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# YOUTH SERVICES SURVEY (YSS) ADMINISTRATION

A GUIDE FOR BEHAVIORAL HEALTH PROVIDERS



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## PURPOSE & REQUIREMENTS

- The purpose of the survey is to collect information from parent/caregivers and youth about their satisfaction with services and their perspectives on the quality of services
- State mandated - administered once or twice a year (Spring/Fall) during a selected one-week period
- All children and youth behavioral health services providers are **required** to participate unless they've been notified of their exemption in writing by the County
  - Exemption can be sent to the following email address: [Antonia@health.ucsd.edu](mailto:Antonia@health.ucsd.edu)

## PARTICIPATING PROGRAMS/SERVICES

### Included

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

### Excluded

- Inpatient Services
- Juvenile Hall Services
- Crisis Services
- Medication ONLY Services

## ADMINISTRATION PERIOD & RULES

### **Monday, May 20 – Friday, May 24**

- Offer a survey to clients/families who receive a billable service
  - Office/on-site, field based/off-site, phone, telehealth (scheduled/unscheduled)
- Survey should be offered at **EACH** program the participant receives a billable service
- If the client/family **does not receive services** during this one-week period, no data needs to be collected
- Surveys are to be administered in a manner that ensures full confidentiality
- Survey participants:

Age	Youth	Parent/Caregiver
0-12 years	---	✓
13-17 years	✓	✓
18+ (still in CYFBHS)	✓	---

## DATA COLLECTION PREPARATION

- Staff need access to the clients **CCBH Client ID#, Subunit, and Date of Birth**
  - Participants will not be able to complete/submit a survey without this information
  - Print active caseload by staff
    - Identify clients that are 13 years of age or older
- Program Manager's should work with staff to develop a plan that will help with administrating the survey in the most efficient and effective manner
  - **Who** should offer/administer the survey?
    - Admin Staff, Case Manager, Peer Support Specialist
  - **When** should the survey be offered to participants?
    - Administer at check-in, during the session, or post-session
  - **How** should the survey be introduced to the participant?
    - Explain the purpose of the survey and encourage them to share their opinion(s)
- Prepare in advance for clients/families who have a scheduled appointment

## SURVEY INTRODUCTION TO PARTICIPANTS

- “California is doing a survey of the behavioral health services system, and we’d appreciate your opinion about how we are doing, and how you are doing. The survey is totally confidential, and San Diego uses your input to improve the services we offer. Would you be willing to participate?”

## SURVEY

### ONLINE

- Online surveys can be completed on any internet-enabled device – computer, tablet, smartphone
- Program Managers & Admin Staff will be emailed a one-page handout with **QR Codes & Web Links**
  - Parent/Caregiver
  - Youth
- Online survey availability
  - Active: Monday, 5/20/2024 @ 12:01am
  - Inactive: Tuesday, 5/28/2024 @ 11:59pm

### PAPER\*

- Paper version of the survey will be available for programs to print
- **Online administration is strongly encouraged**
- Offer when the participant is not able to successfully access the online survey

*\*The program will be required to collect the completed paper surveys in a secure and confidential manner, as well as delivering them to CASRC.*

## ADMINISTERING THE SURVEY – ONLINE VERSION

## ONLINE SURVEY – IN PERSON

### Option 1: Ask the participant if they'd like to complete on their smartphone

- Note that cellular service data rates may apply
- Scan QR Code
- Guide them through survey log in (preferred language, CCBH Client ID and Subunit)

