

***Youth Services Survey for Families
(YSS-Families) Results***

***Southern California Region Summary Report
for the
May 2005 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

NOVEMBER 2005

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services as measured by the items from the 21-item Youth Services Survey for Families (YSS-Families). This report is a REGIONAL summary of the YSS-Families (see Attachment A) data that were collected by the California State Department of Mental Health during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight demographic items that were collected on the YSS-Families, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005, survey period. Results of YSS-Families consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Families portion of the survey. **Out of 9,348 Southern California Region YSS-Families Surveys, a total of 7,513 were considered “complete,” as they had at least one response to the YSS-Families section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (SOUTHERN CALIFORNIA REGION)

A total of 9,348 YSS-Families Surveys were submitted for the Southern California Region.

Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Southern California	9348	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your child’s gender?” – 36.6% identified their child as being Female, 63.3% identified their child as being Male and 0.1% as Other. Additionally, 5.0% of the consumers did not respond to this item.

What is your child's gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	2613	34.8	36.6	36.6
	Male	4519	60.1	63.3	99.9
	Other	4	.1	.1	100.0
	Total	7136	95.0	100.0	
No Response		377	5.0		
Total		7513	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your child’s date of birth?” – 3.1% were under age 5, 22.4% were aged 5-8, 35.6% were aged 9-12, 18.2% were aged 13-14, 18.1% were aged 15-17, 1.5% were aged 18-21 and 1.1% were over age 22. Additionally, 12.3% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	202	2.7	3.1	3.1
	5-8	1475	19.6	22.4	25.4
	9-12	2349	31.3	35.6	61.1
	13-14	1197	15.9	18.2	79.3
	15-17	1194	15.9	18.1	97.4
	18-21	98	1.3	1.5	98.9
	22+	75	1.0	1.1	100.0
	Total	6590	87.7	100.0	
No Response		923	12.3		
Total		7513	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long has your child received services here?” – 3.1% reported that it was their first visit; 5.4% reported that they had had more than one visit, but that they had received services for less than one month; 13.0% reported having received services for 1-2 months; 18.8% reported having received services for 3-5 months; 24.9% reported receiving services for 6 months to 1 year and 34.8% reported receiving services for more than one year. Additionally, 23.9% of the consumers did not respond to this item.

How long has your child received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	177	2.4	3.1	3.1
	> 1 visit, but < one month	311	4.1	5.4	8.5
	1 to 2 months	745	9.9	13.0	21.6
	3 to 5 months	1073	14.3	18.8	40.4
	6 months to 1 year	1421	18.9	24.9	65.2
	More than 1 year	1987	26.4	34.8	100.0
	Total	5714	76.1	100.0	
No Response		1799	23.9		
Total		7513	100.0		

* Although the Family Survey is completed by parents and caregivers of youth and transition-age youth up to 21 years of age, this table reflects that DMH received “family” surveys from caregivers of youth older than age 21. Consumers may have, inadvertently, been given the wrong survey from to complete, or may have unintentionally filled out the item with an invalid date of birth. There were also a number of surveys for which there was no response for the “date of birth” item.

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Families Survey, 51.3% of the consumers identified their child as being “of Mexican / Hispanic / Latino Origin.”

Are either of the child's parents of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2818	37.5	37.5	37.5
	Yes	3853	51.3	51.3	88.8
	Unknown	842	11.2	11.2	100.0
	Total	7513	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble.

On the YSS-Families Survey, 36.9% of the consumers identified their child as being “White / Caucasian.”

Is your child's race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4740	63.1	63.1	63.1
	Yes	2773	36.9	36.9	100.0
	Total	7513	100.0	100.0	

On the YSS-Families Survey, 14.2% of the consumers identified their child as being “Black / African American.”

Is your child's race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6444	85.8	85.8	85.8
	Yes	1069	14.2	14.2	100.0
	Total	7513	100.0	100.0	

On the YSS-Families Survey, 2.3% of the consumers identified their child as being “Asian.”

Is your child's race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7341	97.7	97.7	97.7
	Yes	172	2.3	2.3	100.0
Total		7513	100.0	100.0	

On the YSS-Families Survey, 3.6% of the consumers identified their child as being “American Indian / Alaskan Native.”

Is your child's race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7246	96.4	96.4	96.4
	Yes	267	3.6	3.6	100.0
Total		7513	100.0	100.0	

On the YSS-Families Survey, 0.8% of the consumers identified their child as being “Hawaiian / Other Pacific Islander.”

