survey confidential?

The survey is confidential. Programs administering the survey provide a private space at a computer for the Web-based version or a private space to complete the paper survey with sealable envelopes available to ensure confidentiality. Individuals completing the survey are instructed that they should not write their names on the survey. Any personally identifying information on the surveys is removed as part of the data collection process. YACS and FACS background questions request only the age range of persons completing the survey and completed forms are not tracked by number. In addition, youth participants may mail YACS directly to OMH if they choose to do so.

What mental health programs are surveyed?

The full spectrum of locally run and state-operated, child and youth outpatient programs are the subject of the survey. The survey is not designed to evaluate inpatient or residential care. Individuals completing the survey are asked to provide ratings for the specific service provider who is administering their survey.

How much time does it take to complete the survey?

On average, it takes 15 - 20 minutes to complete the YACS, the FACS may take 20 to 25 as it is a larger survey. Individuals may need additional time in each case, especially those with more written comments. Consumers should be encouraged to take as much time as they need to complete the surveys in order to make it an accurate reflection of their assessment of services.

Why should I do another survey? What's in it for me?

OMH's main goal for the YACS and FACS is to use consumer assessments of care to promote quality improvements in mental health services. A larger number of people who complete surveys at each program site will make the results more representative and accurate, and thereby increase our ability to give valid consumer feedback to program administrators, staff and consumers, and state and federal agencies.

Who sees the results of the survey?

Survey results and data findings are shared among OMH Central Office, regional leadership, and facility and program sites. They are also reported in summary form to federal mental health authorities. Some programs share results with staff and consumers, and key on consumer assessments that are negative or identify unmet needs for targeting quality improvement initiatives, a practice that is encouraged by OMH. Persons completing the survey can tell their program director that they want to see the results when they become available.

How do I know my program staff won't find out what I said?

Surveys are completely anonymous. No information is requested that can identify any individual who completed the survey. Program staff and administrators receive only the combined results of the surveys that are submitted and do not see any individual surveys. If desired, a survey participant may request a sealable envelope for the paper survey before handing it in.

What kind of peer support do programs offer for assistance completing the survey?

Peers can read the survey questions for persons who cannot read the survey or who have a visual impairment. If a consumer has difficulty in understanding a question, peers can explain the question while being careful to maintain neutrality on possible responses. If a consumer fears repercussions or negative consequences for his or her answers, peers can give complete assurance of confidentiality and anonymity.

How are the survey scales aggregated for reporting?

Data excluding the missing data are aggregated as Percent Positive (Percent Positive for the domain is computed as the percent of respondents with a mean domain score of less than 2.5 after excluding those where more than 1/3 of the items in that domain were missing. Responses were originally scored as: 1 = Agree, 2 = Slightly Agree, 3 = Slightly Disagree, 4 = Disagree. Percent Positive for an item is computed as a percent of respondents with a score of 1 or 2.

Technical Assistance

If you have any questions about using the Dashboard or the included measures, please send an email to our technical assistance helpdesk:

DataOPHE@omh.ny.gov