

Youth Services Survey (YSS)

April 2014 Survey Period
San Diego County



Children, Youth & Families Behavioral Health Services



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

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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 April 28—May 2, 2014 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 April 2014 YSS period. During the survey period, 333 (8.8%) of the 3,784 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 April 2014: 90% of the 3,559 clients receiving a service submitted a YSS form, and 75% of the 3,559 clients receiving a service completed a YSS form. Submission 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 91%, respectively) and treatment by staff (“Staff treated me with respect,” 98% and 90%, respectively).
4. Parents/caregivers were least satisfied about the amount of assistance received (“My family got as much help we needed for my child,” 83%).
5. Youth were least satisfied with their involvement in service selection (I helped to choose my own services,” 65%).
6. Satisfaction varied substantially among different levels of care in the CYFBHS system, especially among youth clients. On average, youth receiving Outpatient services were most satisfied (87% of survey items with at least an 80% positive response) and youth receiving Day Treatment services were least satisfied (7% of survey items with at least an 80% positive response). Parents/caregivers reported high levels of satisfaction across levels of care on average.

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 April 2014. In the current survey period, **90.3% of 3,559 clients receiving a service submitted a YSS form, and 75.3% of 3,559 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

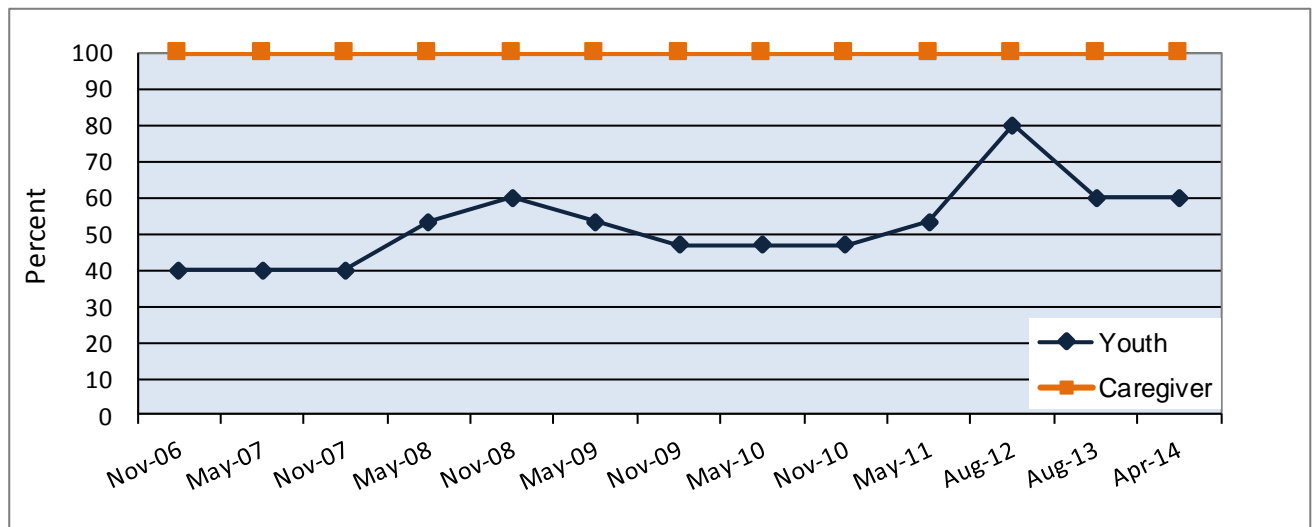
More than 5,300 survey forms were submitted for the April 2014 YSS (3,584 forms from caregivers and 1,745 forms from youth). Nearly 3,800 of the forms were completed and had useable data (2,470 forms from caregivers and 1,314 forms from youth). Overall, **71% of the forms that were turned in were completed**. 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 April 2014 YSS; at least 80% of youth responded in the two most favorable categories for 60% of the individual survey items (Figure 2). It is notable that **youth scores on all individual items were above the 75% level with the exception of two items: “I helped to choose my services” (65.4% replied Agree or Strongly Agree), and, “I got as much help as I needed” (74.3% 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 (97.6%) and youth (91.3%) who completed the April 2014 Survey.

Figure 2. Youth and Caregiver 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.

Youth Services Survey (YSS) Results Countywide San Diego Spring 2014 Family Form (Completed by Parent/Caregiver)

Submitted: 3584 Completed: 2470 Percent of Submitted Forms Completed: 69%

Not Completed: 1114

Reason Not Completed: 374 Refused, 19 Impaired, 24 Language, 214 No Show, 217 Caregiver Unavailable, 266 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	177	7.8	3 - 5 Months	613	27.0
> One Visit < One Month	242	10.7	6 Months to 1 Year	521	22.9
1 - 2 Months	523	23.0	More Than 1 Year	196	8.6

Questions based on services received in last 6 months

	Strongly Disagree / %	Disagree / %	Agree / %	Strongly Agree / %
1. Overall, I am satisfied with the services my child received.....	1.9		92.6	
2. I helped to choose my child's services.....	5.9		88.9	
3. I helped to choose my child's treatment goals.....	3.8		91.9	
4. The people helping my child stuck with us no matter what.....	2.7		91.8	
5. I felt my child had someone to talk to when he/she was troubled.....	2.9		91.2	
6. I participated in my child's treatment.....	1.8		95.8	
7. The services my child and/or family received were right for us.....	1.9		89.9	
8. The location of services was convenient for us.....	3.9		92.5	
9. Services were available at times that were convenient for us.....	2.9		93.6	
10. My family got the help we wanted for my child.....	2.6		88.6	
11. My family got as much help as we needed for my child.....	4.4		83.1	
12. Staff treated me with respect.....	1.6		97.5	
13. Staff respected my family's religious/spiritual beliefs.....	1.4		96.5	
14. Staff spoke with me in a way that I understood.....	1.5		97.6	
15. Staff were sensitive to my cultural/ethnic background.....	2.0		96.0	

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.....	5.9	72.2
17. My child gets along better with family members.....	7.0	73.5
18. My child gets along better with friends and other people.....	5.3	73.4
19. My child is doing better in school and/or work.....	9.5	70.7
20. My child is better able to cope when things go wrong.....	9.4	67.7
21. I am satisfied with our family life right now.....	11.9	68.4
22. My child is better able to do things he or she wants to do.....	7.5	71.6

*Percents may not add up to 100, as "Undecided" option has been omitted.

23. I know people who will listen and understand me when I need to talk.....	2.7	91.8
24. I have people that I am comfortable talking with about my child's problem(s)..	2.7	92.5
25. In a crisis, I would have the support I need from family or friends.....	4.6	88.2
26. I have people with whom I can do enjoyable things.....	3.0	90.9

Child is currently living with respondent:	Count	Percent
Yes	2251	93.9
No	146	6.1
Total	2397	100.0

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

Total Number responding to this question: **2094**

	Count	Percent
With one or both parents	1702	81.3
With another family member	220	10.5
Foster Home	158	7.5
Therapeutic foster home	16	0.8
Crisis shelter	23	1.1
Homeless shelter	40	1.9
Group home	53	2.5
Residential treatment center	63	3.0
Hospital	69	3.3
Local jail or detention facility	51	2.4
State correctional facility	9	0.4
Runaway/homeless/on the streets	26	1.2
Other	81	3.9

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

	Count	Percent
Yes, in a clinic or office	1710	72.6
Yes, but only in a hospital or emergency room	136	5.8
No	420	17.8
Do not remember	88	3.7
Total	2354	100.0

Child is on medication for emotional / behavioral problems:

Yes	891	38.4
No	1431	61.6
Total	2322	100.0

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

Yes	735	92.0
No	64	8.0
Total	799	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	72	3.6
No	1929	96.4
Total	2001	100.0

Child was arrested during the 12 months prior:

Yes	96	4.8
No	1892	95.2
Total	1988	100.0

Encounters with police have:

been reduced	167	9.3
stayed the same	50	2.8
increased	29	1.6
not applicable	1555	86.3
Total	1801	100.0

Child was expelled or suspended:

Yes	199	10.1
No	1769	89.9
Total	1968	100.0

Child expelled during the 12 months prior:

Yes	287	14.8
No	1648	85.2
Total	1935	100.0

Number of days child was in school is:

Greater	347	19.4
About the same	545	30.4
Less	88	4.9
Does not Apply	810	45.3
Total	1790	100.0

Reason this Does not Apply:

No problems with attendance before services	543	84.7
Child is too young to be in school	20	3.1
Child was expelled from school	4	0.6
Child is home schooled	16	2.5
Child dropped out of school	6	0.9
Other	52	8.1
Total	641	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	18	9.5
No	172	90.5
Total	190	100.0

Child was arrested during the 12 months prior:

Yes	15	8.1
No	171	91.9
Total	186	100.0

Encounters with police have:

been reduced	28	16.2
stayed the same	10	5.8
increased	6	3.5
not applicable	129	74.6
Total	173	100.0

Child was expelled or suspended in the last 12 months:

Yes	36	19.4
No	150	80.6
Total	186	100.0

Child expelled during the 12 months prior:

Yes	31	17.2
No	149	82.8
Total	180	100.0

Number of days child was in school is:

Greater	45	28.1
About the same	47	29.4
Less	8	5.0
Does not Apply	60	37.5
Total	160	100.0

Reason this Does not Apply:

