

PROGRAM MANAGER MEETING

Children, Youth and Families | Behavioral Health Services

November 9, 2023 | Zoom

9:30 a.m. – 11:30 p.m.

Meeting Summary

ITEM	SUMMARY/ ACTION ITEMS
1. Welcome – Eileen Quinn-O’Malley	
2. Pathways to Well-Being (PWB)/Continuum of Care Reform (CCR) – Shaun Goff, Cynthia Roman (handout)	<ul style="list-style-type: none"> New Continuum of Care (CCR) Behavioral Health Program Manager, Cynthia Roman
3. QA Updates (SOC) - Elaine Mills, Diana Daitch	<ul style="list-style-type: none"> UTTM Announcements – all UTTMs can be access on OPTUM website
4. Group Therapy Engagement – Kally Vieira, Lisa Castagnola (handout)	<ul style="list-style-type: none"> Tips for successful engagement and participation in group therapy for youth and caregivers (see attached PowerPoint presentation and handout). Contact: Kally Vieira, kally.vieira@newalternatives.com
5. SDYS ICARE Program Presentation – Alexandra (Ali) Evans, Ember Price (handout)	<ul style="list-style-type: none"> I CARE Services Available Virtually San Diego Youth Services (sdyouthservices.org) Drop-In Center Mon-Fri 3-7 pm & Sat-Sun 4-8 pm Contact: Alexandra (Ali) Evans 619-993-8050
6. PFCS Incredible Years School Based PEI Program – Chris DuVall (handout)	<ul style="list-style-type: none"> Incredible Years – Preschool through 3rd Grade Incredible Parents Contact: Chris DuVall, cduvall@pfcs.agency
7. Announcements <ul style="list-style-type: none"> CASRC Youth Services Survey (YSS) (handout) EQR Focus Group Participants BuyNet new platform Blue Envelope Program Birth of Brilliance – Theme: Don’t Just Think...Feel 44th Annual California Mental Health Advocates for Children and Youth (CMHACY) Conference 	<ul style="list-style-type: none"> CASRC YSS link System of Care Evaluation (SOCE) (ucsd.edu) “Thank you” EQR Focus Group Participants Link BuyNet Link Blue Envelope Program San Diego County Sheriff (sdsheriff.gov) Save the Date, Virtual Conference February 29, 2024, and In-Person Cultural Fair March 1, 2024 Save the Date, 44th Annual California Mental Health Advocates for Children and Youth (CMHACY) Conference May 15-17, 2024
8. Breakout Rooms – Networking with Colleagues	
Next Meeting: January 11, 2024 9:30 a.m. – 11:30 a.m.	



Pathways to Well-Being and Continuum of Care Reform

Introducing the New Continuum of Care (CCR) Behavioral Health Program Manager, Cynthia Roman



Cynthia began her career with the County of San Diego BHS in 2016 as a Licensed Mental Health Clinician with the Pathways to Well-Being team. She then transitioned to the Continuum of Care Reform (CCR) team where she assisted Group Homes transition to Short-Term Residential Therapeutic Programs (STRTPs). Prior to working with the County Cynthia worked at New Alternatives South Bay #16 where she was a clinician for children and youth in foster care. She also worked at different sites with NA such as Quality Assurance, TBS, and NA #6.

Cynthia was recently promoted to the position of Behavioral Health Program Manager for the CCR Team. She will be overseeing the Qualified Individual (QI) Process, Behavioral Health involvement in Interagency Placement Committee (IPC) meetings and will continue to assist onboarding new STRTPs.

Interagency Placement Committee Meeting Invites for Behavioral Health Providers Update

Please note that BHS Provider invites to IPC will now be coordinated by Tais Millsap, LCSW (Tais.Millsap@sdcounty.ca.gov).

North County Outpatient School Based Services

A program of New Alternatives Inc.

Who We Are

- North County Outpatient School-Based Services (NCOSBS) provides outpatient services, including individual and family therapy, group sessions, case management, rehabilitative services, and psychiatry services. These services are available to children, adolescents, and young adults up to the age of 21, whether they are uninsured or have medi-Cal insurance.
 - NCOSBS delivers services on the campuses of the following schools: La Mirada Academy, Mission Hills High School, San Marcos High School, Foothills High School, and Twins Oaks High School. Furthermore, NCOSBS extends its services to youth in the community who have been referred and meet medical necessity .
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Group Rehabilitation

- **Artistic Expression:** mindfulness through painting, journaling/creative writing, music/songwriting, collages.
- **Coping skills:** Healthy vs. unhealthy coping skills, self-care activities, calming jars, meditation.
- **Communication Skills:** practice social skills, learn about different communication styles, and role-play practicing different communication skills (e.g., active listening, I statements, etc.).

