Consumer Perception Survey

May 2017 YSS Administration

Children and Youth

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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 May15-19, 2017. The intended age range for the YSS is 13 and older. YSS records with birthdates corresponding to an age of 13 – 25 and with a CYBH 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, was not a recognized code, or that was associated with an AOABH program were eliminated from this analysis. This left 556 records.

YSS Results

Sample description:

N: 556

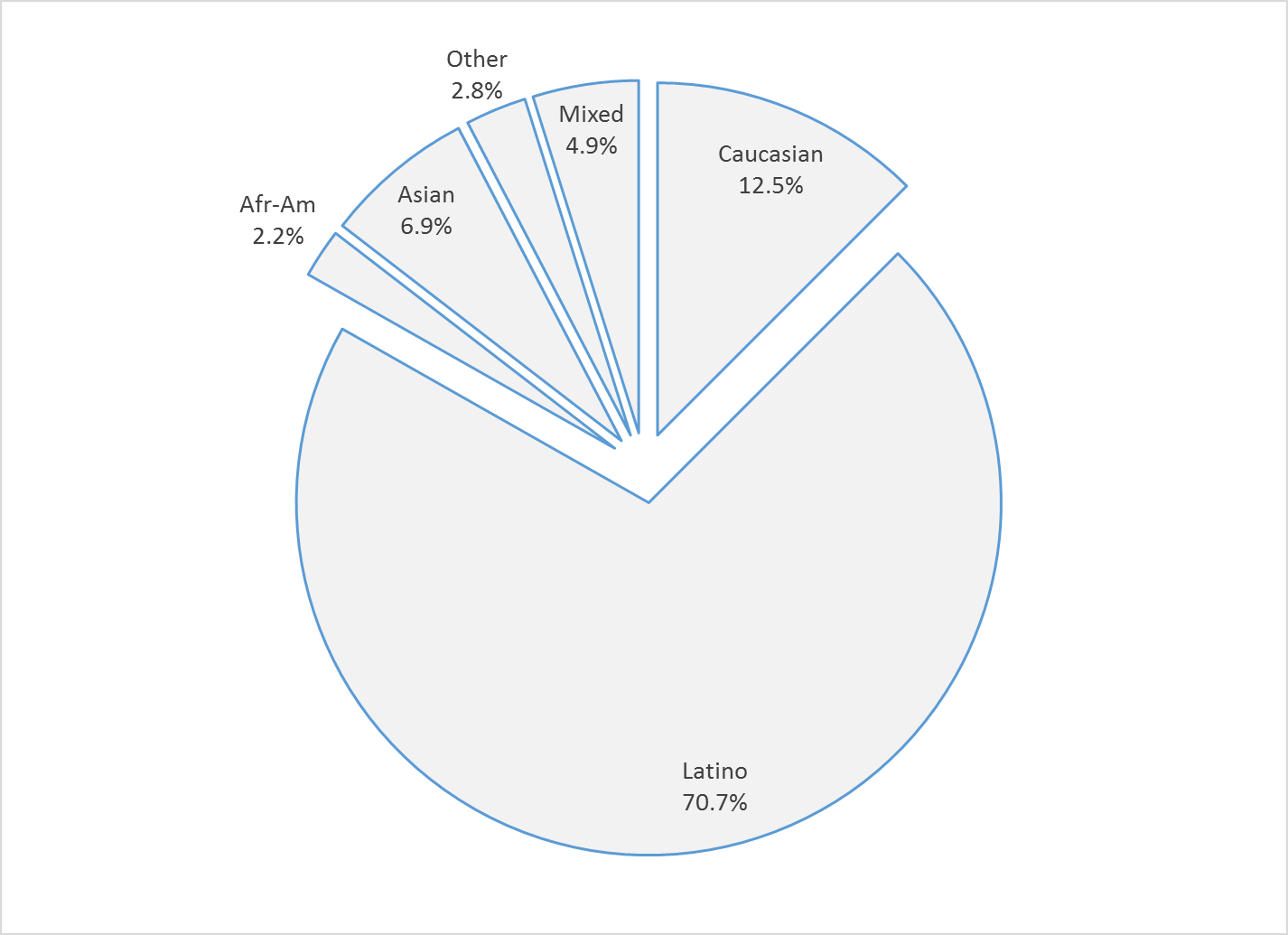
Gender (n = 536): F-304 (56.7%), M-222 (41.4%), O-10 (1.9%)

Age (n = 556): Mean = 16.2, s = 2.8, range = 12-25.

