

# Youth Services Survey (YSS)

## August 2013 Survey Period

### San Diego County

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*Children, Youth & Families Behavioral Health Services*



Report prepared by the  
Child & Adolescent Services Research Center (CASRC)

November 2013

## Overview

One way to ensure that services are responsive to consumer needs is to collect information from youth and families about their satisfaction with services and their perspectives on the quality of services. In San Diego County, data on consumer satisfaction was collected through the Youth Services Survey (YSS), which is completed by **all youth (ages 13+)** and **all available parents/caregivers**, regardless of the youth/client age. The majority of questions on the YSS focus on satisfaction with the provision and results of services.

This report focused on results of the YSS from the August 26-30, 2013 survey administration period.

Two YSS measures were independently evaluated: **YSS compliance** and **YSS results**.

YSS compliance is determined by using Client ID numbers to compare the number of clients receiving services (as reported in Anasazi) to the number of clients who submitted surveys during the August 2013 YSS period. During the survey period, 477 (16.6%) of the 2,870 completed forms did not match to a client with a billed service. There are several reasons why this may have occurred: 1) errors when the Client ID number was filled in on the survey, 2) delays in billing data getting entered into Anasazi; i.e., client got a billed service, but it had not yet been entered in Anasazi at the time of data download, or 3) client should not have been given a survey (client had an open episode, but did not receive a billed service during the YSS period).

YSS results are calculated directly from submitted surveys. Since clients may receive multiple services from more than one program during the YSS period, a single client can submit multiple forms.

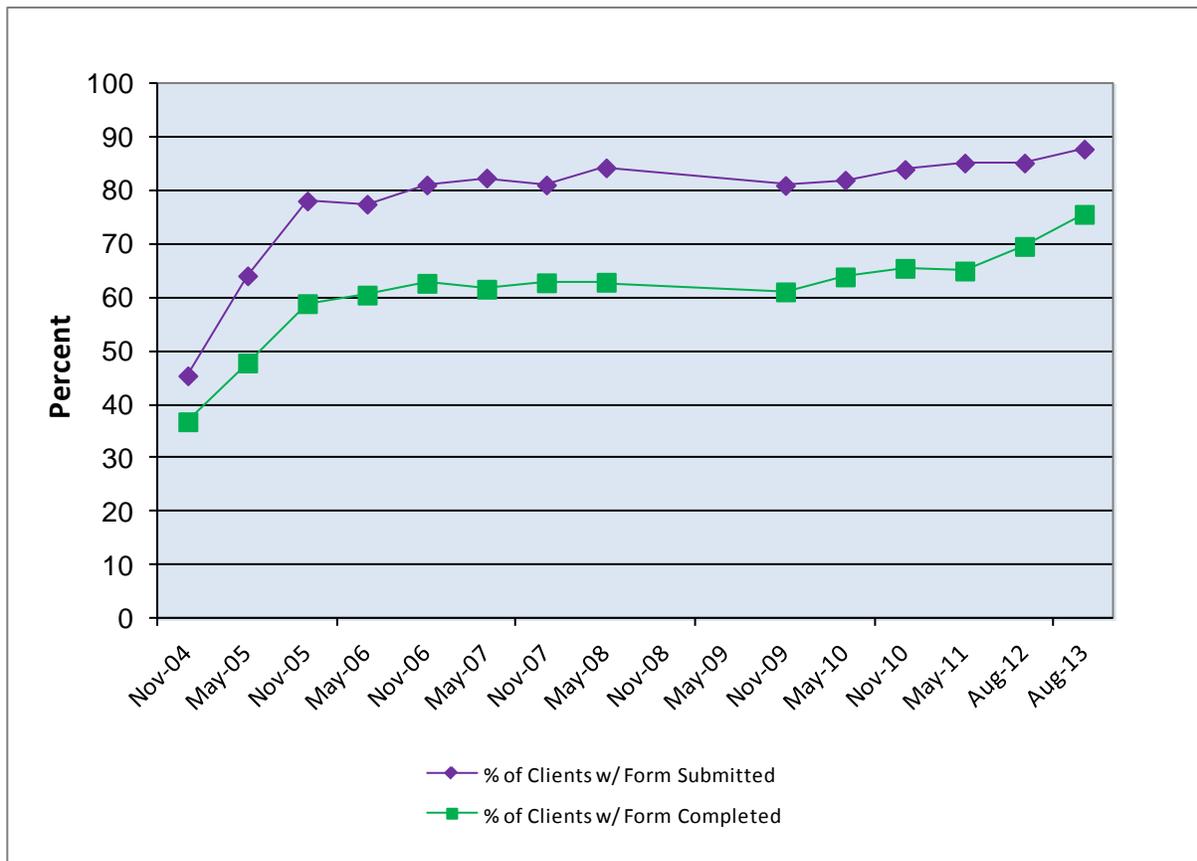
## Key Findings

1. The County process objective of 80% of clients submitting a YSS form was met and exceeded in August 2013: 88% of the 2,452 clients receiving a service submitted a YSS form, and 76% of the 2,452 clients receiving a service completed a YSS form. Submission and completion rates are at their highest since the process objective was set.
2. The County outcome objective of 80% of clients responding “agree” or “strongly agree” for at least 75% of the survey items was met for parents/caregivers but was not met for youth.
3. Parents/caregivers and youth were most satisfied with staff communication (“Staff spoke with me in a way I understood,” 98% and 90%, respectively) and treatment by staff (“Staff treated me with respect,” 98% and 89%, respectively).
4. Parents were least satisfied about the amount of assistance received (“My family got as much help we needed for my child,” 85%).
5. Youth were least satisfied with their involvement in service selection (“I helped to choose my own services,” 64%).
6. Satisfaction varied substantially among different levels of care in the CYFBHS system. On average, parents and youth receiving Case Management services were most satisfied (100% and 93.3%, respectively, of survey items with at least an 80% positive response). Parents and youth receiving Day Treatment services were least satisfied (60% and 0%, respectively, of survey items with at least an 80% positive response).

### Compliance

Providers are tasked with the administration of a YSS survey to every client (and/or caregiver) receiving a service during the survey period. The figure below illustrates compliance from the first YSS administration in November 2004 to August 2013. In the current survey period, **87.8% of 2,452 clients receiving a service submitted a YSS form, and 75.6% of 2,452 clients receiving a service completed a YSS form.** These rates increased quickly during the first three administrations of the YSS and then leveled off at roughly 80% and 60% respectively (Figure 1); an increase is noted in the past four Survey periods.

**Figure 1. YSS Submission & Completion rates\***



\*Compliance data are unavailable for the November 2008 and May 2009 survey periods, during which a database transition from INSYST to Anasazi was in progress.

*Results*

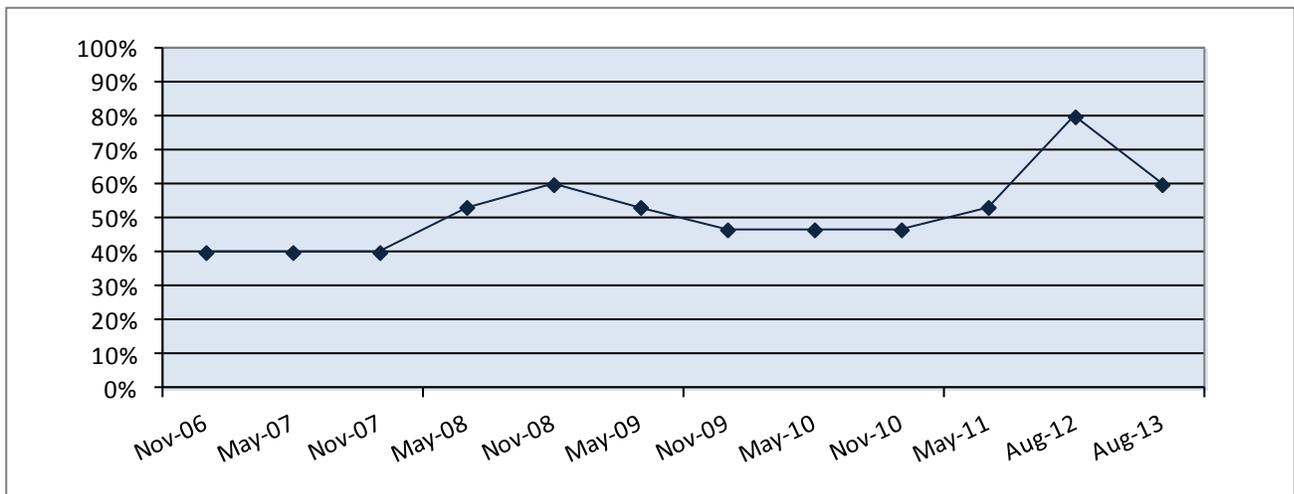
**Nearly 4,000 survey forms were submitted for the August 2013 YSS** (2,659 forms from caregivers and 1,318 forms from youth). More than 2,800 of the forms were completed and had useable data (1,881 forms from caregivers and 989 forms from youth). Overall, **72% of the forms that were turned in were completed**. Reasons for non-completion include refusals, caregiver not available (e.g., for a child in out-of-home care), and caregiver or child not showing up for a scheduled appointment.

The first 15 items on the YSS address satisfaction issues, while the remaining items cover client demographics, outcomes of services, and involvement with police and schools. The County has established an **outcome objective for the satisfaction items** which applies to all contractors: Aggregated scores on the Youth Services Survey (YSS) and the Youth Services Survey Family (YSS-F) shall show an average of 80% or more of clients responding in the two most favorable categories (Agree and Strongly Agree) for at least 75% of the individual survey items. Countywide data on the outcomes objective are presented in this report.