Group Therapy

- **Dungeon and Dragons:** The primary focus was to allow clients to build a diverse set of skills that would result in improvements in three key areas: confidence, social skills, and decision-making. We utilized a strength-based approach, and elements of Superhero Therapy were incorporated.
- **Anxiety Group:** Utilized CBT techniques and provided psychoeducation on generalized anxiety and social anxiety. Clients learned to identify negative and maladaptive behaviors while becoming aware of the interconnectedness of their thoughts, feelings, and behaviors. The clients focused on challenging maladaptive thoughts contributing to symptoms of anxiety and had opportunities to learn and practice coping skills.

Group Therapy

- **All Boys Group:** The focus was to explore patriarchal structures in society that these male adolescents have become aware of. We assisted in deconstructing the harmful and challenging messages within them, and supported clients in building a healthy masculine identity that is individual and culturally appropriate. The themes of strength, leadership, independence, self-care, and emotional expression were discussed. Pitfalls such as help avoidance, recklessness, aggression, abuse, and anger was also addressed. We utilized Narrative Therapy techniques and provided psychoeducation.

Helpful Tips:

Make it fun and creative!!!

- Tailor group activities to client's preferred interests (art, music, crafts).
- Make it interactive (musical chairs, giant Jenga, etc.)
- Celebrate holidays and different cultures
- Use a reward system to engage clients

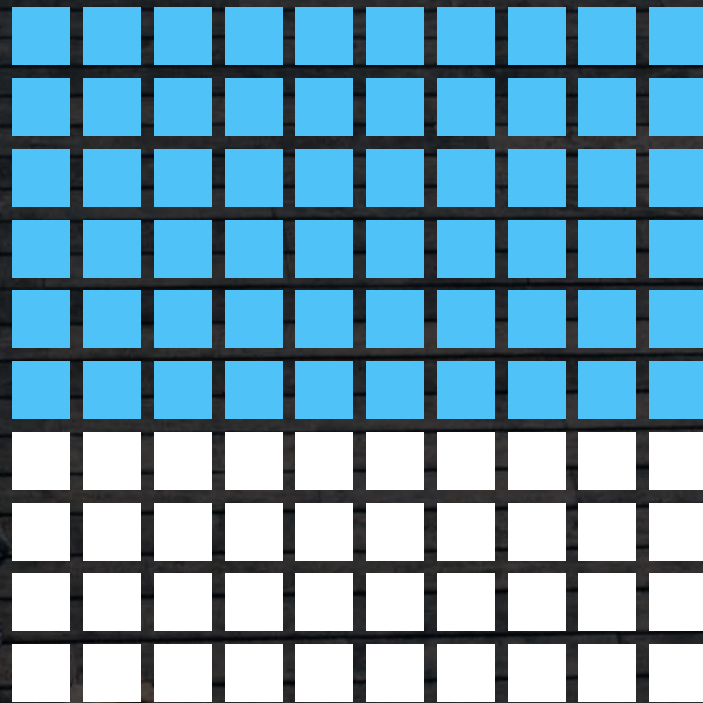
Helpful Tips:

- Meet the client where they are at
- Talk about expectations individually with each client prior to group
- Relate the group activities back to their treatment goals
- Discuss group agenda with certain clients prior to client attending group
- Maintain the same structure throughout the group sessions (i.e review group rules, ice breaker, main activity, closing)
- If providing groups on school campus, offer groups during after school hours
- Celebrate the completion of a group (certificate, small gifts)

Thank you!

Kally Vieira, LPCC
Program Manager

kally.vieira@newalternatives.org





Group Work Components of Success

Relevant & Wanted Content

Staff Buy-In

Integrated

Accessible

Incentivize

Follow-Up

Elicit Feedback & Adjust

ICARE Program

Mid City Youth Center



LIVE WELL
SAN DIEGO



San Diego Youth Services

A comprehensive non-profit organization that has helped stabilize the lives of more than 700,000 young people and their families since 1970

Our mission is to help at-risk youth and their families become self-sufficient and reach their highest potential.

We administer services of over 20 programs in 80 locations throughout San Diego County such as:

I CARE

CSEC Response Team

Our Safe Place

Storefront



I CARE



Provides services to young people up to the age of **21** years who have experienced commercial sexual exploitation or are at risk for it.



“At risk” can include truancy, homelessness, substance abuse, domestic violence, past sexual assault, running away and/or being involved in the foster care system.

