

*Youth Services Survey for Youth  
(YSS-Youth) 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 Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (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://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables reflect aggregated REGIONAL data and highlight the YSS-Youth Survey demographic items, 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-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 709 Superior Region YSS-Youth Surveys, a total of 595 were considered “completed,” as they had at least one response to the YSS-Youth section.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)**

A total of 709 YSS-Youth Surveys were submitted for the Superior Region.

**Region**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Superior Region	709	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your gender?” – 50.6% identified themselves as Female, 48.1% as Male and 1.3% as Other. Additionally, 6.1% of the consumers did not respond to this item.

**What is your gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	283	47.6	50.6	50.6
	Male	269	45.2	48.1	98.7
	Other	7	1.2	1.3	100.0
	Total	559	93.9	100.0	
No Response		36	6.1		
Total		595	100.0		

**AGE CATEGORY\***

For the consumers who responded to the question – “What is your date of birth?” – 9.6% were under age 13, 14.7% were age 13, 19.2% were age 14, 21.1% were age 15, 16.0% were age 16, 13.2% were age 17, 5.1% were age 18-21 and 1.1% were older than 21. Additionally, 10.8% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	51	8.6	9.6	9.6
	13	78	13.1	14.7	24.3
	14	102	17.1	19.2	43.5
	15	112	18.8	21.1	64.6
	16	85	14.3	16.0	80.6
	17	70	11.8	13.2	93.8
	18-21	27	4.5	5.1	98.9
	over 21	6	1.0	1.1	100.0
	Total	531	89.2	100.0	
No Response		64	10.8		
Total		595	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long have you received services here?” – 2.9% reported that it was their first visit; 7.8% reported that they had had more than one visit, but that they had received services for less than one month; 10.8% reported having received services for 1-2 months; 19.5% reported having received services for 3-5 months; 19.5% reported receiving services for 6 months to 1 year; and 39.8% reported receiving services for more than one year. Additionally, 28.6% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	11	1.8	2.6	2.6
	> 1 visit, but < one month	33	5.5	7.8	10.4
	1 to 2 months	46	7.7	10.8	21.2
	3 to 5 months	83	13.9	19.5	40.7
	6 months to 1 year	83	13.9	19.5	60.2
	More than 1 year	169	28.4	39.8	100.0
	Total	425	71.4	100.0	
No Response		170	28.6		
Total		595	100.0		

\* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Youth Survey, 15.0% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

**Are you of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	389	65.4	65.4	65.4
	Yes	89	15.0	15.0	80.3
	Unknown	117	19.7	19.7	100.0
	Total	595	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-Youth Survey and “no” if the consumer did not mark the bubble.

On the YSS-Youth Survey, 70.9% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	173	29.1	29.1	29.1
	Yes	422	70.9	70.9	100.0
	Total	595	100.0	100.0	

On the YSS-Youth Survey, 5.4% of the consumers identified themselves as being “Black / African American.”

**Is your race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	563	94.6	94.6	94.6
	Yes	32	5.4	5.4	100.0
	Total	595	100.0	100.0	

On the YSS-Youth Survey, 1.2% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	588	98.8	98.8	98.8
	Yes	7	1.2	1.2	100.0
Total		595	100.0	100.0	

On the YSS-Youth Survey, 17.0% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	494	83.0	83.0	83.0
	Yes	101	17.0	17.0	100.0
Total		595	100.0	100.0	

On the YSS-Youth Survey, 1.7% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	585	98.3	98.3	98.3
	Yes	10	1.7	1.7	100.0
Total		595	100.0	100.0	

On the YSS-Youth Survey, 14.5% of the consumers identified themselves as being of another race.

**Other Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	509	85.5	85.5	85.5
	Yes	86	14.5	14.5	100.0
Total		595	100.0	100.0	

On the YSS-Youth Survey, 3.0% of the consumers were not able to identify their race.

**Unknown Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	577	97.0	97.0	97.0
	Yes	18	3.0	3.0	100.0
Total		595	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Youth Survey, 0.0% of the consumers used the Chinese version of the YSS-Youth Survey; 99.5% of the consumers responded using the English version; 0.0% used the Korean version; 0.5% used the Spanish version and 0.0% of the consumers used the Tagalog version of the YSS-Youth Survey.

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	592	99.5	99.5	99.5
	Spanish	3	.5	.5	100.0
	Total	595	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Youth Survey, 8.7% of the consumers responded that the services they received were provided in the language they preferred and 96.2% responded that written information was available in their preferred language. Additionally, 9.4% and 11.3% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7	1.2	1.3	1.3
	Yes	532	89.4	98.7	100.0
	Total	539	90.6	100.0	
No Response		56	9.4		
Total		595	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	20	3.4	3.8	3.8
	Yes	508	85.4	96.2	100.0
	Total	528	88.7	100.0	
No Response		67	11.3		
Total		595	100.0		

## JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 94.4% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 7.2% of the consumers did not respond to this item.

**In the past MONTH, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	521	87.6	94.4	94.4
	1 arrest	25	4.2	4.5	98.9
	2 arrests	4	.7	.7	99.6
	4 or more arrests	2	.3	.4	100.0
	Total	552	92.8	100.0	
No Response		43	7.2		
Total		595	100.0		

## SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 42.1% indicated 1 day or less, 12.1% indicated 2 days, 18.1% indicated 3-5 days, 5.6% indicated 6-10 days, 4.0% indicated more than 10 days, 11.6% did not remember and 6.5% indicated that the question did not apply to them or that they were not in school. Additionally, 7.1% of the consumers did not respond to this item.