Parent/caregivers were more satisfied with services than Youth respondents. Since the outcomes objective was initiated in November 2006, **parent scores have been above 80% for all of the satisfaction items on the survey**, and the objective has been satisfied. For youth respondents, the scores are lower; this has been true since the inception of these YSS measures. The County’s objective was not met during the August 2013 YSS; 60% of youth responded in the two most favorable categories for 80% of the individual survey items (Figure 2). It is notable that **all of the youth scores were above the 75% level with the exception of one item: “I helped to choose my services,”** to which only 64.3% of youth replied Agree or Strongly Agree.

Also of note, “Staff spoke to me in a way I understood“ received the most favorable response from both parents (98.0%) and youth (90.3%) who completed the August 2013 Survey.

**Figure 2. Youth YSS - Percent of Items Meeting Objective**



County-wide and Level-of-Care item-level results for the Youth and Parent/Caregiver surveys are shown on the following pages. Compliance data and Unit/Sub-Unit level results are available and will be transmitted to the County electronically. Hard copies are available upon request.



23. I know people who will listen and understand me when I need to talk.....	2.4	92.0
24. I have people that I am comfortable talking with about my child's problem(s)..	2.8	92.9
25. In a crisis, I would have the support I need from family or friends.....	4.4	88.2
26. I have people with whom I can do enjoyable things.....	2.9	92.2

<b>Child is currently living with respondent:</b>	<b>Count</b>	<b>Percent</b>
Yes	1701	93.5
No	118	6.5
Total	1819	100.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **1600**

	<b>Count</b>	<b>Percent</b>
With one or both parents	1272	79.5
With another family member	145	9.1
Foster Home	119	7.4
Therapeutic foster home	20	1.3
Crisis shelter	21	1.3
Homeless shelter	18	1.1
Group home	55	3.4
Residential treatment center	48	3.0
Hospital	39	2.4
Local jail or detention facility	66	4.1
State correctional facility	6	0.4
Runaway/homeless/on the streets	13	0.8
Other	68	4.3

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	1294	71.4
Yes, but only in a hospital or emergency room	110	6.1
No	362	20.0
Do not remember	46	2.5
Total	1812	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	632	35.3
No	1158	64.7
Total	1790	100.0

If on medication, was informed about what side effects to watch for:

Yes	516	90.4
No	55	9.6
Total	571	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Client Information

## I. Demographics

<b>Client's Gender:</b>	<b>Count</b>	<b>Percent</b>
Male	1065	58.5
Female	751	41.3
Other	3	0.2
Total	1819	100.0

<b>Parent of Mexican/Hispanic/Latino Origin:</b>		
Yes	1221	64.9
No	536	28.5
Unknown	124	6.6
Total	1881	100.0

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<b>*Client's Race(s):</b>		
Total Number responding to this question: <b>1396</b>		
White/Caucasian	697	49.9
Black/African American	229	16.4
Asian	46	3.3
American Indian/Alaskan Native	61	4.4
Native Hawaiian/Other Pacific Islander	28	2.0
Other	522	37.4
Unknown	23	1.6

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<b>Client's Age:</b>	
Minimum	0
Maximum	22
Mean	10.9
Standard Deviation	4.1

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## II. Outcomes

### Physically Healthy

<b>Client has an ongoing medical condition or chronic illness:</b>	<b>Count</b>	<b>Percent</b>
Yes	443	25.2
No	1315	74.8
Total	1758	100.0

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### Staying Out of Trouble/Arrests

<b>Client arrests for crimes in the past month:</b>		
No arrests	1752	96.7
1 arrest	49	2.7
2 arrests	2	0.1
3 arrests	3	0.2
4 or more arrests	5	0.3
Total	1811	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: 1730

	Count	Percent		Count	Percent
Cigarettes	55	3.2	Inhalants, huffing	2	0.1
Ecstasy	5	0.3	Hallucinogens	2	0.1
Cocaine, crack	3	0.2	Alcohol, beer, wine	52	3.0
Marijuana	97	5.6	Opiates, heroin	1	0.1
Crystal meth, speed	6	0.3	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	790	45.2
2 days	91	5.2
3 to 5 days	89	5.1
6 to 10 days	23	1.3
More than 10 days	24	1.4
Not applicable/Not in school	72	4.1
Do not remember	660	37.7
Total	1749	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	652	34.7
English	1225	65.1
Vietnamese	4	0.2
Tagalog	0	0.0
Total	1881	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	1695	93.2
No	123	6.8
Total	1818	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	1746	97.9
No	38	2.1
Total	1784	100.0

Written information was available in the preferred language:

Yes	1718	97.8
No	39	2.2
Total	1757	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: 1784

Did not need any help	1505	84.4
A mental health advocate/volunteer	19	1.1
Another mental health consumer	7	0.4
A family member	32	1.8
A professional interviewer	19	1.1
Client's clinician/case manager	156	8.7
Staff member other than client's clinician/case manager	34	1.9
Someone else	39	2.2

\*Percents may not add up to 100, as respondent could indicate more than one choice.



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23. I know people who will listen and understand me when I need to talk.....	6.1	83.9
24. I have people that I am comfortable talking with about my problem(s).....	7.2	81.4
25. In a crisis, I would have the support I need from family or friends.....	8.2	78.5
26. I have people with whom I can do enjoyable things.....	4.6	87.0

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**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **937**

	<b>Count</b>	<b>Percent</b>
With one or both parents	657	70.1
With another family member	177	18.9
Foster Home	55	5.9
Therapeutic foster home	7	0.7
Crisis shelter	8	0.9
Homeless shelter	21	2.2
Group home	154	16.4
Residential treatment center	52	5.5
Hospital	44	4.7
Local jail or detention facility	75	8.0
State correctional facility	12	1.3
Runaway/homeless/on the streets	61	6.5
Other	53	5.7

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	498	52.5
Yes, but only in a hospital or emergency room	112	11.8
No	177	18.7
Do not remember	162	17.1
Total	949	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	375	39.6
No	571	60.4
Total	946	100.0

If on medication, was informed about what side effects to watch for:

Yes	266	75.4
No	87	24.6
Total	353	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Client Information

## I. Demographics

Client's Gender:	Count	Percent
Male	418	45.2
Female	494	53.5
Other	12	1.3
Total	924	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	547	55.3
No	305	30.8
Unknown	137	13.9
Total	989	100.0

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*Client's Race(s):	Count	Percent
Total Number responding to this question: <b>702</b>		
White/Caucasian	322	45.9
Black/African American	154	21.9
Asian	31	4.4
American Indian/Alaskan Native	68	9.7
Native Hawaiian/Other Pacific Islander	21	3.0
Other	246	35.0
Unknown	36	5.1

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Client's Age:	Count
Minimum	13
Maximum	21
Mean	15.4
Standard Deviation	1.6

## II. Outcomes

### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	150	16.3
No	773	83.7
Total	923	100.0

### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:	Count	Percent
No arrests	877	91.7
1 arrest	55	5.8
2 arrests	14	1.5
3 arrests	3	0.3
4 or more arrests	7	0.7
Total	956	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **935**

	Count	Percent		Count	Percent
Cigarettes	120	12.8	Inhalants, huffing	6	0.6
Ecstasy	7	0.7	Hallucinogens	7	0.7
Cocaine, crack	9	1.0	Alcohol, beer, wine	133	14.2
Marijuana	149	15.9	Opiates, heroin	5	0.5
Crystal meth, speed	19	2.0	Injected any substance	1	0.1

### Successful in School

Days absent from school during the last month:

1 day or less	337	35.8
2 days	55	5.8
3 to 5 days	72	7.6
6 to 10 days	20	2.1
More than 10 days	35	3.7
Not applicable/Not in school	106	11.3
Do not remember	317	33.7
Total	942	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	18	1.8
English	970	98.1
Vietnamese	1	0.1
Tagalog	0	0.0
Total	989	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	781	86.8
No	119	13.2
Total	900	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	860	94.9
No	46	5.1
Total	906	100.0

Written information was available in the preferred language:

Yes	807	92.3
No	67	7.7
Total	874	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **912**

Did not need any help	657	72.0
A mental health advocate/volunteer	37	4.1
Another mental health consumer	11	1.2
A family member	80	8.8
A professional interviewer	12	1.3
Client's clinician/case manager	103	11.3
Staff member other than client's clinician/case manager	37	4.1
Someone else	29	3.2

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Family Form (Completed by Parent/Caregiver)

#### Level of Care: Case Management

**Submitted:** 228    **Completed:** 156    **Percent of Submitted Forms Completed:** 68%

**Not Completed:** 72

Reason Not Completed: 31 Refused, 1 Impaired, 6 Language, 8 No Show, 9 Caregiver Unavailable, 17 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	7	4.8	3 - 5 Months	34	23.3
> One Visit < One Month	12	8.2	6 Months to 1 Year	49	33.6
1 - 2 Months	27	18.5	More Than 1 Year	17	11.6

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services my child received.....	1.3	94.9
2. I helped to choose my child's services.....	4.0	92.0
3. I helped to choose my child's treatment goals.....	1.3	96.1
4. The people helping my child stuck with us no matter what.....	1.3	94.7
5. I felt my child had someone to talk to when he/she was troubled.....	2.6	94.8
6. I participated in my child's treatment.....	1.3	97.4
7. The services my child and/or family received were right for us.....	2.0	95.4
8. The location of services was convenient for us.....	1.3	98.7
9. Services were available at times that were convenient for us.....	2.0	96.7
10. My family got the help we wanted for my child.....	2.0	92.1
11. My family got as much help as we needed for my child.....	3.4	88.6
12. Staff treated me with respect.....	0.7	99.3
13. Staff respected my family's religious/spiritual beliefs.....	0.7	99.3
14. Staff spoke with me in a way that I understood.....	0.6	99.4
15. Staff were sensitive to my cultural/ethnic background.....	0.7	98.6

At least 80% of clients responded "Agree" or "Strongly Agree" to 15 of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 100.0 %.

