

Youth Services Survey (YSS)

May 2017 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 focuses on results of the YSS from the May 15-19, 2017 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 CCBH) to the number of clients who submitted surveys during the May 2017 YSS period. During the survey period, 335 (10.0%) of the 3,348 completed forms did not match to a client with a billed service. There are several reasons why this may have occurred: 1) Client ID number error on the survey, 2) delays in billing data entered into CCBH; i.e., client got a billed service, but it had not yet been entered in CCBH 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. The YSS gives a snapshot in time of youth receiving behavioral health services, and whether client data changes with duration of services received. Specifically, the YSS provides data regarding three outcome areas of interest: consumer satisfaction, recent substance use, and recent arrests.

Individual items on the YSS are grouped into seven domains for analysis:

1. General Satisfaction
2. Perception of Access
3. Perception of Cultural Sensitivity
4. Perception of Participation in Treatment Planning
5. Perception of Outcomes of Services
6. Perception of Functioning
7. Perception of Social Connectedness

Clients may receive multiple services from more than one program during the YSS period; therefore, a single client may submit multiple forms. Results are evaluated by item and by domain, at the systemwide, level of care, and program levels.



Key Findings—May 2017

1. The County process objective of 80% of clients submitting a YSS form was met and exceeded in May 2017: 90% of the 3,509 clients receiving a service submitted a YSS form.
2. The County outcome objective of 80% of clients responding “agree” or “strongly agree” for at least 75% of the satisfaction survey items was met for parents/caregivers and youth.
3. Both parents/caregivers and youth were most satisfied with the *Perception of Cultural Sensitivity* domain. Parents/caregivers and youth were least satisfied with the *Perception of Outcomes of Services* domain.
4. Overall, parents/caregivers reported higher satisfaction than youth; however, youth were slightly more satisfied than parents/caregivers on 2 of the 7 domains: *Perception of Outcomes of Services* and *Perception of Functioning*.
5. The greatest disparity in satisfaction between youth and parents/caregivers was found on the *Perception of Participation in Treatment Planning* domain.
6. Satisfaction and perception of outcomes varied substantially among different levels of care in the Children, Youth and Families Behavioral Health Services (CYFBHS) system. On average, parents/caregivers of youth receiving Outpatient services were most satisfied. Satisfaction for youth on average was highest among clients receiving TBS services; however, it is important to note the small number of youth clients in this category (N=25). Lowest satisfaction was reported by youth and parents/caregivers of youth receiving Day Treatment services.
7. Satisfaction and perception of outcomes also varied widely among different racial/ethnic groups. Overall, Hispanic clients and their parents/caregivers reported the highest satisfaction averaged across domains. African-American clients and their parents/caregivers reported the lowest satisfaction averaged across domains. Highest levels of *General Satisfaction* were reported by Asian/Pacific Islander clients and their parents/caregivers. Native American clients and their parents/caregivers reported the highest levels of satisfaction across racial/ethnic groups on the *Perception of Access*, *Perception of Participation in Treatment Planning*, and *Perception of Social Connectedness* domains; however, only 14 completed surveys were submitted for Native American youth and their parents/caregivers, which means the averages may not be generalizable to the population.
8. On average, satisfaction and perception of outcomes were highest among parents/caregivers of children ages 0 to 11 years.
9. Twenty-three percent of youth who responded to the recent substance use question on the May 2017 YSS reported substance use within the past month; this is an increase from 20% of youth who reported recent substance use on the May 2016 YSS. The most commonly used substances remain consistent: marijuana, cigarettes, and alcohol. Report of recent marijuana use increased from 14% in May 2016 to 18% in May 2017.
10. Four percent of youth who responded to the recent arrest question on the YSS reported an arrest within the past month. Overall, clients in services more than one year had fewer arrests than clients who received less than one year of treatment services.

