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## **BEHAVIORAL HEALTH SERVICES AUTHORITY AND QUALITY IMPROVEMENT SERVICES**

Consumer Perception Survey  
May 2019 YSS Administration  
Children and Youth  
Ewa Borucki, Ph.D. and Jonathan Rich, Ph.D.  
October 7, 2019

The Youth Satisfaction Survey (YSS) was offered to all teen and transitional age youth clients attending mental health services at a County or contract CYBH clinic from November 13 to 17, 2019. The intended age range for the YSS is 12 and older. The initial file contained 1136 client records. YSS records with birthdates corresponding to an age of 12 – 25 and with a CYBH, ADAS, Innovations or Prevention & Intervention program indicated were retained for this analysis. Records with no birthdate, a birthdate outside of the age range, or a program code that was missing or incorrect, or that was associated with an AOABH program, were eliminated from this analysis. This left 874 records.

### YSS Results

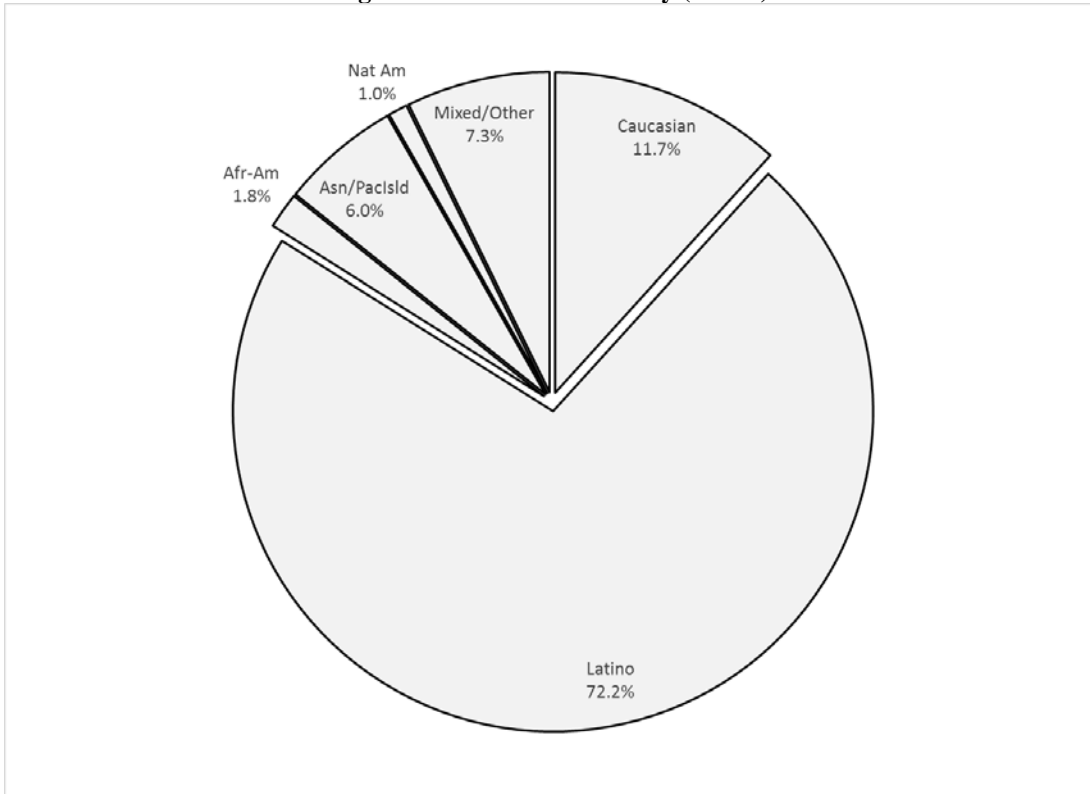
#### Sample description:

N:	874
Gender (n = 836):	F-527 (63.0%), M-301 (36.0%), O-8 (1.0%)
Age (n = 874):	Mean = 15.5, s = 2.5, range = 12-25.
Form Language (n = 874):	English - 855 (97.8%), Spanish - 18 (2.1%), Chinese - 1 (0.1%)