#### **As a result of the services received:**

16. My child is better at handling daily life.....	6.1	75.7
17. My child gets along better with family members.....	8.0	68.7
18. My child gets along better with friends and other people.....	2.7	81.5
19. My child is doing better in school and/or work.....	5.0	78.0
20. My child is better able to cope when things go wrong.....	12.0	66.7
21. I am satisfied with our family life right now.....	15.1	62.3
22. My child is better able to do things he or she wants to do.....	6.1	72.3

23. I know people who will listen and understand me when I need to talk.....	2.0	95.4
24. I have people that I am comfortable talking with about my child's problem(s).....	3.9	94.7
25. In a crisis, I would have the support I need from family or friends.....	7.2	86.8
26. I have people with whom I can do enjoyable things.....	5.3	91.4

<b>Child is currently living with respondent:</b>	<b>Count</b>	<b>Percent</b>
Yes	136	91.3
No	13	8.7
Total	149	100.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **136**

	<b>Count</b>	<b>Percent</b>
With one or both parents	97	71.3
With another family member	11	8.1
Foster Home	10	7.4
Therapeutic foster home	3	2.2
Crisis shelter	3	2.2
Homeless shelter	2	1.5
Group home	6	4.4
Residential treatment center	3	2.2
Hospital	5	3.7
Local jail or detention facility	22	16.2
State correctional facility	1	0.7
Runaway/homeless/on the streets	1	0.7
Other	9	6.6

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	105	67.7
Yes, but only in a hospital or emergency room	13	8.4
No	33	21.3
Do not remember	4	2.6
Total	155	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	88	58.3
No	63	41.7
Total	151	100.0

If on medication, was informed about what side effects to watch for:

Yes	76	93.8
No	5	6.2
Total	81	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	<b>Count</b>	<b>Percent</b>
Yes	26	21.3
No	96	78.7
Total	122	100.0

### Child was arrested during the 12 months prior:

Yes	38	31.1
No	84	68.9
Total	122	100.0

### Encounters with police have:

been reduced	37	33.9
stayed the same	18	16.5
increased	3	2.8
not applicable	51	46.8
Total	109	100.0

### Child was expelled or suspended:

Yes	22	18.0
No	100	82.0
Total	122	100.0

### Child expelled during the 12 months prior:

Yes	39	32.5
No	81	67.5
Total	120	100.0

### Number of days child was in school is:

Greater	29	26.9
About the same	30	27.8
Less	9	8.3
Does not Apply	40	37.0
Total	108	100.0

### Reason this Does not Apply:

No problems with attendance before services	19	61.3
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	12	38.7
Total	31	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	<b>Count</b>	<b>Percent</b>
Yes	7	43.8
No	9	56.3
Total	16	100.0

### Child was arrested during the 12 months prior:

Yes	4	25.0
No	12	75.0
Total	16	100.0

### Encounters with police have:

been reduced	5	31.3
stayed the same	3	18.8
increased	3	18.8
not applicable	5	31.3
Total	16	100.0

### Child was expelled or suspended in the last 12 months:

Yes	7	43.8
No	9	56.3
Total	16	100.0

### Child expelled during the 12 months prior:

Yes	7	46.7
No	8	53.3
Total	15	100.0

### Number of days child was in school is:

Greater	7	43.8
About the same	8	50.0
Less	0	0.0
Does not Apply	1	6.3
Total	16	100.0

### Reason this Does not Apply:

No problems with attendance before services	1	100.0
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	0	0.0
Total	1	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Family Form (Completed by Parent/Caregiver)

#### Level of Care: Day Treatment

**Submitted:** 209    **Completed:** 114    **Percent of Submitted Forms Completed:** 55%

**Not Completed:** 95

Reason Not Completed: 14 Refused, 0 Impaired, 0 Language, 10 No Show, 63 Caregiver Unavailable, 8 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	17	15.0	3 - 5 Months	24	21.2
> One Visit < One Month	7	6.2	6 Months to 1 Year	26	23.0
1 - 2 Months	14	12.4	More Than 1 Year	25	22.1

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services my child received.....	4.6	84.3
2. I helped to choose my child's services.....	18.7	68.2
3. I helped to choose my child's treatment goals.....	12.4	77.1
4. The people helping my child stuck with us no matter what.....	6.4	82.6
5. I felt my child had someone to talk to when he/she was troubled.....	1.8	86.6
6. I participated in my child's treatment.....	5.5	89.0
7. The services my child and/or family received were right for us.....	4.5	78.6
8. The location of services was convenient for us.....	18.0	65.8
9. Services were available at times that were convenient for us.....	7.1	82.1
10. My family got the help we wanted for my child.....	8.2	74.5
11. My family got as much help as we needed for my child.....	9.1	66.4
12. Staff treated me with respect.....	0.9	95.5
13. Staff respected my family's religious/spiritual beliefs.....	2.1	92.6
14. Staff spoke with me in a way that I understood.....	0.9	98.2
15. Staff were sensitive to my cultural/ethnic background.....	2.2	92.1

At least 80% of clients responded "Agree" or "Strongly Agree" to   9   of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" :  60.0  %.

#### **As a result of the services received:**

16. My child is better at handling daily life.....	7.7	64.4
17. My child gets along better with family members.....	6.7	67.6
18. My child gets along better with friends and other people.....	7.6	58.1
19. My child is doing better in school and/or work.....	14.2	61.3
20. My child is better able to cope when things go wrong.....	10.5	53.3
21. I am satisfied with our family life right now.....	24.1	51.9
22. My child is better able to do things he or she wants to do.....	19.8	55.7

23. I know people who will listen and understand me when I need to talk.....	5.6	87.9
24. I have people that I am comfortable talking with about my child's problem(s).....	4.5	86.5
25. In a crisis, I would have the support I need from family or friends.....	5.5	81.7
26. I have people with whom I can do enjoyable things.....	3.7	86.1

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<b>Child is currently living with respondent:</b>	<b>Count</b>	<b>Percent</b>
Yes	54	50.0
No	54	50.0
Total	108	100.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question:	<b>109</b>		
		<b>Count</b>	<b>Percent</b>
With one or both parents	48		44.0
With another family member	7		6.4
Foster Home	6		5.5
Therapeutic foster home	4		3.7
Crisis shelter	4		3.7
Homeless shelter	3		2.8
Group home	27		24.8
Residential treatment center	35		32.1
Hospital	13		11.9
Local jail or detention facility	31		28.4
State correctional facility	4		3.7
Runaway/homeless/on the streets	4		3.7
Other	1		0.9

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	73	67.0
Yes, but only in a hospital or emergency room	10	9.2
No	24	22.0
Do not remember	2	1.8
Total	109	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	80	70.8
No	33	29.2
Total	113	100.0

**If on medication, was informed about what side effects to watch for:**

Yes	52	76.5
No	16	23.5
Total	68	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	Count	Percent
Yes	21	25.9
No	60	74.1
Total	81	100.0

### Child was arrested during the 12 months prior:

Yes	38	46.9
No	43	53.1
Total	81	100.0

### Encounters with police have:

been reduced	33	42.3
stayed the same	18	23.1
increased	3	3.8
not applicable	24	30.8
Total	78	100.0

### Child was expelled or suspended:

Yes	8	9.9
No	73	90.1
Total	81	100.0

### Child expelled during the 12 months prior:

Yes	28	36.4
No	49	63.6
Total	77	100.0

### Number of days child was in school is:

Greater	45	57.0
About the same	15	19.0
Less	6	7.6
Does not Apply	13	16.5
Total	79	100.0

### Reason this Does not Apply:

No problems with attendance before services	5	62.5
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	3	37.5
Total	8	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	Count	Percent
Yes	3	12.5
No	21	87.5
Total	24	100.0

### Child was arrested during the 12 months prior:

Yes	4	16.7
No	20	83.3
Total	24	100.0

### Encounters with police have:

been reduced	4	16.7
stayed the same	3	12.5
increased	0	0.0
not applicable	17	70.8
Total	24	100.0

### Child was expelled or suspended in the last 12 months:

Yes	7	30.4
No	16	69.6
Total	23	100.0

### Child expelled during the 12 months prior:

Yes	7	31.8
No	15	68.2
Total	22	100.0

### Number of days child was in school is:

Greater	7	30.4
About the same	9	39.1
Less	3	13.0
Does not Apply	4	17.4
Total	23	100.0

### Reason this Does not Apply:

No problems with attendance before services	1	33.3
Child is too young to be in school	0	0.0
Child was expelled from school	1	33.3
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	1	33.3
Total	3	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Family Form (Completed by Parent/Caregiver)

#### Level of Care: Outpatient

**Submitted:** 2043    **Completed:** 1520    **Percent of Submitted Forms Completed:** 74%

**Not Completed:** 523

Reason Not Completed: 116 Refused, 9 Impaired, 6 Language, 159 No Show, 62 Caregiver Unavailable, 171 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	121	8.4	3 - 5 Months	408	28.3
> One Visit < One Month	174	12.0	6 Months to 1 Year	318	22.0
1 - 2 Months	330	22.9	More Than 1 Year	93	6.4

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services my child received.....	1.4	94.4
2. I helped to choose my child's services.....	5.6	89.7
3. I helped to choose my child's treatment goals.....	3.2	92.2
4. The people helping my child stuck with us no matter what.....	2.5	92.5
5. I felt my child had someone to talk to when he/she was troubled.....	1.8	92.2
6. I participated in my child's treatment.....	1.5	95.5
7. The services my child and/or family received were right for us.....	1.2	92.9
8. The location of services was convenient for us.....	2.8	94.2
9. Services were available at times that were convenient for us.....	3.0	94.5
10. My family got the help we wanted for my child.....	1.9	90.1
11. My family got as much help as we needed for my child.....	3.2	85.9
12. Staff treated me with respect.....	1.1	98.0
13. Staff respected my family's religious/spiritual beliefs.....	1.1	97.1
14. Staff spoke with me in a way that I understood.....	1.0	97.8
15. Staff were sensitive to my cultural/ethnic background.....	1.3	96.3

At least 80% of clients responded "Agree" or "Strongly Agree" to 15 of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 100.0 %.