CYFBHS Process Objective

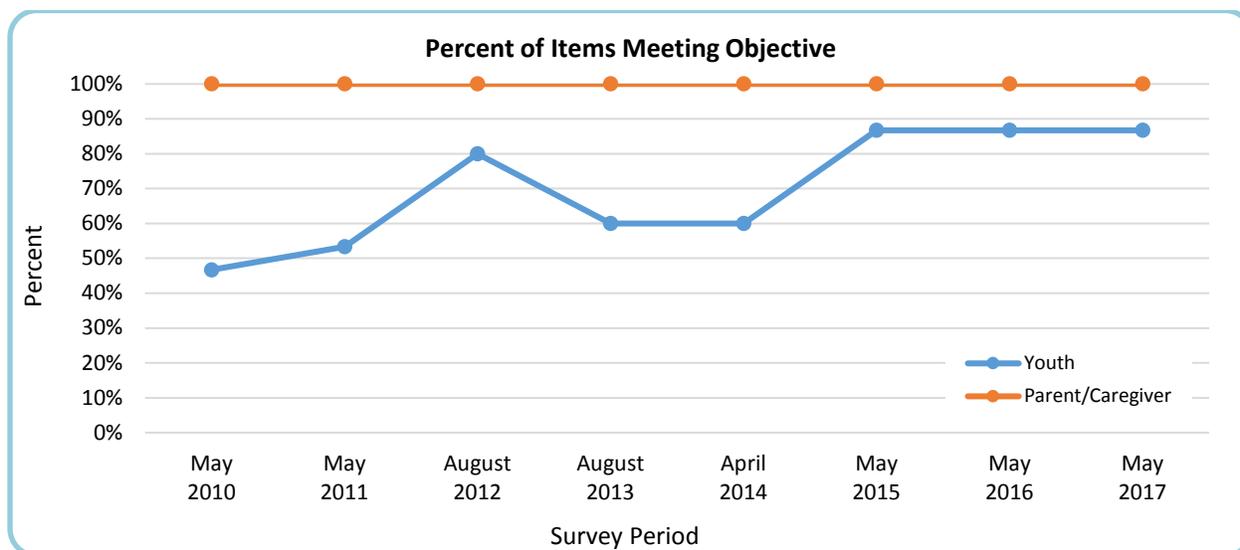
Providers are tasked with the administration of a YSS survey to every client (and/or parent/caregiver) receiving a service during the survey period. The process objective set by the County is 80% of eligible clients submitting a YSS form; this objective has been met and exceeded during every survey period since November 2006. The process objective is calculated using the number of clients served during the survey period, as opposed to the number of forms received. In the current survey period, **3,149 (90%) of 3,509 clients receiving a service submitted a YSS form**, and 2,377 (68%) of 3,509 clients receiving a service completed a YSS form.

CYFBHS Outcomes Objective

More than 5,300 survey forms were submitted for the May 2017 YSS (3,578 forms from parents/caregivers and 1,733 forms from youth). More than 3,300 of the forms were completed and had useable data (2,161 forms from parents/caregivers and 1,187 forms from youth). Overall, **63% of the forms that were turned in were completed**. Reasons for non-completion include refusals, parent/caregiver not available (e.g., for a child in out-of-home care), and parent/caregiver or child not showing up for a scheduled appointment.

The first 15 items on the YSS address satisfaction, 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.

Parents/caregivers were more satisfied with services than Youth respondents. Since the outcomes objective was initiated in November 2006, **parent/caregiver 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 met during the May 2017 YSS; at least 80% of youth responded in the two most favorable categories for 87% of the individual survey items. Only two individual items fell below the threshold: "I helped to choose my services" and "I got as much help as I needed."



Survey Response Rate

| | Parent/Caregiver | Youth | TOTAL |
|------------------------|------------------|-------|-------|
| Forms Submitted | 3,578 | 1,733 | 5,311 |
| Forms Completed | 2,161 | 1,187 | 3,348 |

Satisfaction by Item Response: Systemwide

| Parent/Caregiver Satisfaction by Item* | | |
|---|------------------------------|------------------------|
| 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% | 93.3% |
| 2. I helped to choose my child's services | 4.6% | 91.5% |
| 3. I helped to choose my child's treatment goals | 3.2% | 92.9% |
| 4. The people helping my child stuck with us no matter what | 2.8% | 92.2% |
| 5. I felt my child had someone to talk to when he/she was troubled | 2.1% | 91.9% |
| 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 | 2.1% | 89.8% |
| 8. The location of services was convenient for us | 4.6% | 92.9% |
| 9. Services were available at times that were convenient for us | 3.7% | 93.1% |
| 10. My family got the help we wanted for my child | 2.3% | 88.5% |
| 11. My family got as much help as we needed for my child | 3.5% | 83.8% |
| 12. Staff treated me with respect | 1.6% | 97.6% |
| 13. Staff respected my family's religious/spiritual beliefs | 1.2% | 96.4% |
| 14. Staff spoke with me in a way that I understood | 1.6% | 97.4% |
| 15. Staff were sensitive to my cultural/ethnic background | 1.7% | 95.2% |
| At least 80% of clients responded "Agree" or "Strongly Agree" to 15 of 15 questions – 100% | | |
| As a result of the services received: | % Strongly Disagree/Disagree | % Strongly Agree/Agree |
| 16. My child is better at handling daily life | 5.2% | 71.8% |
| 17. My child gets along better with family members | 6.7% | 71.7% |
| 18. My child gets along better with friends and other people | 5.7% | 70.8% |
| 19. My child is doing better in school and/or work | 9.4% | 68.2% |
| 20. My child is better able to cope when things go wrong | 8.3% | 64.9% |
| 21. I am satisfied with our family life right now | 10.8% | 67.9% |
| 22. My child is better able to do things he or she wants to do | 6.3% | 72.2% |
| 23. I know people who will listen and understand me when I need to talk | 2.5% | 91.3% |
| 24. I have people that I am comfortable talking with about my child's problem(s) | 2.7% | 92.7% |
| 25. In a crisis, I would have the support I need from family or friends | 4.5% | 88.1% |
| 26. I have people with whom I can do enjoyable things | 3.1% | 91.4% |

