
YOUTH SERVICES SURVEY (YSS) ADMINISTRATION

A GUIDE FOR BEHAVIORAL HEALTH PROVIDERS



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 annually (Spring) 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: SOCE@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 18 – Friday, May 22

- Offer a survey to clients/families who receive a billable service
 - Office/on-site, field based/off-site, 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 – REQUIRED IDENTIFIERS

- Staff need access to the these **3 identifiers**:
 - **SmartCare Client ID** (previously known as the CCBH Client ID)
 - 9-digit identifier that begins with a 1 or 2
 - **Client Date of Birth**
 - DOB format – mm / dd / yyyy
 - **SmartCare Program ID** (previously known as the Subunit)
 - 4-digit identifier that begins with a zero
- ➔ NOTE: Providers will be emailed their assigned ID prior to May 18 ←
- Participants will not be able to complete/submit a survey online without these identifiers

DATA COLLECTION PREPARATION

- 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
 - QR Code handout
 - Access to required identifiers
 - Identify clients that are 13 year of age or older

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, 5/18/2026 @ 12:01am
 - Inactive: Tuesday, 5/26/2026 @ 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 our **NEW CASRC location.*

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, SmartCare Client ID and SmartCare Program ID*)

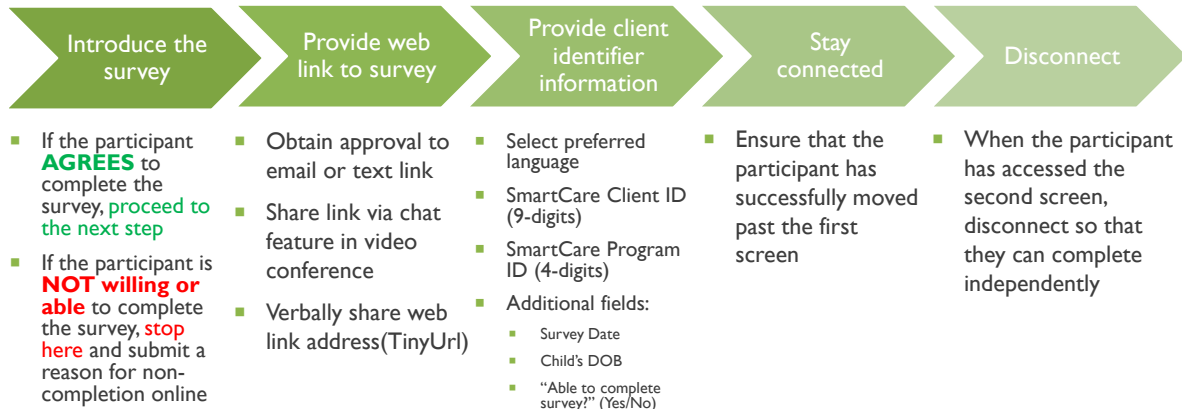
Option 2: Offer use of program computer or tablet

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

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 3 required identifiers are shared in a responsible manner
- Link will be inactivated on May 26th @ 11:59PM

ONLINE SURVEY – VIA TELETHERAPY



ADMINISTERING THE SURVEY – PAPER SURVEY



PAPER SURVEY

- Collecting the completed surveys in a secure and confidential manner
 - The survey contains PHI information that should be protected
 - Each entity/program will be responsible for ensuring that they are following the HIPAA Privacy Rule
 - The participant's confidentiality must be respected and maintained during the entire survey period
- Options for collecting paper surveys
 - Provide a 9x12 envelope
 - Use a portable file box with a key or combination lock
 - DO NOT provide a 4x9.5 envelope – the survey should not be folded



PAPER SURVEY

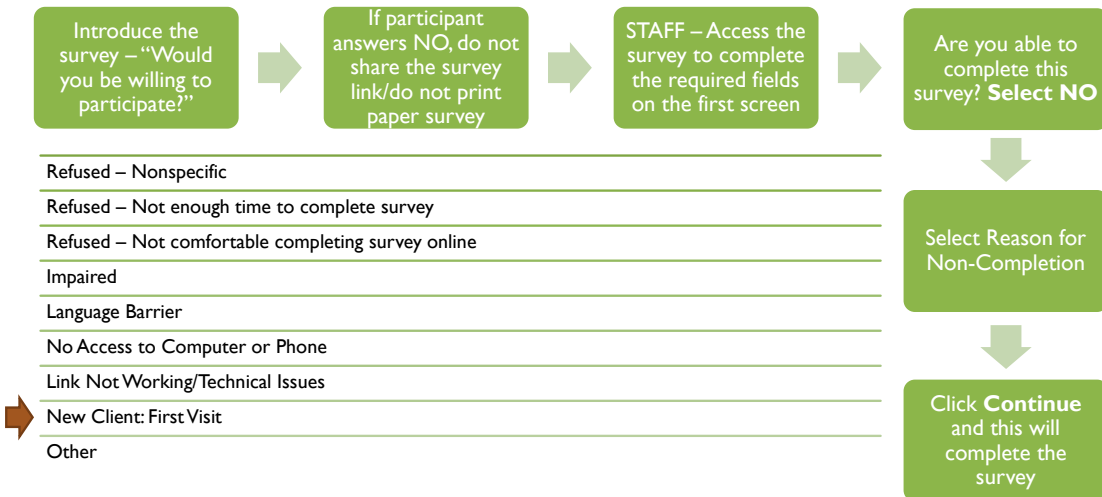
- Deliver forms to CASRC
 - Location:
 - 6165 Greenwich Drive, Ste. 300B
 - San Diego, CA 92122
 - (3rd floor)
 - Date/Time:
 - Wednesday, May 27, 2026
 - 10:00am – 12:00pm
 - (Appointment Required)**



REASON FOR NON-COMPLETION – SUBMIT ONLINE



NOT WILLING/ABLE TO PARTICIPATE



YSS COUNT – ONLINE SURVEYS ONLY

- Online survey counts – **Only available upon request**
 - Submit request to: SOCE@health.ucsd.edu
- Email will include total number of Youth and Parent/Caregiver surveys submitted and completed online
 - Counts based on the 4-digit SmartCare Program ID entered

SUMMARY

Preparation

- Program Mgr. / Admin Staff
 - Share training material and survey QR Codes/web links with staff
 - Staff will need the following information accessible:
 - SmartCare Client ID (9-digits)
 - SmartCare Program ID (4-digits)
 - Client Date of Birth mm / dd / yyyy

Administration

- **May 18 – May 22**
 - Offer survey to clients/families that receive a billable service
 - Share QR code or Web link for online survey
 - Print paper survey only if participant is willing to participate but **cannot access the survey online**
 - Submit reasons for non-completion online ONLY

Post Administration

- **May 26**
 - Survey links will be inactivated @ 11:59pm
- **May 27**
 - Deliver paper surveys to new CASRC location (Appointment required)
- **October / November**
 - Program will receive survey results

QUESTIONS?

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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.

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+ (still in CYFBHS)	X	--



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<https://psychiatry.ucsd.edu/research/programs-centers/casrc/soce/yss.html>