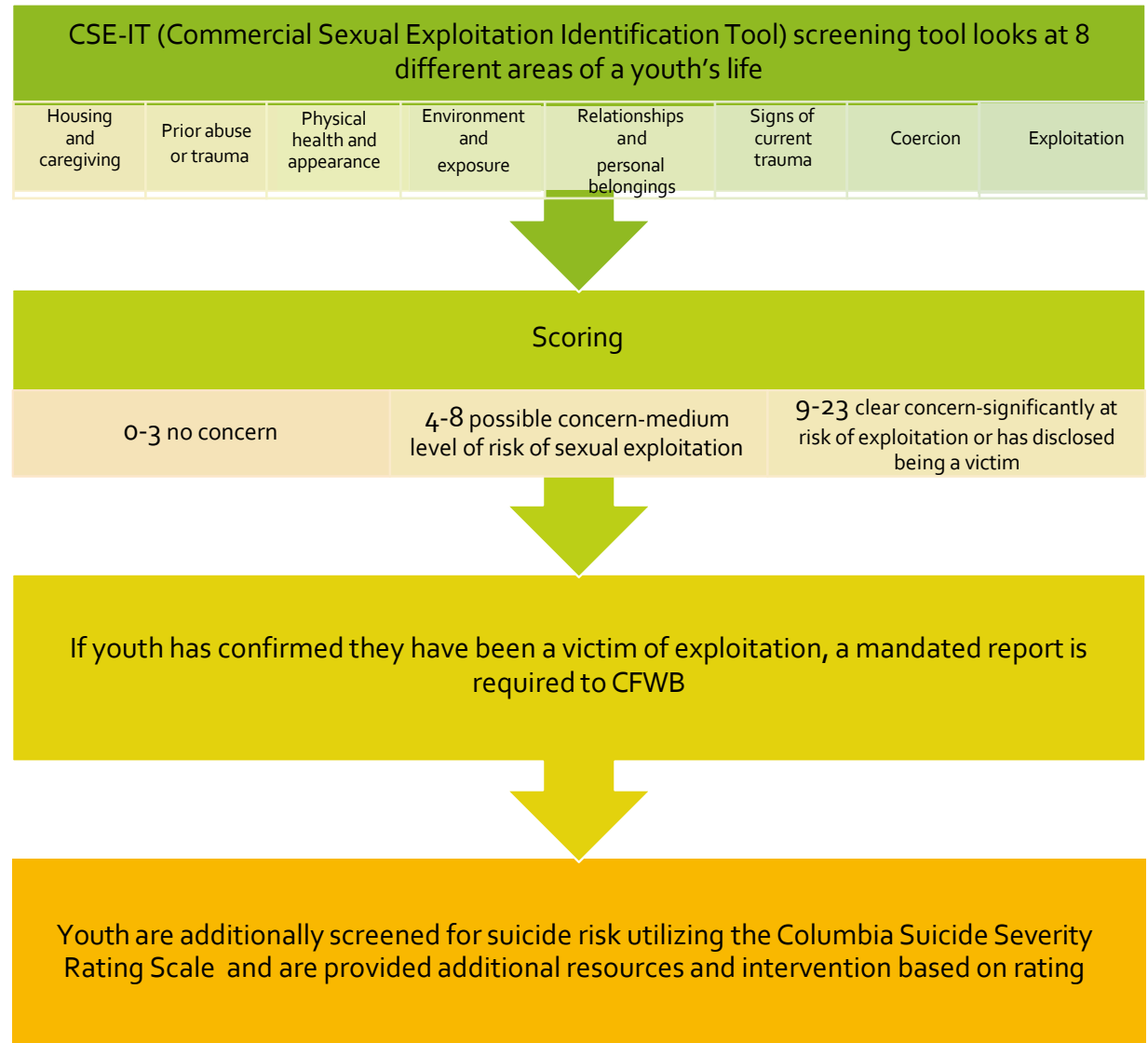


I CARE provides youth with emotional support in developing their inner strengths, self-esteem, and dreams while building a sense of community that promotes healing.



Funding: County of San Diego Health and Human Services Agency, Behavioral Health Services

Screening Tools



ICARE Behavioral Health Clinic

Mon-Fri
9am-6pm

Individual and family therapy

- Trauma Focused Cognitive Behavioral Therapy (TF-CBT)
- Seeking Safety (co-occurring disorders)
- Harm Reduction
- Available to meet in the community
- Available to meet after 6pm by appointment

Psychiatry/Medication Management

I CARE Drop-In Center

Mon-Fri
3-7pm

Sat-Sun
4-8pm

- ## Recreational/Support Groups

- Active groups
- Arts and crafts
- Self-care
- Holiday celebrations
- Cultural nights
- Community Outings

Therapeutic Processing Groups

- Trauma Informed Care
- Motivational Interviewing
- Survivor support groups
- Prevention groups