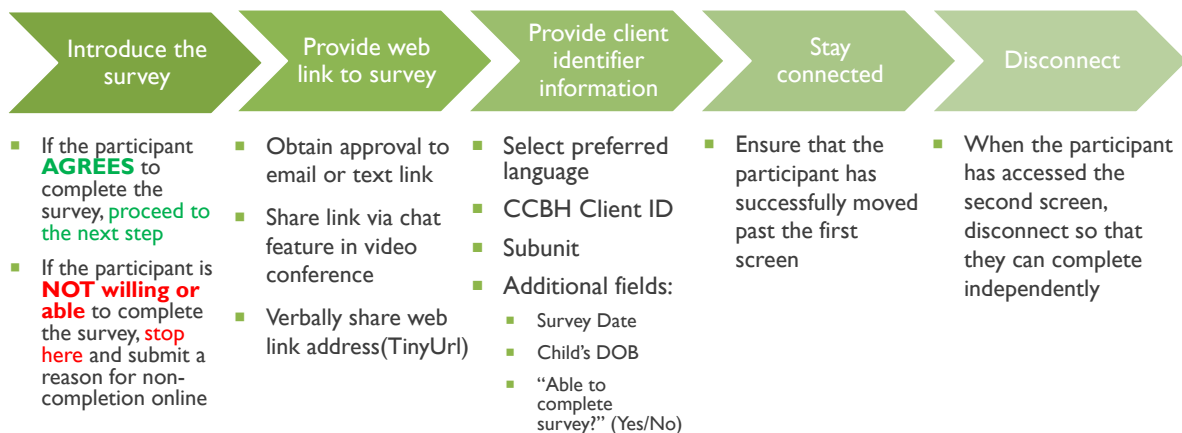
### Option 2: Offer use of program computer or tablet

- Device requires a Guest Account
- Select preferred language, then staff can enter the CCBH Client ID and Subunit

### Option 3: Ask the participant if they'd like to complete the survey at home (off-site)

- Provide the QR code(s) or survey web link address
- Each program will be responsible for establishing rules that ensure the client identifier information is shared in a responsible manner
- Link will be inactivated on May 28th @ 11:59PM

## ONLINE SURVEY – VIA TELETHERAPY

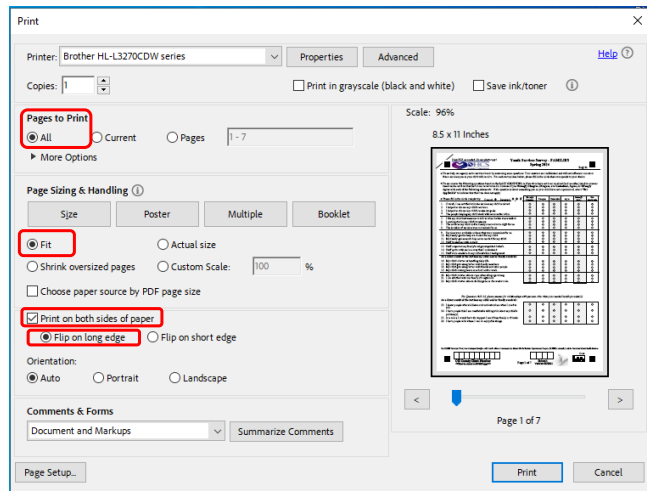


# ADMINISTERING THE SURVEY – PAPER VERSION



## PAPER SURVEY

- Providers will need to print their own forms
  - LaserJet printer
  - Each survey must be printed directly from the PDF file
    - **DO NOT PHOTOCOPY**
  - Print on white paper
  - Print Single sided or Double Sided
  - Staple
- Interactive PDF file
  - Allows for staff to type in the CCBH Client ID#, Subunit and Date of Survey Administration (page 3) prior to printing
- Printer settings
  - Pages to Print: Select **All**
  - Page Sizing & Handling: Select the option **Fit**
  - **Mark** the option to print on both sides of paper
  - Select **Flip on long edge**
- **Test Print** – check for black toner streaks, faded text





## PAPER SURVEY

- Deliver forms to CASRC
  - Location:
    - 3665 Kearny Villa Rd., Ste. 200N
    - San Diego, CA 92123
    - (2<sup>nd</sup> floor)
  - Date/Time:
    - Thursday, May 30, 2024
    - 10:00am – 1:00pm
    - (Appointment Required)**

