

Labastida, Jacquelyn

From: HHSA, BHSCST
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To: HHSA, BHSCST
Subject: FYI | New BHS Quarterly Reports

Categories: Caro

NEW BHS REPORTS

SYSTEMWIDE REPORT NOW AVAILABLE ON
THE TECHNICAL RESOURCE LIBRARY (TRL)

Bcc: Mental Health Providers

This information is being sent to you on behalf of Liz Miles, Ed.D, MSW, MPH, Agency Program & Operations Manager, Population Health, Network Quality and Planning. **It is intended for Mental Health providers and CORs/analysts of mental health programs.** This notice contains information that may impact staff in your organization who are not on our distribution list. Please share with or forward to pertinent staff accordingly. Should you have any questions, please contact your COR or bhspophealth.hhsa@sdcounty.ca.gov for clarification.

Hello,

We are pleased to announce that several reports are available via the [Technical Resource Library \(TRL\)](#)!

****Programs, please contact your COR directly for individual reports.****

Quarterly Reports

[Mental Health Statistics Improvement Plan \(MHSIP\) Adult Consumer Satisfaction Survey \(CSS\) Report, May 2024](#)

The County of San Diego Adult and Older Adult (AOA) Mental Health System of Care offers a wide variety of treatment, rehabilitation, and recovery services to help those who are experiencing persistent and severe mental illness or an additional health crisis. All services provided are oriented to meet the unique linguistic and cultural needs of the individuals served. This survey aims to gather anonymous feedback from consumers receiving county mental health. This report outlines the results of the MHSIP AOA satisfaction report from the May 20-24, 2024, survey administration period, collected in our County-contracted and County-operated behavioral health programs (*TRL section 6.3*).

[MHSIP Adult Consumer Satisfaction Survey \(CSS\) Handout \(English & Spanish\)](#)

The MHSIP Adult CSS Handout (English and Spanish) highlights the Adult MHSIP satisfaction survey completed in Spring 2024. The survey is administered once a year, and the program monitors the use of anonymous data to identify trends and improve the system (*TRL section 6.3*). These are one-page reports that can be provided to demonstrate the importance of feedback and the results of the survey. Please share with the individuals you serve; having a few copies in your lobby is a great way to provide the information to those interested.

[MHSIP Adult Consumer Satisfaction Survey \(CSS\) Supplemental Report, May 2024](#)

As a supplement to the Spring 2024 MHSIP CSS, adult consumers of the County of San Diego Mental Health System of Care were surveyed on topics such as **equitable access to mental health services, cultural responsiveness, and healthcare integration.**

The MHSIP survey was administered to all adult consumers of the County of San Diego mental health programs who received telehealth or in-person services during the week of May 20–24, 2024. The survey utilized a hybrid approach, combining online and paper formats, to provide flexible completion options based on whether services were delivered in-person or via telehealth. A total of 2,005 adult MHSIP surveys were completed, with 1,871 responses to the supplemental survey questions collected (93%). The findings from the supplemental survey are highlighted in this report (*TRL section 6.3*).

Youth Services Survey (YSS) Client Satisfaction Reports, May 2024

This survey is designed to gather anonymous feedback from parents/caregivers and youth ages 13 and older receiving county mental health services to make improvements in the Children, Youth & Families Mental Health System of Care. The YSS is a state-mandated survey that rates client and parent/caregiver satisfaction with services and perception of outcomes using a 5-point scale (strongly disagree to strongly agree). Domains in the survey include 1) satisfaction, 2) outcomes, 3) support questions, and 4) open comments. This report outlines the results of the YSS from the May 20-24, 2024, survey administration period, collected in our County-contracted and County-operated mental health treatment programs for Youth (*TRL section 6.2*).

Youth Services Survey (YSS) Handout (English & Spanish)

The YSS (available in English and Spanish) presents key insights from family and youth consumers who participated in the Spring 2024 YSS satisfaction survey. Administered annually, the survey collects anonymous data that program monitors use to identify trends and inform system improvements. These are one-page reports that can be provided to demonstrate the importance of feedback and the results of the survey. Please share with the individuals you serve; having a few copies in your lobby is a great way to provide the information to those interested (*TRL section 6.2*).

Youth Services Survey (YSS) Consumer Satisfaction Survey (CSS) Supplemental Report, May 2024

In May 2024, outpatient clients aged 13 and older, as well as caregivers of all child and youth clients receiving outpatient mental health services through the County of San Diego Behavioral Health Services, Children and Youth (BHS-CY) system, were invited to participate in the Spring 2024 YSS. In addition to the standard YSS, a supplemental survey was introduced to gather insights into clients' **experiences with accessing services**. This feedback is crucial for helping the San Diego County Behavioral Health Services system better understand the experiences of youth and their caregivers, as well as informing initiatives to improve health equity for youth and their caregivers in the county.

During the one-week reporting period in May 2024, the YSS was administered online and on paper form. It included a supplemental questionnaire for caregivers of children and youth receiving outpatient mental health services. This additional questionnaire sought to capture caregivers' perspectives on their child's treatment while accessing care. A total of 692 caregivers completed the supplemental questionnaire, with 547 surveys (79.0%) completed in English, 142 surveys (20.5%) in Spanish, and fewer than one percent completed in other languages, including Korean, Vietnamese, and Chinese.

Thank you very much for your attention, and please send any questions to bhspophealth.hhsa@sdcounty.ca.gov.

Liz Miles, Ed.D, MPH, MSW

Agency Program & Operations Manager (APOM)

Population Health, Network Quality and Planning

Behavioral Health Services

County of San Diego Health and Human Services Agency

O: 619-375-2496