Is your child's race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7450	99.2	99.2	99.2
	Yes	63	.8	.8	100.0
Total		7513	100.0	100.0	

On the YSS-Families Survey, 22.8% of the consumers identified their child as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5799	77.2	77.2	77.2
	Yes	1714	22.8	22.8	100.0
Total		7513	100.0	100.0	

On the YSS-Families Survey, 0.8% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7456	99.2	99.2	99.2
	Yes	57	.8	.8	100.0
Total		7513	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Families Survey, 0.1% of the consumers responded using the Chinese version of the YSS-Families Survey; 73.9% used the English version; 0.4% used the Korean version; 25.6% used the Spanish version and 0.0% of the consumers used the Tagalog version of the YSS-Families Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	8	.1	.1	.1
	English	5554	73.9	73.9	74.0
	Korean	27	.4	.4	74.4
	Spanish	1923	25.6	25.6	100.0
	Tagalog	1	.0	.0	100.0
Total		7513	100.0	100.0	

PREFERRED LANGUAGE

On the YSS-Families Survey, 97.7% of the consumers responded that the services their child received were provided in his/her preferred language and 96.0% responded that written information was available in his/her preferred language. Additionally, 6.5% and 7.6% of the consumers did not respond to these items, respectively.

Were the services your child received provided in the language he / she preferred?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	162	2.2	2.3	2.3
	Yes	6865	91.4	97.7	100.0
	Total	7027	93.5	100.0	
No Response		486	6.5		
Total		7513	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	280	3.7	4.0	4.0
	Yes	6661	88.7	96.0	100.0
	Total	6941	92.4	100.0	
No Response		572	7.6		
Total		7513	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 98.2% of the consumers reported that their child had NOT been arrested for any crimes in the month prior to completing the YSS-Families Survey. Additionally, 6.3% of the consumers did not respond to this item.

In the past MONTH, how many times was your child arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	6915	92.0	98.2	98.2
	1 arrest	101	1.3	1.4	99.6
	2 arrests	18	.2	.3	99.9
	3 arrests	4	.1	.1	99.9
	4 or more arrests	5	.1	.1	100.0
	Total	7043	93.7	100.0	
No Response		470	6.3		
Total		7513	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 53.3% indicated 1 day or less, 13.8% indicated 2 days, 13.1% indicated 3-5 days, 3.4% indicated 6-10 days, 3.4% indicated more than 10 days, 5.9% did not remember and 7.1% indicated that the question did not apply to their child or that their child was not in school. Additionally, 8.1% of the consumers did not respond to this item.

How often was your child absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	3679	49.0	53.3	53.3
	2 days	956	12.7	13.8	67.1
	3-5 days	907	12.1	13.1	80.3
	6-10 days	233	3.1	3.4	83.6
	More than 10 days	234	3.1	3.4	87.0
	Do not remember	408	5.4	5.9	92.9
	Not Applicable / Not In School	487	6.5	7.1	100.0
	Total	6904	91.9	100.0	
No Response		609	8.1		
Total		7513	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Families Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 81.3% of the consumers responded that they did not need any help in completing the YSS-Families Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1403	18.7	18.7	18.7
	Yes	6110	81.3	81.3	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 1.9% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Families Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7371	98.1	98.1	98.1
	Yes	142	1.9	1.9	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 0.7% of the consumers responded that another mental health consumer helped them complete the YSS-Families Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7460	99.3	99.3	99.3
	Yes	53	.7	.7	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 2.9% of the consumers responded that a member of their family helped them complete the YSS-Families Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7293	97.1	97.1	97.1
	Yes	220	2.9	2.9	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 1.9% of the consumers responded that a professional interviewer helped them complete the YSS-Families Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7369	98.1	98.1	98.1
	Yes	144	1.9	1.9	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 3.3% of the consumers responded that a clinician / case manager helped them complete the YSS-Families Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7264	96.7	96.7	96.7
	Yes	249	3.3	3.3	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 3.5% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Families Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7252	96.5	96.5	96.5
	Yes	261	3.5	3.5	100.0
	Total	7513	100.0	100.0	

For the May 2005 survey period, 1.3% of the consumers responded that someone else helped them complete the YSS-Families Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7412	98.7	98.7	98.7
	Yes	101	1.3	1.3	100.0
	Total	7513	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

