

NAVIGATING MULTIPLE SYSTEMS SURVEY

YOUTH/YOUNG ADULT RESPONSES

Purpose of Survey

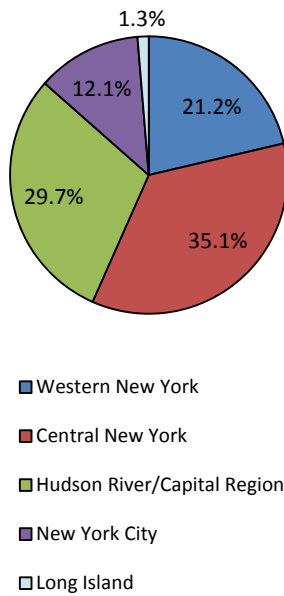
The Navigating Multiple Systems Initiative is a statewide collaboration led by the New York State Council on Children and Families with funding from the New York State Developmental Disabilities Planning Council.

The purpose of this survey was to learn from youth who are consumers of mental health services about the types of information that were useful to them in obtaining services across multiple systems. Particular emphasis was placed on technology that could serve as an information resource.

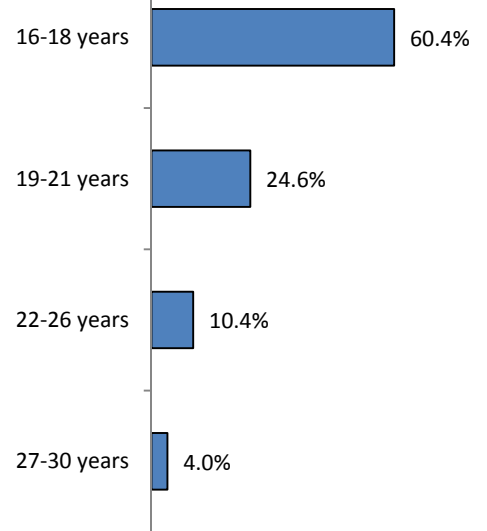
Overview of Respondents

- The paper and pencil survey was completed by 301 youth across the state during November and December 2014.
- Most respondents were affiliated with YOUTH POWER! or Youth in Progress (46%). 20 percent were 'unaffiliated' with any particular organization.
- Respondents covered regions across the state—the most from Central New York and the fewest from the Long Island region.
- About three in five respondents were in the 16 through 18 year old age group.

*Region of Respondent Residence **



*Age of Respondents **

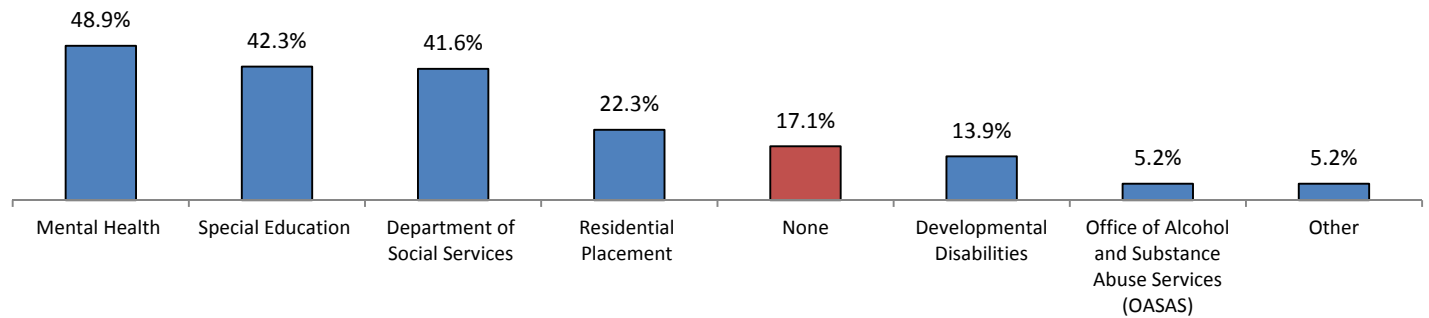


*Does not sum to 100% due to rounding.

Contact with Service Systems

- Respondents identified the multiple service systems with which they had contact and almost half of the respondents had received mental health services; about one in five had experienced being out of their homes and in a residential placement.
- One in six respondents (17%) noted not having had contact with any service systems.