Form Language (n = 556): English-552 (99.3%), Spanish-2 (0.4%), Vietnamese -2 (0.4%)

Race/Ethnicity (n = 536):

Figure 1. Client race/ethnicity



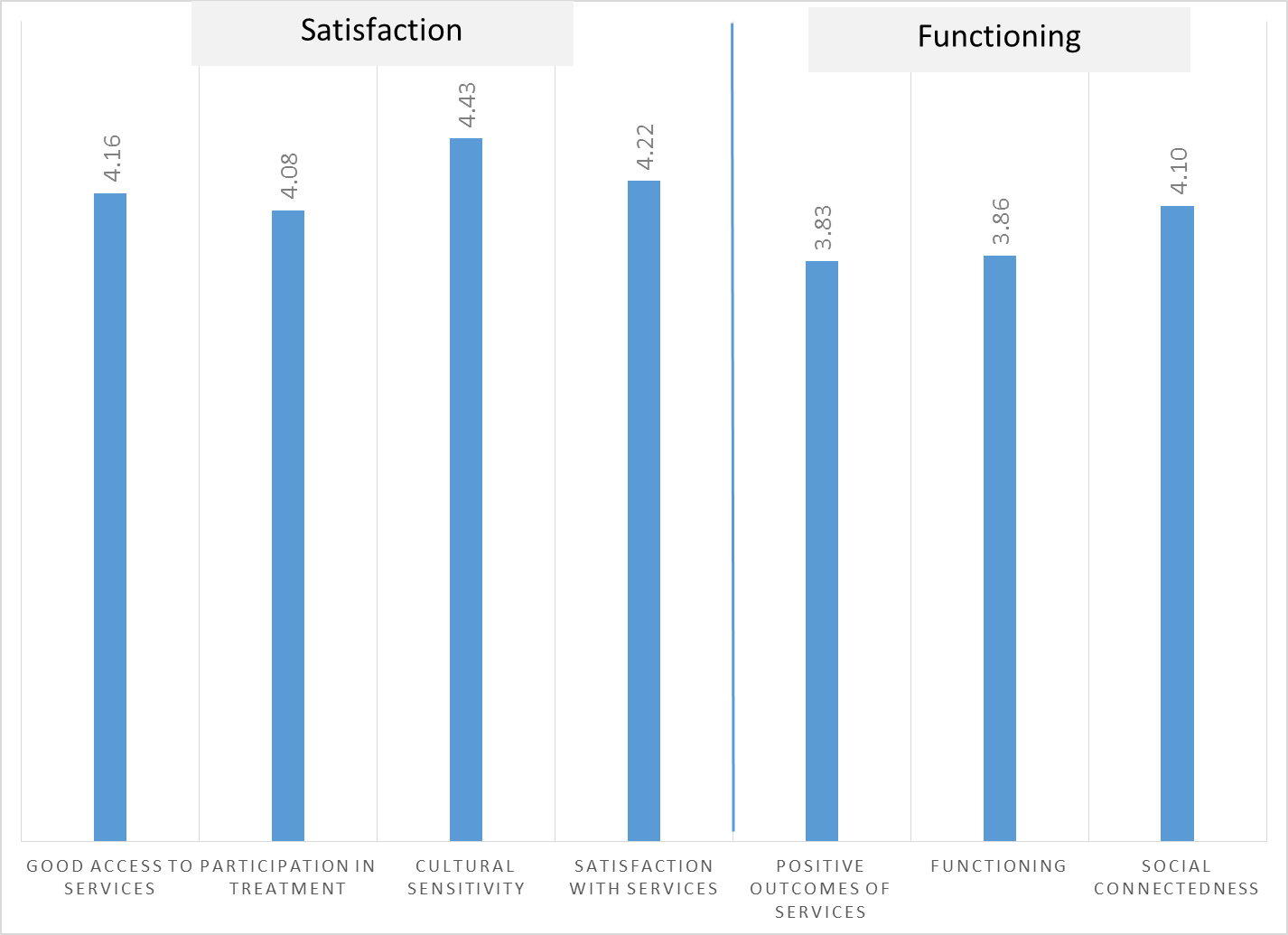
County vs. Contract (n = 556): County 18.3% vs. Contract 81.7%

Division (n = 556): CYBH 97.3%, P&I 2.7%

Mean YSS scale scores:

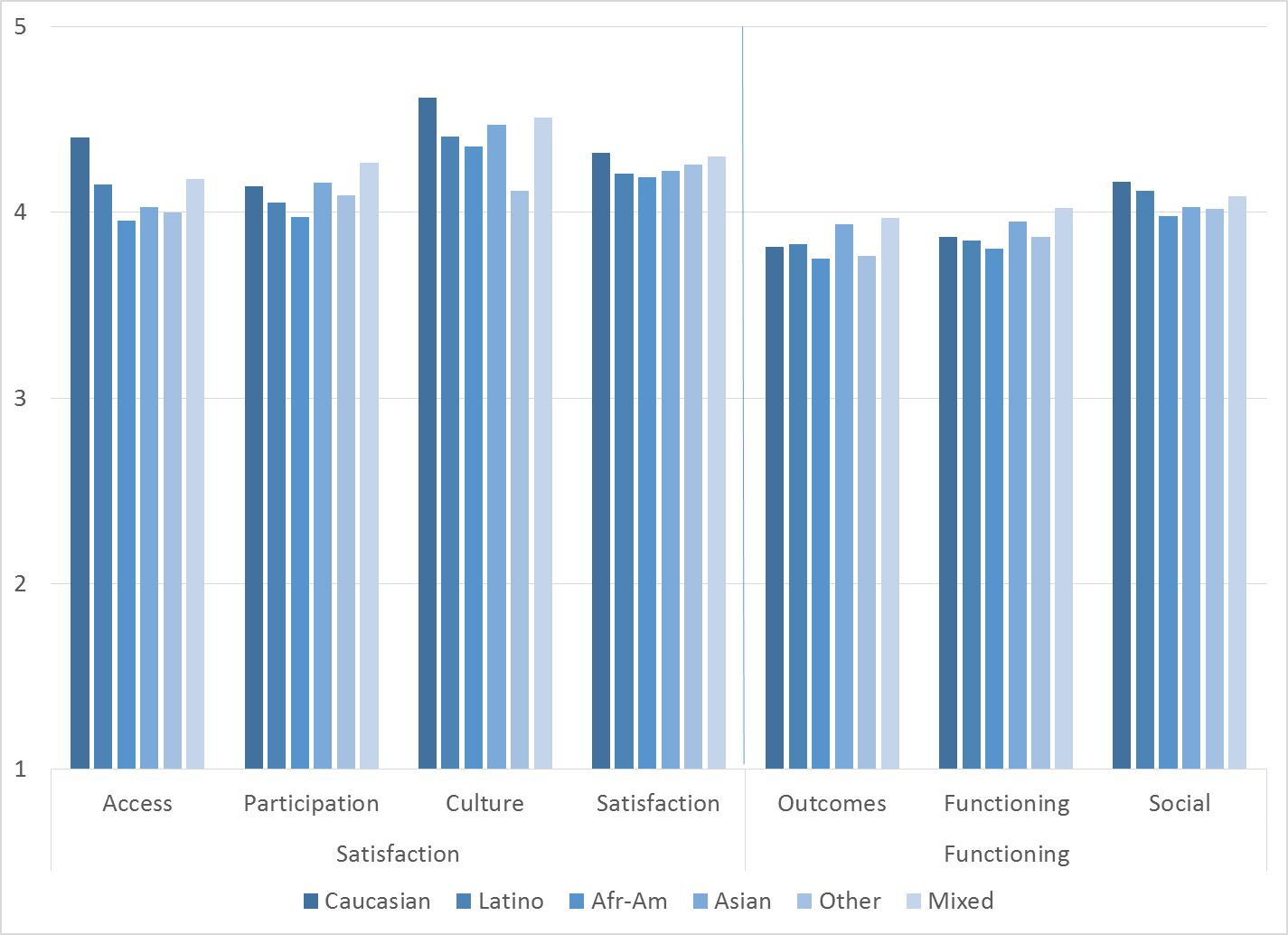
Figure 2. Mean Scores: YSS

(Scale is 1-"strongly disagree" to 5-"strongly agree")



