

Youth Services Survey (YSS)

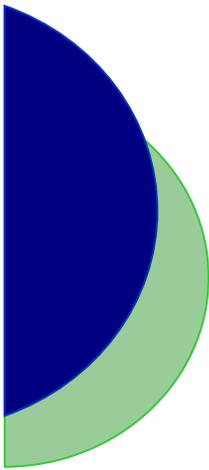
Feedback from Families and Youth

County of San Diego Health & Human Services Agency

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

Thank you for participating and for your valuable feedback!

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



What is the YSS?

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

There are four sections of the survey:

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

The Spring survey took place during the week of May 14-18, 2018.

What do we do with your feedback?



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

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

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

May 2018 Survey Response

More than 5,300 surveys were submitted from approximately 70 programs. Some surveys did not have enough information filled out. More than 3,300 surveys had enough information to review.

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

Parent/caregiver: 2,155 surveys

Youth: 1,181 surveys



Key Findings

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

Areas For Improvement

- ◆ **11%** of youth reported they did not have a voice in the selection of services they received.
- ◆ **18%** of parents/caregivers disagreed or were not sure if they got as much help as they needed for their child.
- ◆ **10%** of youth reported that services did not improve their school or work performance.
- ◆ **10%** of parents/caregivers felt that services did not improve their child's coping skills.
- ◆ **12%** of youth and **11%** of parents/caregivers were not satisfied with their family life at the time they were surveyed.



Cultural Sensitivity

- ◆ **96%** of caregivers and **83%** of youth were satisfied with the cultural sensitivity of their providers and program staff.



Where does this survey go once the envelope is sealed?

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

Comments



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

"I always get great tips and advice from my child's counselor."

"Helps me control my anger and know how to calm down."

"Very kind people who listen to my problems."

"My daughter smiles more now."



What would improve the services here?

"It would be great to have more bilingual therapists."

"If we could have the option of doing the surveys online."

"More techniques my child can use at home."

"Extended hours and weekend sessions."