Race/Ethnicity (n = 824):

Survey respondents describe their race and ethnicity by selecting as many of the following categories as applicable: Hispanic, American Indian, Asian, Black, Pacific Islander, White, Other Race, and Unknown Race. These selections were reduced to six categories as follows. If either Asian, Pacific Island, or both are selected, that is considered a single category, “Asian/Pacific Islander.” If only one category is selected, then the participant is assigned to that category. If more than one category is selected, or if “Other Race” or “Unknown Race” is selected, the participant is classified as “Mixed/Other.” If “Hispanic” is selected, the client is classified as “Latino,” regardless of the other selections.

**Figure 1. Client race/ethnicity (n=827)**



County vs. Contract (n = 815):

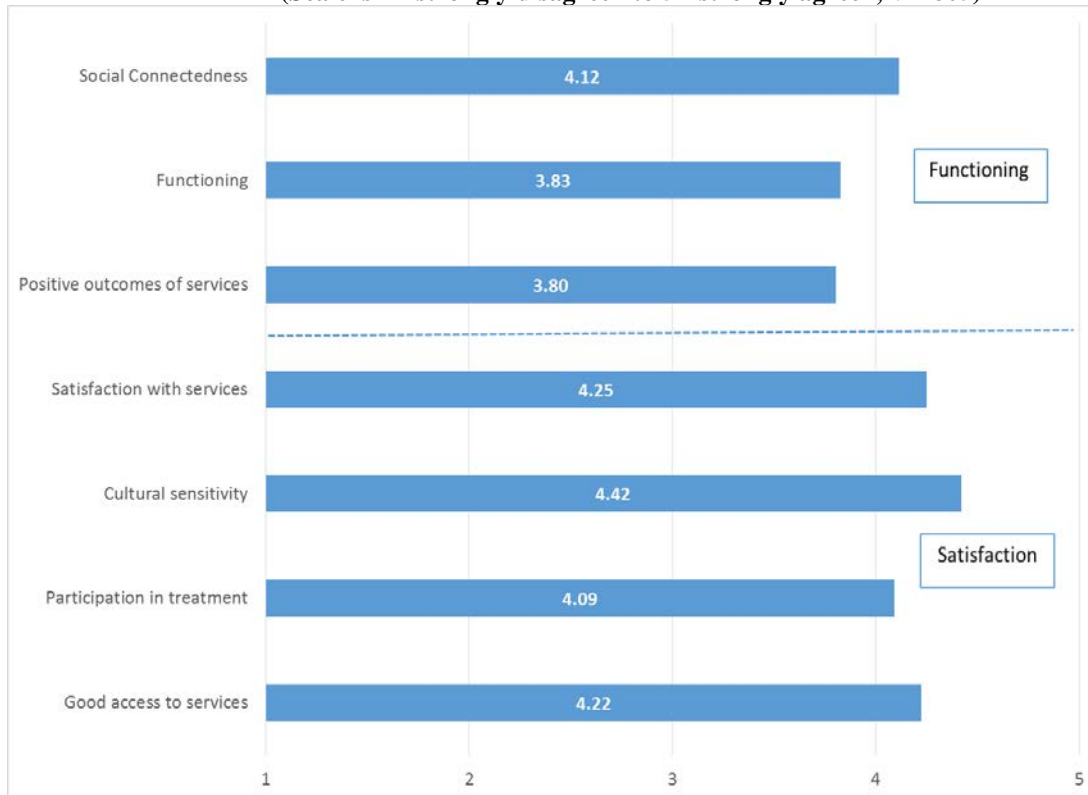
County 257 (29.4%) vs. Contract 617 (70.6%)

Division (n = 874):

CYBH- 749 (83.2%) P&I- 118 (16.4%),  
Innovations-5 (0.4%) ADAS-2 (0.2%).