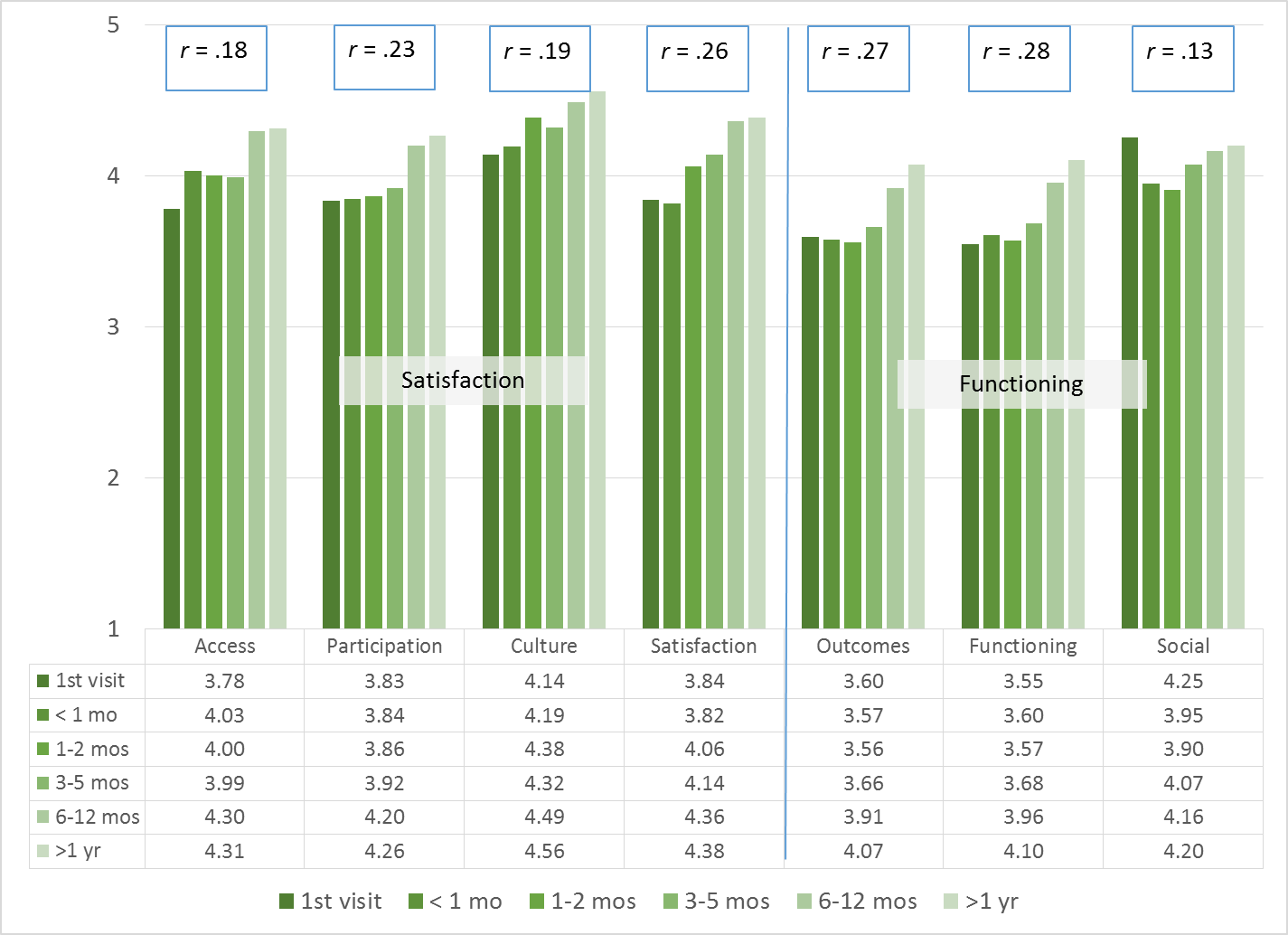
Factors affecting YSS scores:

There were no significant ethnic differences on any of the YSS scores (Figure 3).

**Figure 3. YSS scores by race/ethnicity (no statistically significant differences)**

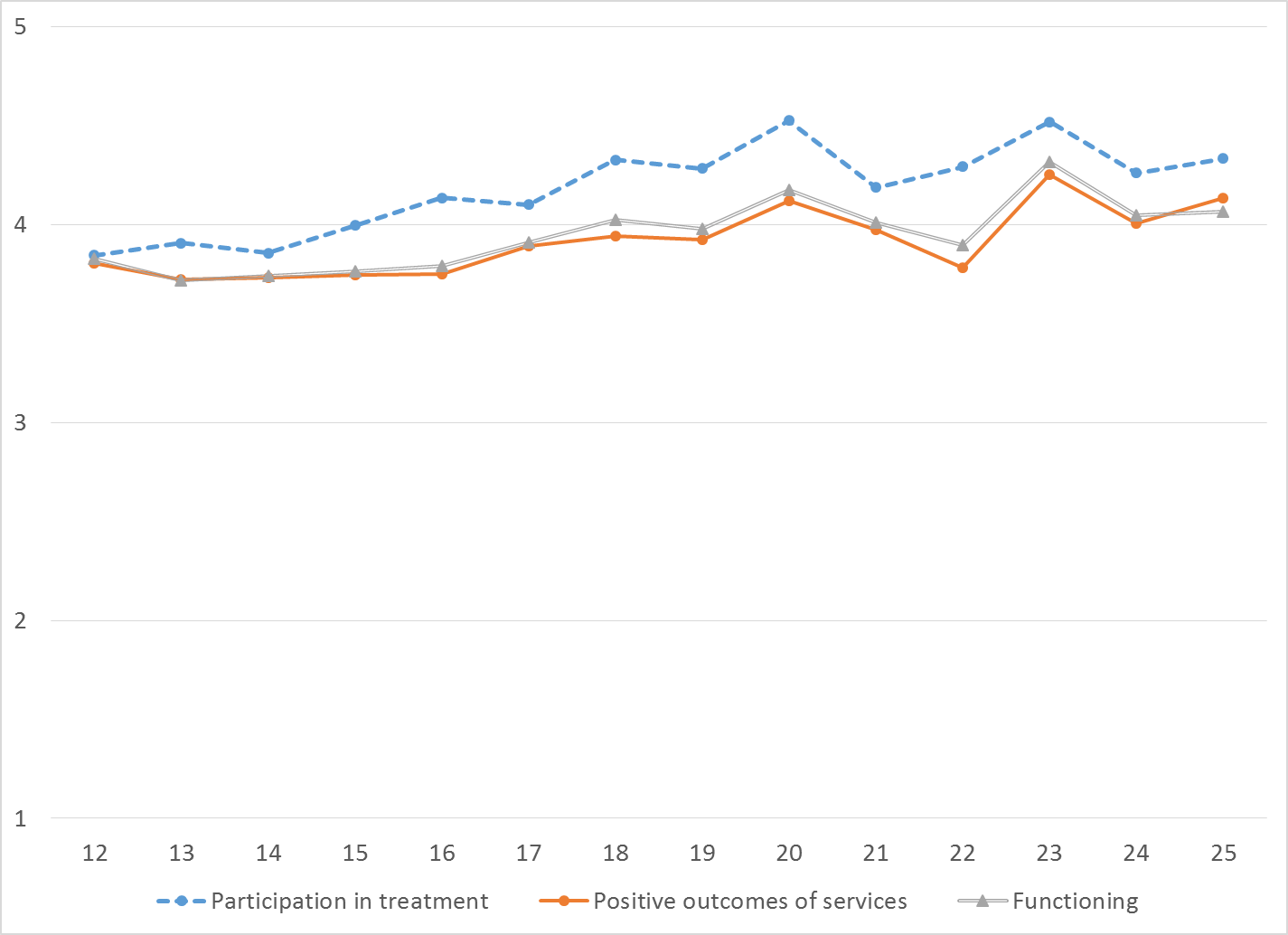
There were also no significant gender differences across the YSS scores. Clients who had been enrolled longer in services tended to score higher on YSS scales. These relationships are depicted in Figure 4. All are significant at *p* < .01.