*Percent may not add up to 100, as "Undecided" response is not reported here.

| Youth Satisfaction by Item* | | |
|---|------------------------------|------------------------|
| Questions based on services received in last 6 months: | % Strongly Disagree/Disagree | % Strongly Agree/Agree |
| 1. Overall, I am satisfied with the services I received | 3.4% | 86.6% |
| 2. I helped to choose my services | 10.0% | 72.2% |
| 3. I helped to choose my treatment goals | 4.0% | 84.9% |
| 4. The people helping me stuck with me no matter what | 4.7% | 82.0% |
| 5. I felt I had someone to talk to when I was troubled | 6.1% | 82.2% |
| 6. I participated in my own treatment | 3.2% | 87.5% |
| 7. I received services that were right for me | 3.4% | 83.9% |
| 8. The location of services was convenient for me | 5.9% | 84.4% |
| 9. Services were available at times that were convenient for me | 4.5% | 83.6% |
| 10. I got the help I wanted | 4.6% | 81.1% |
| 11. I got as much help as I needed | 4.6% | 78.2% |
| 12. Staff treated me with respect | 3.1% | 91.5% |
| 13. Staff respected my religious/spiritual beliefs | 2.3% | 90.9% |
| 14. Staff spoke with me in a way that I understood | 2.7% | 92.3% |
| 15. Staff were sensitive to my cultural/ethnic background | 4.6% | 85.7% |
| <i>At least 80% of clients responded "Agree" or "Strongly Agree" to 13 of 15 questions – 87%</i> | | |
| As a result of the services received: | % Strongly Disagree/Disagree | % Strongly Agree/Agree |
| 16. I am better at handling daily life | 6.5% | 72.4% |
| 17. I get along better with family members | 8.7% | 66.2% |
| 18. I get along better with friends and other people | 5.4% | 73.0% |
| 19. I am doing better in school and/or work | 9.3% | 67.7% |
| 20. I am better able to cope when things go wrong | 6.6% | 72.5% |
| 21. I am satisfied with my family life right now | 12.6% | 65.4% |
| 22. I am better able to do things I want to do | 7.1% | 71.4% |
| 23. I know people who will listen and understand me when I need to talk | 3.4% | 85.1% |
| 24. I have people that I am comfortable talking with about my problem(s) | 4.5% | 84.0% |
| 25. In a crisis, I would have the support I need from family or friends | 4.4% | 81.8% |
| 26. I have people with whom I can do enjoyable things | 3.8% | 86.7% |

*Percent may not add up to 100, as "Undecided" response is not reported here.

Satisfaction by Domain: Systemwide

| DOMAIN | Percent Stating Agree or Strongly Agree | |
|---|---|--------------------|
| | Parent/Caregiver (N=2,161) | Youth (N=1,187) |
| General Satisfaction (Items 1, 4, 5, 7, 10, 11) | 90.8% | 82.1% |
| Perception of Access (Items 8, 9) | 90.4% | 79.7% |
| Perception of Cultural Sensitivity (Items 12, 13, 14, 15) | 97.0% | 89.6% |
| Perception of Participation in Treatment Planning (Items 2, 3, 6) | 93.5% | 82.0% |
| Perception of Outcomes of Services (Items 16, 17, 18, 19, 20, 21) | 67.0% | 68.0% |
| Perception of Functioning (Items 16, 17, 18, 20, 22) | 71.5% | 72.1% |
| Perception of Social Connectedness (Items 23, 24, 25, 26) | 90.3% | 81.7% |