Mean YSS scale scores:

**Figure 2. Mean Scores: YSS**  
(Scale is 1-"strongly disagree" to 5-"strongly agree", *n* = 865)

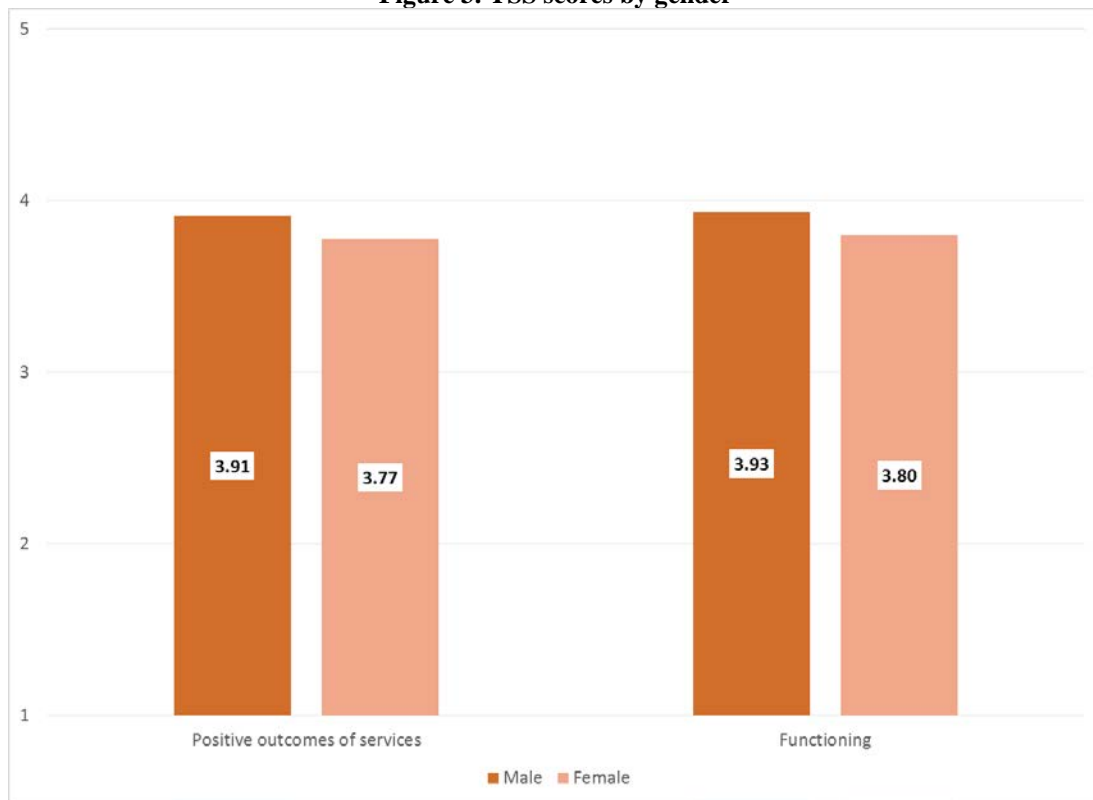


Factors affecting YSS scores:

There were no significant race/ethnicity differences found in YSS scales.

