

# Youth Services Survey (YSS)

June 2020 Survey Period

San Diego County

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*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 June 22-26, 2020 survey administration period. Two YSS measures were independently evaluated: **YSS compliance** and **YSS results**.

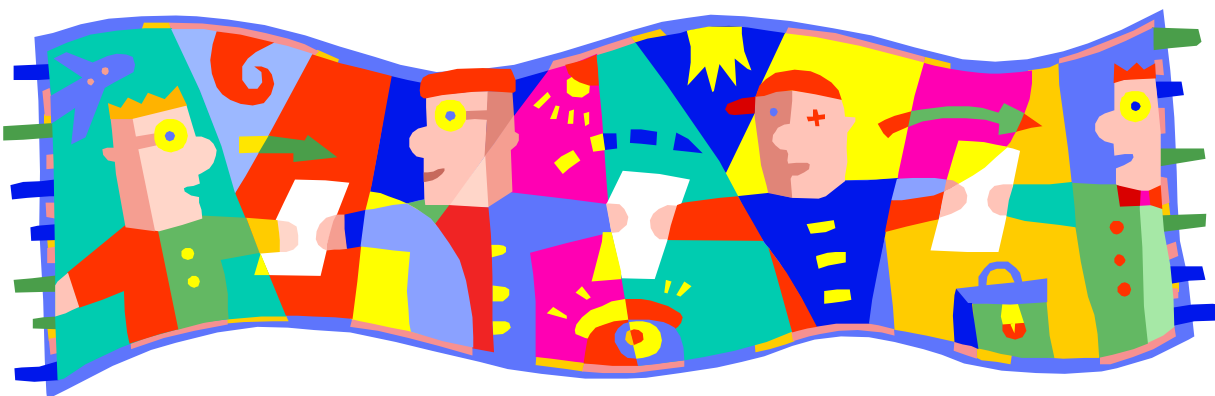
YSS compliance is determined by using Client ID numbers to compare the number of clients receiving services as reported in Cerner Community Behavioral Health system (CCBH) to the number of clients who submitted surveys during the June 2020 YSS period. During the survey period, 230 (17.1%) of the 1,342 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 treatment 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 consumer perception of services received.

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—June 2020

1. June 2020 was the first online administration of the YSS in San Diego County. It was delivered amid the COVID-19 pandemic, two months after the majority of service providers transitioned to teletherapy. This dual shift (online survey administered virtually) resulted in fewer completed surveys received, and a sample that may not be generalizable to the larger population. Among clients and families who did complete the survey, parent/caregiver satisfaction in the *Perception of Access* domain increased nearly four percentage points, as compared to May 2019. Satisfaction in the *Perception of Functioning* domain increased five percentage points among both parent/caregivers and youth.
2. The County process objective of 80% of clients submitting a YSS form was not met in June 2020: 54% of the 2,808 clients receiving a service during the administration period submitted a YSS form. **Response rates for this inaugural online administration period will not be used for program evaluation purposes.**
3. 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.
4. 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.
5. Parents/caregivers reported higher satisfaction than youth on every domain except *Perception of Functioning*.
6. The greatest disparity in satisfaction between youth and parents/caregivers was found on the *Perception of Access* domain.
7. Satisfaction and perception of outcomes varied among different levels of care in the Children, Youth and Families Behavioral Health Services (CYFBHS) system. On average, parents/caregivers of youth receiving or Outpatient services were most satisfied, and youth receiving Therapeutic Behavioral Services (TBS) services were most satisfied. However, only 5 completed surveys were submitted for youth in TBS, which means the averages may not be generalizable to the population. Lowest satisfaction was reported by youth and parents/caregivers of youth receiving Day Treatment services.
8. Satisfaction and perception of outcomes also varied widely among different racial/ethnic groups. Overall, Hispanic youth and their parents/caregivers reported the highest satisfaction averaged across domains. White youth and their parents/caregivers reported the lowest satisfaction averaged across domains. Across all race/ethnicity categories, highest levels of satisfaction were reported on the *Perception of Cultural Sensitivity* domain and lowest levels of satisfaction were reported on the *Perception of Outcomes* domain.
9. On average, satisfaction was highest among parents/caregivers of children ages 0 to 11 years.

