

Youth Services Survey (YSS)

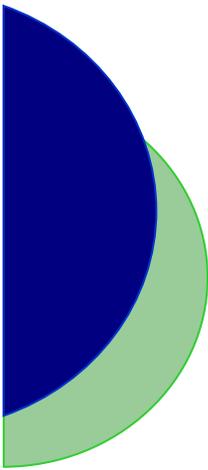
Feedback from Families and Youth

County of San Diego Health & Human Services Agency

The purpose of the survey is to gather anonymous feedback from parents/caregivers and youth over the age of 13 receiving county mental health services in effort to make improvements in the Children, Youth & Families Mental Health System of Care.

Thank you for participating and for your valuable feedback!

Please note that these are system summary results and may or may not apply to your program.



What is the YSS?

The YSS is a state-mandated survey that rates client and parent/caregiver satisfaction with services and perception of outcomes using a 5-point scale (strongly disagree to strongly agree).

There are four sections of the survey:

1. Fifteen satisfaction questions
2. Seven outcomes questions
3. Four support questions
4. Open comments

The survey took place the week of May 11-15 in Spring 2015.

May 2015 Survey Response

Nearly 5,300 surveys were submitted from approximately 80 programs. Some surveys did not have enough information filled out. More than 3,600 surveys had complete information.

Surveys are not given to clients in crisis or in inpatient settings.

Parent/caregiver: 2,324 surveys

Youth: 1,357 surveys



Key Findings

- ◆ Satisfaction tends to be high in general.
- ◆ Satisfaction varies by client and program.
- ◆ Parents/caregivers are more satisfied with behavioral health services than youth are.
- ◆ Youth in day treatment are less satisfied than youth in other services like outpatient therapy or case management.

What do we do with your feedback?

The program monitors at the Behavioral Health Services Administration review feedback and data, and engage in follow-up with the programs.

The survey is administered twice a year, and the program monitors use the data to identify trends.

Your anonymous comments and feedback are converted to uniform text format and are returned to the programs in effort to make improvements in the system. The comments do not have any identifiers.

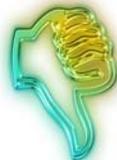


Areas For Improvement

- ◆ **12%** of youth felt they did not have a voice in the selection of services they received.
- ◆ **19%** of parents/caregivers did not agree that they got as much help as they needed for their child.
- ◆ **31%** of youth did not agree that services helped them perform better in school and/or work.
- ◆ **11%** of parents/caregivers felt that services did not improve their child's coping skills.
- ◆ **14%** of youth as well as **14%** of parents/caregivers, were not satisfied with their family life at the time they were surveyed.



Comments



What has been the most helpful thing about the services you/your child received over the last 6 months?

"I'm better at controlling my anger and actions."

"The home visits and psychiatrist on staff."

"Being able to talk to someone I trust."

"Parent support groups and resources."

What would improve the services here?

"More trauma focused services."

"Transportation services for meetings and doctor appointments."

"When there are meetings there should be child care."

"To have more time with the therapist."

Where does this survey go once the envelope is sealed?

The research team at CASRC (Child & Adolescent Services Research Center) is contracted to collect, review and report on the YSS.