Peer Support

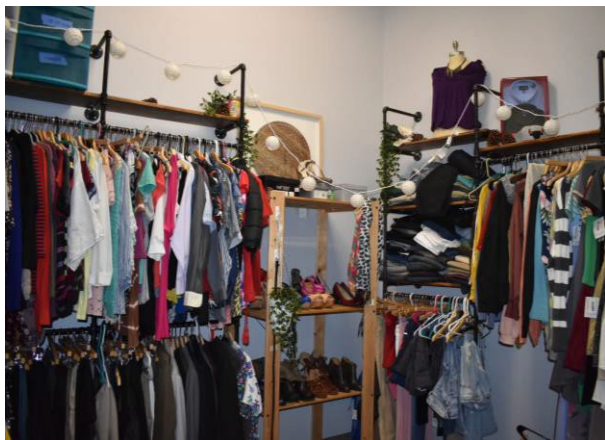
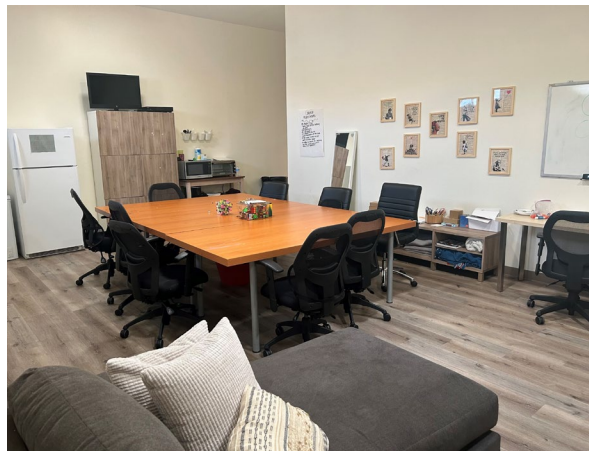
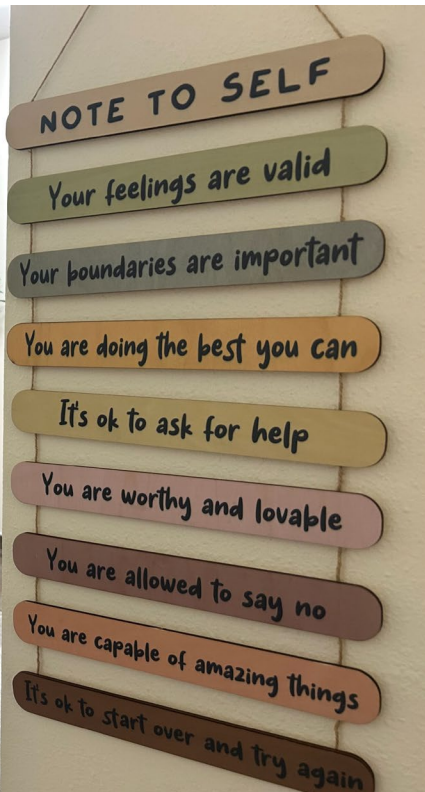
- Lived Experience
- Mentoring
- Perspective and validation

- ## Caregiver Support

- Psychoeducational groups
- CSEC 101 training tailored for parents/caregivers
- Monthly support groups

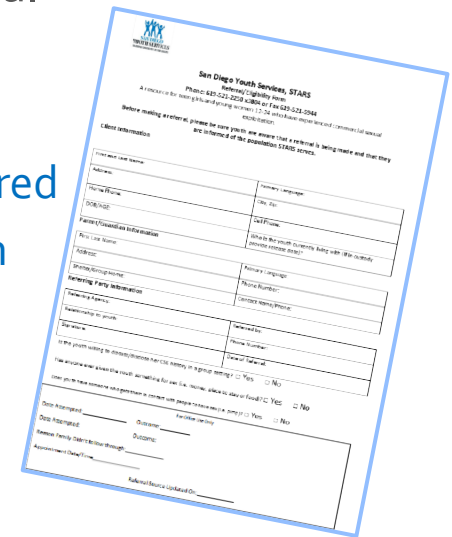
Case Management

- Specialized case management including but not limited to employment and education support
- centered around goals to support and increase self sufficiency



ICARE Eligibility Criteria

- Drop-In Center & Clinic
 - Youth ages up to 21 years
 - All genders
 - At risk for or victim of Commercial Sexual Exploitation
 - ***For Mental Health Clinic Only:***
 - Medi-Cal Beneficiary or Uninsured
 - Eligibility for services align with CalAIM requirements
- Referral Process
 - From anyone and anywhere
 - Submit referral through this link:
<https://a108729.socialsolutionsportal.com/apricot-intake/0789832c-391d-432f-93d6-5f7d7e1a9da6>
 - Call 619-521-2250 or 619-993-8050 for more information



The image shows a form titled "San Diego Youth Services, STARS" with the subtitle "Referral/Intake form". It includes contact information: "Phone: 619-521-2250 or 619-993-8050" and "Email: intake@sdys.org". A note states: "Before making a referral, please be sure youth are aware that a referral is being made and that they are informed of the available STARS services." The form is divided into sections: "Client information" (Name, DOB, Gender, Address, City, State, Zip, Ethnicity, Race, Language, Religion, Disability, etc.), "Referring Party information" (Name, Relationship to youth, etc.), and "Referral information" (Reason for referral, etc.). It also has checkboxes for "Is this youth seeking services in a group setting?" and "Is the youth seeking services in a group setting?". At the bottom, there are fields for "Date Referred", "Referred by", "Referred to", and "Referral Status Updated On".