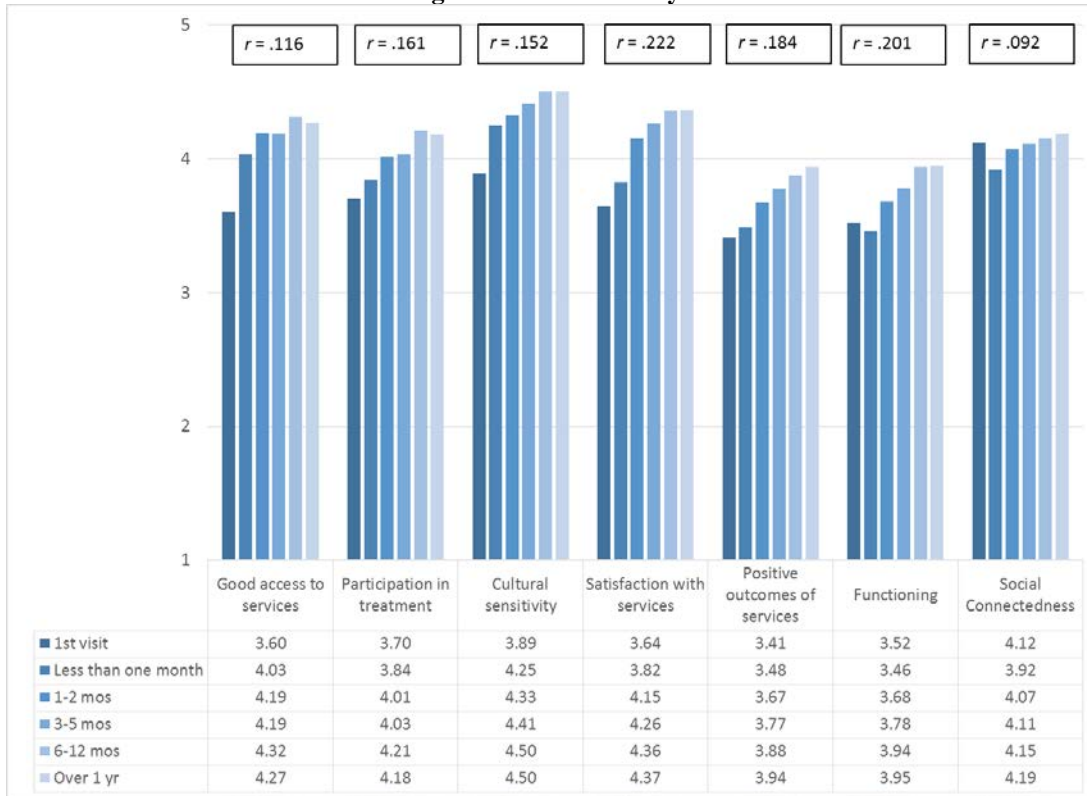
There were significant gender differences ( $p < .01$ ) across the YSS Positive Outcomes and Functioning scales. Males had higher Positive Outcome and Functioning scores.

Figure 3. YSS scores by gender



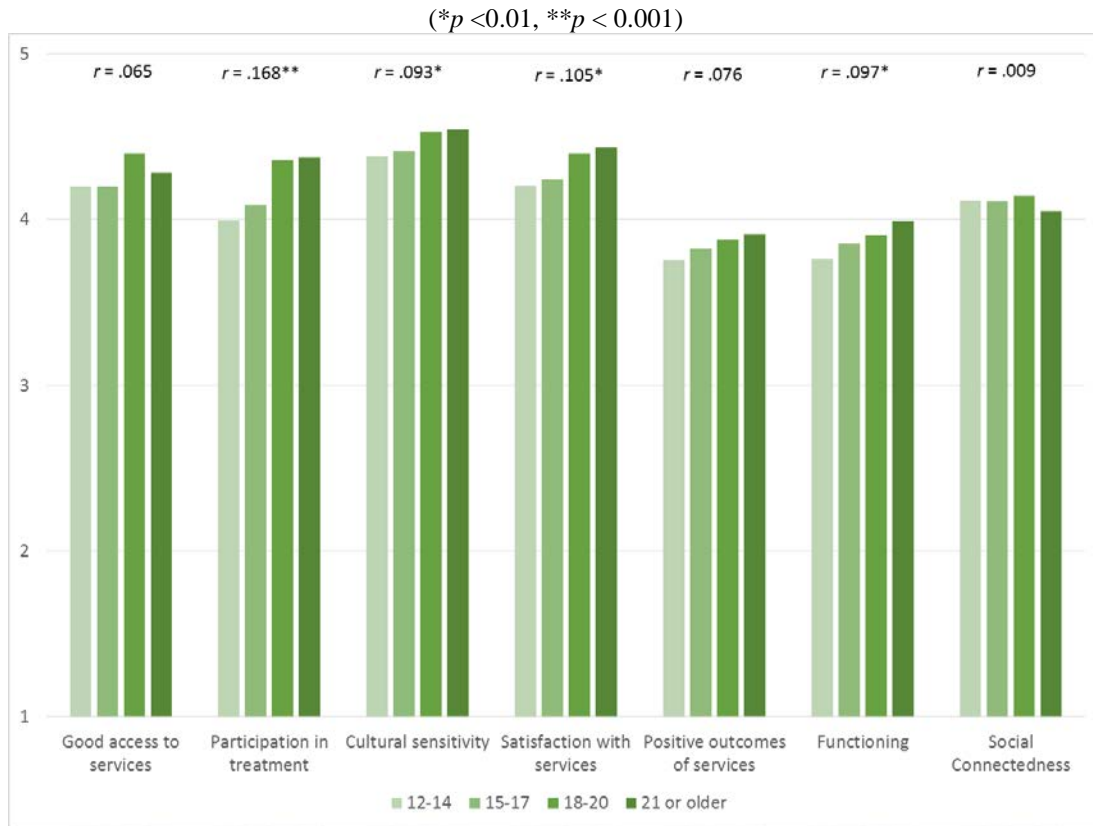
Clients who had been enrolled longer in services tended to score higher on YSS scales. These relationships are depicted in Figure 4. All are significant at  $p < .01$ .