Satisfaction by Level of Care

| Parent/Caregiver Satisfaction by Level of Care | | | |
|---|---|-------------------------|---------------|
| DOMAIN | Percent Stating Agree or Strongly Agree | | |
| | Outpatient (N=1,957) | Day Treatment (N=96) | TBS (N=95) |
| General Satisfaction | 91.2% | 81.9% | 91.4% |
| Perception of Access | 91.0% | 75.8% | 92.4% |
| Perception of Cultural Sensitivity | 97.0% | 92.8% | 100.0% |
| Perception of Participation in Treatment Planning | 93.8% | 84.9% | 98.9% |
| Perception of Outcomes of Services | 67.6% | 64.2% | 58.7% |
| Perception of Functioning | 71.7% | 68.4% | 70.0% |
| Perception of Social Connectedness | 90.9% | 80.4% | 88.2% |

| Youth Satisfaction by Level of Care | | | |
|---|---|--------------------------|---------------|
| DOMAIN | Percent Stating Agree or Strongly Agree | | |
| | Outpatient (N=969) | Day Treatment (N=187) | TBS (N=25) |
| General Satisfaction | 85.5% | 65.4% | 84.0% |
| Perception of Access | 83.4% | 58.2% | 100.0% |
| Perception of Cultural Sensitivity | 93.0% | 70.9% | 100.0% |
| Perception of Participation in Treatment Planning | 84.5% | 69.7% | 84.0% |
| Perception of Outcomes of Services | 68.4% | 64.8% | 77.3% |
| Perception of Functioning | 72.4% | 70.2% | 77.3% |
| Perception of Social Connectedness | 83.2% | 74.7% | 82.6% |

NOTE: Not every youth/caregiver completed responses for every domain.

Satisfaction by Client Race/Ethnicity

| DOMAIN | Percent Stating Agree or Strongly Agree | | | | | | | |
|--|---|-----------------------|---------------------------------|---|------------------------------|--|-----------------|--------------------------------|
| | White (N=463) | Hispanic (N=2,195) | African- American (N=171) | Asian/ Pacific Islander (N=75) | Native American (N=14) | Mixed Race/ Ethnicity (N=200) | Other (N=41) | Unknown /Missing (N=189) |
| General Satisfaction | 85.3% | 89.7% | 83.9% | 90.5% | 85.7% | 80.0% | 85.4% | 79.8% |
| Perception of Access | 84.3% | 88.5% | 80.9% | 86.5% | 92.9% | 79.3% | 87.5% | 82.4% |
| Perception of Cultural Sensitivity | 93.5% | 95.6% | 90.1% | 90.3% | 84.6% | 90.9% | 94.7% | 89.9% |
| Perception of Participation in Treatment Planning | 90.9% | 90.6% | 79.0% | 90.4% | 92.9% | 85.2% | 87.2% | 84.6% |
| Perception of Outcomes of Services | 61.8% | 70.4% | 56.6% | 68.6% | 57.1% | 58.5% | 55.0% | 69.1% |
| Perception of Functioning | 66.2% | 74.3% | 63.7% | 74.3% | 64.3% | 64.9% | 57.5% | 73.9% |
| Perception of Social Connectedness | 87.6% | 87.8% | 84.1% | 87.5% | 100.0% | 82.1% | 87.2% | 86.3% |

Satisfaction by Client Age

| DOMAIN | Percent Stating Agree or Strongly Agree | | | | |
|--|---|-----------------------|--------------------------|------------------------|------------------------|
| | 0-5 years (N=255) | 6-11 years (N=909) | 12-15 years (N=1,367) | 16-17 years (N=698) | 18-25 years (N=119) |
| General Satisfaction | 94.2% | 90.5% | 86.4% | 83.5% | 91.3% |
| Perception of Access | 90.2% | 91.6% | 84.4% | 82.7% | 90.4% |
| Perception of Cultural Sensitivity | 97.4% | 96.6% | 94.0% | 91.3% | 91.7% |
| Perception of Participation in Treatment Planning | 95.8% | 93.8% | 86.9% | 86.8% | 86.0% |
| Perception of Outcomes of Services | 68.1% | 66.9% | 66.3% | 68.7% | 74.5% |
| Perception of Functioning | 71.3% | 71.5% | 70.9% | 72.6% | 78.2% |
| Perception of Social Connectedness | 95.7% | 90.9% | 86.0% | 82.4% | 84.3% |