**How often were you absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	233	39.2	42.1	42.1
	2 days	67	11.3	12.1	54.2
	3-5 days	100	16.8	18.1	72.3
	6-10 days	31	5.2	5.6	77.9
	More than 10 days	22	3.7	4.0	81.9
	Do not remember	64	10.8	11.6	93.5
	Not Applicable / Not In School	36	6.1	6.5	100.0
	Total	553	92.9	100.0	
No Response		42	7.1		
Total		595	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth 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-Youth Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 59.2% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	243	40.8	40.8	40.8
	Yes	352	59.2	59.2	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 3.4% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	575	96.6	96.6	96.6
	Yes	20	3.4	3.4	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 2.0% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	583	98.0	98.0	98.0
	Yes	12	2.0	2.0	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 12.6% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	520	87.4	87.4	87.4
	Yes	75	12.6	12.6	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 12.6% of the consumers responded that a family member helped them complete the YSS-Youth Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	586	98.5	98.5	98.5
	Yes	9	1.5	1.5	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 1.5% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	534	89.7	89.7	89.7
	Yes	61	10.3	10.3	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 10.3% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	557	93.6	93.6	93.6
	Yes	38	6.4	6.4	100.0
	Total	595	100.0	100.0	

For the May 2005 survey period, 6.4% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	564	94.8	94.8	94.8
	Yes	31	5.2	5.2	100.0
	Total	595	100.0	100.0	



**REASON WHY SURVEY NOT COMPLETED (if applicable)**

Out of 709 surveys received, 114 (16.1%) 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-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 18.0% of the consumers were reported to have Refused the survey, 3.6% were reported to have had an Impairment, 0.0% did not have a survey available in their Language and 78.4% were marked as having an “Other” reason for non-completion. Additionally, 2.6% of the YSS-Youth 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	20	17.5	18.0	18.0
	Impairment	4	3.5	3.6	21.6
	Other	87	76.3	78.4	100.0
	Total	111	97.4	100.0	
No Response		3	2.6		
Total		114	100.0		

## **Youth Services Survey for Youth (YSS-Youth)** *Summary Report*

### **About the Youth Services Survey for Youth (YSS-Youth)**

The YSS-Youth 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-Youth survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Youth survey is currently used in most states across the United States.

It is important to remember that the ratings on the YSS-Youth 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-Youth survey 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-Youth portion of the May 2005 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth 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-Youth survey averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Youth 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-Youth 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, 25.2% reported that they were Very Satisfied, 50.1% reported they were Satisfied, 18.2% were Neutral, 4.7% were Somewhat Dissatisfied and 1.8% were Dissatisfied. Additionally, for 6.1% 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	10	1.7	1.8	1.8
	Somewhat Dissatisfied	26	4.4	4.7	6.4
	Neutral	102	17.1	18.2	24.7
	Satisfied	280	47.1	50.1	74.8
	Very Satisfied	141	23.7	25.2	100.0
	Total	559	93.9	100.0	
No Response		36	6.1		
Total		595	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, 37.5% reported that they were Very Satisfied, 50.3% reported they were Satisfied, 9.9% were Neutral, 1.1% were Somewhat Dissatisfied and 1.1% were Dissatisfied. Additionally, for 10.4% 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	6	1.0	1.1	1.1
	Somewhat Dissatisfied	6	1.0	1.1	2.3
	Neutral	53	8.9	9.9	12.2
	Satisfied	268	45.0	50.3	62.5
	Very Satisfied	200	33.6	37.5	100.0
	Total	533	89.6	100.0	
No Response		62	10.4		
Total		595	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 Participation of Treatment Planning” subscale, 23.5% reported that they were Very Satisfied, 51.2% reported they were Satisfied, 19.6% were Neutral, 4.3% were Somewhat Dissatisfied and 4.1% were Dissatisfied. Additionally, for 2.9% 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	8	1.3	1.4	1.4
	Somewhat Dissatisfied	25	4.2	4.3	5.7
	Neutral	113	19.0	19.6	25.3
	Satisfied	296	49.7	51.2	76.5
	Very Satisfied	136	22.9	23.5	100.0
	Total	578	97.1	100.0	
No Response		17	2.9		
Total		595	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 17.0% reported that they were Very Satisfied, 48.2% reported they were Satisfied, 27.5% were Neutral, 5.4% were Somewhat Dissatisfied and 1.8% 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.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	10	1.7	1.8	1.8
	Somewhat Dissatisfied	31	5.2	5.4	7.2
	Neutral	157	26.4	27.5	34.7
	Satisfied	275	46.2	48.2	83.0
	Very Satisfied	97	16.3	17.0	100.0
	Total	570	95.8	100.0	
No Response		25	4.2		
Total		595	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 29.6% reported that they were Very Satisfied, 50.3% reported they were Satisfied, 16.2% were Neutral, 2.9% were Somewhat Dissatisfied and 1.0% 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.

### Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	10	1.7	1.8	1.8
	Somewhat Dissatisfied	31	5.2	5.4	7.2
	Neutral	157	26.4	27.5	34.7
	Satisfied	275	46.2	48.2	83.0
	Very Satisfied	97	16.3	17.0	100.0
	Total	570	95.8	100.0	
No Response		25	4.2		
Total		595	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 Access to Services (indicated by a subscale score of 4.06; 559 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.26; 533 responses), Participation in Treatment Planning (indicated by a subscale score of 3.92; 578 responses), Outcomes (indicated by a subscale score of 3.81; 570 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.06; 582 responses).

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	559	1.00	5.00	4.06	.82
Average: Perception of Cultural Sensitivity	533	1.00	5.00	4.26	.71
Average: Perception of Participation in Treatment Planning	578	1.00	5.00	3.92	.80
Average: Outcomes	570	1.00	5.00	3.81	.80
Average: General Satisfaction	582	1.00	5.00	4.06	.76
Valid N (listwise)	492				