Out of 9,348 surveys received, 1,835 (19.6%) were not completed by the consumers. County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Families Survey. Of those consumers who were expected to complete a YSS-Families Survey, but did not, 31.4% of the consumers were reported to have Refused the survey, 2.6% were reported to have had an Impairment, 2.3% did not have a survey available in their Language and 63.6% were marked as having an “Other” reason for non-completion. Additionally, 4.4% of the YSS-Families Surveys that were not completed did not have a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	551	30.0	31.4	31.4
	Impairment	46	2.5	2.6	34.0
	Language	41	2.2	2.3	36.4
	Other	1116	60.8	63.6	100.0
	Total	1754	95.6	100.0	
No Response		81	4.4		
Total		1835	100.0		

Youth Services Survey for Families (YSS-F) *Summary Report*

About the Youth Services Survey for Families (YSS-Families)

The YSS-Families is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Families survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Families is currently used in most states across the United States.

It is important to remember that the ratings on the YSS-Families survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Families provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Families portion of the May 2005 YSS-Families Survey. The YSS-Families items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Families subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Families survey averages and YSS-Families subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Families Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the YSS-Families subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 38.7% reported that they were Very Satisfied, 49.1% reported they were Satisfied, 8.8% were Neutral, 2.2% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, for 4.2% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	90	1.2	1.3	1.3
	Somewhat Dissatisfied	156	2.1	2.2	3.4
	Neutral	632	8.4	8.8	12.2
	Satisfied	3532	47.0	49.1	61.3
	Very Satisfied	2785	37.1	38.7	100.0
	Total	7195	95.8	100.0	
No Response		318	4.2		
Total		7513	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 52.3% reported that they were Very Satisfied, 43.6% reported they were Satisfied, 2.6% were Neutral, 0.4% were Somewhat Dissatisfied and 1.1% were Dissatisfied. Additionally, for 11.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	75	1.0	1.1	1.1
	Somewhat Dissatisfied	30	.4	.4	1.6
	Neutral	171	2.3	2.6	4.1
	Satisfied	2915	38.8	43.6	47.7
	Very Satisfied	3499	46.6	52.3	100.0
	Total	6690	89.0	100.0	
No Response		823	11.0		
Total		7513	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 35.2% reported that they were Very Satisfied, 54.5% reported they were Satisfied, 7.6% were Neutral, 1.6% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 5.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	74	1.0	1.0	1.0
	Somewhat Dissatisfied	117	1.6	1.6	2.7
	Neutral	545	7.3	7.6	10.3
	Satisfied	3885	51.7	54.5	64.8
	Very Satisfied	2512	33.4	35.2	100.0
	Total	7133	94.9	100.0	
No Response		380	5.1		
Total		7513	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 18.2% reported that they were Very Satisfied, 46.3% reported they were Satisfied, 27.7% were Neutral, 6.1% were Somewhat Dissatisfied and 1.8% were Dissatisfied. Additionally, for 5.9% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	126	1.7	1.8	1.8
	Somewhat Dissatisfied	428	5.7	6.1	7.8
	Neutral	1958	26.1	27.7	35.5
	Satisfied	3274	43.6	46.3	81.8
	Very Satisfied	1287	17.1	18.2	100.0
	Total	7073	94.1	100.0	
No Response		440	5.9		
Total		7513	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 38.2% reported that they were Very Satisfied, 49.8% reported they were Satisfied, 9.6% were Neutral, 1.3% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 3.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	72	1.0	1.0	1.0
	Somewhat Dissatisfied	96	1.3	1.3	2.3
	Neutral	697	9.3	9.6	11.9
	Satisfied	3606	48.0	49.8	61.8
	Very Satisfied	2768	36.8	38.2	100.0
	Total	7239	96.4	100.0	
No Response		274	3.6		
Total		7513	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with family’s Access to Services (indicated by a subscale score of 4.31; 7,195 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.48; 6,690 responses), family’s Participation in Treatment Planning (indicated by a subscale score of 4.23; 7,133 responses), child’s Outcomes (indicated by a subscale score of 3.77; 7,073 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.27; 7,239 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	7195	1.00	5.00	4.31	.74
Average: Perception of Cultural Sensitivity	6690	1.00	5.00	4.48	.64
Average: Perception of Participation in Treatment Planning	7133	1.00	5.00	4.23	.69
Average: Outcomes	7073	1.00	5.00	3.77	.83
Average: General Satisfaction	7239	1.00	5.00	4.27	.69
Valid N (listwise)	6068				