#### **As a result of the services received:**

16. My child is better at handling daily life.....	5.0	75.6
17. My child gets along better with family members.....	7.4	76.8
18. My child gets along better with friends and other people.....	5.1	77.5
19. My child is doing better in school and/or work.....	7.6	68.5
20. My child is better able to cope when things go wrong.....	9.1	68.1
21. I am satisfied with our family life right now.....	11.5	70.0
22. My child is better able to do things he or she wants to do.....	6.0	75.4

23. I know people who will listen and understand me when I need to talk.....	2.2	91.9
24. I have people that I am comfortable talking with about my child's problem(s).....	2.4	93.1
25. In a crisis, I would have the support I need from family or friends.....	3.9	89.0
26. I have people with whom I can do enjoyable things.....	2.6	92.7

<b>Child is currently living with respondent:</b>	<b>Count</b>	<b>Percent</b>
Yes	1425	96.6
No	50	3.4
Total	1475	100.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **1282**

	<b>Count</b>	<b>Percent</b>
With one or both parents	1066	83.2
With another family member	117	9.1
Foster Home	99	7.7
Therapeutic foster home	13	1.0
Crisis shelter	12	0.9
Homeless shelter	13	1.0
Group home	20	1.6
Residential treatment center	9	0.7
Hospital	20	1.6
Local jail or detention facility	13	1.0
State correctional facility	1	0.1
Runaway/homeless/on the streets	8	0.6
Other	56	4.4

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	1054	72.1
Yes, but only in a hospital or emergency room	81	5.5
No	288	19.7
Do not remember	38	2.6
Total	1461	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	416	28.8
No	1027	71.2
Total	1443	100.0

If on medication, was informed about what side effects to watch for:

Yes	348	91.8
No	31	8.2
Total	379	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	Count	Percent
Yes	24	1.9
No	1270	98.1
Total	1294	100.0

### Child was arrested during the 12 months prior:

Yes	39	3.0
No	1248	97.0
Total	1287	100.0

### Encounters with police have:

been reduced	89	7.7
stayed the same	19	1.6
increased	11	0.9
not applicable	1044	89.8
Total	1163	100.0

### Child was expelled or suspended:

Yes	61	4.8
No	1216	95.2
Total	1277	100.0

### Child expelled during the 12 months prior:

Yes	173	13.7
No	1091	86.3
Total	1264	100.0

### Number of days child was in school is:

Greater	175	15.0
About the same	284	24.3
Less	37	3.2
Does not Apply	672	57.5
Total	1168	100.0

### Reason this Does not Apply:

No problems with attendance before services	391	74.3
Child is too young to be in school	31	5.9
Child was expelled from school	5	1.0
Child is home schooled	10	1.9
Child dropped out of school	3	0.6
Other	86	16.3
Total	526	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	Count	Percent
Yes	6	7.0
No	80	93.0
Total	86	100.0

### Child was arrested during the 12 months prior:

Yes	2	2.4
No	82	97.6
Total	84	100.0

### Encounters with police have:

been reduced	10	13.3
stayed the same	0	0.0
increased	3	4.0
not applicable	62	82.7
Total	75	100.0

### Child was expelled or suspended in the last 12 months:

Yes	12	14.3
No	72	85.7
Total	84	100.0

### Child expelled during the 12 months prior:

Yes	11	13.4
No	71	86.6
Total	82	100.0

### Number of days child was in school is:

Greater	17	23.3
About the same	22	30.1
Less	4	5.5
Does not Apply	30	41.1
Total	73	100.0

### Reason this Does not Apply:

No problems with attendance before services	25	89.3
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	2	7.1
Child dropped out of school	0	0.0
Other	1	3.6
Total	28	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Family Form (Completed by Parent/Caregiver)

#### Level of Care: TBS

**Submitted:** 179    **Completed:** 91    **Percent of Submitted Forms Completed:** 51%

**Not Completed:** 88

Reason Not Completed: 16 Refused, 0 Impaired, 0 Language, 13 No Show, 41 Caregiver Unavailable, 18 Other

How long were services received?	Count	Percent	Count	Percent
One Visit	9	10.7	3 - 5 Months	16 19.0
> One Visit < One Month	21	25.0	6 Months to 1 Year	4 4.8
1 - 2 Months	34	40.5	More Than 1 Year	0 0.0

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services my child received.....	1.1	94.4
2. I helped to choose my child's services.....	1.1	94.4
3. I helped to choose my child's treatment goals.....	2.2	96.7
4. The people helping my child stuck with us no matter what.....	2.3	92.0
5. I felt my child had someone to talk to when he/she was troubled.....	1.2	91.9
6. I participated in my child's treatment.....	1.1	97.8
7. The services my child and/or family received were right for us.....	0.0	95.5
8. The location of services was convenient for us.....	0.0	98.9
9. Services were available at times that were convenient for us.....	1.1	95.5
10. My family got the help we wanted for my child.....	1.1	89.7
11. My family got as much help as we needed for my child.....	1.1	81.6
12. Staff treated me with respect.....	0.0	100.0
13. Staff respected my family's religious/spiritual beliefs.....	1.2	98.8
14. Staff spoke with me in a way that I understood.....	0.0	100.0
15. Staff were sensitive to my cultural/ethnic background.....	0.0	98.8

At least 80% of clients responded "Agree" or "Strongly Agree" to 15 of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 100.0 %.

#### **As a result of the services received:**

16. My child is better at handling daily life.....	0.0	69.0
17. My child gets along better with family members.....	1.2	61.9
18. My child gets along better with friends and other people.....	0.0	66.7
19. My child is doing better in school and/or work.....	1.3	64.1
20. My child is better able to cope when things go wrong.....	3.6	63.9
21. I am satisfied with our family life right now.....	9.4	58.8
22. My child is better able to do things he or she wants to do.....	3.6	67.9

23. I know people who will listen and understand me when I need to talk.....	1.2	91.9
24. I have people that I am comfortable talking with about my child's problem(s).....	5.7	94.3
25. In a crisis, I would have the support I need from family or friends.....	5.8	86.0
26. I have people with whom I can do enjoyable things.....	2.3	94.2

<b>Child is currently living with respondent:</b>	<b>Count</b>	<b>Percent</b>
Yes	86	98.9
No	1	1.1
Total	87	100.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **73**

	<b>Count</b>	<b>Percent</b>
With one or both parents	61	83.6
With another family member	10	13.7
Foster Home	4	5.5
Therapeutic foster home	0	0.0
Crisis shelter	2	2.7
Homeless shelter	0	0.0
Group home	2	2.7
Residential treatment center	1	1.4
Hospital	1	1.4
Local jail or detention facility	0	0.0
State correctional facility	0	0.0
Runaway/homeless/on the streets	0	0.0
Other	2	2.7

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	62	71.3
Yes, but only in a hospital or emergency room	6	6.9
No	17	19.5
Do not remember	2	2.3
Total	87	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	48	57.8
No	35	42.2
Total	83	100.0

If on medication, was informed about what side effects to watch for:

Yes	40	93.0
No	3	7.0
Total	43	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	Count	Percent
Yes	1	1.2
No	80	98.8
Total	81	100.0

### Child was arrested during the 12 months prior:

Yes	4	5.0
No	76	95.0
Total	80	100.0

### Encounters with police have:

been reduced	8	10.8
stayed the same	3	4.1
increased	1	1.4
not applicable	62	83.8
Total	74	100.0

### Child was expelled or suspended:

Yes	3	3.8
No	76	96.2
Total	79	100.0

### Child expelled during the 12 months prior:

Yes	16	20.3
No	63	79.7
Total	79	100.0

### Number of days child was in school is:

Greater	6	8.0
About the same	13	17.3
Less	3	4.0
Does not Apply	53	70.7
Total	75	100.0

### Reason this Does not Apply:

No problems with attendance before services	27	62.8
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	2	4.7
Child dropped out of school	1	2.3
Other	13	30.2
Total	43	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	Count	Percent
Yes	0	*** *
No	0	*** *
Total	0	*** *

### Child was arrested during the 12 months prior:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Encounters with police have:

been reduced	0	*** *
stayed the same	0	*** *
increased	0	*** *
not applicable	0	*** *
Total	0	*** *

### Child was expelled or suspended in the last 12 months:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Child expelled during the 12 months prior:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Number of days child was in school is:

Greater	0	*** *
About the same	0	*** *
Less	0	*** *
Does not Apply	0	*** *
Total	0	*** *

### Reason this Does not Apply:

No problems with attendance before services	0	*** *
Child is too young to be in school	0	*** *
Child was expelled from school	0	*** *
Child is home schooled	0	*** *
Child dropped out of school	0	*** *
Other	0	*** *
Total	0	*** *

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Youth Form (Completed by Youth)

#### Level of Care: Case Management

**Submitted:** 166    **Completed:** 114    **Percent of Submitted Forms Completed:** 69%

**Not Completed:** 52

Reason Not Completed: 16 Refused, 2 Impaired, 0 Language, 8 No Show, 15 Caregiver Unavailable, 11 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	9	8.7	3 - 5 Months	34	32.7
> One Visit < One Month	6	5.8	6 Months to 1 Year	26	25.0
1 - 2 Months	18	17.3	More Than 1 Year	11	10.6

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services I received.....	2.7	87.5
2. I helped to choose my services.....	16.5	62.4
3. I helped to choose my treatment goals.....	6.3	80.4
4. The people helping me stuck with me no matter what.....	2.8	84.3
5. I felt I had someone to talk to when I was troubled.....	6.4	80.7
6. I participated in my own treatment.....	4.5	82.9
7. I received services that were right for me.....	2.7	86.6
8. The location of services was convenient .....	3.6	87.3
9. Services were available at times that were convenient for me.....	3.6	81.8
10. I got the help I wanted.....	3.6	84.5
11. I got as much help as I needed.....	2.8	86.9
12. Staff treated me with respect.....	1.8	94.5
13. Staff respected my family's religious/spiritual beliefs.....	2.9	89.5
14. Staff spoke with me in a way that I understood.....	1.9	95.4
15. Staff were sensitive to my cultural/ethnic background.....	2.9	88.5

At least 80% of clients responded "Agree" or "Strongly Agree" to 14 of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 93.3 %.