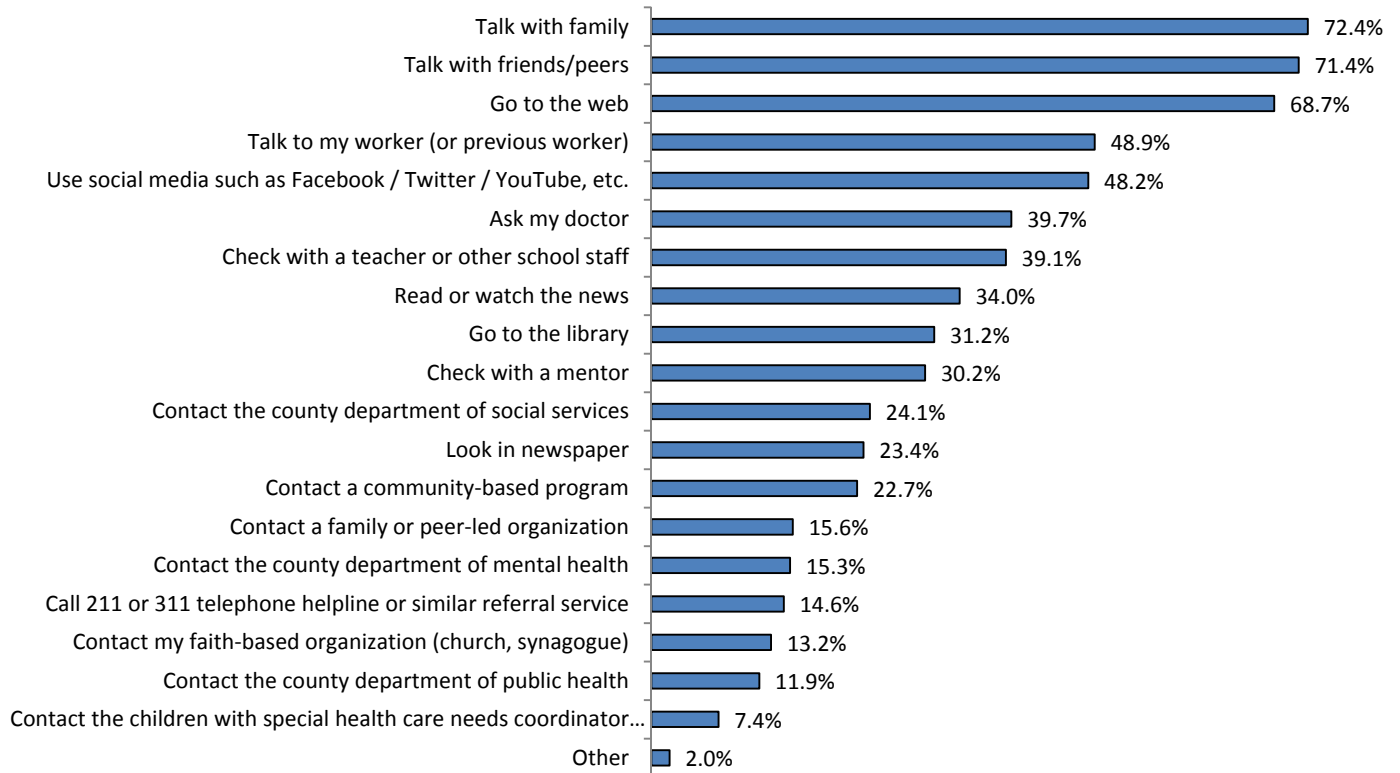
Contact with Service Systems



Efforts to Seek Information

- Respondents considered various ways of seeking information and acknowledged they were most likely to rely on personal relationships with family and friends or the Internet when seeking information.