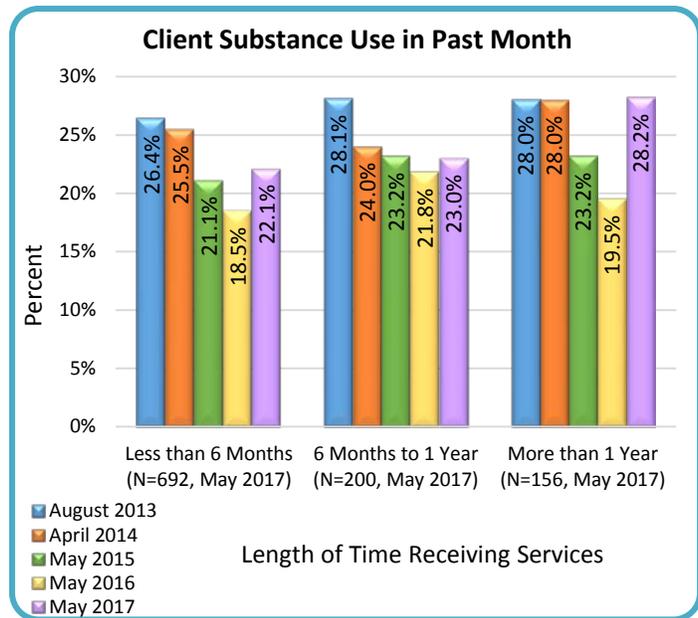
NOTE: Not every youth/caregiver completed responses for every domain.

Substance Use by Length of Service

On the YSS, youth ages 13+ were asked whether they had used any of a list of substances (alcohol, cigarettes, ecstasy, cocaine, marijuana, crystal meth, inhalants, hallucinogens, opiates, injected drugs) in the past month. 1,109 youth survey responses to the substance use question were submitted for the May 2017 survey period.

Overall, 23% of youth stated that they had used one of these substances at least once in the past month.

The three most commonly used substances in the past month were: Marijuana (18.0%), Alcohol (10.9%), and Cigarettes (7.2%).

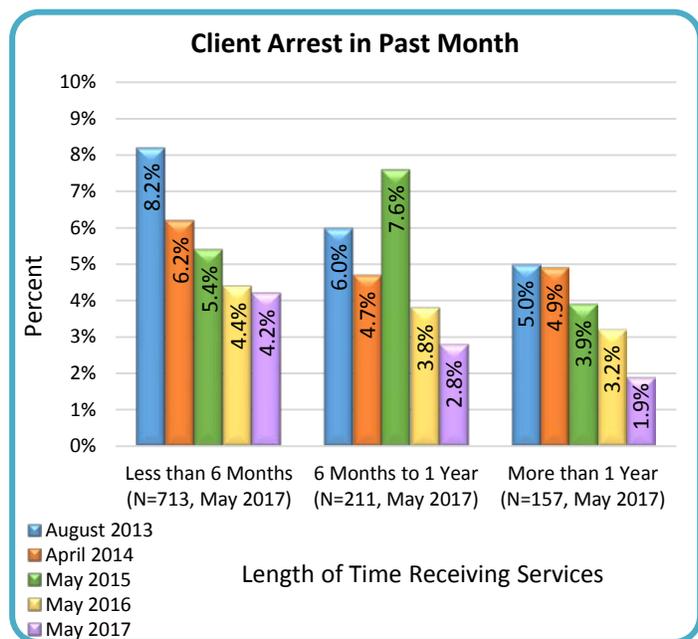


Arrests by Length of Service

On the YSS, youth ages 13+ were asked to report on whether they had been arrested for any crimes in the past month. 1,143 youth survey responses to the arrest question were submitted for the May 2017 survey period.

Overall, clients in services more than one year had fewer arrests than clients who received less than one year of treatment. It is important to note that due to the small number of clients systemwide (N=47 in May 2017) who reported arrests, small changes in numbers can have large effects on proportion.

46 of 47 youth who reported arrests also responded to the substance use question; of these, 25 (54%) reported use of a substance in the past month.



The Child and Adolescent Services Research Center (CASRC) is a consortium of over 100 investigators and staff from multiple research organizations in San Diego County and Southern California, including: Rady Children's Hospital, University of California San Diego, San Diego State University, University of San Diego and University of Southern California. The mission of CASRC is to improve publicly-funded behavioral health service delivery and quality of treatment for children and adolescents who have or are at high risk for the development of mental health problems or disorders.