Community Trainings

Topics Include:

- CSEC 101
 - CSEC/HT definitions
 - What the issue looks like in San Diego County
 - Risk Factors
 - Warning Signs
 - Recruitment Tactics
 - Trauma Informed Care
 - Engagement Strategies
 - Collaboration with Community Partners
- Trainings can be modified according to audience (i.e., Law Enforcement, school personnel, and specific age groups)

Contact Information

Phone:

Office: 619-521-2250

Program Coordinator:

Alexandra (Ali) Evans

619-993-8050



			WED 11/1 MCYC Peer Support 5pm-6:30pm 	THURS 11/2 Growing Through Self Creation Workshop 5pm-6:30pm 	FRI 11/3 Drop-In Center open 3pm-7pm	SAT 11/4 Drop-In Center open 4pm-8pm
SUN 11/5 Drop-In Center open 4pm-8pm	MON 11/6 Wellness and Active group 5pm-6:30pm 	TUES 11/7 CSEC prevention @ Polinsky Children's Center 6pm-7pm  Not a Number 5pm-6:30pm	WED 11/8 MCYC Peer Support 5pm-6:30pm 	THURS 11/9 Growing Through Self Creation Workshop 5pm-6:30pm 	FRI 11/10 Caregiver Support Group 5pm-6:30pm 	SAT 11/11 Drop-In Center open 4pm-8pm
SUN 11/12 Drop-In Center open 4pm-8pm	MON 11/13 Wellness and Active group 5pm-6:30pm 	TUES 11/14 CSEC prevention @ Polinsky Children's Center 6pm-7pm  Not a Number 5pm-6:30pm	WED 11/15 MCYC Peer Support 5pm-6:30pm 	THURS 11/16 Growing Through Self Creation Workshop 5pm-6:30pm 	FRI 11/17 Drop-In Center open 3pm-7pm	SAT 11/18 Drop-In Center open 4pm-8pm
SUN 11/19 Drop-In Center open 4pm-8pm	MON 11/20 Wellness and Active group 5pm-6:30pm 	TUES 11/21 Not a Number 5pm-6:30pm  CSEC Prevention @ Polinsky Children's Center 6pm-7pm	WED 11/22 MCYC Peer Support 5pm-6:30pm 	THURS 11/23 ICARE closed 	FRI 11/24 ICARE closed	SAT 11/25 Expressive Arts Group 4pm-6pm Drop-In Center open 4pm-8pm



**The
Incredible
Years®**



School-Based

Prevention & Early Intervention



COUNTY OF SAN DIEGO
HEALTH AND HUMAN
SERVICES AGENCY





The Incredible Years®

The School-Based The Incredible Years® program completes the IY training series, a set of three comprehensive, multifaceted, and developmentally based curricula for parents, teachers, and children.

Using screening results from teacher-completed surveys, we determine level of risk and deliver classroom and small group services for social/emotional mental health prevention and early intervention.



Evidence Based



Cost-Effective



Improves
Behavioral Health



Promotes
Academic Success

The Incredible Years®

For students in
Preschool - 3rd Grade



Universal Screener



The Incredible Years® Child Program curriculum.

Classroom Intervention: Dinosaur School

Small Group Intervention: Dinosaur School



The Incredible Years Parent Program

Parent Trainings – 12 week series



Promotora Model



Incredible Classrooms

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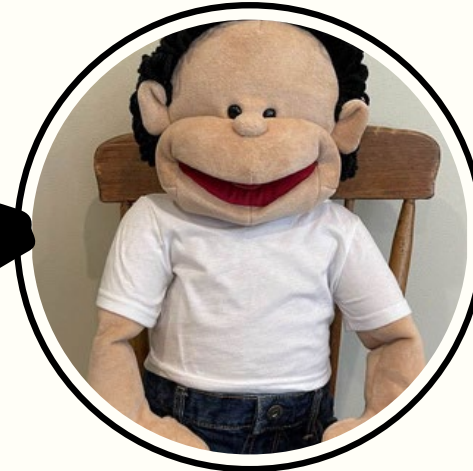
The lessons speak to common issues that students face in the classroom and on the playground.

The lessons provide clear, relatable scenarios and solutions. Students are given understandable strategies during each lesson.

Overall, the school community is positive and calm because we have a common language and specific procedures.



- Social-emotional instruction year round.
- TK - 3rd Grade
- Early prevention for at-risk students.