**Figure 4. YSS Scores by time in service**



Participation, Cultural Sensitivity, Satisfaction and Functioning showed a positive correlation between the YSS scales and age – that is, older participants reported higher satisfaction with services and better functioning.

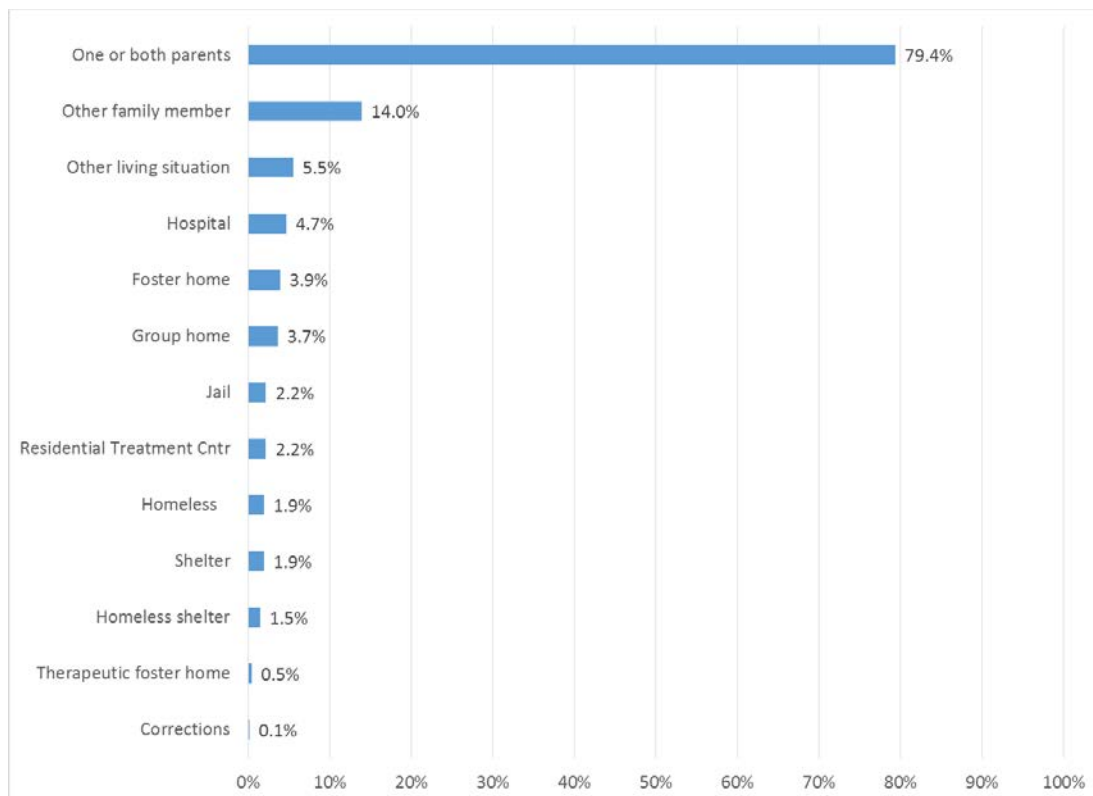
**Figure 6. YSS mean scores shown by age**