No problems with attendance before services	48	87.3
Child is too young to be in school	0	0.0
Child was expelled from school	2	3.6
Child is home schooled	1	1.8
Child dropped out of school	0	0.0
Other	4	7.3
Total	55	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	1387	59.0
Female	962	40.9
Other	2	0.1
Total	2351	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	1535	62.1
No	696	28.2
Unknown	239	9.7
Total	2470	100.0

*Client's Race(s):	Count	Percent
Total Number responding to this question: 1745		
White/Caucasian	960	55.0
Black/African American	316	18.1
Asian	71	4.1
American Indian/Alaskan Native	87	5.0
Native Hawaiian/Other Pacific Islander	44	2.5
Other	528	30.3
Unknown	32	1.8

Client's Age:	Count
Minimum	0
Maximum	21
Mean	10.9
Standard Deviation	4.1

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	611	26.3
No	1708	73.7
Total	2319	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:	Count	Percent
No arrests	2333	98.1
1 arrest	37	1.6
2 arrests	5	0.2
3 arrests	1	0.0
4 or more arrests	1	0.0
Total	2377	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: **2240**

	Count	Percent		Count	Percent
Cigarettes	57	2.5	Inhalants, huffing	3	0.1
Ecstasy	2	0.1	Hallucinogens	1	0.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	42	1.9
Marijuana	106	4.7	Opiates, heroin	1	0.0
Crystal meth, speed	5	0.2	Injected any substance	1	0.0

Successful in School

Days absent from school during the last month:

1 day or less	1237	53.5
2 days	269	11.6
3 to 5 days	289	12.5
6 to 10 days	78	3.4
More than 10 days	77	3.3
Not applicable/Not in school	137	5.9
Do not remember	225	9.7
Total	2312	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	854	34.6
English	1604	64.9
Vietnamese	11	0.4
Tagalog	1	0.0
Total	2470	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	2212	94.4
No	131	5.6
Total	2343	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	2242	98.0
No	45	2.0
Total	2287	100.0

Written information was available in the preferred language:

	Count	Percent
Yes	2222	97.3
No	62	2.7
Total	2284	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: **2301**

Did not need any help	1949	84.7
A mental health advocate/volunteer	32	1.4
Another mental health consumer	10	0.4
A family member	40	1.7
A professional interviewer	28	1.2
Client's clinician/case manager	160	7.0
Staff member other than client's clinician/case manager	78	3.4
Someone else	42	1.8

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

Youth Services Survey (YSS) Results

Countywide San Diego Spring 2014

Youth Form (Completed by Youth)

Submitted: 1745 Completed: 1314 Percent of Submitted Forms Completed: 75%
Not Completed: 431

Reason Not Completed: 173 Refused, 20 Impaired, 2 Language, 83 No Show, 77 Caregiver Unavailable, 76 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	99	8.2	3 - 5 Months	265	21.9
> One Visit < One Month	152	12.6	6 Months to 1 Year	278	23.0
1 - 2 Months	247	20.4	More Than 1 Year	167	13.8

Questions based on services received in last 6 months

Strongly Disagree / Disagree Agree / Strongly Agree
 % %

1. Overall, I am satisfied with the services I received.....	5.1	83.7
2. I helped to choose my services.....	15.1	65.4
3. I helped to choose my treatment goals.....	6.9	80.2
4. The people helping me stuck with us no matter what.....	6.1	79.6
5. I felt I had someone to talk to when he/she was troubled.....	7.0	78.5
6. I participated in my own treatment.....	3.7	84.5
7. I received services that were right for me.....	5.3	81.8
8. The location of services was convenient for me.....	6.1	82.0
9. Services were available at times that were convenient for me.....	6.0	79.9
10. I got the help I wanted.....	6.0	79.0
11. I got as much help as I needed.....	6.0	74.3
12. Staff treated me with respect.....	3.1	89.6
13. Staff respected my religious/spiritual beliefs.....	2.4	89.4
14. Staff spoke with me in a way that I understood.....	2.6	91.3
15. Staff were sensitive to my cultural/ethnic background.....	4.3	84.5

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. I am better at handling daily life.....	5.5	72.9
17. I get along better with family members.....	8.6	64.4
18. I get along better with friends and other people.....	5.0	75.1
19. I am doing better in school and/or work.....	9.5	65.3
20. I am better able to cope when things go wrong.....	6.9	70.7
21. I am satisfied with my family life right now.....	13.5	61.8
22. I am better able to do things I want to do.....	8.8	69.1

*Percents may not add up to 100, as "Undecided" option has been omitted.

23. I know people who will listen and understand me when I need to talk.....	4.5	83.3
24. I have people that I am comfortable talking with about my problem(s).....	5.8	80.4
25. In a crisis, I would have the support I need from family or friends.....	6.0	78.1
26. I have people with whom I can do enjoyable things.....	4.1	85.6

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

Total Number responding to this question: **1227**

	Count	Percent
With one or both parents	908	74.0
With another family member	220	17.9
Foster Home	51	4.2
Therapeutic foster home	3	0.2
Crisis shelter	15	1.2
Homeless shelter	30	2.4
Group home	138	11.2
Residential treatment center	63	5.1
Hospital	86	7.0
Local jail or detention facility	75	6.1
State correctional facility	7	0.6
Runaway/homeless/on the streets	63	5.1
Other	70	5.7

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

	Count	Percent
Yes, in a clinic or office	686	54.4
Yes, but only in a hospital or emergency room	151	12.0
No	183	14.5
Do not remember	242	19.2
Total	1262	100.0

Child is on medication for emotional / behavioral problems:

Yes	547	43.6
No	708	56.4
Total	1255	100.0

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

Yes	394	79.3
No	103	20.7
Total	497	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	75	7.4
No	940	92.6
Total	1015	100.0

Child was arrested during the 12 months prior:

Yes	124	12.3
No	885	87.7
Total	1009	100.0

Encounters with police have:

been reduced	208	21.5
stayed the same	77	8.0
increased	33	3.4
not applicable	649	67.1
Total	967	100.0

Child was expelled or suspended:

Yes	135	13.5
No	868	86.5
Total	1003	100.0

Child expelled during the 12 months prior:

Yes	172	17.4
No	815	82.6
Total	987	100.0

Number of days child was in school is:

Greater	256	26.8
About the same	350	36.6
Less	64	6.7
Does not Apply	286	29.9
Total	956	100.0

Reason this Does not Apply:

No problems with attendance before services	188	78.3
Child was expelled from school	1	0.4
Child is home schooled	15	6.3
Child dropped out of school	9	3.8
Other	27	11.3
Total	240	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	26	16.1
No	135	83.9
Total	161	100.0

Child was arrested during the 12 months prior:

Yes	21	13.0
No	140	87.0
Total	161	100.0

Encounters with police have:

been reduced	36	22.8
stayed the same	20	12.7
increased	10	6.3
not applicable	92	58.2
Total	158	100.0

Child was expelled or suspended in the last 12 months:

Yes	29	17.8
No	134	82.2
Total	163	100.0

Child expelled during the 12 months prior:

Yes	29	18.5
No	128	81.5
Total	157	100.0

Number of days child was in school is:

Greater	52	35.4
About the same	40	27.2
Less	19	12.9
Does not Apply	36	24.5
Total	147	100.0

Reason this Does not Apply:

No problems with attendance before services	23	76.7
Child was expelled from school	1	3.3
Child is home schooled	2	6.7
Child dropped out of school	1	3.3
Other	3	10.0
Total	30	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	595	47.6
Female	640	51.2
Other	15	1.2
Total	1250	100.0

Client of Mexican/Hispanic/Latino Origin:		
Yes	756	57.5
No	392	29.8
Unknown	166	12.6
Total	1314	100.0

*Client's Race(s):		
Total Number responding to this question:	921	
White/Caucasian	423	45.9
Black/African American	188	20.4
Asian	63	6.8
American Indian/Alaskan Native	83	9.0
Native Hawaiian/Other Pacific Islander	38	4.1
Other	295	32.0
Unknown	44	4.8

Client's Age:	
Minimum	13
Maximum	20
Mean	15.3
Standard Deviation	1.6

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	207	17.1
No	1007	82.9
Total	1214	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	1200	93.8
1 arrest	59	4.6
2 arrests	7	0.5
3 arrests	6	0.5
4 or more arrests	8	0.6
Total	1280	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: 1253

	Count	Percent		Count	Percent
Cigarettes	146	11.7	Inhalants, huffing	10	0.8
Ecstasy	10	0.8	Hallucinogens	12	1.0
Cocaine, crack	13	1.0	Alcohol, beer, wine	153	12.2
Marijuana	194	15.5	Opiates, heroin	4	0.3
Crystal meth, speed	19	1.5	Injected any substance	4	0.3

Successful in School

Days absent from school during the last month:

1 day or less	452	35.6
2 days	165	13.0
3 to 5 days	235	18.5
6 to 10 days	75	5.9
More than 10 days	69	5.4
Not applicable/Not in school	196	15.4
Do not remember	78	6.1
Total	1270	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	13	1.0
English	1301	99.0
Vietnamese	0	0.0
Tagalog	0	0.0
Total	1314	100.0

Child has Medi-Cal (Medicaid) insurance:

Yes	1058	88.2
No	142	11.8
Total	1200	100.0

Services received were provided in the preferred language:

Yes	1148	94.8
No	63	5.2
Total	1211	100.0

Written information was available in the preferred language:

Yes	1088	92.0
No	95	8.0
Total	1183	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: 1192

