*Consumer Perception Survey*

November 2016 YSS-F Administration

Children and Youth

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The Youth Satisfaction Survey for Families (YSS-F) was offered to all parents and guardians of children and youths attending mental health services at a County or contract CYBH clinic from November 13-17, 2016. YSS-F records with birthdates corresponding to an age of 0 – 25, with a valid program code, and with a CYBH, ADAS or Prevention & Intervention program indicated were retained for this analysis. This reduced an initial YSS-F file of 979 surveys to 913 surveys.

YSS-F Results

Sample description:

N: 913

Gender (n = 884): F-368 (41.6%), M-512 (57.9%), O-4 (0.5%)

Age (n = 913): Mean = 10.8, s = 4.2, range = 0-25.

Form Language (n = 913): English- 481 (52.7%), Spanish-412 (45.1%), and Vietnamese-20 (2.2%).

Race/Ethnicity (n = 881):

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 “Hispanic,” regardless of the other selections.

Figure 1. Client race/ethnicity



County vs. Contract (n = 913): County 15.8% vs. Contract 84.2%

Division (n = 913): CYBH 92.3%, P&I 6.6%, ADAS 1.1%

Mean YSS-F scale scores:

Figure 2. Mean Scores: YSS-F

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



 Factors affecting YSS-F scores:

“Positive outcomes of services” was the only YSS-F score that varied significantly by ethnicity. On the 1-5 scale, Latinos reported slightly better outcomes than Caucasians, 3.9 vs. 3.6. Other YSS-F scales did not differ significantly by race/ethnicity.

**Figure 3. YSS-F scores by race/ethnicity**



Participants completing the form in English were compared to those completing the form in Spanish and Vietnamese. Consistent with the difference found for race/ethnicity, Spanish-speakers indicated slightly more positive outcomes than English-speakers. Vietnamese-speakers’ ratings of outcomes were not significantly different from either the Spanish- or English-speaking group.

Figure 4. Positive Outcomes of Services, English vs. Spanish vs. Vietnamese forms



There were no significant gender differences.

Clients who had been enrolled longer in services tended to score higher on the Functioning scale. This relationship is depicted in Figure 5 along with the non-significant relationships of other scales with time in service.

Figure 5. YSS-F Scores by time in service (\**p* < .01)



 Living Situation

Parents/guardians were asked, “Has your child lived in any of the following places in the last 6 months? (Mark all that apply.)”

Figure 6. Percentage in living situation over past 6 months



Doctor visits and medication

As seen in Figure 7, 71.4% of clients reporting (606/878) were seen for a medical clinic or office visit in the prior year. The rate did not differ by age, County vs. contract clinic, form language or gender.

Figure 7. "In the last year, did you see a medical doctor (or nurse)
for a health check-up or because you were sick?"



Thirty percent of clients (30.0%, 248/848) are taking psychotropic medication. Of the clients taking medication, 90.1% (197/214) reported that their medical provider had discussed side-effects with them.