## CYFBHS Process Objective

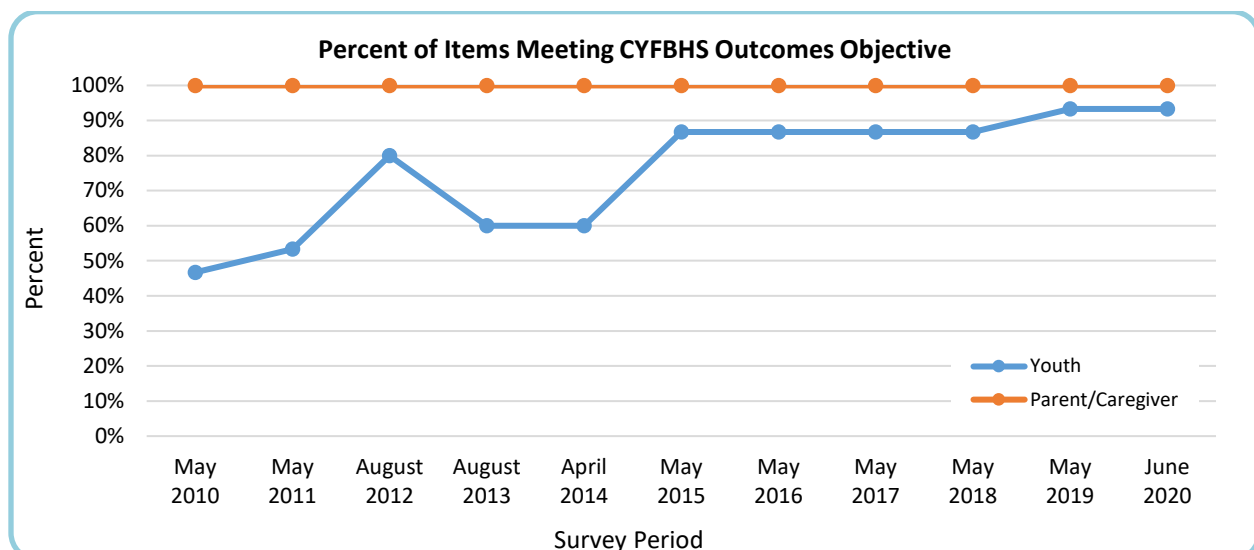
Providers are tasked with the administration of a YSS survey to every client (and/or parent/caregiver) receiving a service during the survey period. The process objective set by the County is 80% of eligible clients submitting a YSS form; this objective was not met in June 2020. The process objective 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, **1,505 (54%) of 2,808 clients receiving a service submitted a YSS form**, and 947 (34%) of 2,808 clients receiving a service *completed* a YSS form.

## CYFBHS Outcomes Objective

**Approximately 2,500 survey forms were submitted for the June 2020 YSS** (1,613 forms from parents/caregivers and 891 forms from youth). More than 1,300 of the forms were completed and had useable data (871 forms from parents/caregivers and 471 forms from youth). Overall, **54% of the forms that were turned in were completed**. Reasons for non-completion include refusals, access/technical issues, 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 June 2020 YSS; at least 80% of youth responded in the two most favorable categories for 93% of the individual survey items. Only one individual item fell below the threshold of 80% of youth responding favorably: “I helped to choose my services.”



