

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

*Superior Region Summary Report
for the
May 2005 Data Collection Period*

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

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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 990 Superior Region YSS-Families Surveys, a total of 786 were considered “complete,” as they had at least one response to the YSS-Families section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)

A total of 990 YSS-Families Surveys were submitted for the Superior Region.

Region

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Superior Region	990	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your child’s gender?” – 38.5% identified their child as being Female, 61.5% identified their child as being Male and 0.0% as Other. Additionally, 5.1% of the consumers did not respond to this item.

What is your child's gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	287	36.5	38.5	38.5
Valid Male	459	58.4	61.5	100.0
Valid Total	746	94.9	100.0	
No Response	40	5.1		
Total	786	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your child’s date of birth?” – 6.2% were under age 5, 22.8% were aged 5-8, 33.9% were aged 9-12, 17.4% were aged 13-14, 17.8% were aged 15-17, 1.2% were aged 18-21 and 0.7% were over age 22. Additionally, 13.6% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	42	5.3	6.2	6.2
	5-8	155	19.7	22.8	29.0
	9-12	230	29.3	33.9	62.9
	13-14	118	15.0	17.4	80.3
	15-17	121	15.4	17.8	98.1
	18-21	8	1.0	1.2	99.3
	22+	5	.6	.7	100.0
	Total	679	86.4	100.0	
No Response		107	13.6		
Total		786	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long has your child received services here?” – 3.8% reported that it was their first visit; 6.1% reported that they had had more than one visit, but that they had received services for less than one month; 15.7% reported having received services for 1-2 months; 18.1% reported having received services for 3-5 months; 20.6% reported receiving services for 6 months to 1 year and 35.7% reported receiving services for more than one year. Additionally, 29.5% 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	21	2.7	3.8	3.8
	> 1 visit, but < one month	34	4.3	6.1	9.9
	1 to 2 months	87	11.1	15.7	25.6
	3 to 5 months	100	12.7	18.1	43.7
	6 months to 1 year	114	14.5	20.6	64.3
	More than 1 year	198	25.2	35.7	100.0
	Total	554	70.5	100.0	
No Response		232	29.5		
Total		786	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, 17.8% 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	574	73.0	73.0	73.0
	Yes	140	17.8	17.8	90.8
	Unknown	72	9.2	9.2	100.0
Total		786	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, 79.5% 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	161	20.5	20.5	20.5
	Yes	625	79.5	79.5	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 4.8% 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	748	95.2	95.2	95.2
	Yes	38	4.8	4.8	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 0.9% of the consumers identified their child as being “Asian.”

Is your child's race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	779	99.1	99.1	99.1
	Yes	7	.9	.9	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 12.0% 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	692	88.0	88.0	88.0
	Yes	94	12.0	12.0	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 1.4% 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	775	98.6	98.6	98.6
	Yes	11	1.4	1.4	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 10.1% of the consumers identified their child as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	707	89.9	89.9	89.9
	Yes	79	10.1	10.1	100.0
Total		786	100.0	100.0	

On the YSS-Families Survey, 1.9% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	771	98.1	98.1	98.1
	Yes	15	1.9	1.9	100.0
Total		786	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Families Survey, 0.0% of the consumers responded using the Chinese version of the YSS-Families Survey; 98.7% used the English version; 0.0% used the Korean version; 1.3% 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	English	776	98.7	98.7	98.7
	Spanish	10	1.3	1.3	100.0
	Total	786	100.0	100.0	

PREFERRED LANGUAGE

On the YSS-Families Survey, 99.3% of the consumers responded that the services their child received were provided in his/her preferred language and 98.1% responded that written information was available in his/her preferred language. Additionally, 7.3% and 6.9% 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	5	.6	.7	.7
	Yes	724	92.1	99.3	100.0
	Total	729	92.7	100.0	
No Response		57	7.3		
Total		786	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	14	1.8	1.9	1.9
	Yes	718	91.3	98.1	100.0
	Total	732	93.1	100.0	
No Response		54	6.9		
Total		786	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 97.6% 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, 5.5% 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	725	92.2	97.6	97.6
	1 arrest	16	2.0	2.2	99.7
	4 or more arrests	2	.3	.3	100.0
	Total	743	94.5	100.0	
No Response		43	5.5		
Total		786	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 52.9% indicated 1 day or less, 13.3% indicated 2 days, 15.2% indicated 3-5 days, 4.8% indicated 6-10 days, 2.5% indicated more than 10 days, 4.1% did not remember and 7.3% indicated that the question did not apply to their child or that their child was not in school. Additionally, 7.0% 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	387	49.2	52.9	52.9
	2 days	97	12.3	13.3	66.2
	3-5 days	111	14.1	15.2	81.4
	6-10 days	35	4.5	4.8	86.2
	More than 10 days	18	2.3	2.5	88.6
	Do not remember	30	3.8	4.1	92.7
	Not Applicable / Not In School	53	6.7	7.3	100.0
	Total	731	93.0	100.0	
No Response		55	7.0		
Total		786	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, 84.1% 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	125	15.9	15.9	15.9
	Yes	661	84.1	84.1	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 1.8% 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	772	98.2	98.2	98.2
	Yes	14	1.8	1.8	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 0.1% 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	785	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 2.8% 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	764	97.2	97.2	97.2
	Yes	22	2.8	2.8	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 0.9% 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	779	99.1	99.1	99.1
	Yes	7	.9	.9	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 4.3% 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	752	95.7	95.7	95.7
	Yes	34	4.3	4.3	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 1.5% 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	774	98.5	98.5	98.5
	Yes	12	1.5	1.5	100.0
	Total	786	100.0	100.0	