Did not need any help	869	72.9
A mental health advocate/volunteer	45	3.8
Another mental health consumer	12	1.0
A family member	111	9.3
A professional interviewer	22	1.8
Client's clinician/case manager	127	10.7
Staff member other than client's clinician/case manager	48	4.0
Someone else	41	3.4

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

Youth Services Survey (YSS) Results Spring 2014 Family Form (Completed by Parent/Caregiver)

Level of Care: Case Management

Submitted: 289 **Completed:** 211 **Percent of Submitted Forms Completed:** 73%

Not Completed: 78

Reason Not Completed: 35 Refused, 2 Impaired, 4 Language, 10 No Show, 10 Caregiver Unavailable, 17 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	7	3.5	3 - 5 Months	56	28.1
> One Visit < One Month	17	8.5	6 Months to 1 Year	62	31.2
1 - 2 Months	33	16.6	More Than 1 Year	24	12.1

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.....	2.0	90.2
2. I helped to choose my child's services.....	7.7	89.7
3. I helped to choose my child's treatment goals.....	2.5	94.9
4. The people helping my child stuck with us no matter what.....	3.5	93.0
5. I felt my child had someone to talk to when he/she was troubled.....	5.5	88.5
6. I participated in my child's treatment.....	0.5	97.5
7. The services my child and/or family received were right for us.....	1.9	86.5
8. The location of services was convenient for us.....	2.0	95.1
9. Services were available at times that were convenient for us.....	2.0	95.1
10. My family got the help we wanted for my child.....	3.4	84.4
11. My family got as much help as we needed for my child.....	5.9	78.3
12. Staff treated me with respect.....	2.0	97.6
13. Staff respected my family's religious/spiritual beliefs.....	1.1	98.4
14. Staff spoke with me in a way that I understood.....	1.0	98.1
15. Staff were sensitive to my cultural/ethnic background.....	2.1	97.3

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. My child is better at handling daily life.....	9.7	60.5
17. My child gets along better with family members.....	8.1	69.0
18. My child gets along better with friends and other people.....	6.6	61.6
19. My child is doing better in school and/or work.....	15.4	60.5
20. My child is better able to cope when things go wrong.....	12.9	59.2
21. I am satisfied with our family life right now.....	20.5	56.0
22. My child is better able to do things he or she wants to do.....	10.1	62.6

23. I know people who will listen and understand me when I need to talk.....	2.5	92.5
24. I have people that I am comfortable talking with about my child's problem(s).....	3.0	93.6
25. In a crisis, I would have the support I need from family or friends.....	6.5	87.1
26. I have people with whom I can do enjoyable things.....	5.7	83.9

Child is currently living with respondent:	Count	Percent
Yes	176	88.0
No	24	12.0
Total	200	100.0

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

Total Number responding to this question: **182**

	Count	Percent
With one or both parents	131	72.0
With another family member	17	9.3
Foster Home	15	8.2
Therapeutic foster home	2	1.1
Crisis shelter	3	1.6
Homeless shelter	6	3.3
Group home	9	4.9
Residential treatment center	13	7.1
Hospital	11	6.0
Local jail or detention facility	27	14.8
State correctional facility	3	1.6
Runaway/homeless/on the streets	9	4.9
Other	11	6.0

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

	Count	Percent
Yes, in a clinic or office	129	63.2
Yes, but only in a hospital or emergency room	27	13.2
No	38	18.6
Do not remember	10	4.9
Total	204	100.0

Child is on medication for emotional / behavioral problems:

Yes	108	53.7
No	93	46.3
Total	201	100.0

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

Yes	81	88.0
No	11	12.0
Total	92	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	30	18.4
No	133	81.6
Total	163	100.0

Child was arrested during the 12 months prior:

Yes	39	23.9
No	124	76.1
Total	163	100.0

Encounters with police have:

been reduced	49	33.6
stayed the same	16	11.0
increased	8	5.5
not applicable	73	50.0
Total	146	100.0

Child was expelled or suspended:

Yes	40	24.7
No	122	75.3
Total	162	100.0

Child expelled during the 12 months prior:

Yes	52	33.3
No	104	66.7
Total	156	100.0

Number of days child was in school is:

Greater	45	30.0
About the same	46	30.7
Less	17	11.3
Does not Apply	42	28.0
Total	150	100.0

Reason this Does not Apply:

No problems with attendance before services	23	71.9
Child is too young to be in school	0	0.0
Child was expelled from school	1	3.1
Child is home schooled	0	0.0
Child dropped out of school	1	3.1
Other	7	21.9
Total	32	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	26.1
No	17	73.9
Total	23	100.0

Child was arrested during the 12 months prior:

Yes	6	27.3
No	16	72.7
Total	22	100.0

Encounters with police have:

been reduced	6	33.3
stayed the same	4	22.2
increased	1	5.6
not applicable	7	38.9
Total	18	100.0

Child was expelled or suspended in the last 12 months:

Yes	4	19.0
No	17	81.0
Total	21	100.0

Child expelled during the 12 months prior:

Yes	1	5.3
No	18	94.7
Total	19	100.0

Number of days child was in school is:

Greater	4	23.5
About the same	8	47.1
Less	1	5.9
Does not Apply	4	23.5
Total	17	100.0

Reason this Does not Apply:

No problems with attendance before services	3	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	3	100.0

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

Youth Services Survey (YSS) Results

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: Day Treatment

Submitted: 297 **Completed:** 168 **Percent of Submitted Forms Completed:** 57%

Not Completed: 129

Reason Not Completed: 24 Refused, 2 Impaired, 5 Language, 14 No Show, 75 Caregiver Unavailable, 9 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	6	4.0	3 - 5 Months	26	17.4
> One Visit < One Month	5	3.4	6 Months to 1 Year	49	32.9
1 - 2 Months	17	11.4	More Than 1 Year	46	30.9

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.....	2.4	91.5
2. I helped to choose my child's services.....	8.6	85.5
3. I helped to choose my child's treatment goals.....	5.1	89.8
4. The people helping my child stuck with us no matter what.....	1.3	93.0
5. I felt my child had someone to talk to when he/she was troubled.....	3.0	89.6
6. I participated in my child's treatment.....	3.1	93.8
7. The services my child and/or family received were right for us.....	3.7	85.7
8. The location of services was convenient for us.....	12.5	83.1
9. Services were available at times that were convenient for us.....	1.9	89.9
10. My family got the help we wanted for my child.....	1.9	88.8
11. My family got as much help as we needed for my child.....	6.2	76.5
12. Staff treated me with respect.....	1.2	97.0
13. Staff respected my family's religious/spiritual beliefs.....	0.0	96.3
14. Staff spoke with me in a way that I understood.....	0.6	98.2
15. Staff were sensitive to my cultural/ethnic background.....	0.7	97.2

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. My child is better at handling daily life.....	6.9	70.6
17. My child gets along better with family members.....	7.6	71.3
18. My child gets along better with friends and other people.....	6.5	72.1
19. My child is doing better in school and/or work.....	7.7	75.6
20. My child is better able to cope when things go wrong.....	10.3	71.0
21. I am satisfied with our family life right now.....	10.8	65.2
22. My child is better able to do things he or she wants to do.....	7.7	67.9

23. I know people who will listen and understand me when I need to talk.....	1.9	92.5
24. I have people that I am comfortable talking with about my child's problem(s).....	2.5	93.9
25. In a crisis, I would have the support I need from family or friends.....	5.6	86.3
26. I have people with whom I can do enjoyable things.....	3.2	89.9

Child is currently living with respondent:	Count	Percent
Yes	113	67.7
No	54	32.3
Total	167	100.0

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

Total Number responding to this question: **143**

	Count	Percent
With one or both parents	77	53.8
With another family member	11	7.7
Foster Home	12	8.4
Therapeutic foster home	2	1.4
Crisis shelter	3	2.1
Homeless shelter	2	1.4
Group home	18	12.6
Residential treatment center	28	19.6
Hospital	8	5.6
Local jail or detention facility	15	10.5
State correctional facility	2	1.4
Runaway/homeless/on the streets	3	2.1
Other	17	11.9

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

	Count	Percent
Yes, in a clinic or office	117	70.5
Yes, but only in a hospital or emergency room	11	6.6
No	27	16.3
Do not remember	11	6.6
Total	166	100.0

Child is on medication for emotional / behavioral problems:

Yes	118	72.4
No	45	27.6
Total	163	100.0

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

Yes	95	88.8
No	12	11.2
Total	107	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	15	16.1
No	78	83.9
Total	93	100.0

Child was arrested during the 12 months prior:

Yes	28	30.4
No	64	69.6
Total	92	100.0

Encounters with police have:

been reduced	26	29.9
stayed the same	8	9.2
increased	2	2.3
not applicable	51	58.6
Total	87	100.0

Child was expelled or suspended:

Yes	16	17.0
No	78	83.0
Total	94	100.0

Child expelled during the 12 months prior:

Yes	27	30.7
No	61	69.3
Total	88	100.0

Number of days child was in school is:

Greater	38	47.5
About the same	24	30.0
Less	3	3.8
Does not Apply	15	18.8
Total	80	100.0

Reason this Does not Apply:

No problems with attendance before services	4	50.0
Child is too young to be in school	0	0.0
Child was expelled from school	1	12.5
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	8	17.8
No	37	82.2
Total	45	100.0

Child was arrested during the 12 months prior:

Yes	8	18.2
No	36	81.8
Total	44	100.0

Encounters with police have:

been reduced	14	31.1
stayed the same	4	8.9
increased	2	4.4
not applicable	25	55.6
Total	45	100.0