Figure 4. YSS Scores by time in service



Older participants reported greater participation in treatment, better outcomes, and better functioning, *r* = .21, .13, .15 respectively. These trends are shown in Figure 5.

Figure 5. YSS Participation, Outcomes and Functioning, 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. Three out of four youths resided with one or both parents during the prior six months. Three percent of youth reported homelessness during this same period and 4.0% had either been homeless or lived in a homeless shelter. Homelessness increased with age (Figure 7).

Figure 6. Percentage in living situation over past 6 months

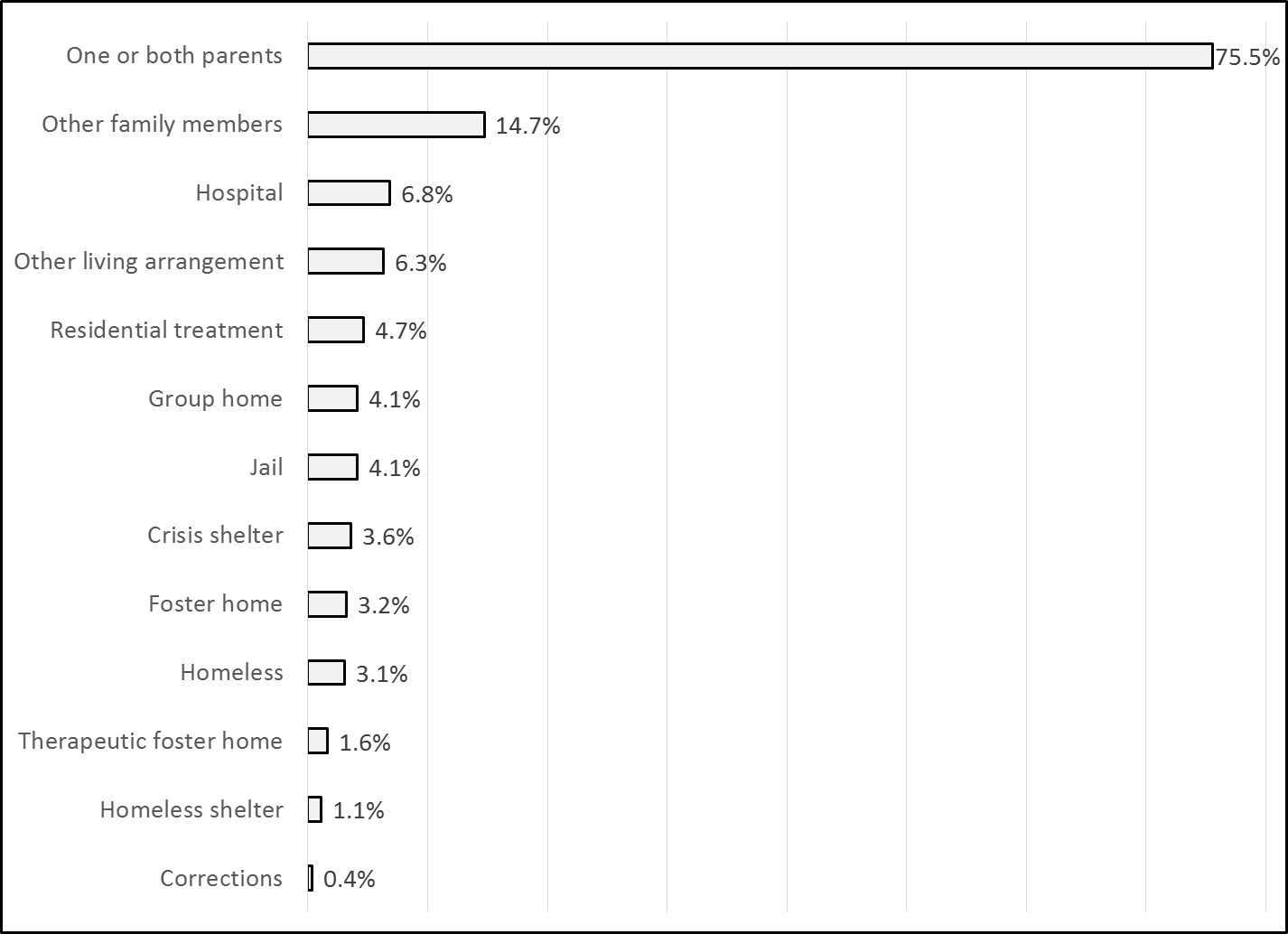
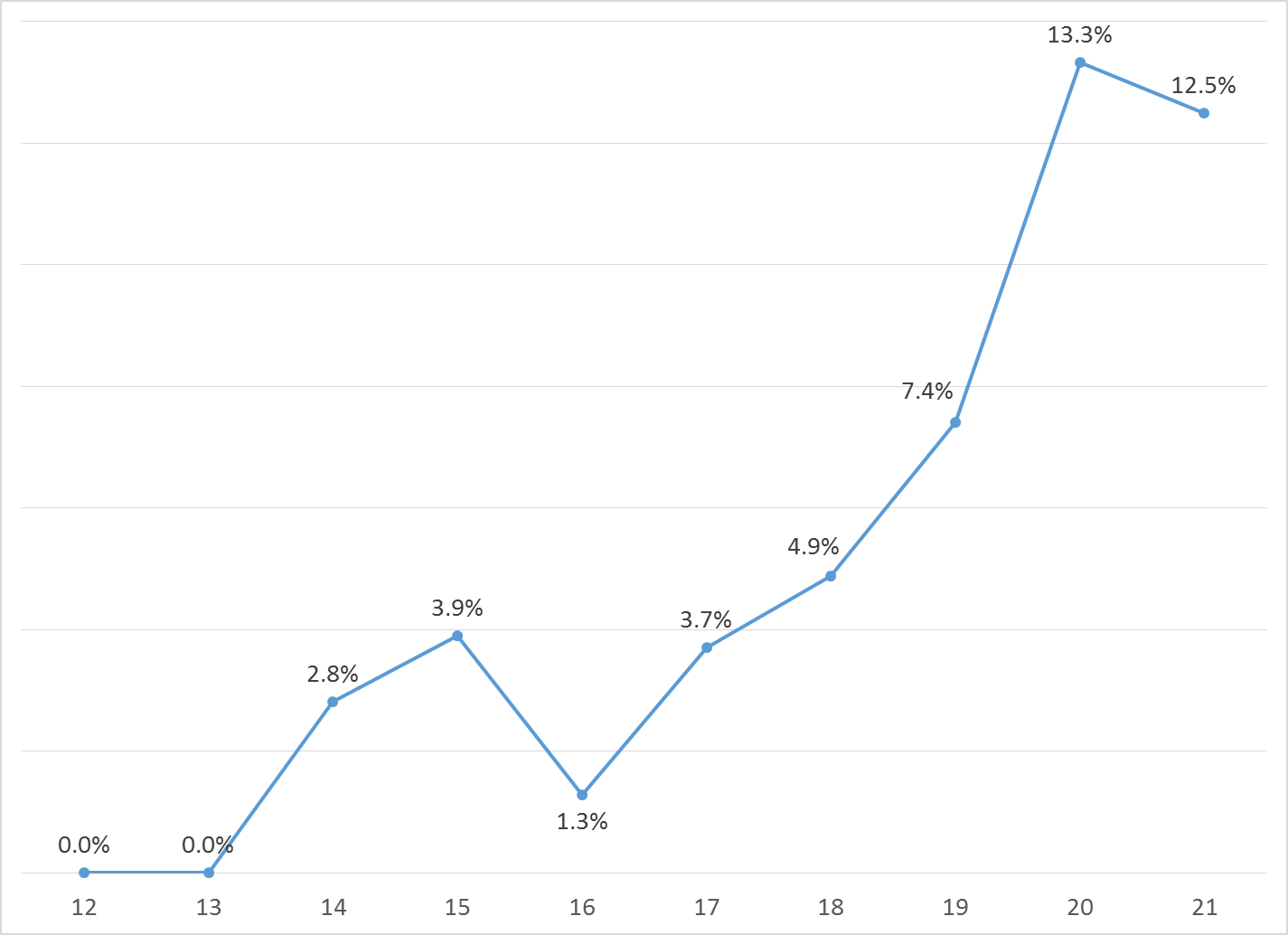