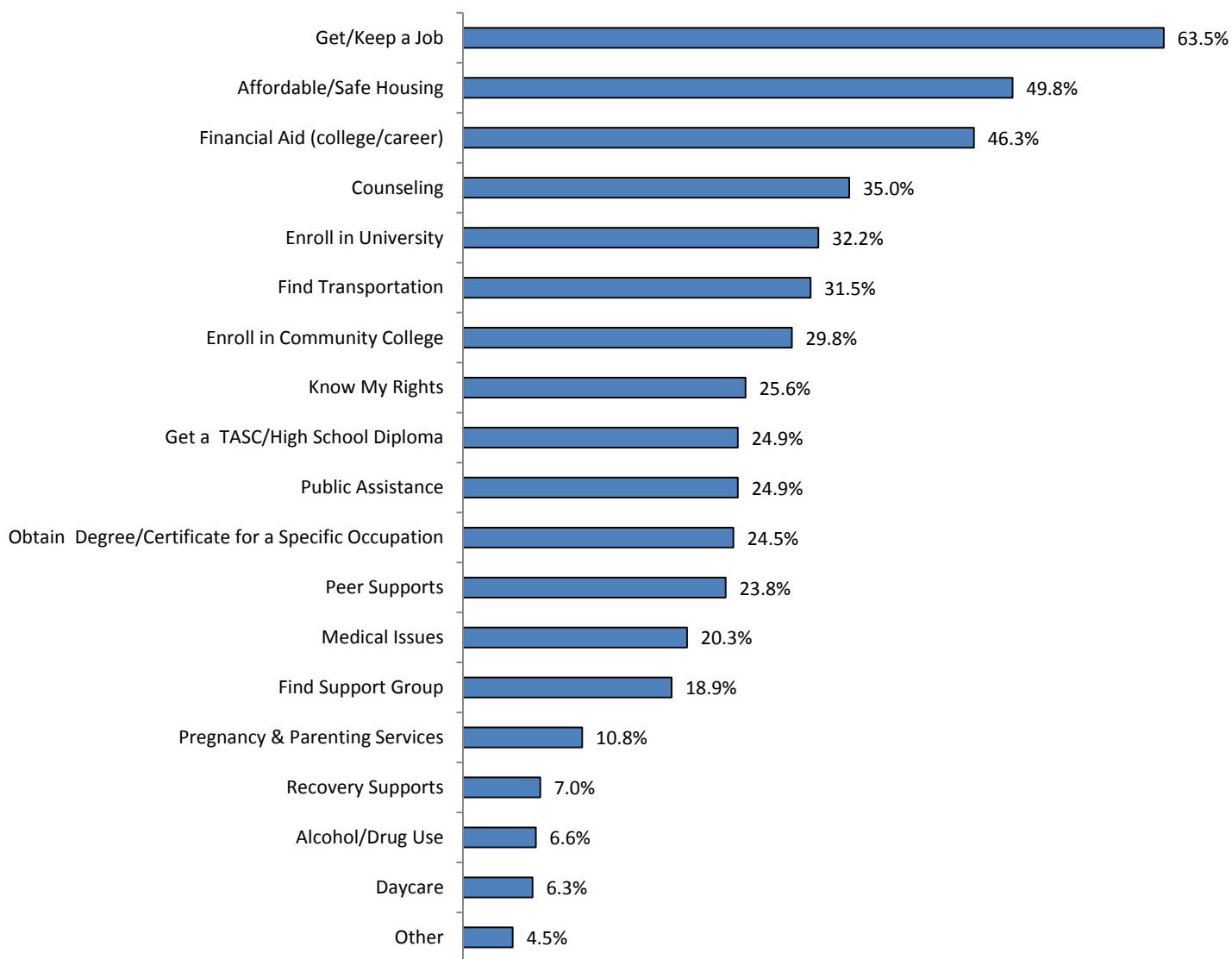
Information Seeking



Information Needs and Challenges

- When respondents selected the type of information they needed or that was most challenging to get, they tended to focus on areas related to quality of life – factors that would increase their self-sufficiency and improve daily functioning. This is evident in the fact that about two in three respondents (64%) wanted information about getting or keeping a job; about three in five (62%) wanted information about college (2- and 4-year programs); while half were interested in safe, affordable housing. Counseling was identified by about one in three respondents (35%) as a key information need.
- Respondents noted several challenges in accessing information. For example, information was not easily available, and when it was available, the information was incomplete or inaccurate. Challenges related to accessibility focused on the lack of services, service ineligibility, as well as problems accessing the Internet.
- Respondents indicated that aging out of the system comes with a set of unique concerns. Although it was difficult getting services while in the system, it was even more difficult once individuals aged out.

