Youth Services Survey (YSS)

May 13 – May 17, 2019

SYSTEM OF CARE EVALUATION (SOCE) PROJECT
Child and Adolescent Services Research Center (CASRC)
3020 Children's Way, MC 5033
San Diego, CA 92123

E-mail: Antonia@ucsd.edu
Website: https://medschool.ucsd.edu/som/psychiatry/research/CASRC/resources/SOCE/Pages/YSS.aspx
Phone: 858-966-7703 ext. 243604
Fax: 858-966-7704

YSS Program Requirements
Why do we collect YSS data?

- Assess **satisfaction** with the services received by the youth and their parents/caregivers
- Assess the **impact** of those services received
- State requirement for **funding**.

Which programs are required to participate in the YSS?

**All** mental health service providers are **required** to participate unless they have received written notice from the County that they are excluded.
Services included/excluded:

- **Included:**
  - Outpatient Clinic / School Based Services
  - Case Management
  - Wraparound Services
  - Therapeutic Behavioral Services (TBS)
  - Day Treatment

- **Excluded:**
  - Juvenile Hall Services
  - Juvenile Honor Camps
  - Inpatient Hospitals
  - State Hospitals
  - Crisis Services (only when independent from a treatment program)
  - Medication Only Services

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YSS Participants

<table>
<thead>
<tr>
<th>Age</th>
<th>Youth/Consumer (YSS)</th>
<th>Parent/Caregiver (YSS-F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 12 years</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>13 – 17 years</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>18+ (receiving BHS)</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>
When will YSS data be collected?

May 13 – May 17:

- On all cases that have at least one billable service during this one week period.
- Survey should be completed at each program they received services during this timeframe.
- If the consumer did not receive services during this one week period, no data needs to be collected from the youth or family.

Prepare the YSS Materials
YSS Materials

- **SOCE will provide the following:**
  - Survey packets for Youth & Family
  - An envelope for each survey provided

- **Programs will need to provide the following:**
  - Black or Dark Blue pen
  - Clipboard (if necessary)

Preparing the YSS forms & Envelopes

1) Determine which packet(s) to administer based on the client’s age and the language needs of the youth & family.
2) Fill in essential program information in the YSS packet.
3) Write basic information on the YSS envelope
Survey Administration

Administration Process

**The program will:**
- Identify and train the staff who will be administering the surveys.
- Establish a process which ensures consumer confidentiality.
- Give the appropriate packet (with the **Client ID, Date & Sub Unit** already completed) to the client, who will then complete the survey, seal it in the envelope provided and return it.
How will your Program keep track?

Each program should develop a system to identify and track those clients who should or already have completed the YSS survey.
Top Secret

- Consumer confidentiality **MUST** be ensured as part of the data collection process.
- Direct service staff or clinicians should **NEVER** assist or see the individual responses of their clients or caregiver.
- It is **MANDATORY** that all surveys be returned sealed in an envelope upon completion.
- All surveys should remain sealed and returned to the SOCE team.
Directions to Consumers

- Assure clients that their responses will be confidential and will **NOT** be shared with their clinical/service provider.
- Provide standardized directions to each consumer.
- Provide them with the necessary materials to complete the YSS and direct them to a private area.

**Note:** If the consumer is new and receiving their first clinical service from your program, complete the form directly following the initial service.

Returning Surveys to SOCE
How do we return the YSS packets?

- All completed YSS packets are to **remain sealed** in their envelopes.
- All envelopes **MUST** show the following information:
  - Client ID# (same number used in CCBH)
  - Sub Unit
  - Form Type
    - Youth or Family
    - English, Spanish or other language

Getting YSS packets to SOCE

**All YSS must be dropped off @ SOCE:**

3665 Kearny Villa Road, Ste. 200
San Diego, CA  92123  (2nd Floor)

**DO NOT** fax or submit copies of any surveys to SOCE!
SOCE Designated Drop Off Sites

**South Region:**
*Not Available*

**North Region:**
*Not Available*

**East Region:**
*Not Available*

SOCE Reports to County & Programs
What happens with the YSS submitted to SOCE?

- Envelopes are logged
- Each envelope is opened
- Forms are scanned into our data processing system
- Data is cleaned, analyzed & presented in reports
- Reports are sent to Program Managers, COR, BHS Chiefs & QI Dept. of BHS
  - Reports are produced at the Program & Sub Unit levels utilizing information from CCBH
Mark your Calendar!

- Administer YSS:
  - May 13 – May 17

- Return YSS surveys to SOCE by:
  - Wednesday, May 22 (@ 4pm)

We want to hear what they have to say!
Please regard this data collection procedure as having the utmost importance!

Contact Information

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