Child was expelled or suspended in the last 12 months:

Yes	14	31.1
No	31	68.9
Total	45	100.0

Child expelled during the 12 months prior:

Yes	16	38.1
No	26	61.9
Total	42	100.0

Number of days child was in school is:

Greater	16	39.0
About the same	14	34.1
Less	3	7.3
Does not Apply	8	19.5
Total	41	100.0

Reason this Does not Apply:

No problems with attendance before services	8	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	8	100.0

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

Youth Services Survey (YSS) Results

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: Outpatient

Submitted: 2790 **Completed:** 1927 **Percent of Submitted Forms Completed:** 69%

Not Completed: 863

Reason Not Completed: 301 Refused, 15 Impaired, 15 Language, 186 No Show, 107 Caregiver Unavailable, 239 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	149	8.4	3 - 5 Months	485	27.4
> One Visit < One Month	198	11.2	6 Months to 1 Year	396	22.3
1 - 2 Months	420	23.7	More Than 1 Year	124	7.0

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.....	1.9	92.9
2. I helped to choose my child's services.....	5.6	89.0
3. I helped to choose my child's treatment goals.....	4.0	91.3
4. The people helping my child stuck with us no matter what.....	2.7	91.5
5. I felt my child had someone to talk to when he/she was troubled.....	2.7	91.5
6. I participated in my child's treatment.....	1.9	95.6
7. The services my child and/or family received were right for us.....	1.7	90.5
8. The location of services was convenient for us.....	3.7	92.7
9. Services were available at times that were convenient for us.....	3.2	93.6
10. My family got the help we wanted for my child.....	2.7	89.0
11. My family got as much help as we needed for my child.....	4.1	84.3
12. Staff treated me with respect.....	1.5	97.5
13. Staff respected my family's religious/spiritual beliefs.....	1.5	96.3
14. Staff spoke with me in a way that I understood.....	1.5	97.5
15. Staff were sensitive to my cultural/ethnic background.....	2.2	95.7

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.....	5.2	73.7
17. My child gets along better with family members.....	6.7	74.0
18. My child gets along better with friends and other people.....	4.9	74.8
19. My child is doing better in school and/or work.....	8.6	71.3
20. My child is better able to cope when things go wrong.....	8.7	68.1
21. I am satisfied with our family life right now.....	10.8	70.3
22. My child is better able to do things he or she wants to do.....	7.0	72.9

23. I know people who will listen and understand me when I need to talk.....	2.9	91.6
24. I have people that I am comfortable talking with about my child's problem(s).....	2.6	92.2
25. In a crisis, I would have the support I need from family or friends.....	4.2	89.0
26. I have people with whom I can do enjoyable things.....	2.8	91.5

Child is currently living with respondent:	Count	Percent
Yes	1800	96.5
No	66	3.5
Total	1866	100.0

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

Total Number responding to this question: **1629**

	Count	Percent
With one or both parents	1376	84.5
With another family member	176	10.8
Foster Home	125	7.7
Therapeutic foster home	12	0.7
Crisis shelter	14	0.9
Homeless shelter	27	1.7
Group home	25	1.5
Residential treatment center	18	1.1
Hospital	39	2.4
Local jail or detention facility	9	0.6
State correctional facility	4	0.2
Runaway/homeless/on the streets	12	0.7
Other	49	3.0

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

	Count	Percent
Yes, in a clinic or office	1351	73.9
Yes, but only in a hospital or emergency room	89	4.9
No	328	18.0
Do not remember	59	3.2
Total	1827	100.0

Child is on medication for emotional / behavioral problems:

Yes	584	32.4
No	1221	67.6
Total	1805	100.0

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

Yes	492	93.0
No	37	7.0
Total	529	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	25	1.6
No	1576	98.4
Total	1601	100.0

Child was arrested during the 12 months prior:

Yes	25	1.6
No	1566	98.4
Total	1591	100.0

Encounters with police have:

been reduced	76	5.3
stayed the same	22	1.5
increased	17	1.2
not applicable	1324	92.0
Total	1439	100.0

Child was expelled or suspended:

Yes	134	8.5
No	1435	91.5
Total	1569	100.0

Child expelled during the 12 months prior:

Yes	186	12.0
No	1365	88.0
Total	1551	100.0

Number of days child was in school is:

Greater	238	16.6
About the same	428	29.8
Less	65	4.5
Does not Apply	703	49.0
Total	1434	100.0

Reason this Does not Apply:

No problems with attendance before services	485	86.0
Child is too young to be in school	20	3.5
Child was expelled from school	2	0.4
Child is home schooled	13	2.3
Child dropped out of school	5	0.9
Other	39	6.9
Total	564	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	4	3.3
No	116	96.7
Total	120	100.0

Child was arrested during the 12 months prior:

Yes	1	0.8
No	118	99.2
Total	119	100.0

Encounters with police have:

been reduced	8	7.3
stayed the same	2	1.8
increased	3	2.8
not applicable	96	88.1
Total	109	100.0

Child was expelled or suspended in the last 12 months:

Yes	17	14.3
No	102	85.7
Total	119	100.0

Child expelled during the 12 months prior:

Yes	14	11.9
No	104	88.1
Total	118	100.0

Number of days child was in school is:

Greater	25	24.5
About the same	25	24.5
Less	4	3.9
Does not Apply	48	47.1
Total	102	100.0

Reason this Does not Apply:

No problems with attendance before services	37	84.1
Child is too young to be in school	0	0.0
Child was expelled from school	2	4.5
Child is home schooled	1	2.3
Child dropped out of school	0	0.0
Other	4	9.1
Total	44	100.0

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

Youth Services Survey (YSS) Results Spring 2014 Family Form (Completed by Parent/Caregiver)

Level of Care: TBS

Submitted: 208 **Completed:** 164 **Percent of Submitted Forms Completed:** 79%

Not Completed: 44

Reason Not Completed: 14 Refused, 0 Impaired, 0 Language, 4 No Show, 25 Caregiver Unavailable, 1 Other

How long were services received?	Count	Percent	Count	Percent
One Visit	15	9.9	3 - 5 Months	46 30.3
> One Visit < One Month	22	14.5	6 Months to 1 Year	14 9.2
1 - 2 Months	53	34.9	More Than 1 Year	2 1.3

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	92.4
2. I helped to choose my child's services.....	4.5	91.0
3. I helped to choose my child's treatment goals.....	1.9	96.8
4. The people helping my child stuck with us no matter what.....	3.2	92.3
5. I felt my child had someone to talk to when he/she was troubled.....	1.3	92.2
6. I participated in my child's treatment.....	0.6	98.1
7. The services my child and/or family received were right for us.....	1.9	91.7
8. The location of services was convenient for us.....	0.6	96.9
9. Services were available at times that were convenient for us.....	1.9	95.0
10. My family got the help we wanted for my child.....	1.3	90.4
11. My family got as much help as we needed for my child.....	5.2	81.9
12. Staff treated me with respect.....	2.5	96.9
13. Staff respected my family's religious/spiritual beliefs.....	2.1	96.6
14. Staff spoke with me in a way that I understood.....	1.8	97.5
15. Staff were sensitive to my cultural/ethnic background.....	1.4	97.2

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.....	8.4	71.6
17. My child gets along better with family members.....	9.2	75.8
18. My child gets along better with friends and other people.....	7.1	73.5
19. My child is doing better in school and/or work.....	12.9	71.6
20. My child is better able to cope when things go wrong.....	11.5	71.2
21. I am satisfied with our family life right now.....	14.2	66.5
22. My child is better able to do things he or she wants to do.....	10.2	72.0

23. I know people who will listen and understand me when I need to talk.....	1.3	91.7
24. I have people that I am comfortable talking with about my child's problem(s).....	2.5	93.0
25. In a crisis, I would have the support I need from family or friends.....	5.0	81.8
26. I have people with whom I can do enjoyable things.....	1.3	93.0

Child is currently living with respondent:	Count	Percent
Yes	162	98.8
No	2	1.2
Total	164	100.0

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

Total Number responding to this question: **140**

	Count	Percent
With one or both parents	118	84.3
With another family member	16	11.4
Foster Home	6	4.3
Therapeutic foster home	0	0.0
Crisis shelter	3	2.1
Homeless shelter	5	3.6
Group home	1	0.7
Residential treatment center	4	2.9
Hospital	11	7.9
Local jail or detention facility	0	0.0
State correctional facility	0	0.0
Runaway/homeless/on the streets	2	1.4
Other	4	2.9

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

	Count	Percent
Yes, in a clinic or office	113	72.0
Yes, but only in a hospital or emergency room	9	5.7
No	27	17.2
Do not remember	8	5.1
Total	157	100.0

Child is on medication for emotional / behavioral problems:

Yes	81	52.9
No	72	47.1
Total	153	100.0

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

Yes	67	94.4
No	4	5.6
Total	71	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	2	1.4
No	142	98.6
Total	144	100.0

Child was arrested during the 12 months prior:

Yes	4	2.8
No	138	97.2
Total	142	100.0

Encounters with police have:

been reduced	16	12.4
stayed the same	4	3.1
increased	2	1.6
not applicable	107	82.9
Total	129	100.0

Child was expelled or suspended:

Yes	9	6.3
No	134	93.7
Total	143	100.0

Child expelled during the 12 months prior:

Yes	22	15.7
No	118	84.3
Total	140	100.0

Number of days child was in school is:

Greater	26	20.6
About the same	47	37.3
Less	3	2.4
Does not Apply	50	39.7
Total	126	100.0

Reason this Does not Apply:

No problems with attendance before services	31	83.8
Child is too young to be in school	0	0.0
Child was expelled from school	0	0.0
Child is home schooled	3	8.1
Child dropped out of school	0	0.0
Other	3	8.1
Total	37	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	0.0
No	2	100.0
Total	2	100.0

Child was arrested during the 12 months prior:

Yes	0	0.0
No	1	100.0
Total	1	100.0

Encounters with police have:

been reduced	0	0.0
stayed the same	0	0.0
increased	0	0.0
not applicable	1	100.0
Total	1	*** .