#### As a result of the services received:

16. I am better at handling daily life.....	2.8	75.0
17. I get along better with family members.....	7.5	69.8
18. I get along better with friends and other people.....	3.7	81.3
19. I am doing better in school and/or work.....	3.8	75.2
20. I am better able to cope when things go wrong.....	3.7	71.3
21. I am satisfied with my family life right now.....	8.5	68.9
22. I am better able to do things that I want to do.....	4.6	75.9

23. I know people who will listen and understand me when I need to talk.....	1.9	88.6
24. I have people that I am comfortable talking with about my problem(s).....	3.8	84.8
25. In a crisis, I would have the support I need from family or friends.....	8.6	76.2
26. I have people with whom I can do enjoyable things.....	2.9	90.5

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **108**

	<b>Count</b>	<b>Percent</b>
With one or both parents	85	78.7
With another family member	20	18.5
Foster Home	2	1.9
Therapeutic foster home	1	0.9
Crisis shelter	1	0.9
Homeless shelter	1	0.9
Group home	7	6.5
Residential treatment center	5	4.6
Hospital	4	3.7
Local jail or detention facility	24	22.2
State correctional facility	5	4.6
Runaway/homeless/on the streets	10	9.3
Other	4	3.7

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	52	48.1
Yes, but only in a hospital or emergency room	11	10.2
No	27	25.0
Do not remember	18	16.7
Total	108	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	45	43.7
No	58	56.3
Total	103	100.0

If on medication, was informed about what side effects to watch for:

Yes	34	82.9
No	7	17.1
Total	41	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	<b>Count</b>	<b>Percent</b>
Yes	20	22.0
No	71	78.0
Total	91	100.0

### Child was arrested during the 12 months prior:

Yes	27	30.7
No	61	69.3
Total	88	100.0

### Encounters with police have:

been reduced	30	38.0
stayed the same	16	20.3
increased	1	1.3
not applicable	32	40.5
Total	79	100.0

### Child was expelled or suspended:

Yes	10	11.1
No	80	88.9
Total	90	100.0

### Child expelled during the 12 months prior:

Yes	24	27.9
No	62	72.1
Total	86	100.0

### Number of days child was in school is:

Greater	29	34.1
About the same	23	27.1
Less	4	4.7
Does not Apply	29	34.1
Total	85	100.0

### Reason this Does not Apply:

No problems with attendance before services	11	47.8
Child was expelled from school	2	8.7
Child is home schooled	1	4.3
Child dropped out of school	2	8.7
Other	7	30.4
Total	23	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	Count	Percent
Yes	5	45.5
No	6	54.5
Total	11	100.0

### Child was arrested during the 12 months prior:

Yes	5	45.5
No	6	54.5
Total	11	100.0

### Encounters with police have:

been reduced	5	50.0
stayed the same	1	10.0
increased	0	0.0
not applicable	4	40.0
Total	10	100.0

### Child was expelled or suspended in the last 12 months:

Yes	3	27.3
No	8	72.7
Total	11	100.0

### Child expelled during the 12 months prior:

Yes	4	36.4
No	7	63.6
Total	11	100.0

### Number of days child was in school is:

Greater	2	18.2
About the same	4	36.4
Less	3	27.3
Does not Apply	2	18.2
Total	11	100.0

### Reason this Does not Apply:

No problems with attendance before services	1	50.0
Child was expelled from school	0	0.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	1	50.0
Total	2	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Youth Form (Completed by Youth)

#### Level of Care: Day Treatment

**Submitted:** 242    **Completed:** 214    **Percent of Submitted Forms Completed:** 88%

**Not Completed:** 28

Reason Not Completed: 16 Refused, 1 Impaired, 0 Language, 2 No Show, 3 Caregiver Unavailable, 6 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	25	13.1	3 - 5 Months	25	13.1
> One Visit < One Month	9	4.7	6 Months to 1 Year	49	25.7
1 - 2 Months	26	13.6	More Than 1 Year	57	29.8

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services I received.....	15.9	66.2
2. I helped to choose my services.....	27.2	54.9
3. I helped to choose my treatment goals.....	15.9	67.6
4. The people helping me stuck with me no matter what.....	16.9	64.7
5. I felt I had someone to talk to when I was troubled.....	16.3	66.5
6. I participated in my own treatment.....	8.7	75.4
7. I received services that were right for me.....	16.8	62.0
8. The location of services was convenient .....	21.4	58.7
9. Services were available at times that were convenient for me.....	20.3	61.4
10. I got the help I wanted.....	17.7	60.3
11. I got as much help as I needed.....	18.4	56.8
12. Staff treated me with respect.....	14.1	67.3
13. Staff respected my family's religious/spiritual beliefs.....	9.2	75.4
14. Staff spoke with me in a way that I understood.....	9.2	74.8
15. Staff were sensitive to my cultural/ethnic background.....	12.0	68.5

At least 80% of clients responded "Agree" or "Strongly Agree" to   0   of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" :   0.0   %.

#### As a result of the services received:

16. I am better at handling daily life.....	14.1	67.0
17. I get along better with family members.....	16.3	65.5
18. I get along better with friends and other people.....	11.7	71.7
19. I am doing better in school and/or work.....	12.6	74.4
20. I am better able to cope when things go wrong.....	16.9	71.1
21. I am satisfied with my family life right now.....	22.7	58.6
22. I am better able to do things that I want to do.....	16.9	64.2

23. I know people who will listen and understand me when I need to talk.....	12.6	75.8
24. I have people that I am comfortable talking with about my problem(s).....	11.8	72.5
25. In a crisis, I would have the support I need from family or friends.....	11.8	77.9
26. I have people with whom I can do enjoyable things.....	8.3	83.5

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **202**

	<b>Count</b>	<b>Percent</b>
With one or both parents	61	30.2
With another family member	28	13.9
Foster Home	24	11.9
Therapeutic foster home	3	1.5
Crisis shelter	1	0.5
Homeless shelter	6	3.0
Group home	112	55.4
Residential treatment center	35	17.3
Hospital	12	5.9
Local jail or detention facility	35	17.3
State correctional facility	4	2.0
Runaway/homeless/on the streets	21	10.4
Other	11	5.4

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	123	59.4
Yes, but only in a hospital or emergency room	24	11.6
No	32	15.5
Do not remember	28	13.5
Total	207	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	112	53.8
No	96	46.2
Total	208	100.0

If on medication, was informed about what side effects to watch for:

Yes	70	66.7
No	35	33.3
Total	105	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	<b>Count</b>	<b>Percent</b>
Yes	25	19.1
No	106	80.9
Total	131	100.0

### Child was arrested during the 12 months prior:

Yes	27	20.8
No	103	79.2
Total	130	100.0

### Encounters with police have:

been reduced	44	37.0
stayed the same	14	11.8
increased	10	8.4
not applicable	51	42.9
Total	119	100.0

### Child was expelled or suspended:

Yes	25	19.4
No	104	80.6
Total	129	100.0

### Child expelled during the 12 months prior:

Yes	34	26.6
No	94	73.4
Total	128	100.0

### Number of days child was in school is:

Greater	40	34.2
About the same	25	21.4
Less	12	10.3
Does not Apply	40	34.2
Total	117	100.0

### Reason this Does not Apply:

No problems with attendance before services	21	67.7
Child was expelled from school	1	3.2
Child is home schooled	1	3.2
Child dropped out of school	2	6.5
Other	6	19.4
Total	31	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	<b>Count</b>	<b>Percent</b>
Yes	7	12.7
No	48	87.3
Total	55	100.0

### Child was arrested during the 12 months prior:

Yes	8	14.3
No	48	85.7
Total	56	100.0

### Encounters with police have:

been reduced	7	13.7
stayed the same	5	9.8
increased	1	2.0
not applicable	38	74.5
Total	51	100.0

### Child was expelled or suspended in the last 12 months:

Yes	14	26.4
No	39	73.6
Total	53	100.0

### Child expelled during the 12 months prior:

Yes	14	26.4
No	39	73.6
Total	53	100.0

### Number of days child was in school is:

Greater	23	45.1
About the same	14	27.5
Less	6	11.8
Does not Apply	8	15.7
Total	51	100.0

### Reason this Does not Apply:

No problems with attendance before services	7	87.5
Child was expelled from school	0	0.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	1	12.5
Total	8	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Youth Form (Completed by Youth)

#### Level of Care: Outpatient

**Submitted:** 851    **Completed:** 631    **Percent of Submitted Forms Completed:** 74%

**Not Completed:** 220

Reason Not Completed: 66 Refused, 3 Impaired, 1 Language, 61 No Show, 41 Caregiver Unavailable, 48 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	36	6.0	3 - 5 Months	159	26.6
> One Visit < One Month	104	17.4	6 Months to 1 Year	125	20.9
1 - 2 Months	120	20.1	More Than 1 Year	53	8.9

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services I received.....	2.1	89.4
2. I helped to choose my services.....	13.4	68.2
3. I helped to choose my treatment goals.....	5.0	83.7
4. The people helping me stuck with me no matter what.....	2.6	85.4
5. I felt I had someone to talk to when I was troubled.....	5.1	84.8
6. I participated in my own treatment.....	2.1	88.1
7. I received services that were right for me.....	1.8	85.9
8. The location of services was convenient .....	4.4	85.7
9. Services were available at times that were convenient for me.....	3.1	85.0
10. I got the help I wanted.....	2.8	81.5
11. I got as much help as I needed.....	3.4	79.7
12. Staff treated me with respect.....	1.3	95.3
13. Staff respected my family's religious/spiritual beliefs.....	1.6	91.6
14. Staff spoke with me in a way that I understood.....	1.5	95.2
15. Staff were sensitive to my cultural/ethnic background.....	2.8	87.4

At least 80% of clients responded "Agree" or "Strongly Agree" to 13 of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 86.7 %.