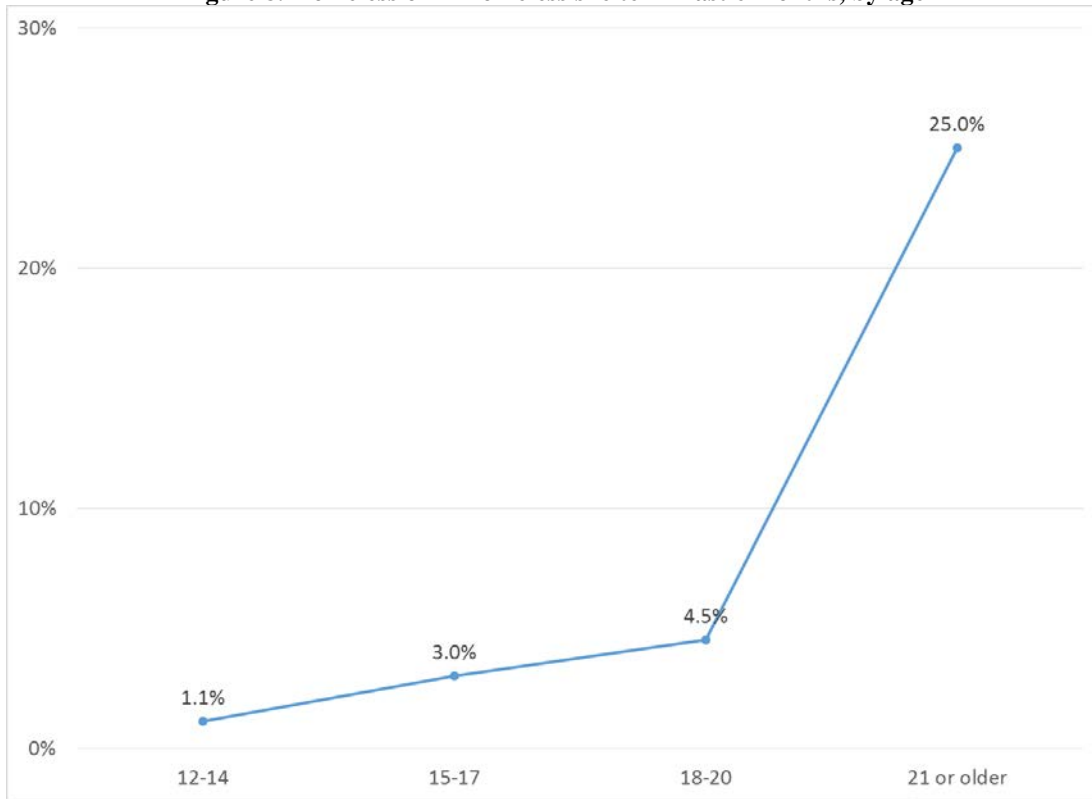
## Living Situation

Clients were asked, “Have you lived in any of the following places in the last 6 months? (Mark all that apply.)” The responses to this question are seen in Figure 6. Four out of five youths resided with one or both parents during the prior six months. Two percent of youth reported homelessness during this same period and 3.4% had either been homeless or lived in a homeless shelter. Homelessness increased with age, with those 21 or over experiencing far greater rates of homelessness than those younger (Figure 8).