Child was expelled or suspended in the last 12 months:

Yes	1	100.0
No	0	0.0
Total	1	100.0

Child expelled during the 12 months prior:

Yes	0	0.0
No	1	100.0
Total	1	100.0

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

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Case Management

Submitted: 202 **Completed:** 125 **Percent of Submitted Forms Completed:** 62%

Not Completed: 77

Reason Not Completed: 35 Refused, 1 Impaired, 0 Language, 9 No Show, 17 Caregiver Unavailable, 15 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	7	6.3	3 - 5 Months	24	21.6
> One Visit < One Month	7	6.3	6 Months to 1 Year	34	30.6
1 - 2 Months	25	22.5	More Than 1 Year	14	12.6

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.....	5.0	80.2
2. I helped to choose my services.....	21.8	59.7
3. I helped to choose my treatment goals.....	7.4	76.9
4. The people helping me stuck with me no matter what.....	8.5	79.7
5. I felt I had someone to talk to when I was troubled.....	6.6	75.2
6. I participated in my own treatment.....	5.0	83.3
7. I received services that were right for me.....	4.1	77.7
8. The location of services was convenient	2.5	85.7
9. Services were available at times that were convenient for me.....	5.0	80.0
10. I got the help I wanted.....	4.2	75.8
11. I got as much help as I needed.....	5.0	71.4
12. Staff treated me with respect.....	2.5	91.0
13. Staff respected my family's religious/spiritual beliefs.....	2.5	89.9
14. Staff spoke with me in a way that I understood.....	3.3	90.8
15. Staff were sensitive to my cultural/ethnic background.....	3.5	86.8

At least 80% of clients responded "Agree" or "Strongly Agree" to 8 of the 15 questions
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 53.3 %.

As a result of the services received:

16. I am better at handling daily life.....	4.3	66.7
17. I get along better with family members.....	7.5	70.8
18. I get along better with friends and other people.....	6.7	72.5
19. I am doing better in school and/or work.....	7.7	70.1
20. I am better able to cope when things go wrong.....	5.9	70.6
21. I am satisfied with my family life right now.....	11.7	65.0
22. I am better able to do things that I want to do.....	5.9	65.5

23. I know people who will listen and understand me when I need to talk.....	5.8	76.9
24. I have people that I am comfortable talking with about my problem(s).....	8.2	74.6
25. In a crisis, I would have the support I need from family or friends.....	7.4	79.5
26. I have people with whom I can do enjoyable things.....	3.3	80.3

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

Total Number responding to this question: 116

	Count	Percent
With one or both parents	93	80.2
With another family member	24	20.7
Foster Home	4	3.4
Therapeutic foster home	0	0.0
Crisis shelter	3	2.6
Homeless shelter	1	0.9
Group home	5	4.3
Residential treatment center	8	6.9
Hospital	10	8.6
Local jail or detention facility	27	23.3
State correctional facility	4	3.4
Runaway/homeless/on the streets	7	6.0
Other	8	6.9

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

	Count	Percent
Yes, in a clinic or office	51	42.1
Yes, but only in a hospital or emergency room	19	15.7
No	21	17.4
Do not remember	30	24.8
Total	121	100.0

Child is on medication for emotional / behavioral problems:

Yes	63	52.9
No	56	47.1
Total	119	100.0

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

Yes	47	82.5
No	10	17.5
Total	57	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	27	28.1
No	69	71.9
Total	96	100.0

Child was arrested during the 12 months prior:

Yes	32	33.3
No	64	66.7
Total	96	100.0

Encounters with police have:

been reduced	33	36.7
stayed the same	15	16.7
increased	6	6.7
not applicable	36	40.0
Total	90	100.0

Child was expelled or suspended:

Yes	21	22.6
No	72	77.4
Total	93	100.0

Child expelled during the 12 months prior:

Yes	27	29.0
No	66	71.0
Total	93	100.0

Number of days child was in school is:

Greater	27	29.7
About the same	32	35.2
Less	13	14.3
Does not Apply	19	20.9
Total	91	100.0

Reason this Does not Apply:

No problems with attendance before services	13	81.3
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	18.8
Total	16	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	50.0
No	6	50.0
Total	12	100.0

Child was arrested during the 12 months prior:

Yes	6	50.0
No	6	50.0
Total	12	100.0

Encounters with police have:

been reduced	5	45.5
stayed the same	2	18.2
increased	1	9.1
not applicable	3	27.3
Total	11	100.0

Child was expelled or suspended in the last 12 months:

Yes	1	8.3
No	11	91.7
Total	12	100.0

Child expelled during the 12 months prior:

Yes	5	41.7
No	7	58.3
Total	12	100.0

Number of days child was in school is:

Greater	5	45.5
About the same	3	27.3
Less	2	18.2
Does not Apply	1	9.1
Total	11	100.0

Reason this Does not Apply:

No problems with attendance before services	1	100.0
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

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Day Treatment

Submitted: 325 **Completed:** 266 **Percent of Submitted Forms Completed:** 82%

Not Completed: 59

Reason Not Completed: 24 Refused, 1 Impaired, 0 Language, 0 No Show, 24 Caregiver Unavailable, 10 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	19	7.9	3 - 5 Months	27	11.3
> One Visit < One Month	10	4.2	6 Months to 1 Year	77	32.2
1 - 2 Months	24	10.0	More Than 1 Year	82	34.3

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.....	13.1	68.8
2. I helped to choose my services.....	24.7	56.5
3. I helped to choose my treatment goals.....	14.8	70.8
4. The people helping me stuck with me no matter what.....	14.3	67.5
5. I felt I had someone to talk to when I was troubled.....	14.7	69.4
6. I participated in my own treatment.....	8.2	76.7
7. I received services that were right for me.....	14.0	66.3
8. The location of services was convenient	18.0	64.1
9. Services were available at times that were convenient for me.....	13.7	68.2
10. I got the help I wanted.....	14.7	68.3
11. I got as much help as I needed.....	12.7	66.8
12. Staff treated me with respect.....	12.1	71.2
13. Staff respected my family's religious/spiritual beliefs.....	6.7	79.1
14. Staff spoke with me in a way that I understood.....	7.4	80.9
15. Staff were sensitive to my cultural/ethnic background.....	9.4	73.1

At least 80% of clients responded "Agree" or "Strongly Agree" to 1 of the 15 questions

Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 6.7 %.

As a result of the services received:

16. I am better at handling daily life.....	8.6	72.2
17. I get along better with family members.....	14.2	60.7
18. I get along better with friends and other people.....	8.5	72.4
19. I am doing better in school and/or work.....	13.1	67.7
20. I am better able to cope when things go wrong.....	12.0	70.1
21. I am satisfied with my family life right now.....	19.8	60.3
22. I am better able to do things that I want to do.....	17.3	64.3

23. I know people who will listen and understand me when I need to talk.....	11.5	76.2
24. I have people that I am comfortable talking with about my problem(s).....	11.4	73.2
25. In a crisis, I would have the support I need from family or friends.....	10.7	73.8
26. I have people with whom I can do enjoyable things.....	9.9	79.4

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

Total Number responding to this question: **245**

	Count	Percent
With one or both parents	103	42.0
With another family member	28	11.4
Foster Home	21	8.6
Therapeutic foster home	1	0.4
Crisis shelter	1	0.4
Homeless shelter	2	0.8
Group home	96	39.2
Residential treatment center	42	17.1
Hospital	16	6.5
Local jail or detention facility	33	13.5
State correctional facility	1	0.4
Runaway/homeless/on the streets	19	7.8
Other	13	5.3

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

	Count	Percent
Yes, in a clinic or office	149	59.1
Yes, but only in a hospital or emergency room	29	11.5
No	31	12.3
Do not remember	43	17.1
Total	252	100.0

Child is on medication for emotional / behavioral problems:

Yes	130	52.6
No	117	47.4
Total	247	100.0

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

Yes	80	69.0
No	36	31.0
Total	116	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	19	12.7
No	131	87.3
Total	150	100.0

Child was arrested during the 12 months prior:

Yes	38	25.9
No	109	74.1
Total	147	100.0

Encounters with police have:

been reduced	43	30.9
stayed the same	18	12.9
increased	7	5.0
not applicable	71	51.1
Total	139	100.0

Child was expelled or suspended:

Yes	34	23.3
No	112	76.7
Total	146	100.0

Child expelled during the 12 months prior:

Yes	39	27.1
No	105	72.9
Total	144	100.0

Number of days child was in school is:

Greater	66	47.8
About the same	37	26.8
Less	7	5.1
Does not Apply	28	20.3
Total	138	100.0

Reason this Does not Apply:

No problems with attendance before services	18	94.7
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	5.3
Total	19	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	12	15.2
No	67	84.8
Total	79	100.0

Child was arrested during the 12 months prior:

Yes	10	12.7
No	69	87.3
Total	79	100.0

Encounters with police have:

been reduced	19	24.4
stayed the same	11	14.1
increased	4	5.1
not applicable	44	56.4
Total	78	100.0

Child was expelled or suspended in the last 12 months:

Yes	16	19.8
No	65	80.2
Total	81	100.0

Child expelled during the 12 months prior:

Yes	14	17.9
No	64	82.1
Total	78	100.0

Number of days child was in school is:

Greater	35	46.7
About the same	19	25.3
Less	5	6.7
Does not Apply	16	21.3
Total	75	100.0

Reason this Does not Apply:

No problems with attendance before services	7	58.3
Child was expelled from school	1	8.3
Child is home schooled	1	8.3
Child dropped out of school	0	0.0
Other	3	25.0
Total	12	100.0

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

Youth Services Survey (YSS) Results

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Outpatient

Submitted: 1141 **Completed:** 866 **Percent of Submitted Forms Completed:** 76%

Not Completed: 275

Reason Not Completed: 102 Refused, 14 Impaired, 2 Language, 70 No Show, 36 Caregiver Unavailable, 51 Other

How long were services received?	Count	Percent	Count	Percent	
One Visit	61	7.6	3 - 5 Months	203	25.2
> One Visit < One Month	126	15.6	6 Months to 1 Year	162	20.1
1 - 2 Months	185	22.9	More Than 1 Year	70	8.7

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	89.0
2. I helped to choose my services.....	10.8	68.8
3. I helped to choose my treatment goals.....	4.5	83.6
4. The people helping me stuck with me no matter what.....	3.2	83.7
5. I felt I had someone to talk to when I was troubled.....	4.6	82.3
6. I participated in my own treatment.....	2.2	86.9
7. I received services that were right for me.....	2.8	87.5
8. The location of services was convenient	2.9	86.8
9. Services were available at times that were convenient for me.....	3.5	83.6
10. I got the help I wanted.....	3.6	83.3
11. I got as much help as I needed.....	4.0	77.2
12. Staff treated me with respect.....	0.6	94.6
13. Staff respected my family's religious/spiritual beliefs.....	1.1	92.1
14. Staff spoke with me in a way that I understood.....	1.1	94.3
15. Staff were sensitive to my cultural/ethnic background.....	2.7	87.7

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.....	4.7	74.2
17. I get along better with family members.....	7.3	64.3
18. I get along better with friends and other people.....	4.0	76.5
19. I am doing better in school and/or work.....	8.5	64.1
20. I am better able to cope when things go wrong.....	5.7	71.0
21. I am satisfied with my family life right now.....	11.8	62.0
22. I am better able to do things that I want to do.....	6.8	71.8

23. I know people who will listen and understand me when I need to talk.....	2.4	87.0
24. I have people that I am comfortable talking with about my problem(s).....	3.7	83.8
25. In a crisis, I would have the support I need from family or friends.....	4.5	79.7
26. I have people with whom I can do enjoyable things.....	2.7	88.3

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

Total Number responding to this question: **810**

	Count	Percent
With one or both parents	669	82.6
With another family member	156	19.3
Foster Home	25	3.1
Therapeutic foster home	2	0.2
Crisis shelter	9	1.1
Homeless shelter	26	3.2
Group home	31	3.8
Residential treatment center	10	1.2
Hospital	53	6.5
Local jail or detention facility	14	1.7
State correctional facility	2	0.2
Runaway/homeless/on the streets	35	4.3
Other	44	5.4

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

	Count	Percent
Yes, in a clinic or office	458	54.9
Yes, but only in a hospital or emergency room	99	11.9
No	126	15.1
Do not remember	151	18.1
Total	834	100.0

Child is on medication for emotional / behavioral problems:

Yes	318	38.0
No	518	62.0
Total	836	100.0

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

Yes	242	83.7
No	47	16.3
Total	289	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	28	3.9
No	694	96.1
Total	722	100.0

Child was arrested during the 12 months prior:

Yes	49	6.8
No	669	93.2
Total	718	100.0

Encounters with police have:

been reduced	121	17.5
stayed the same	41	5.9
increased	17	2.5
not applicable	513	74.1
Total	692	100.0

Child was expelled or suspended:

Yes	79	11.0
No	637	89.0
Total	716	100.0

Child expelled during the 12 months prior:

Yes	103	14.7
No	599	85.3
Total	702	100.0

Number of days child was in school is:

Greater	151	22.2
About the same	262	38.5
Less	40	5.9
Does not Apply	228	33.5
Total	681	100.0

Reason this Does not Apply:

No problems with attendance before services	154	78.2
Child was expelled from school	1	0.5
Child is home schooled	12	6.1
Child dropped out of school	9	4.6
Other	21	10.7
Total	197	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	8	11.6
No	61	88.4
Total	69	100.0

Child was arrested during the 12 months prior:

Yes	5	7.2
No	64	92.8
Total	69	100.0

Encounters with police have:

been reduced	12	17.6
stayed the same	7	10.3
increased	5	7.4
not applicable	44	64.7
Total	68	100.0

Child was expelled or suspended in the last 12 months:

Yes	12	17.4
No	57	82.6
Total	69	100.0

Child expelled during the 12 months prior:

Yes	10	15.2
No	56	84.8
Total	66	100.0

Number of days child was in school is:

Greater	12	20.0
About the same	18	30.0
Less	12	20.0
Does not Apply	18	30.0
Total	60	100.0

Reason this Does not Apply:

No problems with attendance before services	15	88.2
Child was expelled from school	0	0.0
Child is home schooled	1	5.9
Child dropped out of school	1	5.9
Other	0	0.0
Total	17	100.0

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

Youth Services Survey (YSS) Results

Spring 2014

Youth Form (Completed by Youth)

Level of Care: TBS

Submitted: 77 **Completed:** 57 **Percent of Submitted Forms Completed:** 74%

Not Completed: 20

Reason Not Completed: 12 Refused, 4 Impaired, 0 Language, 4 No Show, 0 Caregiver Unavailable, 0 Other

How long were services received?	Count	Percent	Count	Percent
One Visit	12	23.5	3 - 5 Months	11 21.6
> One Visit < One Month	9	17.6	6 Months to 1 Year	5 9.8
1 - 2 Months	13	25.5	More Than 1 Year	1 2.0

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.....	5.7	81.1
2. I helped to choose my services.....	18.5	70.4
3. I helped to choose my treatment goals.....	5.5	81.8
4. The people helping me stuck with me no matter what.....	7.4	72.2
5. I felt I had someone to talk to when I was troubled.....	9.3	70.4
6. I participated in my own treatment.....	3.6	87.3
7. I received services that were right for me.....	5.5	78.2
8. The location of services was convenient	8.9	83.9
9. Services were available at times that were convenient for me.....	10.7	76.8
10. I got the help I wanted.....	5.6	70.4
11. I got as much help as I needed.....	7.3	72.7
12. Staff treated me with respect.....	1.8	94.5
13. Staff respected my family's religious/spiritual beliefs.....	1.9	94.2
14. Staff spoke with me in a way that I understood.....	1.8	96.4
15. Staff were sensitive to my cultural/ethnic background.....	7.4	85.2

At least 80% of clients responded "Agree" or "Strongly Agree" to 8 of the 15 questions
 Percent of items to which 80% or more of clients responded "Agree" or "Strongly Agree" : 53.3 %.

As a result of the services received:

16. I am better at handling daily life.....	3.8	69.2
17. I get along better with family members.....	5.8	69.2
18. I get along better with friends and other people.....	0.0	71.7
19. I am doing better in school and/or work.....	11.1	63.0
20. I am better able to cope when things go wrong.....	3.7	68.5
21. I am satisfied with my family life right now.....	13.2	58.5
22. I am better able to do things that I want to do.....	7.5	58.5

23. I know people who will listen and understand me when I need to talk.....	1.9	75.0
24. I have people that I am comfortable talking with about my problem(s).....	5.7	75.5
25. In a crisis, I would have the support I need from family or friends.....	3.8	69.8
26. I have people with whom I can do enjoyable things.....	1.9	84.9

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

Total Number responding to this question: **56**

	Count	Percent
With one or both parents	43	76.8
With another family member	12	21.4
Foster Home	1	1.8
Therapeutic foster home	0	0.0
Crisis shelter	2	3.6
Homeless shelter	1	1.8
Group home	6	10.7
Residential treatment center	3	5.4
Hospital	7	12.5
Local jail or detention facility	1	1.8
State correctional facility	0	0.0
Runaway/homeless/on the streets	2	3.6
Other	5	8.9

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

	Count	Percent
Yes, in a clinic or office	28	50.9
Yes, but only in a hospital or emergency room	4	7.3
No	5	9.1
Do not remember	18	32.7
Total	55	100.0

Child is on medication for emotional / behavioral problems:

Yes	36	67.9
No	17	32.1
Total	53	100.0

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

Yes	25	71.4
No	10	28.6
Total	35	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	2.1
No	46	97.9
Total	47	100.0

Child was arrested during the 12 months prior:

Yes	5	10.4
No	43	89.6
Total	48	100.0

Encounters with police have:

been reduced	11	23.9
stayed the same	3	6.5
increased	3	6.5
not applicable	29	63.0
Total	46	100.0

Child was expelled or suspended:

Yes	1	2.1
No	47	97.9
Total	48	100.0

Child expelled during the 12 months prior:

Yes	3	6.3
No	45	93.8
Total	48	100.0

Number of days child was in school is:

Greater	12	26.1
About the same	19	41.3
Less	4	8.7
Does not Apply	11	23.9
Total	46	100.0

Reason this Does not Apply:

No problems with attendance before services	3	37.5
Child was expelled from school	0	0.0
Child is home schooled	3	37.5
Child dropped out of school	0	0.0
Other	2	25.0
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	0	0.0
No	1	100.0
Total	1	100.0

Child was arrested during the 12 months prior:

Yes	0	0.0
No	1	100.0
Total	1	100.0

Encounters with police have:

been reduced	0	0.0
stayed the same	0	0.0
increased	0	0.0
not applicable	1	100.0
Total	1	100.0

Child was expelled or suspended in the last 12 months:

Yes	0	0.0
No	1	100.0
Total	1	100.0

Child expelled during the 12 months prior:

Yes	0	0.0
No	1	100.0
Total	1	100.0

Number of days child was in school is:

Greater	0	0.0
About the same	0	0.0
Less	0	0.0
Does not Apply	1	100.0
Total	1	100.0

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

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: Case Management

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	125	64.1
Female	70	35.9
Other	0	0.0
Total	195	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	104	49.3
No	81	38.4
Unknown	26	12.3
Total	211	100.0

*Client's Race(s):		
Total Number responding to this question: 159		
White/Caucasian	99	62.3
Black/African American	40	25.2
Asian	5	3.1
American Indian/Alaskan Native	12	7.5
Native Hawaiian/Other Pacific Islander	5	3.1
Other	36	22.6
Unknown	3	1.9

Client's Age:		
Minimum	3	
Maximum	18	
Mean	13.1	
Standard Deviation	3.5	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	88	44.7
No	109	55.3
Total	197	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	186	91.2
1 arrest	14	6.9
2 arrests	3	1.5
3 arrests	0	0.0
4 or more arrests	1	0.5
Total	204	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: **189**

	Count	Percent		Count	Percent
Cigarettes	23	12.2	Inhalants, huffing	0	0.0
Ecstasy	1	0.5	Hallucinogens	0	0.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	11	5.8
Marijuana	23	12.2	Opiates, heroin	0	0.0
Crystal meth, speed	2	1.1	Injected any substance	0	0.0

Successful in School

Days absent from school during the last month:

1 day or less	80	39.8
2 days	22	10.9
3 to 5 days	43	21.4
6 to 10 days	16	8.0
More than 10 days	11	5.5
Not applicable/Not in school	14	7.0
Do not remember	15	7.5
Total	201	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	46	21.8
English	164	77.7
Vietnamese	1	0.5
Tagalog	0	0.0
Total	211	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	184	92.5
No	15	7.5
Total	199	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	190	97.9
No	4	2.1
Total	194	100.0

Written information was available in the preferred language:

Yes	187	97.9
No	4	2.1
Total	191	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: **195**

Did not need any help	169	86.7
A mental health advocate/volunteer	6	3.1
Another mental health consumer	2	1.0
A family member	6	3.1
A professional interviewer	5	2.6
Client's clinician/case manager	5	2.6
Staff member other than client's clinician/case manager	6	3.1
Someone else	7	3.6

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

Youth Services Survey (YSS) Demographics

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: Day Treatment

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	119	73.5
Female	43	26.5
Other	0	0.0
Total	162	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	81	48.2
No	72	42.9
Unknown	15	8.9
Total	168	100.0

*Client's Race(s):		
Total Number responding to this question: 135		
White/Caucasian	80	59.3
Black/African American	36	26.7
Asian	7	5.2
American Indian/Alaskan Native	9	6.7
Native Hawaiian/Other Pacific Islander	4	3.0
Other	34	25.2
Unknown	3	2.2

Client's Age:		
Minimum	5	
Maximum	18	
Mean	13.8	
Standard Deviation	2.8	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	74	48.1
No	80	51.9
Total	154	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	157	94.6
1 arrest	8	4.8
2 arrests	1	0.6
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	166	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: **154**

	Count	Percent		Count	Percent
Cigarettes	11	7.1	Inhalants, huffing	0	0.0
Ecstasy	0	0.0	Hallucinogens	0	0.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	7	4.5
Marijuana	14	9.1	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	68	42.8
2 days	17	10.7
3 to 5 days	32	20.1
6 to 10 days	1	0.6
More than 10 days	9	5.7
Not applicable/Not in school	22	13.8
Do not remember	10	6.3
Total	159	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	33	19.6
English	135	80.4
Vietnamese	0	0.0
Tagalog	0	0.0
Total	168	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	153	94.4
No	9	5.6
Total	162	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	153	97.5
No	4	2.5
Total	157	100.0

Written information was available in the preferred language:

Yes	147	93.6
No	10	6.4
Total	157	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: **156**

Did not need any help	134	85.9
A mental health advocate/volunteer	3	1.9
Another mental health consumer	2	1.3
A family member	4	2.6
A professional interviewer	2	1.3
Client's clinician/case manager	1	0.6
Staff member other than client's clinician/case manager	5	3.2
Someone else	10	6.4

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

Youth Services Survey (YSS) Demographics

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: Outpatient

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	1047	57.1
Female	785	42.8
Other	2	0.1
Total	1834	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	1252	65.0
No	490	25.4
Unknown	185	9.6
Total	1927	100.0

*Client's Race(s):		
Total Number responding to this question: 1335		
White/Caucasian	718	53.8
Black/African American	210	15.7
Asian	55	4.1
American Indian/Alaskan Native	60	4.5
Native Hawaiian/Other Pacific Islander	29	2.2
Other	427	32.0
Unknown	25	1.9

Client's Age:		
Minimum	0	
Maximum	21	
Mean	10.5	
Standard Deviation	4.1	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	400	22.1
No	1410	77.9
Total	1810	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	1833	99.1
1 arrest	14	0.8
2 arrests	1	0.1
3 arrests	1	0.1
4 or more arrests	0	0.0
Total	1849	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: 1751

	Count	Percent		Count	Percent
Cigarettes	23	1.3	Inhalants, huffing	2	0.1
Ecstasy	1	0.1	Hallucinogens	1	0.1
Cocaine, crack	0	0.0	Alcohol, beer, wine	22	1.3
Marijuana	65	3.7	Opiates, heroin	1	0.1
Crystal meth, speed	3	0.2	Injected any substance	1	0.1

Successful in School

Days absent from school during the last month:

1 day or less	1004	55.9
2 days	211	11.7
3 to 5 days	198	11.0
6 to 10 days	52	2.9
More than 10 days	50	2.8
Not applicable/Not in school	94	5.2
Do not remember	187	10.4
Total	1796	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	715	37.1
English	1202	62.4
Vietnamese	9	0.5
Tagalog	1	0.1
Total	1927	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	1718	94.2
No	106	5.8
Total	1824	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	1753	98.2
No	33	1.8
Total	1786	100.0

Written information was available in the preferred language:

Yes	1741	97.6
No	43	2.4
Total	1784	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: 1800

Did not need any help	1504	83.6
A mental health advocate/volunteer	22	1.2
Another mental health consumer	6	0.3
A family member	28	1.6
A professional interviewer	21	1.2
Client's clinician/case manager	152	8.4
Staff member other than client's clinician/case manager	66	3.7
Someone else	23	1.3

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

Youth Services Survey (YSS) Demographics

Spring 2014

Family Form (Completed by Parent/Caregiver)

Level of Care: TBS

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	96	60.0
Female	64	40.0
Other	0	0.0
Total	160	100.0

Parent of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	98	59.8
No	53	32.3
Unknown	13	7.9
Total	164	100.0

*Client's Race(s):		
Total Number responding to this question: 116		
White/Caucasian	63	54.3
Black/African American	30	25.9
Asian	4	3.4
American Indian/Alaskan Native	6	5.2
Native Hawaiian/Other Pacific Islander	6	5.2
Other	31	26.7
Unknown	1	0.9

Client's Age:		
Minimum	3	
Maximum	18	
Mean	10.0	
Standard Deviation	3.8	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	49	31.0
No	109	69.0
Total	158	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	157	99.4
1 arrest	1	0.6
2 arrests	0	0.0
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	158	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: 146					
	Count	Percent		Count	Percent
Cigarettes	0	0.0	Inhalants, huffing	1	0.7
Ecstasy	0	0.0	Hallucinogens	0	0.0
Cocaine, crack	0	0.0	Alcohol, beer, wine	2	1.4
Marijuana	4	2.7	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	85	54.5
2 days	19	12.2
3 to 5 days	16	10.3
6 to 10 days	9	5.8
More than 10 days	7	4.5
Not applicable/Not in school	7	4.5
Do not remember	13	8.3
Total	156	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	60	36.6
English	103	62.8
Vietnamese	1	0.6
Tagalog	0	0.0
Total	164	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	157	99.4
No	1	0.6
Total	158	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	146	97.3
No	4	2.7
Total	150	100.0

Written information was available in the preferred language:

Yes	147	96.7
No	5	3.3
Total	152	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: 150		
Did not need any help	142	94.7
A mental health advocate/volunteer	1	0.7
Another mental health consumer	0	0.0
A family member	2	1.3
A professional interviewer	0	0.0
Client's clinician/case manager	2	1.3
Staff member other than client's clinician/case manager	1	0.7
Someone else	2	1.3