#### As a result of the services received:

16. I am better at handling daily life.....	4.6	73.1
17. I get along better with family members.....	8.3	68.4
18. I get along better with friends and other people.....	4.1	76.8
19. I am doing better in school and/or work.....	6.2	70.2
20. I am better able to cope when things go wrong.....	7.1	72.8
21. I am satisfied with my family life right now.....	13.5	64.7
22. I am better able to do things that I want to do.....	6.9	73.2

23. I know people who will listen and understand me when I need to talk.....	4.6	85.7
24. I have people that I am comfortable talking with about my problem(s).....	6.1	83.8
25. In a crisis, I would have the support I need from family or friends.....	6.9	79.2
26. I have people with whom I can do enjoyable things.....	3.6	88.0

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **600**

	<b>Count</b>	<b>Percent</b>
With one or both parents	495	82.5
With another family member	123	20.5
Foster Home	26	4.3
Therapeutic foster home	3	0.5
Crisis shelter	6	1.0
Homeless shelter	14	2.3
Group home	28	4.7
Residential treatment center	11	1.8
Hospital	26	4.3
Local jail or detention facility	16	2.7
State correctional facility	2	0.3
Runaway/homeless/on the streets	25	4.2
Other	36	6.0

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	314	51.6
Yes, but only in a hospital or emergency room	72	11.8
No	112	18.4
Do not remember	110	18.1
Total	608	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	205	33.6
No	405	66.4
Total	610	100.0

If on medication, was informed about what side effects to watch for:

Yes	155	79.9
No	39	20.1
Total	194	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	Count	Percent
Yes	20	3.8
No	506	96.2
Total	526	100.0

### Child was arrested during the 12 months prior:

Yes	54	10.4
No	465	89.6
Total	519	100.0

### Encounters with police have:

been reduced	90	18.0
stayed the same	38	7.6
increased	13	2.6
not applicable	358	71.7
Total	499	100.0

### Child was expelled or suspended:

Yes	43	8.2
No	483	91.8
Total	526	100.0

### Child expelled during the 12 months prior:

Yes	74	14.2
No	446	85.8
Total	520	100.0

### Number of days child was in school is:

Greater	101	21.1
About the same	149	31.1
Less	27	5.6
Does not Apply	202	42.2
Total	479	100.0

### Reason this Does not Apply:

No problems with attendance before services	122	68.9
Child was expelled from school	2	1.1
Child is home schooled	10	5.6
Child dropped out of school	5	2.8
Other	38	21.5
Total	177	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	<b>Count</b>	<b>Percent</b>
Yes	6	12.5
No	42	87.5
Total	48	100.0

### Child was arrested during the 12 months prior:

Yes	7	14.6
No	41	85.4
Total	48	100.0

### Encounters with police have:

been reduced	17	35.4
stayed the same	7	14.6
increased	2	4.2
not applicable	22	45.8
Total	48	100.0

### Child was expelled or suspended in the last 12 months:

Yes	11	22.9
No	37	77.1
Total	48	100.0

### Child expelled during the 12 months prior:

Yes	11	23.4
No	36	76.6
Total	47	100.0

### Number of days child was in school is:

Greater	16	34.8
About the same	17	37.0
Less	3	6.5
Does not Apply	10	21.7
Total	46	100.0

### Reason this Does not Apply:

No problems with attendance before services	7	77.8
Child was expelled from school	0	0.0
Child is home schooled	2	22.2
Child dropped out of school	0	0.0
Other	0	0.0
Total	9	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Results

## August 2013

### Youth Form (Completed by Youth)

#### Level of Care: TBS

**Submitted:** 59    **Completed:** 30    **Percent of Submitted Forms Completed:** 51%

**Not Completed:** 29

Reason Not Completed: 10 Refused, 1 Impaired, 0 Language, 4 No Show, 7 Caregiver Unavailable, 7 Other

How long were services received?	Count	Percent	Count	Percent
One Visit	1	4.3	3 - 5 Months	7    30.4
> One Visit < One Month	5	21.7	6 Months to 1 Year	1    4.3
1 - 2 Months	9	39.1	More Than 1 Year	0    0.0

#### Questions based on services received in last 6 months

Strongly Disagree / Disagree    Strongly Agree / Agree

1. Overall, I am satisfied with the services I received.....	3.6	92.9
2. I helped to choose my services.....	25.9	59.3
3. I helped to choose my treatment goals.....	13.8	72.4
4. The people helping me stuck with me no matter what.....	7.1	78.6
5. I felt I had someone to talk to when I was troubled.....	21.4	75.0
6. I participated in my own treatment.....	7.7	80.8
7. I received services that were right for me.....	7.4	70.4
8. The location of services was convenient .....	6.9	79.3
9. Services were available at times that were convenient for me.....	13.3	66.7
10. I got the help I wanted.....	10.3	65.5
11. I got as much help as I needed.....	3.4	69.0
12. Staff treated me with respect.....	7.1	82.1
13. Staff respected my family's religious/spiritual beliefs.....	11.1	85.2
14. Staff spoke with me in a way that I understood.....	7.1	78.6
15. Staff were sensitive to my cultural/ethnic background.....	11.1	77.8

At least 80% of clients responded "Agree" or "Strongly Agree" to   4   of the 15 questions  
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" :   26.7   %.

#### As a result of the services received:

16. I am better at handling daily life.....	11.5	69.2
17. I get along better with family members.....	16.0	52.0
18. I get along better with friends and other people.....	11.5	76.9
19. I am doing better in school and/or work.....	15.4	61.5
20. I am better able to cope when things go wrong.....	11.5	69.2
21. I am satisfied with my family life right now.....	18.5	51.9
22. I am better able to do things that I want to do.....	18.5	70.4

23. I know people who will listen and understand me when I need to talk.....	7.7	84.6
24. I have people that I am comfortable talking with about my problem(s).....	11.5	80.8
25. In a crisis, I would have the support I need from family or friends.....	7.7	73.1
26. I have people with whom I can do enjoyable things.....	7.7	76.9

**\*Child has lived in any of the following places in the last 6 months:**

Total Number responding to this question: **27**

	<b>Count</b>	<b>Percent</b>
With one or both parents	16	59.3
With another family member	6	22.2
Foster Home	3	11.1
Therapeutic foster home	0	0.0
Crisis shelter	0	0.0
Homeless shelter	0	0.0
Group home	7	25.9
Residential treatment center	1	3.7
Hospital	2	7.4
Local jail or detention facility	0	0.0
State correctional facility	1	3.7
Runaway/homeless/on the streets	5	18.5
Other	2	7.4

**In the last year, child has seen a medical doctor for a health check-up or because child was sick:**

	<b>Count</b>	<b>Percent</b>
Yes, in a clinic or office	9	34.6
Yes, but only in a hospital or emergency room	5	19.2
No	6	23.1
Do not remember	6	23.1
Total	26	100.0

**Child is on medication for emotional / behavioral problems:**

Yes	13	52.0
No	12	48.0
Total	25	100.0

If on medication, was informed about what side effects to watch for:

Yes	7	53.8
No	6	46.2
Total	13	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for One Year or Less

### Child was arrested since beginning to receive mental health services:

	Count	Percent
Yes	0	0.0
No	21	100.0
Total	21	100.0

### Child was arrested during the 12 months prior:

Yes	1	4.8
No	20	95.2
Total	21	100.0

### Encounters with police have:

been reduced	4	19.0
stayed the same	4	19.0
increased	0	0.0
not applicable	13	61.9
Total	21	100.0

### Child was expelled or suspended:

Yes	3	14.3
No	18	85.7
Total	21	100.0

### Child expelled during the 12 months prior:

Yes	5	25.0
No	15	75.0
Total	20	100.0

### Number of days child was in school is:

Greater	4	21.1
About the same	1	5.3
Less	1	5.3
Does not Apply	13	68.4
Total	19	100.0

### Reason this Does not Apply:

No problems with attendance before services	4	40.0
Child was expelled from school	1	10.0
Child is home schooled	0	0.0
Child dropped out of school	0	0.0
Other	5	50.0
Total	10	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## In services for More than one year

### Child was arrested during the last 12 months:

	Count	Percent
Yes	0	*** *
No	0	*** *
Total	0	*** *

### Child was arrested during the 12 months prior:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Encounters with police have:

been reduced	0	*** *
stayed the same	0	*** *
increased	0	*** *
not applicable	0	*** *
Total	0	*** *

### Child was expelled or suspended in the last 12 months:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Child expelled during the 12 months prior:

Yes	0	*** *
No	0	*** *
Total	0	*** *

### Number of days child was in school is:

Greater	0	*** *
About the same	0	*** *
Less	0	*** *
Does not Apply	0	*** *
Total	0	*** *