## Survey Response Rate

	Parent/Caregiver	Youth	TOTAL
<b>Forms Submitted</b>	1,613	891	2,504
<b>Forms Completed</b>	871	471	1,342

## 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	1.8%	95.1%
2. I helped to choose my child's services	3.9%	92.4%
3. I helped to choose my child's treatment goals	2.7%	93.6%
4. The people helping my child stuck with us no matter what	2.1%	94.3%
5. I felt my child had someone to talk to when he/she was troubled	1.4%	95.0%
6. I participated in my child's treatment	1.2%	97.6%
7. The services my child and/or family received were right for us	1.0%	92.5%
8. The location of services was convenient for us	2.0%	96.0%
9. Services were available at times that were convenient for us	2.4%	96.1%
10. My family got the help we wanted for my child	1.2%	90.1%
11. My family got as much help as we needed for my child	2.9%	87.2%
12. Staff treated me with respect	0.7%	98.9%
13. Staff respected my family's religious/spiritual beliefs	1.0%	97.4%
14. Staff spoke with me in a way that I understood	1.0%	98.8%
15. Staff were sensitive to my cultural/ethnic background	1.1%	98.3%
<b>At least 80% of clients responded "Agree" or "Strongly Agree" to 15 of 15 questions – 100%</b>		
As a result of the services received:	% Strongly Disagree/Disagree	% Strongly Agree/Agree
16. My child is better at handling daily life	3.6%	77.2%
17. My child gets along better with family members	4.8%	76.2%
18. My child gets along better with friends and other people	3.4%	75.2%
19. My child is doing better in school and/or work	5.9%	66.0%
20. My child is better able to cope when things go wrong	4.9%	70.0%
21. I am satisfied with our family life right now	9.4%	74.1%
22. My child is better able to do things he or she wants to do	3.6%	74.9%
23. I know people who will listen and understand me when I need to talk	2.1%	92.4%
24. I have people that I am comfortable talking with about my child's problem(s)	3.3%	90.7%
25. In a crisis, I would have the support I need from family or friends	3.0%	91.7%
26. I have people with whom I can do enjoyable things	1.6%	93.9%

\*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	4.0%	91.7%
2. I helped to choose my services	12.3%	74.9%
3. I helped to choose my treatment goals	4.8%	91.0%
4. The people helping me stuck with me no matter what	4.3%	86.3%
5. I felt I had someone to talk to when I was troubled	6.3%	83.8%
6. I participated in my own treatment	2.0%	91.2%
7. I received services that were right for me	4.3%	88.3%
8. The location of services was convenient for me	5.2%	85.7%
9. Services were available at times that were convenient for me	4.9%	85.7%
10. I got the help I wanted	4.5%	82.5%
11. I got as much help as I needed	5.4%	82.1%
12. Staff treated me with respect	3.3%	91.5%
13. Staff respected my religious/spiritual beliefs	1.9%	94.7%
14. Staff spoke with me in a way that I understood	2.0%	93.9%
15. Staff were sensitive to my cultural/ethnic background	6.9%	84.6%
<b>At least 80% of clients responded "Agree" or "Strongly Agree" to 14 of 15 questions – 93%</b>		
As a result of the services received:	% Strongly Disagree/Disagree	% Strongly Agree/Agree
16. I am better at handling daily life	5.0%	80.7%
17. I get along better with family members	9.5%	69.7%
18. I get along better with friends and other people	5.3%	78.5%
19. I am doing better in school and/or work	10.0%	65.8%
20. I am better able to cope when things go wrong	7.1%	74.9%
21. I am satisfied with my family life right now	14.6%	62.2%
22. I am better able to do things I want to do	7.1%	76.9%
23. I know people who will listen and understand me when I need to talk	4.5%	86.9%
24. I have people that I am comfortable talking with about my problem(s)	6.8%	82.2%
25. In a crisis, I would have the support I need from family or friends	4.7%	83.5%
26. I have people with whom I can do enjoyable things	2.9%	91.2%