Table 1. YSS-F mean scores by program

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Program** | **Access** | **Partic** | **Culture** | **Satis** | **Out- comes** | **Func** | **Social** | N |
| Child Guidance Center | 4.3 | 4.3 | 4.6 | 4.4 | 3.9 | 3.9 | 4.1 | 95 |
| Child Guidance Center, BP | 4.1 | 4.0 | 4.3 | 4.0 | 3.8 | 3.8 | 4.0 | 38 |
| Children’s Hospital of Orange County Co Occurring Clinic | 4.5 | 4.4 | 4.8 | 4.4 | 4.0 | 4.0 | 4.4 | 19 |
| Collaborative Courts FSP | 4.7 | 4.6 | 4.8 | 4.8 | 4.0 | 4.0 | 4.5 | 17 |
| Connect the Tots | 4.8 | 4.6 | 4.9 | 4.7 | 4.3 | 4.3 | 4.4 | 45 |
| CYBH CCPU | 4.8 | 4.0 | 5.0 | 5.0 | 4.8 | 4.9 | 4.9 | 2 |
| CYBH CM | 4.3 | 4.3 | 4.6 | 4.3 | 3.7 | 3.7 | 4.1 | 24 |
| CYBH East | 4.4 | 4.2 | 4.5 | 4.5 | 3.9 | 4.0 | 4.3 | 26 |
| CYBH MV Los Alisos | 4.5 | 4.3 | 4.8 | 4.5 | 3.9 | 3.9 | 4.1 | 11 |
| CYBH South RH Dana: Dana Point | 4.3 | 4.0 | 4.7 | 4.4 | 3.6 | 3.7 | 3.8 | 8 |
| CYBH South, LB Wesley | 4.0 | 3.8 | 4.3 | 4.1 | 3.9 | 3.9 | 4.1 | 13 |
| Families First | 4.8 | 4.5 | 4.9 | 4.6 | 4.3 | 4.3 | 4.4 | 19 |
| KCS (Korean Community Services) [Distribute through OCAPICA, 22120] | 4.5 | 4.5 | 4.5 | 4.3 | 4.0 | 4.2 | 4.2 | 4 |
| Kinship Seneca | 4.3 | 4.3 | 4.7 | 4.3 | 3.7 | 3.8 | 4.5 | 18 |
| New Alternatives WRAP | 5.0 | 3.3 | 4.8 | 4.3 | 2.7 | 2.8 | 3.0 | 1 |
| OC Accept | 4.5 | 4.7 | 4.6 | 4.9 | 4.1 | 4.1 | 4.4 | 2 |
| OCAPICA FSP | 4.0 | 4.0 | 4.0 | 4.0 | 3.0 | 3.0 | 3.8 | 1 |
| Orange County Center for Resiliency, Education & Wellness(OC CREW) | 4.6 | 4.6 | 4.7 | 4.7 | 4.0 | 4.0 | 4.6 | 11 |
| Pathways Garden Grove | 4.5 | 4.3 | 4.6 | 4.5 | 3.8 | 3.8 | 4.1 | 23 |
| Pathways RENEW | 4.5 | 4.4 | 4.7 | 4.5 | 3.8 | 3.8 | 3.9 | 49 |
| Pathways, Anaheim | 4.3 | 4.1 | 4.3 | 4.2 | 3.7 | 3.7 | 4.1 | 29 |
| Pathways, Costa Mesa | 4.4 | 4.2 | 4.5 | 4.3 | 3.7 | 3.8 | 4.5 | 21 |
| Pathways, Santa Ana | 4.1 | 3.9 | 4.3 | 4.1 | 3.6 | 3.6 | 3.9 | 20 |
| South Coast Children's Society | 4.4 | 4.2 | 4.6 | 4.2 | 3.8 | 3.9 | 4.3 | 36 |
| Touchstones (Adolescent) | 4.5 | 4.3 | 4.3 | 4.5 | 4.1 | 4.0 | 4.4 | 10 |
| VNCOC (Vietnamese Community of OC) OCAPICA FSP | 4.4 | 4.4 | 4.8 | 4.7 | 3.9 | 3.9 | 4.2 | 4 |
| Western Youth Services West: Fountain Valley | 4.3 | 4.4 | 4.6 | 4.3 | 4.0 | 4.0 | 4.3 | 74 |
| WYS East (Anaheim) | 4.3 | 4.3 | 4.5 | 4.3 | 3.8 | 3.8 | 4.2 | 116 |
| WYS North (Anaheim) | 4.4 | 4.3 | 4.5 | 4.4 | 3.8 | 3.8 | 4.1 | 113 |
| WYS, Mission Viejo | 4.3 | 4.1 | 4.6 | 4.1 | 3.8 | 3.8 | 4.1 | 55 |
| Total | 4.4 | 4.3 | 4.6 | 4.4 | 3.9 | 3.9 | 4.2 |  |
| Significantly higher |  |  |  |  |  |  |  |  |
| Significantly lower |  |  |  |  |  |  |  |  |