### Reason this Does not Apply:

No problems with attendance before services	0	*** *
Child was expelled from school	0	*** *
Child is home schooled	0	*** *
Child dropped out of school	0	*** *
Other	0	*** *
Total	0	*** *

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Family Form (Completed by Parent/Caregiver)

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**Level of Care:** Case Management

### Client Information

#### I. Demographics

Client's Gender:	Count	Percent
Male	96	64.0
Female	54	36.0
Other	0	0.0
Total	150	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	85	54.5
No	58	37.2
Unknown	13	8.3
Total	156	100.0

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*Client's Race(s):		
Total Number responding to this question: <b>124</b>		
White/Caucasian	62	50.0
Black/African American	30	24.2
Asian	5	4.0
American Indian/Alaskan Native	8	6.5
Native Hawaiian/Other Pacific Islander	2	1.6
Other	35	28.2
Unknown	1	0.8

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Client's Age:		
Minimum	5	
Maximum	18	
Mean	13.7	
Standard Deviation	3.0	

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#### II. Outcomes

### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	55	37.9
No	90	62.1
Total	145	100.0

---

### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	134	88.7
1 arrest	9	6.0
2 arrests	1	0.7
3 arrests	3	2.0
4 or more arrests	4	2.6
Total	151	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **144**

	<b>Count</b>	<b>Percent</b>		<b>Count</b>	<b>Percent</b>
Cigarettes	13	9.0	Inhalants, huffing	0	0.0
Ecstasy	2	1.4	Hallucinogens	0	0.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	10	6.9
Marijuana	16	11.1	Opiates, heroin	0	0.0
Crystal meth, speed	4	2.8	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	57	38.3
2 days	13	8.7
3 to 5 days	8	5.4
6 to 10 days	3	2.0
More than 10 days	3	2.0
Not applicable/Not in school	14	9.4
Do not remember	51	34.2
Total	149	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	39	25.0
English	117	75.0
Vietnamese	0	0.0
Tagalog	0	0.0
Total	156	100.0

Child has Medi-Cal (Medicaid) insurance:

	<b>Count</b>	<b>Percent</b>
Yes	131	87.9
No	18	12.1
Total	149	100.0

Services received were provided in the preferred language:

	<b>Count</b>	<b>Percent</b>
Yes	139	97.9
No	3	2.1
Total	142	100.0

Written information was available in the preferred language:

Yes	135	98.5
No	2	1.5
Total	137	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **145**

Did not need any help	133	91.7
A mental health advocate/volunteer	3	2.1
Another mental health consumer	2	1.4
A family member	6	4.1
A professional interviewer	1	0.7
Client's clinician/case manager	3	2.1
Staff member other than client's clinician/case manager	2	1.4
Someone else	2	1.4

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Family Form (Completed by Parent/Caregiver)

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**Level of Care:** Day Treatment

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	72	66.1
Female	36	33.0
Other	1	0.9
Total	109	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	46	40.4
No	55	48.2
Unknown	13	11.4
Total	114	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>99</b>		
White/Caucasian	61	61.6
Black/African American	29	29.3
Asian	2	2.0
American Indian/Alaskan Native	5	5.1
Native Hawaiian/Other Pacific Islander	2	2.0
Other	19	19.2
Unknown	0	0.0

---

Client's Age:		
Minimum	8	
Maximum	18	
Mean	14.2	
Standard Deviation	2.6	

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### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	42	38.9
No	66	61.1
Total	108	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	92	80.7
1 arrest	21	18.4
2 arrests	0	0.0
3 arrests	0	0.0
4 or more arrests	1	0.9
Total	114	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **109**

	<b>Count</b>	<b>Percent</b>		<b>Count</b>	<b>Percent</b>
Cigarettes	10	9.2	Inhalants, huffing	0	0.0
Ecstasy	1	0.9	Hallucinogens	0	0.0
Cocaine, crack	1	0.9	Alcohol, beer, wine	8	7.3
Marijuana	15	13.8	Opiates, heroin	0	0.0
Crystal meth, speed	2	1.8	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	33	29.7
2 days	10	9.0
3 to 5 days	12	10.8
6 to 10 days	5	4.5
More than 10 days	1	0.9
Not applicable/Not in school	14	12.6
Do not remember	36	32.4
Total	111	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	12	10.5
English	102	89.5
Vietnamese	0	0.0
Tagalog	0	0.0
Total	114	100.0

Child has Medi-Cal (Medicaid) insurance:

	<b>Count</b>	<b>Percent</b>
Yes	94	87.0
No	14	13.0
Total	108	100.0

Services received were provided in the preferred language:

	<b>Count</b>	<b>Percent</b>
Yes	107	98.2
No	2	1.8
Total	109	100.0

Written information was available in the preferred language:

Yes	104	97.2
No	3	2.8
Total	107	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **110**

Did not need any help	98	89.1
A mental health advocate/volunteer	2	1.8
Another mental health consumer	2	1.8
A family member	3	2.7
A professional interviewer	1	0.9
Client's clinician/case manager	2	1.8
Staff member other than client's clinician/case manager	2	1.8
Someone else	4	3.6

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Family Form (Completed by Parent/Caregiver)

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**Level of Care:** Outpatient

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	843	57.3
Female	627	42.6
Other	2	0.1
Total	1472	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	1034	68.0
No	396	26.1
Unknown	90	5.9
Total	1520	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>1106</b>		
White/Caucasian	542	49.0
Black/African American	160	14.5
Asian	35	3.2
American Indian/Alaskan Native	47	4.2
Native Hawaiian/Other Pacific Islander	22	2.0
Other	444	40.1
Unknown	18	1.6

---

Client's Age:		
Minimum	0	
Maximum	22	
Mean	10.4	
Standard Deviation	4.2	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	316	22.2
No	1108	77.8
Total	1424	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	1443	98.7
1 arrest	18	1.2
2 arrests	1	0.1
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	1462	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **1395**

	Count	Percent		Count	Percent
Cigarettes	27	1.9	Inhalants, huffing	1	0.1
Ecstasy	1	0.1	Hallucinogens	2	0.1
Cocaine, crack	0	0.0	Alcohol, beer, wine	32	2.3
Marijuana	63	4.5	Opiates, heroin	1	0.1
Crystal meth, speed	0	0.0	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	671	47.6
2 days	64	4.5
3 to 5 days	64	4.5
6 to 10 days	13	0.9
More than 10 days	19	1.3
Not applicable/Not in school	44	3.1
Do not remember	535	37.9
Total	1410	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	564	37.1
English	952	62.6
Vietnamese	4	0.3
Tagalog	0	0.0
Total	1520	100.0

**Child has Medi-Cal (Medicaid) insurance:**

	Count	Percent
Yes	1384	93.8
No	91	6.2
Total	1475	100.0

**Services received were provided in the preferred language:**

	Count	Percent
Yes	1417	97.8
No	32	2.2
Total	1449	100.0

**Written information was available in the preferred language:**

Yes	1398	97.7
No	33	2.3
Total	1431	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **1442**

Did not need any help	1197	83.0
A mental health advocate/volunteer	14	1.0
Another mental health consumer	3	0.2
A family member	17	1.2
A professional interviewer	15	1.0
Client's clinician/case manager	150	10.4
Staff member other than client's clinician/case manager	29	2.0
Someone else	30	2.1

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Family Form (Completed by Parent/Caregiver)

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Level of Care: TBS

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	54	61.4
Female	34	38.6
Other	0	0.0
Total	88	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	56	61.5
No	27	29.7
Unknown	8	8.8
Total	91	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>67</b>		
White/Caucasian	32	47.8
Black/African American	10	14.9
Asian	4	6.0
American Indian/Alaskan Native	1	1.5
Native Hawaiian/Other Pacific Islander	2	3.0
Other	24	35.8
Unknown	4	6.0

---

Client's Age:		
Minimum	4	
Maximum	18	
Mean	10.6	
Standard Deviation	3.3	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	30	37.0
No	51	63.0
Total	81	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	83	98.8
1 arrest	1	1.2
2 arrests	0	0.0
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	84	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: 82					
	Count	Percent		Count	Percent
Cigarettes	5	6.1	Inhalants, huffing	1	1.2
Ecstasy	1	1.2	Hallucinogens	0	0.0
Cocaine, crack	2	2.4	Alcohol, beer, wine	2	2.4
Marijuana	3	3.7	Opiates, heroin	0	0.0
Crystal meth, speed	0	0.0	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	29	36.7
2 days	4	5.1
3 to 5 days	5	6.3
6 to 10 days	2	2.5
More than 10 days	1	1.3
Not applicable/Not in school	0	0.0
Do not remember	38	48.1
Total	79	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	37	40.7
English	54	59.3
Vietnamese	0	0.0
Tagalog	0	0.0
Total	91	100.0

**Child has Medi-Cal (Medicaid) insurance:**

	Count	Percent
Yes	86	100.0
No	0	0.0
Total	86	100.0

**Services received were provided in the preferred language:**

	Count	Percent
Yes	83	98.8
No	1	1.2
Total	84	100.0

**Written information was available in the preferred language:**

Yes	81	98.8
No	1	1.2
Total	82	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: 87		
Did not need any help	77	88.5
A mental health advocate/volunteer	0	0.0
Another mental health consumer	0	0.0
A family member	6	6.9
A professional interviewer	2	2.3
Client's clinician/case manager	1	1.1
Staff member other than client's clinician/case manager	1	1.1
Someone else	3	3.4

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Youth Form (Completed by Youth)

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**Level of Care:** Case Management

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	55	53.4
Female	47	45.6
Other	1	1.0
Total	103	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	57	50.0
No	36	31.6
Unknown	21	18.4
Total	114	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>81</b>		
White/Caucasian	39	48.1
Black/African American	22	27.2
Asian	3	3.7
American Indian/Alaskan Native	8	9.9
Native Hawaiian/Other Pacific Islander	2	2.5
Other	27	33.3
Unknown	7	8.6