- Mitigate risks early on.
- Build common language system wide.
- Empower students & teachers using concepts & strategies proven effective over 40 years



- 6 schools
- 84 classrooms
- 1,959 students



Incredible Classrooms

- Concentration Skills
- Detecting Feelings
- Changing Your Words (Growth Mindset)
- Empathy as a Super-Power
- Stop Bullying
- Controlling Anger

- Talking vs. Tattling
- Problem Solving
- Consequences
- Accepting Differences
- Saying "No" to Wrong-Doing
- Coping with Teasing/Being Left Out

- 30 minutes/week
- @ regular-scheduled time slots
- Promotera Professionals reinforcing good choices
- Mid-year & End-of-Year Review & Graduation
- Learning Tools provided to Teachers
- 30 lessons (year-round)

Incredible Small Groups



- 8-10 sessions
- TK-3rd grade
- Social-Emotional Coaching
- More intimate learning environment



- Reinforce core distinctions taught in classroom
- Improve proficiency & fluency in shared concepts
- Build confidence and adoption at home & at school



- 96 small groups
- 814 students
- Teachers reported 76% improved
- Parents reported 97% improved

“Dinosaur School has made a huge impact through small group instruction. I have witnessed students’ growth, socially and emotionally, and I have seen a tremendous change in our classroom culture through both whole class and small group lessons.”

“I have kids share in our morning meeting that they are feeling like a “10” because Dinosaur School groups are today.”



Incredible Small Groups

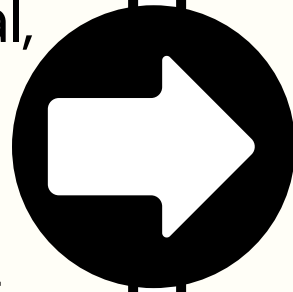
- The Importance of Rules
- Listening, Waiting, Doing Your Personal Best
- Becoming a Feelings Detective
- Friendly Skills

- Calming Down
- Handling Others' Anger
- How to Stop Bullying
- Problem-Solving & Consequences

- 30 minutes/week
- @ regular times (during non-critical learning blocks)
- Approx. 8 students/group
- 8-10 sessions
- 15 min lesson, 10 min activity

Incredible Parents

- The Incredible Years Small Groups Program and Incredible Years Parenting Program go hand in hand.
- They both strengthen a child's social, emotional and academic skills
- The program's focus is on parenting skills and fosters involvement in children's lives to promote children's academic, social and emotional competencies and reduce conduct problems.



Positive
Communication

Behavior
Management
Skills

Consistent &
Clear Limit
Setting

Non-violent
Discipline



The Program

With parents in the Parenting Program and children in small groups there is consistency in language at school and at home.

Parents use the strategies learned in the Parenting Program which are the same strategies that the Incredible Years Facilitators use during small groups.



12 Sessions, 2 hours each

- Importance of Parental Attention & Special Time
- Social, Emotional, Academic & Persistence Coaching
- Effective Praising & Encouragement
- Using Tangible Rewards to Motivate Your Children
- Rules & Responsibilities
- Routines & Clear Limit Settings
- Ignoring Misbehavior
- Time Out to Calm Down
- Natural & Logical Consequences

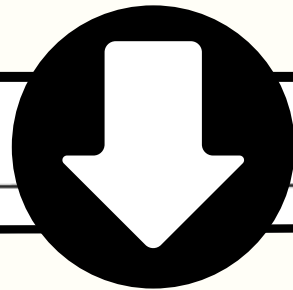
Graduation

- Parents who participate in 8 sessions or more graduate with cap and gown.
- Parents with Perfect Attendance receive a Scholarly Award.
- Children are invited to attend the graduation ceremony.