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

Youth Services Survey (YSS) Demographics

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Case Management

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	63	52.9
Female	53	44.5
Other	3	2.5
Total	119	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	60	48.0
No	45	36.0
Unknown	20	16.0
Total	125	100.0

*Client's Race(s):		
Total Number responding to this question: 86		
White/Caucasian	53	61.6
Black/African American	23	26.7
Asian	3	3.5
American Indian/Alaskan Native	7	8.1
Native Hawaiian/Other Pacific Islander	4	4.7
Other	16	18.6
Unknown	4	4.7

Client's Age:		
Minimum	13	
Maximum	18	
Mean	15.6	
Standard Deviation	1.4	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	23	19.5
No	95	80.5
Total	118	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	96	79.3
1 arrest	16	13.2
2 arrests	5	4.1
3 arrests	3	2.5
4 or more arrests	1	0.8
Total	121	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: **118**

	Count	Percent		Count	Percent
Cigarettes	22	18.6	Inhalants, huffing	2	1.7
Ecstasy	1	0.8	Hallucinogens	3	2.5
Cocaine, crack	1	0.8	Alcohol, beer, wine	13	11.0
Marijuana	22	18.6	Opiates, heroin	1	0.8
Crystal meth, speed	7	5.9	Injected any substance	0	0.0

Successful in School

Days absent from school during the last month:

1 day or less	44	37.0
2 days	9	7.6
3 to 5 days	26	21.8
6 to 10 days	7	5.9
More than 10 days	9	7.6
Not applicable/Not in school	16	13.4
Do not remember	8	6.7
Total	119	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	0	0.0
English	125	100.0
Vietnamese	0	0.0
Tagalog	0	0.0
Total	125	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	92	81.4
No	21	18.6
Total	113	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	111	95.7
No	5	4.3
Total	116	100.0

Written information was available in the preferred language:

Yes	103	93.6
No	7	6.4
Total	110	100.0

*Those who helped complete any part of this survey:

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

Did not need any help	79	71.8
A mental health advocate/volunteer	4	3.6
Another mental health consumer	2	1.8
A family member	14	12.7
A professional interviewer	4	3.6
Client's clinician/case manager	6	5.5
Staff member other than client's clinician/case manager	4	3.6
Someone else	8	7.3

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

Youth Services Survey (YSS) Demographics

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Day Treatment

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	141	57.3
Female	100	40.7
Other	5	2.0
Total	246	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	105	39.5
No	112	42.1
Unknown	49	18.4
Total	266	100.0

*Client's Race(s):

Total Number responding to this question: 205		
White/Caucasian	94	45.9
Black/African American	75	36.6
Asian	15	7.3
American Indian/Alaskan Native	33	16.1
Native Hawaiian/Other Pacific Islander	11	5.4
Other	42	20.5
Unknown	10	4.9

Client's Age:

Minimum	13
Maximum	19
Mean	15.7
Standard Deviation	1.6

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	48	19.9
No	193	80.1
Total	241	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:	Count	Percent
No arrests	232	90.6
1 arrest	16	6.3
2 arrests	2	0.8
3 arrests	2	0.8
4 or more arrests	4	1.6
Total	256	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: **252**

	Count	Percent		Count	Percent
Cigarettes	48	19.0	Inhalants, huffing	4	1.6
Ecstasy	2	0.8	Hallucinogens	2	0.8
Cocaine, crack	4	1.6	Alcohol, beer, wine	35	13.9
Marijuana	34	13.5	Opiates, heroin	1	0.4
Crystal meth, speed	3	1.2	Injected any substance	1	0.4

Successful in School

Days absent from school during the last month:

1 day or less	98	38.3
2 days	38	14.8
3 to 5 days	41	16.0
6 to 10 days	19	7.4
More than 10 days	11	4.3
Not applicable/Not in school	36	14.1
Do not remember	13	5.1
Total	256	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	0	0.0
English	266	100.0
Vietnamese	0	0.0
Tagalog	0	0.0
Total	266	100.0

Child has Medi-Cal (Medicaid) insurance:

Yes	219	91.6
No	20	8.4
Total	239	100.0

Services received were provided in the preferred language:

Yes	215	90.0
No	24	10.0
Total	239	100.0

Written information was available in the preferred language:

Yes	202	85.6
No	34	14.4
Total	236	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: **232**

Did not need any help	159	68.5
A mental health advocate/volunteer	9	3.9
Another mental health consumer	3	1.3
A family member	11	4.7
A professional interviewer	3	1.3
Client's clinician/case manager	30	12.9
Staff member other than client's clinician/case manager	26	11.2
Someone else	14	6.0

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

Youth Services Survey (YSS) Demographics

Spring 2014

Youth Form (Completed by Youth)

Level of Care: Outpatient

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	371	44.6
Female	453	54.5
Other	7	0.8
Total	831	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	558	64.4
No	215	24.8
Unknown	93	10.7
Total	866	100.0

*Client's Race(s):		
Total Number responding to this question: 585		
White/Caucasian	256	43.8
Black/African American	80	13.7
Asian	41	7.0
American Indian/Alaskan Native	39	6.7
Native Hawaiian/Other Pacific Islander	21	3.6
Other	221	37.8
Unknown	30	5.1

Client's Age:		
Minimum	13	
Maximum	20	
Mean	15.1	
Standard Deviation	1.7	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	120	15.0
No	682	85.0
Total	802	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	818	96.6
1 arrest	25	3.0
2 arrests	0	0.0
3 arrests	1	0.1
4 or more arrests	3	0.4
Total	847	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: **828**

	Count	Percent		Count	Percent
Cigarettes	73	8.8	Inhalants, huffing	4	0.5
Ecstasy	7	0.8	Hallucinogens	7	0.8
Cocaine, crack	7	0.8	Alcohol, beer, wine	99	12.0
Marijuana	131	15.8	Opiates, heroin	2	0.2
Crystal meth, speed	9	1.1	Injected any substance	3	0.4

Successful in School

Days absent from school during the last month:

1 day or less	295	35.2
2 days	110	13.1
3 to 5 days	157	18.7
6 to 10 days	46	5.5
More than 10 days	47	5.6
Not applicable/Not in school	133	15.9
Do not remember	51	6.1
Total	839	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	11	1.3
English	855	98.7
Vietnamese	0	0.0
Tagalog	0	0.0
Total	866	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	701	88.0
No	96	12.0
Total	797	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	774	96.1
No	31	3.9
Total	805	100.0

Written information was available in the preferred language:

Yes	738	94.0
No	47	6.0
Total	785	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: **797**

Did not need any help	595	74.7
A mental health advocate/volunteer	29	3.6
Another mental health consumer	5	0.6
A family member	75	9.4
A professional interviewer	13	1.6
Client's clinician/case manager	86	10.8
Staff member other than client's clinician/case manager	15	1.9
Someone else	16	2.0

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

Youth Services Survey (YSS) Demographics

Spring 2014

Youth Form (Completed by Youth)

Level of Care: TBS

Client Information

I. Demographics

Client's Gender:	Count	Percent
Male	20	37.0
Female	34	63.0
Other	0	0.0
Total	54	100.0

Client of Mexican/Hispanic/Latino Origin:	Count	Percent
Yes	33	57.9
No	20	35.1
Unknown	4	7.0
Total	57	100.0

*Client's Race(s):		
Total Number responding to this question: 45		
White/Caucasian	20	44.4
Black/African American	10	22.2
Asian	4	8.9
American Indian/Alaskan Native	4	8.9
Native Hawaiian/Other Pacific Islander	2	4.4
Other	16	35.6
Unknown	0	0.0

Client's Age:		
Minimum	13	
Maximum	20	
Mean	15.0	
Standard Deviation	1.6	

II. Outcomes

Physically Healthy

Client has an ongoing medical condition or chronic illness:	Count	Percent
Yes	16	30.2
No	37	69.8
Total	53	100.0

Staying Out of Trouble/Arrests

Client arrests for crimes in the past month:		
No arrests	54	96.4
1 arrest	2	3.6
2 arrests	0	0.0
3 arrests	0	0.0
4 or more arrests	0	0.0
Total	56	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: 55					
	Count	Percent		Count	Percent
Cigarettes	3	5.5	Inhalants, huffing	0	0.0
Ecstasy	0	0.0	Hallucinogens	0	0.0
Cocaine, crack	1	1.8	Alcohol, beer, wine	6	10.9
Marijuana	7	12.7	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	15	26.8
2 days	8	14.3
3 to 5 days	11	19.6
6 to 10 days	3	5.4
More than 10 days	2	3.6
Not applicable/Not in school	11	19.6
Do not remember	6	10.7
Total	56	100.0

Cultural and Linguistic Competence

Language of YSS form:

Spanish	2	3.5
English	55	96.5
Vietnamese	0	0.0
Tagalog	0	0.0
Total	57	100.0

Child has Medi-Cal (Medicaid) insurance:

	Count	Percent
Yes	46	90.2
No	5	9.8
Total	51	100.0

Services received were provided in the preferred language:

	Count	Percent
Yes	48	94.1
No	3	5.9
Total	51	100.0

Written information was available in the preferred language:

Yes	45	86.5
No	7	13.5
Total	52	100.0

*Those who helped complete any part of this survey:

Total Number responding to this question: 53		
Did not need any help	36	67.9
A mental health advocate/volunteer	3	5.7
Another mental health consumer	2	3.8
A family member	11	20.8
A professional interviewer	2	3.8
Client's clinician/case manager	5	9.4
Staff member other than client's clinician/case manager	3	5.7
Someone else	3	5.7

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