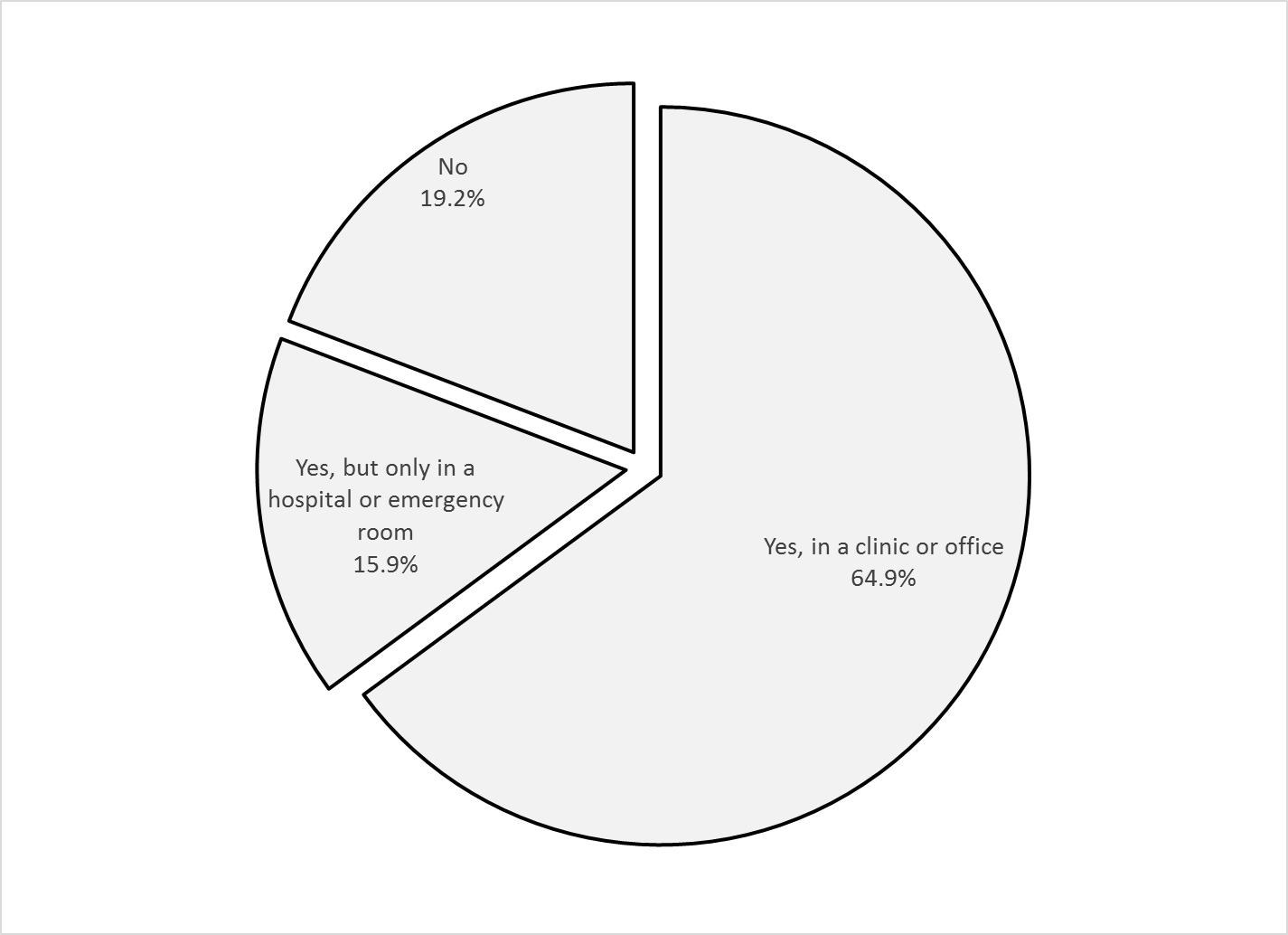
Figure 7. Homeless or in homeless shelter in last 6 months, by age



Doctor visits and medication

As reflected by Figure 8, 64.9% of clients reporting (294/453) were seen for a medical clinic or office visit in the prior year. This rate did not differ significantly by age, ethnicity, county vs. contract clinic, or gender. However, for those who had lived with one or both parents over the past year, the likelihood of being seen by a doctor on an outpatient basis rose to 68.8%.