\*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=871)	Youth (N=471)
General Satisfaction (Items 1, 4, 5, 7, 10, 11)	93.1%	86.1%
Perception of Access (Items 8, 9)	94.7%	81.5%
Perception of Cultural Sensitivity (Items 12, 13, 14, 15)	98.7%	91.9%
Perception of Participation in Treatment Planning (Items 2, 3, 6)	94.3%	86.9%
Perception of Outcomes of Services (Items 16, 17, 18, 19, 20, 21)	72.8%	71.2%
Perception of Functioning (Items 16, 17, 18, 20, 22)	76.8%	77.2%
Perception of Social Connectedness (Items 23, 24, 25, 26)	91.6%	83.6%

## Satisfaction by Level of Care

Parent/Caregiver Satisfaction by Level of Care			
DOMAIN	Percent Stating Agree or Strongly Agree		
	Outpatient (N=826)	Day Treatment (N=6)	TBS (N=31)
General Satisfaction	93.8%	66.7%	82.1%
Perception of Access	95.0%	66.7%	96.3%
Perception of Cultural Sensitivity	99.0%	83.3%	96.2%
Perception of Participation in Treatment Planning	95.2%	66.7%	78.6%
Perception of Outcomes of Services	73.6%	66.7%	51.9%
Perception of Functioning	77.7%	66.7%	59.3%
Perception of Social Connectedness	91.7%	83.3%	89.3%

Youth Satisfaction by Level of Care			
DOMAIN	Percent Stating Agree or Strongly Agree		
	Outpatient (N=407)	Day Treatment (N=56)	TBS (N=5)
General Satisfaction	88.1%	70.4%	100.0%
Perception of Access	83.8%	62.3%	100.0%
Perception of Cultural Sensitivity	94.4%	72.5%	100.0%
Perception of Participation in Treatment Planning	88.3%	75.9%	100.0%
Perception of Outcomes of Services	71.4%	66.7%	100.0%
Perception of Functioning	79.1%	61.1%	100.0%
Perception of Social Connectedness	84.3%	79.6%	100.0%

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

## Satisfaction by Client Race/Ethnicity

DOMAIN	Percent Stating Agree or Strongly Agree							
	White (N=180)	Hispanic (N=847)	African-American (N=58)	Asian/Pacific Islander (N=27)	Native American (N=5)	Mixed Race/Ethnicity (N=91)	Other (N=16)	Unknown/Missing (N=118)
General Satisfaction	83.1%	93.2%	87.7%	81.5%	100.0%	86.8%	93.8%	88.5%
Perception of Access	84.8%	92.3%	91.2%	81.5%	100.0%	80.2%	100.0%	88.2%
Perception of Cultural Sensitivity	94.3%	96.9%	96.2%	92.0%	100.0%	93.8%	100.0%	96.1%
Perception of Participation in Treatment Planning	91.1%	93.6%	91.4%	84.6%	80.0%	81.1%	81.3%	90.0%
Perception of Outcomes of Services	59.7%	76.5%	75.4%	77.8%	60.0%	56.3%	68.8%	69.8%
Perception of Functioning	67.1%	80.3%	80.4%	77.8%	80.0%	62.1%	81.3%	76.7%
Perception of Social Connectedness	88.8%	88.6%	89.7%	85.2%	100.0%	86.8%	87.5%	95.3%

## Satisfaction by Client Age

DOMAIN	Percent Stating Agree or Strongly Agree				
	0-5 years (N=108)	6-11 years (N=318)	12-15 years (N=433)	16-17 years (N=288)	18-25 years (N=74)
General Satisfaction	94.3%	93.0%	89.0%	88.8%	91.8%
Perception of Access	92.4%	94.5%	88.9%	87.9%	84.1%
Perception of Cultural Sensitivity	100.0%	99.0%	95.4%	94.2%	94.2%
Perception of Participation in Treatment Planning	93.3%	95.6%	89.9%	89.4%	91.7%
Perception of Outcomes of Services	80.2%	67.2%	72.7%	71.8%	84.9%
Perception of Functioning	84.0%	73.8%	76.5%	75.2%	87.7%
Perception of Social Connectedness	95.3%	91.7%	87.4%	85.4%	88.9%

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

**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.