

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

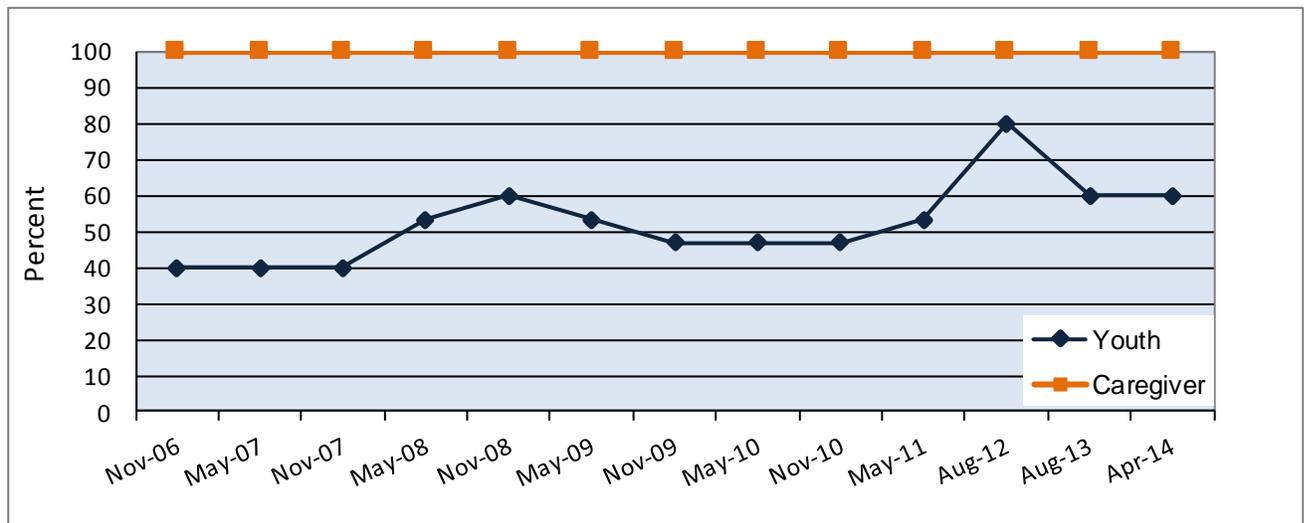
More than 5,300 survey forms were submitted for the April 2014 YSS (3,584 forms from caregivers and 1,745 forms from youth). Nearly 3,800 of the forms were completed and had useable data (2,470 forms from caregivers and 1,314 forms from youth). Overall, **71% of the forms that were turned in were completed**. 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.