Figure 8. "In the last year, did you see a medical doctor (or nurse)   
for a health check-up or because you were sick?" (*n* = 453)



Psychotropic medication is taken by 35.4% of clients reporting this information (185/523). Of those receiving medication, 87.4% (152/174) 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 | Social | N |
| BHS Outreach & Engagement | 4.0 | 4.0 | 4.8 | 4.1 | 2.6 | 2.6 | 4.0 | 2 |
| Child Guidance Center | 4.0 | 4.1 | 4.2 | 4.1 | 3.9 | 4.0 | 4.0 | 11 |
| Child Guidance Center, BP | 4.0 | 4.0 | 4.0 | 4.0 | 3.8 | 3.9 | 5.0 | 2 |
| CHOC Co Occurring Clinic | 4.1 | 4.3 | 4.4 | 4.2 | 4.0 | 3.9 | 4.1 | 23 |
| Collaborative Courts FSP | 4.5 | 4.4 | 4.7 | 4.6 | 4.3 | 4.3 | 4.6 | 23 |
| CCSS | 3.6 | 3.8 | 3.8 | 4.4 | 3.9 | 3.8 | 4.6 | 4 |
| CYBH CM | 4.8 | 4.8 | 5.0 | 5.0 | 4.3 | 4.3 | 4.6 | 2 |
| CYBH East | 4.1 | 4.0 | 4.5 | 4.2 | 3.7 | 3.7 | 4.1 | 53 |
| CYBH MV Los Alisos | 3.5 | 3.3 | 3.8 | 3.7 | 3.7 | 3.7 | 4.0 | 1 |
| CYBH South, LB Wesley | 4.1 | 3.6 | 4.7 | 4.2 | 3.7 | 3.8 | 4.1 | 7 |
| CYBH, North | 3.9 | 3.8 | 4.3 | 4.0 | 3.7 | 3.8 | 4.1 | 24 |
| Families First | 4.2 | 4.0 | 4.4 | 4.4 | 4.1 | 4.2 | 4.0 | 9 |
| Korean Community Services | 4.0 | 4.2 | 5.0 | 4.3 | 3.9 | 3.9 | 3.8 | 2 |
| Kinship Seneca | 5.0 | 5.0 | 5.0 | 4.7 | 3.7 | 3.7 | 3.3 | 1 |
| New Alternatives WRAP | 3.4 | 3.1 | 3.9 | 3.4 | 3.9 | 3.7 | 3.6 | 7 |
| OCAPICA FSP | 3.9 | 4.3 | 4.7 | 4.2 | 3.8 | 3.9 | 4.3 | 10 |
| OC CREW | 3.8 | 3.8 | 4.3 | 4.1 | 4.3 | 4.3 | 4.1 | 4 |
| Pathways CS STAY | 4.2 | 4.3 | 4.6 | 4.4 | 3.8 | 3.9 | 4.2 | 30 |
| Pathways RENEW | 4.4 | 4.1 | 4.5 | 4.3 | 3.8 | 3.8 | 4.2 | 32 |
| Pathways, Anaheim | 4.1 | 4.1 | 4.1 | 4.1 | 4.0 | 4.0 | 4.3 | 8 |
| Pathways, Santa Ana | 4.6 | 4.4 | 4.8 | 4.5 | 4.0 | 4.0 | 4.3 | 23 |
| Seneca OC Wraparound | 5.0 | 5.0 | 5.0 | 5.0 | 3.5 | 3.5 | 5.0 | 1 |
| Touchstones (Adolescent) | 4.3 | 4.3 | 4.6 | 4.5 | 4.2 | 4.2 | 4.4 | 12 |
| VNCOC OCAPICA FSP | 4.4 | 4.2 | 4.6 | 4.2 | 4.1 | 4.1 | 4.1 | 8 |
| Western Youth Services West: FV | 4.1 | 4.0 | 4.2 | 4.1 | 4.0 | 4.0 | 4.1 | 32 |
| WYS East (Santa Ana) | 4.1 | 3.9 | 4.4 | 4.1 | 3.6 | 3.6 | 3.8 | 61 |
| WYS North (Anaheim) | 4.1 | 3.9 | 4.4 | 4.2 | 3.7 | 3.7 | 4.0 | 77 |
| WYS, Mission Viejo | 4.1 | 4.1 | 4.4 | 4.1 | 3.6 | 3.7 | 3.9 | 41 |
| Youth as Parents | 4.0 | 4.5 | 4.4 | 4.3 | 4.3 | 4.3 | 4.3 | 5 |
| Youthful Offender Wraparound | 4.4 | 4.4 | 4.4 | 4.4 | 4.1 | 4.2 | 4.2 | 37 |
| **Total** | **4.2** | **4.1** | **4.4** | **4.2** | **3.8** | **3.9** | **4.1** |  |

**Significantly Higher**

**Significantly Lower**

**(+/- 2 std.errors)**