**Figure 7. Percentage in living situation over past 6 months**



**Figure 8. Homeless or in homeless shelter in last 6 months, by age**

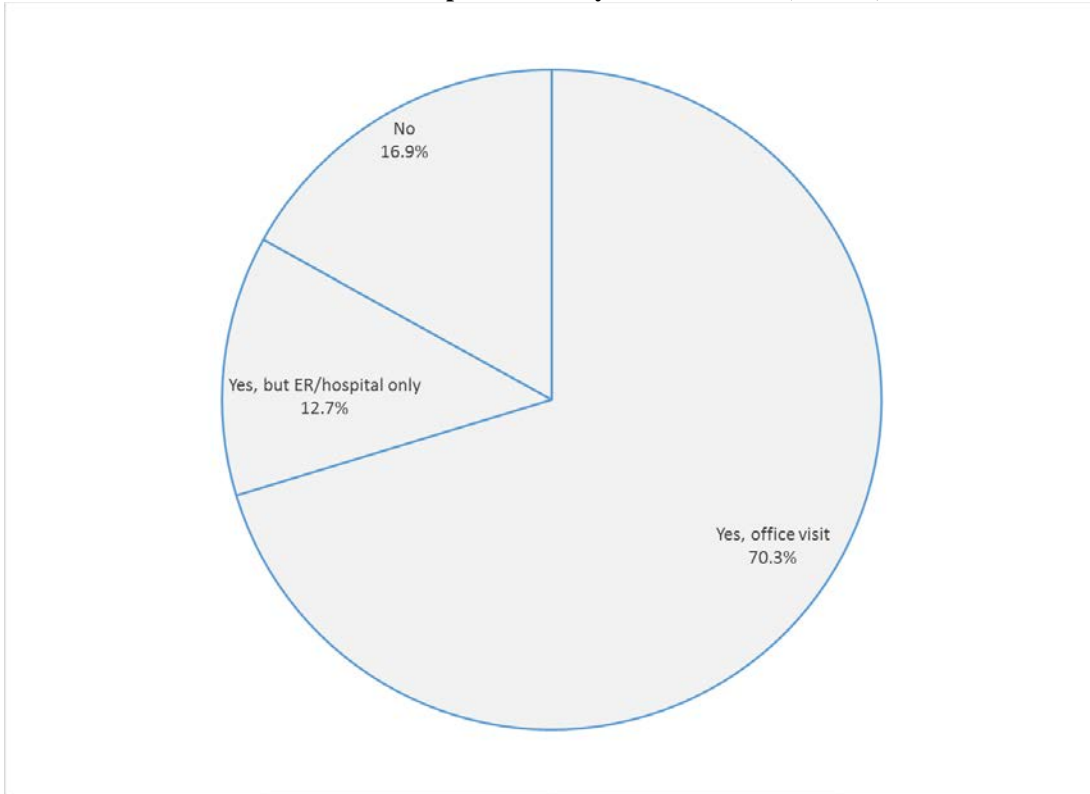


Doctor visits and medication

As reflected by Figure 9, 70.3% of clients reporting (502/714) were seen for a medical clinic or office visit in the prior year



**Figure 9. "In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?" (n = 714)**



Psychotropic medication is taken by 31.8% of clients reporting this information (263/826). Of those receiving medication, 87.9% (218/248) indicated that the doctor or nurse told them what side effects to watch for.