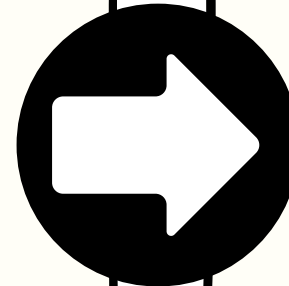


The Promotora Model

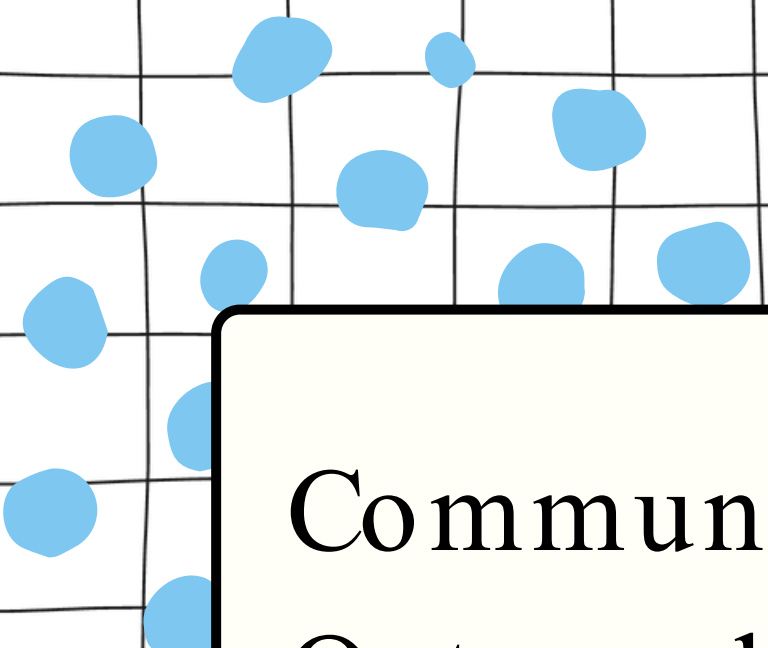
A key component of the program. It provides behavioral health prevention and early intervention services through a parent-peer partner model. The staff serve the families of children attending the targeted elementary schools.



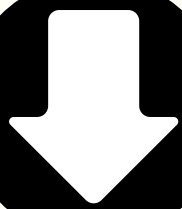
Community Outreach Specialists are members of each school's community, reflect its diversity, speak the pre-dominant language, are a part of the neighborhood's culture, and understand the barriers facing their fellow parents and their children.



These respected members of the community help to form linkages to other area services, as well as between the parents and the schools.

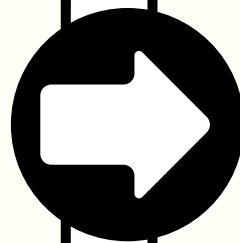


Community Outreach Specialists

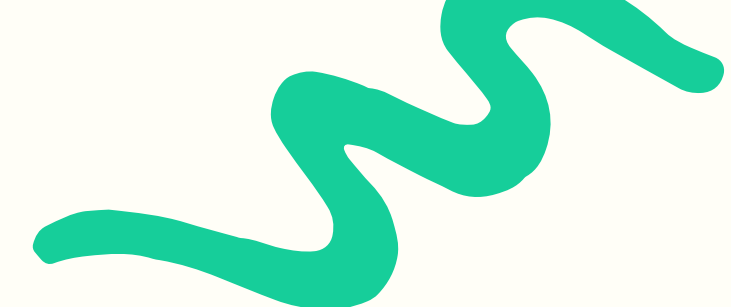



TOTAL NUMBER OF
FAMILIES REFERRED

2,156



Services Provided:

- Outreach
 - Screening
 - Referrals to resources
 - Case Management
 - Collaboration with Parent Liaisons, Community Liaisons, and Health Clerks
 - Participation in school events
 - Participation in community events
- 
- 

Health
Coverage
63%

Food Banks, Food
Stamps, Shelter -
Homeless Services
8%

Case
Management
20%

Mental Health,
Health Plan
Providers, Other
9%

The team



Chris Du Vall, LMFT

Program Manager
cduvall@pfcagency



Ashley White, LMFT

Lead Incredible Years
Specialists
awhite@pfcagency



Jessica Ambiz-
Cruz, MA

Lead Parent Trainer
jambizcruz@pfcagency



Lidia Espinoza

Lead Community
Outreach Specialist
lespinoza@pfcagency



Thank you!



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 ages 13 and older receiving county mental health services in an 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 that took place during the week of May 15-19, 2023 was administered both online and in-person.

What do we do with your feedback?



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

The survey is administered once or twice a year, and 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 an effort to make improvements in the system. The comments do not have any identifiers.

May 2023 Survey Response

More than 2,500 surveys were submitted from approximately 70 programs. Some surveys did not have enough information filled out. More than 1,800 surveys had enough information to review.

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

Parent/caregiver: 1,082 surveys

Youth: 730 surveys

Key Findings

- ◆ Overall satisfaction with services remained high for both youth (90%) and parents/caregivers (94%).
- ◆ Satisfaction varies by client and program.
- ◆ Parents/caregivers are more satisfied overall with behavioral health services than youth are.
- ◆ Youth receiving residential services are least satisfied, as compared to youth receiving other services like outpatient therapy.

Areas For Improvement

- ◆ 8% of youth reported they did not have a voice in the selection of services they received.
- ◆ 14% of parents/caregivers and 19% of youth did not agree or were not sure if they got as much help as they needed.
- ◆ 12% of youth reported that services did not improve their school or work performance.
- ◆ 9% of youth felt that services did not improve their family relationships.
- ◆ 16% of youth and 10% of parents/caregivers were not satisfied with their family life at the time they were surveyed.

Cultural Sensitivity

- ◆ 98% of caregivers and 92% of youth were satisfied with the cultural sensitivity of their providers and program staff.

Youth and Family Comments

What has been the most helpful thing about the services you/your child received?

"Able to accommodate my work schedule and they are very caring for my child's well being."