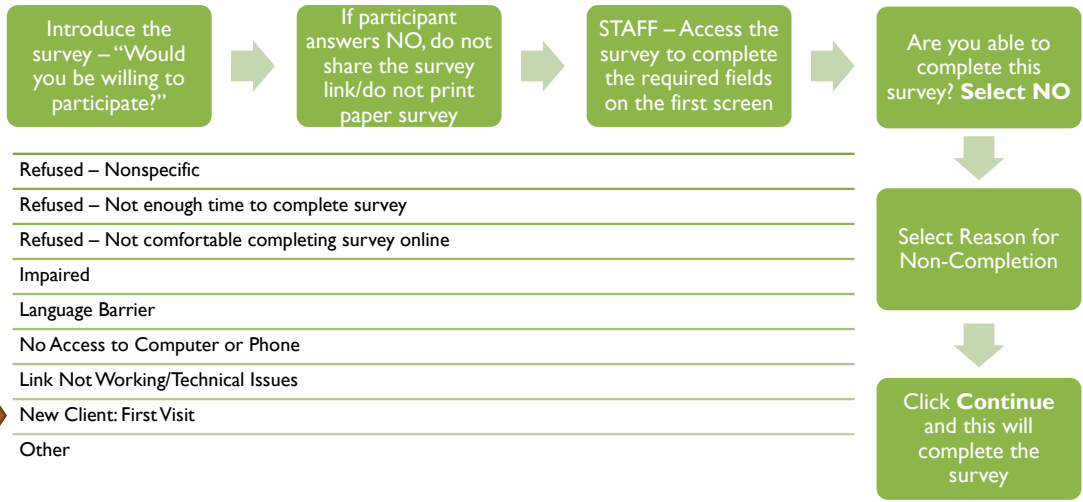


## REASON FOR NON-COMPLETION – SUBMIT ONLINE





## NOT WILLING/ABLE TO PARTICIPATE



## YSS DAILY REPORT

**From:** Nunez, Antonia  
**Sent:** Tuesday, May 21, 2024 12:30 PM  
**To:** Program Manager; Admin Staff  
**Subject:** Unit 9990\_Submitted/Completed YSS Count (Day 1)

Hello,

As of **May 20, at 5:40pm** these were the total number of YSS forms submitted/completed **ONLINE ONLY**.

Unit Name	Subunit Name	Caregiver Surveys Submitted	Caregiver Surveys Completed	Youth Surveys Submitted	Youth Surveys Completed
9990 CYF PROGRAM	9991 CYF PROGRAM	7	7	6	4

If surveys are linked to an incorrect subunit, or if you have questions, please let me know.

Thank you,  
 Antonia Nuñez  
 System of Care Evaluation (SOCE)  
 Child & Adolescent Services Research Center (CASRC)



# POST SURVEY

- YSS Compliance by Unit summary sheet
  - Clients Served
  - Submission Rate
  - Completion
  - Overall Countywide Results
- Unit-level reports – Outcomes & Demographics
- Any comments that were submitted for your program during the YSS
  - Paper survey comments – scanned as a PDF
  - Online survey comments – EXCEL format
- YSS Client Handout (English & Spanish)

**Youth Services Survey (YSS)**  
**Feedback from Families and Youth**  
 County of San Diego Health & Human Services Agency

The purpose of the survey is to gather anonymous feedback from parents/caregivers and youth ages 13 and older receiving county mental health services in an effort to make improvements in the Children, Youth & Families Mental Health System of Care. Thank you for participating and for your valuable feedback! Please note that these are general survey results and may or may not apply to your program.

**What is the YSS?**  
 The YSS is a standardized survey that asks clients and parents/caregivers satisfaction with services and perception of outcomes using a 5-point scale (strongly disagree to strongly agree). There are four sections of the survey:  
 1. Family satisfaction questions  
 2. Service outcomes questions  
 3. Four support questions  
 4. Open comments  
 The survey that took place during the week of May 21-25, 2023 was administered both online and in person.