For the May 2005 survey period, 2.2% 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	769	97.8	97.8	97.8
	Yes	17	2.2	2.2	100.0
	Total	786	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

Out of 990 surveys received, 204 (20.6%) 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, 10.3% of the consumers were reported to have Refused the survey, 1.5% were reported to have had an Impairment, 0.0% did not have a survey available in their Language and 88.2% were marked as having an “Other” reason for non-completion. Additionally, 0.5% 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	21	10.3	10.3	10.3
	Impairment	3	1.5	1.5	11.8
	Other	179	87.7	88.2	100.0
	Total	203	99.5	100.0	
No Response		1	.5		
Total		204	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, 36.8% reported that they were Very Satisfied, 48.2% reported they were Satisfied, 12.0% were Neutral, 2.6% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 2.5% 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	3	.4	.4	.4
	Somewhat Dissatisfied	20	2.5	2.6	3.0
	Neutral	92	11.7	12.0	15.0
	Satisfied	369	46.9	48.2	63.2
	Very Satisfied	282	35.9	36.8	100.0
	Total	766	97.5	100.0	
No Response		20	2.5		
Total		786	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, 50.1% reported that they were Very Satisfied, 44.5% reported they were Satisfied, 4.8% were Neutral, 0.3% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, for 15.0% 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	2	.3	.3	.3
	Somewhat Dissatisfied	2	.3	.3	.6
	Neutral	32	4.1	4.8	5.4
	Satisfied	297	37.8	44.5	49.9
	Very Satisfied	335	42.6	50.1	100.0
	Total	668	85.0	100.0	
No Response		118	15.0		
Total		786	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, 35.3% reported that they were Very Satisfied, 51.0% reported they were Satisfied, 10.7% were Neutral, 2.0% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, for 5.0% 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	7	.9	.9	.9
	Somewhat Dissatisfied	15	1.9	2.0	2.9
	Neutral	80	10.2	10.7	13.7
	Satisfied	381	48.5	51.0	64.7
	Very Satisfied	264	33.6	35.3	100.0
	Total	747	95.0	100.0	
No Response		39	5.0		
Total		786	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 15.9% reported that they were Very Satisfied, 45.7% reported they were Satisfied, 30.2% were Neutral, 6.4% were Somewhat Dissatisfied and 1.7% were Dissatisfied. Additionally, for 4.8% 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	13	1.7	1.7	1.7
	Somewhat Dissatisfied	48	6.1	6.4	8.2
	Neutral	226	28.8	30.2	38.4
	Satisfied	342	43.5	45.7	84.1
	Very Satisfied	119	15.1	15.9	100.0
	Total	748	95.2	100.0	
No Response		38	4.8		
Total		786	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 34.6% reported that they were Very Satisfied, 49.2% reported they were Satisfied, 13.8% were Neutral, 2.0% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, for 2.2% 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	4	.5	.5	.5
	Somewhat Dissatisfied	15	1.9	2.0	2.5
	Neutral	106	13.5	13.8	16.3
	Satisfied	378	48.1	49.2	65.4
	Very Satisfied	266	33.8	34.6	100.0
	Total	769	97.8	100.0	
No Response		17	2.2		
Total		786	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 4.29; 766 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.46; 668 responses), family’s Participation in Treatment Planning (indicated by a subscale score of 4.18; 747 responses), child’s Outcomes (indicated by a subscale score of 3.71; 748 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.20; 769 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	766	1.00	5.00	4.29	.70
Average: Perception of Cultural Sensitivity	668	1.00	5.00	4.46	.58
Average: Perception of Participation in Treatment Planning	747	1.00	5.00	4.18	.74
Average: Outcomes	748	1.00	5.00	3.71	.82
Average: General Satisfaction	769	1.00	5.00	4.20	.70
Valid N (listwise)	617				