---

Client's Age:		
Minimum	13	
Maximum	19	
Mean	15.5	
Standard Deviation	1.4	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	16	16.0
No	84	84.0
Total	100	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	88	80.7
1 arrest	16	14.7
2 arrests	0	0.0
3 arrests	1	0.9
4 or more arrests	4	3.7
Total	109	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **104**

	<b>Count</b>	<b>Percent</b>		<b>Count</b>	<b>Percent</b>
Cigarettes	22	21.2	Inhalants, huffing	0	0.0
Ecstasy	0	0.0	Hallucinogens	1	1.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	20	19.2
Marijuana	17	16.3	Opiates, heroin	0	0.0
Crystal meth, speed	5	4.8	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	35	33.3
2 days	7	6.7
3 to 5 days	11	10.5
6 to 10 days	0	0.0
More than 10 days	3	2.9
Not applicable/Not in school	15	14.3
Do not remember	34	32.4
Total	105	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	3	2.6
English	111	97.4
Vietnamese	0	0.0
Tagalog	0	0.0
Total	114	100.0

Child has Medi-Cal (Medicaid) insurance:

	<b>Count</b>	<b>Percent</b>
Yes	86	83.5
No	17	16.5
Total	103	100.0

Services received were provided in the preferred language:

	<b>Count</b>	<b>Percent</b>
Yes	92	92.0
No	8	8.0
Total	100	100.0

Written information was available in the preferred language:

Yes	86	86.9
No	13	13.1
Total	99	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **104**

Did not need any help	77	74.0
A mental health advocate/volunteer	6	5.8
Another mental health consumer	2	1.9
A family member	14	13.5
A professional interviewer	2	1.9
Client's clinician/case manager	4	3.8
Staff member other than client's clinician/case manager	4	3.8
Someone else	4	3.8

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Youth Form (Completed by Youth)

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**Level of Care:** Day Treatment

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	91	46.4
Female	102	52.0
Other	3	1.5
Total	196	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	88	41.1
No	87	40.7
Unknown	39	18.2
Total	214	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>158</b>		
White/Caucasian	64	40.5
Black/African American	53	33.5
Asian	10	6.3
American Indian/Alaskan Native	21	13.3
Native Hawaiian/Other Pacific Islander	10	6.3
Other	42	26.6
Unknown	11	7.0

---

Client's Age:		
Minimum	13	
Maximum	19	
Mean	15.7	
Standard Deviation	1.5	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	38	18.4
No	168	81.6
Total	206	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	172	83.5
1 arrest	20	9.7
2 arrests	11	5.3
3 arrests	1	0.5
4 or more arrests	2	1.0
Total	206	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **204**

	Count	Percent		Count	Percent
Cigarettes	34	16.7	Inhalants, huffing	4	2.0
Ecstasy	4	2.0	Hallucinogens	3	1.5
Cocaine, crack	5	2.5	Alcohol, beer, wine	26	12.7
Marijuana	39	19.1	Opiates, heroin	2	1.0
Crystal meth, speed	6	2.9	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	77	37.9
2 days	10	4.9
3 to 5 days	13	6.4
6 to 10 days	7	3.4
More than 10 days	14	6.9
Not applicable/Not in school	24	11.8
Do not remember	58	28.6
Total	203	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	0	0.0
English	214	100.0
Vietnamese	0	0.0
Tagalog	0	0.0
Total	214	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	174	91.6
No	16	8.4
Total	190	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	171	89.1
No	21	10.9
Total	192	100.0

Written information was available in the preferred language:

Yes	158	86.8
No	24	13.2
Total	182	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **197**

Did not need any help	125	63.5
A mental health advocate/volunteer	6	3.0
Another mental health consumer	5	2.5
A family member	7	3.6
A professional interviewer	4	2.0
Client's clinician/case manager	39	19.8
Staff member other than client's clinician/case manager	16	8.1
Someone else	8	4.1

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Youth Form (Completed by Youth)

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**Level of Care:** Outpatient

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	261	43.4
Female	333	55.3
Other	8	1.3
Total	602	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	388	61.5
No	175	27.7
Unknown	68	10.8
Total	631	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>446</b>		
White/Caucasian	210	47.1
Black/African American	74	16.6
Asian	18	4.0
American Indian/Alaskan Native	36	8.1
Native Hawaiian/Other Pacific Islander	8	1.8
Other	173	38.8
Unknown	18	4.0

---

Client's Age:		
Minimum	13	
Maximum	21	
Mean	15.4	
Standard Deviation	1.7	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	89	15.1
No	502	84.9
Total	591	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	592	96.3
1 arrest	18	2.9
2 arrests	3	0.5
3 arrests	1	0.2
4 or more arrests	1	0.2
Total	615	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: **603**

	<b>Count</b>	<b>Percent</b>		<b>Count</b>	<b>Percent</b>
Cigarettes	61	10.1	Inhalants, huffing	2	0.3
Ecstasy	3	0.5	Hallucinogens	2	0.3
Cocaine, crack	3	0.5	Alcohol, beer, wine	82	13.6
Marijuana	88	14.6	Opiates, heroin	1	0.2
Crystal meth, speed	7	1.2	Injected any substance	1	0.2

### Successful in School

Days absent from school during the last month:

1 day or less	217	35.6
2 days	36	5.9
3 to 5 days	46	7.5
6 to 10 days	13	2.1
More than 10 days	16	2.6
Not applicable/Not in school	65	10.7
Do not remember	217	35.6
Total	610	100.0

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	13	2.1
English	617	97.8
Vietnamese	1	0.2
Tagalog	0	0.0
Total	631	100.0

**Child has Medi-Cal (Medicaid) insurance:**

	<b>Count</b>	<b>Percent</b>
Yes	498	85.4
No	85	14.6
Total	583	100.0

**Services received were provided in the preferred language:**

	<b>Count</b>	<b>Percent</b>
Yes	575	97.1
No	17	2.9
Total	592	100.0

**Written information was available in the preferred language:**

Yes	542	94.9
No	29	5.1
Total	571	100.0

\*Those who helped complete any part of this survey:

Total Number responding to this question: **587**

Did not need any help	440	75.0
A mental health advocate/volunteer	23	3.9
Another mental health consumer	4	0.7
A family member	54	9.2
A professional interviewer	6	1.0
Client's clinician/case manager	59	10.1
Staff member other than client's clinician/case manager	16	2.7
Someone else	14	2.4

\*Percents may not add up to 100, as respondent could indicate more than one choice.

# Youth Services Survey (YSS) Demographics

## August 2013

### Youth Form (Completed by Youth)

---

Level of Care: TBS

## Client Information

### I. Demographics

Client's Gender:	Count	Percent
Male	11	47.8
Female	12	52.2
Other	0	0.0
Total	23	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	14	46.7
No	7	23.3
Unknown	9	30.0
Total	30	100.0

---

*Client's Race(s):		
Total Number responding to this question: <b>17</b>		
White/Caucasian	9	52.9
Black/African American	5	29.4
Asian	0	0.0
American Indian/Alaskan Native	3	17.6
Native Hawaiian/Other Pacific Islander	1	5.9
Other	4	23.5
Unknown	0	0.0

---

Client's Age:		
Minimum	13	
Maximum	18	
Mean	14.8	
Standard Deviation	1.6	

---

### II. Outcomes

#### Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	7	26.9
No	19	73.1
Total	26	100.0

---

#### Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	25	96.2
1 arrest	1	3.8
2 arrests	0	0.0
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	26	100.0

\*Percents may not add up to 100, as respondent could indicate more than one choice.

## II. Outcomes (cont'd)

### Staying Out of Trouble/Substance Use

\*Substances client used at least 1 time in the last month:

Total Number responding to this question: 24					
	Count	Percent		Count	Percent
Cigarettes	3	12.5	Inhalants, huffing	0	0.0
Ecstasy	0	0.0	Hallucinogens	1	4.2
Cocaine, crack	1	4.2	Alcohol, beer, wine	5	20.8
Marijuana	5	20.8	Opiates, heroin	2	8.3
Crystal meth, speed	1	4.2	Injected any substance	0	0.0

### Successful in School

Days absent from school during the last month:

1 day or less	8	33.3
2 days	2	8.3
3 to 5 days	2	8.3
6 to 10 days	0	0.0
More than 10 days	2	8.3
Not applicable/Not in school	2	8.3
Do not remember	8	33.3
<b>Total</b>	<b>24</b>	<b>100.0</b>

### Cultural and Linguistic Competence

Language of YSS form:

Spanish	2	6.7
English	28	93.3
Vietnamese	0	0.0
Tagalog	0	0.0
<b>Total</b>	<b>30</b>	<b>100.0</b>

**Child has Medi-Cal (Medicaid) insurance:**

	Count	Percent
Yes	23	95.8
No	1	4.2
<b>Total</b>	<b>24</b>	<b>100.0</b>

**Services received were provided in the preferred language:**

	Count	Percent
Yes	22	100.0
No	0	0.0
<b>Total</b>	<b>22</b>	<b>100.0</b>

**Written information was available in the preferred language:**

Yes	21	95.5
No	1	4.5
<b>Total</b>	<b>22</b>	<b>100.0</b>

\*Those who helped complete any part of this survey:

Total Number responding to this question: 24		
Did not need any help	15	62.5
A mental health advocate/volunteer	2	8.3
Another mental health consumer	0	0.0
A family member	5	20.8
A professional interviewer	0	0.0
Client's clinician/case manager	1	4.2
Staff member other than client's clinician/case manager	1	4.2
Someone else	3	12.5

\*Percents may not add up to 100, as respondent could indicate more than one choice.