**Table 1. YSS mean scores by program**

Program	Access	Partic	Culture	Satis	Outcomes	Func	Connect	N
Behavioral Health Services for Military Families Child Guidance Center	3.7	3.53	4.08	3.7	3.63	3.77	4.25	5
Child Guidance Center, BP	3.5	3.83	4.33	4.17	3.78	3.72	3.92	3
Child Guidance Center, FUL	4.44	4.3	4.62	4.54	4.09	4.16	4.34	16
Child Guidance Center, S	4.13	3.62	3.88	3.85	3.74	3.7	4.05	13
Child Guidance Center, SA	4.36	4.11	4.59	4.49	3.66	3.65	4.2	23
Children's Hospital of Orange County Co Occurring Clinic	4.02	4.04	4.37	4.15	3.7	3.73	4.07	27
Children's Hospital of Orange County Project HEALTH FSP	4.21	4.03	4.51	4.21	3.85	3.78	4.19	21
Collaborative Courts FSP	4.55	4.53	4.62	4.63	4.31	4.36	4.45	48
Community Counseling and Supportive Services	3.5	4	4.13	3.75	3.5	3.5	3.5	2
CYBH CCPU	4	4.33	3.75	4	4.5	4.58	3.88	2
CYBH CM	4.44	4.04	4.59	4.37	3.67	3.73	4.16	9
CYBH East	4.01	3.98	4.32	4.16	3.64	3.69	4	37
CYBH North	3.88	3.93	4.39	4.07	3.52	3.53	3.91	44
CYBH South RH Dana: Dana Point	4.46	4.36	4.61	4.44	4.05	4.05	4.17	13
CYBH South, LB Wesley	4.08	4.2	4.38	4.28	3.77	3.8	4.33	6
CYBH West Region	4.45	4.06	4.55	4.45	3.86	3.85	3.79	21
In Home Crisis Stabilization	4	4	4.5	4.17	4.5	4.33	4	1
Korean Community Services (KCS) OCAPICA FSP	4.38	4.75	4.88	4.88	4.61	4.48	4.63	4
New Alternatives WRAP	4.25	4.03	4.53	4.32	3.97	4.02	4.4	10
New Alternatives CRF STRTP	4.5	4.02	4.54	4.38	3.71	3.8	4.02	8
OCAPICA FSP	4.23	4.02	4.38	4.22	4.14	4.21	3.91	16
OCF OSP Collaborative Court	4.7	4.6	4.65	4.67	4.2	4.2	4.45	5
Olive Crest Malena STRTP	4	4.17	4.04	4	3.5	3.55	3.83	2
Olive Crest Saylor Terrace STRTP	4.17	4.17	4.52	4.28	4.04	4.16	4.25	4
Olive Crest Wheeler STRTP	4.5	4	4.17	3.63	3.95	3.95	5	2
Orange County Center for Resiliency, Education & Wellness(OC CREW)	4.5	4.83	4.25	4.75	4.67	4.67	4.5	2
Orange County Parent Wellness Program (OCPWP)	5	4.67	5	4.94	4.56	4.56	4.08	3
Pathways CS STAY	4.14	4.37	4.5	4.34	3.84	3.93	3.98	37
Pathways Garden Grove	4.5	4.33	4.75	4.58	3.75	3.92	3.25	2
Pathways RENEW	4.42	4.38	4.6	4.42	3.92	3.94	4.13	13

Pathways, Anaheim	4.33	3.94	4.38	4.31	4.25	4.19	4.38	6
SCCS WRAP	4.39	4.13	4.28	4.08	3.76	3.77	4.44	10
SCCS-Outpatient	4.25	3.83	4.13	3.83	3.39	3.64	4.22	6
School Based Mental Health Services - Early Intervention	4.3	4.12	4.51	4.34	3.82	3.85	4.21	111
Seneca OC North	4.23	4.28	4.57	4.42	3.76	3.86	4.28	15
Seneca OC Outpatient	4.13	4.04	4.31	4.18	3.66	3.67	4.17	35
Seneca OC South	4.21	4.04	4.36	4.19	3.88	3.91	4.09	25
Seneca OC Wraparound	4.33	4.33	4.5	4.47	3.95	4.02	4.56	20
Twin Town Treatment Centers	3.75	3.67	4.75	4.42	4.17	4.08	4	2
Wayfinders-Families First	4	3.86	4.34	4.07	3.8	3.85	4.04	21
Western Youth Services West: Fountain Valley	4.22	4.02	4.46	4.16	3.73	3.75	4.07	56
WYS East (Santa Ana)	4.25	4.04	4.33	4.21	3.76	3.75	4.06	87
WYS North (Anaheim)	4.12	3.88	4.21	4.01	3.56	3.56	3.86	74
YRC Central	3.67	3.92	3.81	3.79	3.58	3.58	4	4
YRC North	3.5	3.83	4	3.61	3.5	3.61	3.72	3
<b>Total</b>	<b>4.22</b>	<b>4.09</b>	<b>4.42</b>	<b>4.25</b>	<b>3.8</b>	<b>3.83</b>	<b>4.12</b>	874

**Significantly Higher**  
**Significantly Lower**  
 (+/- 3 std.errors)