"I like the privacy I get when going to my therapy appointment."

"Strategies, coping skills, and getting along better with others."

"Transparency in communication."

What would improve the services here?

"More resources for help when we leave, whether that be support groups or chat lines."

"A location closer to home or ability to have therapy at school."

"[I think] care coordinators need to be easier to contact."

"Extending the time/access to this resource."

Where does this survey go after I complete it?

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



Youth Services Survey (YSS)

Retroalimentación de Familias y Jóvenes

County of San Diego Health & Human Services Agency

El propósito de la encuesta es para recopilar retroalimentación anónima de los padres/proveedores de cuidado y jóvenes de 13 años o más que reciben servicio de salud mental con el esfuerzo de hacer mejoramiento en los Niños, Jóvenes y Familias del cuidado del Sistema de Salud Mental.

¡Gracias por su participación y por su valiosa retroalimentación!

Por favor, tenga en cuenta que estos son los resultados del resumen del sistema y pueden o no aplicarse a su programa.

¿Qué es el YSS?

El YSS es una encuesta de mandato estatal que clasifica la satisfacción del cliente y de los padres/proveedores de cuidado con los servicios y la percepción de los resultados utilizando una escala de 5 puntos (definitivamente en desacuerdo a definitivamente de acuerdo).

Hay cuatro sesiones de la encuesta:

- 1) Quince preguntas de satisfacción
- 2) Siete preguntas de resultados
- 3) Cuatro preguntas de apoyo
- 4) Comentarios abiertos

La encuesta que ocurrió durante la semana del 15 al 19 de mayo de 2023, se administró tanto en línea como en persona.

¿Qué hacemos con su retroalimentación?



Los monitores del programa en la Administración de Servicios de Salud del Comportamiento revisan la retroalimentación y los datos, y participan en el seguimiento de los programas.

La encuesta se realiza una o dos veces al año, y los monitores del programa utilizan los datos para identificar las tendencias.

Sus comentarios anónimos y retroalimentación son convertidos a un formato de texto uniforme y se les regresa al programa con el esfuerzo de hacer mejoras al sistema. Los comentarios no tienen identificadores.

Respuesta de la Encuesta de Mayo 2023

Más de 2,500 encuestas fueron sometidas de aproximadamente 70 programas. Algunas encuestas no tenían suficiente información. Mas de 1,800 encuestas tuvieron suficiente información para repasar.

Las encuestas no se les da a clientes en crisis o hospitalizados.

Padres/Proveedores de Cuidado:

1,082 encuestas

Jóvenes: 730 encuestas

Descubrimientos Clave

- ◆ La satisfacción general con los servicios sigue siendo alta tanto para los jóvenes (90%) como para los padres y proveedores de cuidado (94%).
- ◆ La satisfacción varía por cliente y programa.
- ◆ Padres/proveedores de cuidado están más satisfechos en general con los servicios de salud mental que los jóvenes.

Área de Mejora

- ◆ 8% de los jóvenes reportaron que no tenían voz en la selección de los servicios que recibieron.
- ◆ 14% de los padres/proveedores de cuidado no estaban de acuerdo o no estaban seguros si recibieron la suficiente ayuda que necesitaban para su hijo/a.
- ◆ 12% de los jóvenes reportaron que los servicios no mejoraron su funcionamiento en la escuela y/o en el trabajo.
- ◆ 9% de los jóvenes sintieron que los servicios no mejoraron sus relaciones con familiares.
- ◆ 16% de los jóvenes y 10% de los padres/proveedores de cuidado no estaban satisfechos con su vida familiar en el momento de la encuesta.

Sensibilidad Cultural

- ◆ 98% de los proveedores de cuidado y 92% de los jóvenes estaban satisfechos con la sensibilidad cultural de sus proveedores y del personal del programa.

Comentarios de jóvenes y familias

¿Qué ha sido lo que más le ha ayudado de los servicios que usted y su hijo(a) recibieron?

"Capaces de adaptarse a mi horario de trabajo y les importa mucho el bienestar de mi niño."

"Me gusta la privacidad que tengo cuando voy a mi cita de terapia."

"Estrategias, habilidades de afrontamiento y llevarse mejor con los demás."

"Transparencia en la comunicación."

¿Que mejoraría los servicios aquí?

"Más recursos de ayuda para cuando nos vayamos, ya sean grupos de apoyo o líneas de chat."

"Una ubicación más cercana a casa o la habilidad de tener terapia en la escuela."

"[Creo que] los coordinadores de cuidados deben ser más fáciles de contactar."

"Extender el tiempo/acceso a este recurso."

¿A dónde va esta encuesta después de que la complete?

El equipo de investigación del Centro de Investigación de Servicios para Niños y Adolescentes (CASRC) está contratado para recopilar, revisar e informar sobre el YSS.

