Youth Services Survey (YSS)

November 5 – November 9, 2018

SYSTEM OF CARE EVALUATION (SOCE) PROJECT
Child and Adolescent Services Research Center (CASRC)
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Website: https://medschool.ucsd.edu/som/psychiatry/research/CASRC/resources/SOCE/Pages/YSS.aspx

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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
# YSS Participants

<table>
<thead>
<tr>
<th>Age</th>
<th>Youth (YSS-Y)</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+ years (still in CYFBHS)</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>
When will YSS data be collected?

**November 5 – November 9:**

- 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 client **did not** receive services during this one week period, no data needs to be collected from the youth or parent/caregiver
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

- Determine which packet(s) to administer based on the client’s age and the language needs of the youth & family

- **YSS forms** should have the following information completed prior to administering the form to the youth and/or family:
  - Client ID# (Cerner 9-digit ID) – *All pages*
  - Subunit – *Only on page 5*
  - Date – *Only on page 4*
  - Reason for non-completion (if applicable) – *Only on page 4*

- **Each envelope** that contains a survey must have the following information:
  - Client ID# (Cerner 9-digit ID)
  - Subunit
  - Form Type
    - Youth or Family
    - English, Spanish or other language
  - Date
Administration Process

• **The program will:**
  • Identify and train the staff who will be administering the surveys
  • Establish a process which ensures confidentiality for the respondents
  • Give the appropriate packet (with the **Client ID, Date & Subunit** 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.
Client 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 Respondents

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

**Note:**

- *If the client is new and receiving their first clinical service from your program, complete the form directly following the initial service*
  - **DO NOT** forget to include the client ID# and subunit information prior to submitting to SOCE
How do we return the YSS packets?

- All completed YSS packets are to remain sealed in their envelopes

- All envelopes **MUST** have the following information:
  - Client ID# (Cerner 9-digit ID)
  - Subunit
  - Form Type
    - Youth or Family
    - English, Spanish or other language
  - Date
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
What happens with the YSS submitted to SOCE?

- Envelopes are logged
- Each envelope is opened
- Forms are sorted
- Forms are packaged and mailed to the State
Mark your Calendar!

- Administer YSS:
  - November 5 – November 9

- Return YSS surveys to SOCE by:
  - Thursday, November 15 @ 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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