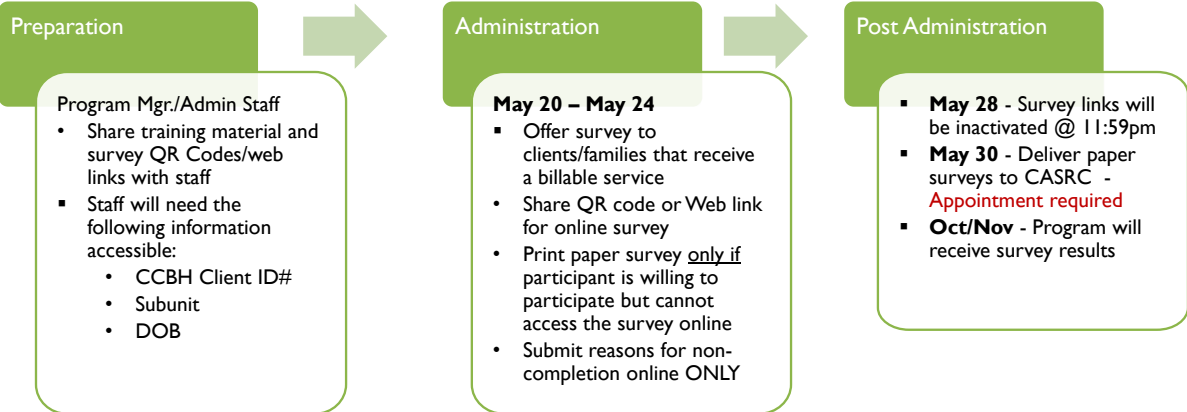
**May 2023 Survey Response**  
 More than 2,000 surveys were submitted from approximately 70 programs. Some surveys did not have enough information filled out. More than 2,000 surveys had enough information to review. Surveys are not given to clients in crisis or in inpatient settings.  
**Programs included in the Behavioral Health Services Administration Review:**  
 • Overall satisfaction with services: 4.5 (overall high for both youth 50% and parents/caregivers 54%)  
 • Satisfaction varies by client and program.  
 • Parents/caregivers are more satisfied overall with behavioral health services than youth are.  
 • Youth receiving residential services are less satisfied, as compared to youth receiving other services like outpatient therapy.

**Areas for Improvement**  
 • 8% of youth reported they did not have a voice in the selection of services they received.  
 • 14% of parents/caregivers and 23% of youth did not agree or were not sure if they got as much help as they needed.  
 • 12% of youth reported that services did not improve their child or work performance.  
 • 9% of youth felt that services did not improve their family relationships.  
 • 23% of youth and 29% of parents/caregivers were not satisfied with their family life at the time they were surveyed.

**Key Findings**  
 • Cultural Sensitivity  
 • 8% of youth and 19% of youth were satisfied with the cultural sensitivity of their providers and program staff.

**Youth and Family Comments**  
 What has been the most helpful thing about the services you/your child received?  
 "Able to accommodate my work schedule and they are very caring for my child's well being."  
 "Take the privacy I get when going to my therapy appointment."  
 "Strategies, coping skills, and getting along better with others."  
 "Transparency in communication."  
 What could improve the services here?  
 "More resources for help when we have, whether that be support groups or chat lines."  
 "A location closer to home or ability to have therapy at school."  
 "If they're more available to be able to connect."  
 "Extending the time/access to this resource."

# SUMMARY



# QUESTIONS?

DEPARTMENT OF PSYCHIATRY

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**SOCE**  
System of Care Evaluation

- About
- Youth Services Survey (YSS)**
- CYF MHOMS Data Entry System (DES)
- Resources
- Reports
- Contact SOCE

## Youth Services Survey (YSS)

### YSS Overview

The Department of Health Care Services (DHCS) is continuing its evaluation system for Children, Youth and Families Behavioral Health Services (CYFBHS). The collection of measures will occur annually or bi-annually during a one-week period. Information will be collected from parents/caregivers and youth (13 years and older) on satisfaction with services and service impact.

The assessment tools, which are the Youth Services Survey for Youth (YSS-Y) and the Youth Services Survey for Families (YSS-F), were chosen by the state and are to be completed on every child that receives services during the data collection period. All mental health services are included except for inpatient services, juvenile hall services, and crisis services. All of the items are to be completed directly by the parent/caregiver or youth.

[Get YSS Materials](#)

### Quick Reference

Administered to all parents/caregivers regardless of the youth's age AND all youth 13 years and older who receive billable services during the YSS period.

Age	Youth	Parent/Caregiver
0-12 years	-	X
13-17 years	X	X
18+ (all in CYFBHS)	X	-



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<https://medschool.ucsd.edu/som/psychiatry/research/CASRC/resources/SOCE/Pages/YSS.aspx>