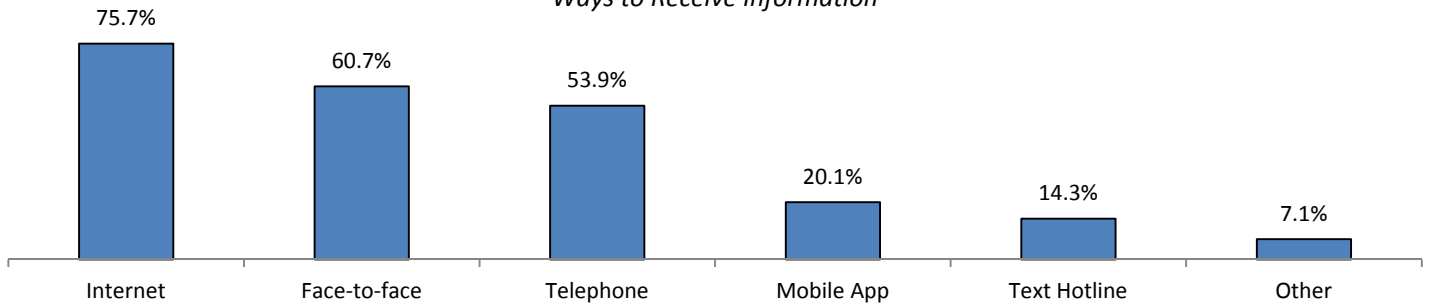
Information Needed/Wanted



Preferred Ways to Receive Information

- Respondents reported they would like to receive information via the Internet (75.7%) or through personal, face-to-face contacts (60.7%).
- About half identified the telephone as a means of communication with other options selected with less frequency.

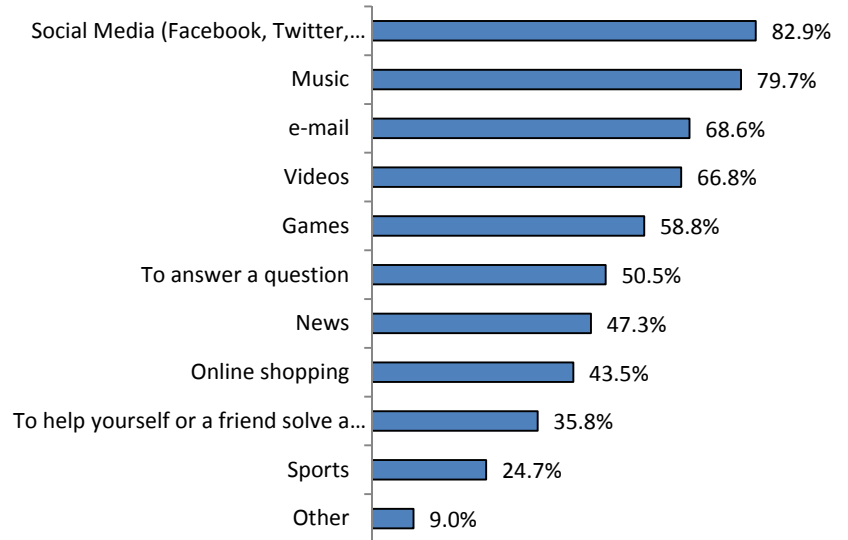
Ways to Receive Information



Internet Access and Use

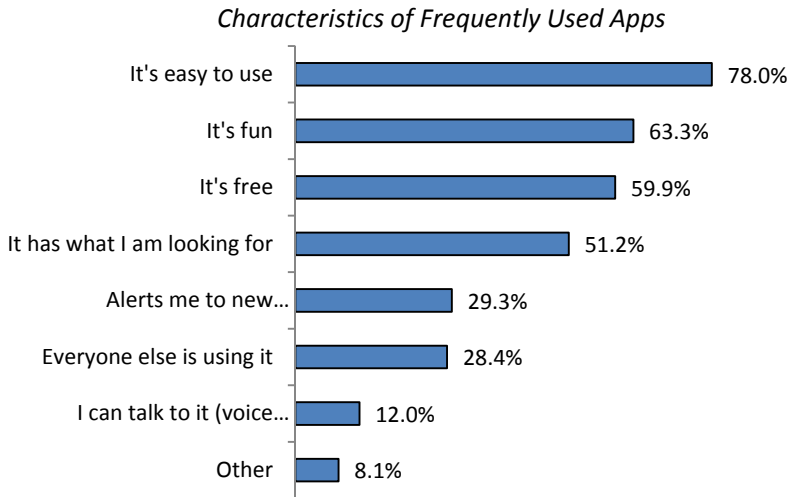
- Almost nine in ten respondents (87%) had access to the Internet.
- Social media was the most frequently cited reason for using the Internet.
- Respondents tended to connect to the Internet from their home (76%), school (53%) and/or smart phone (46%).
- Only about one in five respondents (22%) used the Internet *infrequently*—most use it on a regular basis.

Current Use of Internet



Use of Applications (Apps)

- Respondents identified Facebook as the most frequently used application (app). Twitter, Instagram, and YouTube were other apps popular among respondents.
- The apps were used frequently due to their ease of use, entertainment value and cost.



Tools for Navigating Systems

- When given a list of possible ways to access information, respondents tended to select resources that were easily accessible, informative, yet brief. Informational videos, which tend to be abbreviated forms of information, were preferred over webinars, which tend to be more involved or detail-oriented.

