

**Labastida, Jacquelyn**

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**From:** HHSa, BHSCST  
**Sent:** Thursday, December 19, 2024 2:15 PM  
**To:** HHSa, BHSCST  
**Subject:** FYI | New BHS Quarterly Reports

## NEW BHS REPORTS

INTERNAL PROGRAM LEVEL REPORTS NOW AVAILABLE

### **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 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](mailto:bhspophealth.hhsa@sdcounty.ca.gov) for clarification.

Hello,

We are pleased to announce that several reports are available via the [Data Science SharePoint Research Center Reports!](#)

As part of our Quality Improvement (QI) efforts focused on client satisfaction, we have identified low response rates across several programs. Recognizing the challenges related to administrative burdens and client barriers in gathering feedback, UCSD is available to collaborate on the Consumer Satisfaction Survey (CSS) protocol and help identify and address obstacles to survey completion. Please contact Merissa Kado-Walton at [mnkado@health.ucsd.edu](mailto:mnkado@health.ucsd.edu) (Adult programs) or Antonia Nunez at [ann006@health.ucsd.edu](mailto:ann006@health.ucsd.edu) (Youth programs) for assistance.

**\*\*CORs/analysts, please remember Program Level Reports are *internal information for your program*. Please review your individual program results and response rate per the link below. The reports allow for an opportunity for discussion between you and your program. *Programs do not have direct access to these reports. Please download and send to your individual programs.***

### **Quarterly Reports**

#### **Mental Health Statistics Improvement Plan (MHSIP) Adult 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.

[MHSIP Adult CSS Program Level Reports, May 2024](#), contains specific program information for internal review, and distribution to the individual program only.

#### **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.

[Youth Services Survey \(YSS\) Program Level Reports, May 2024](#), contains specific program information for internal review, and distribution to the individual program only.

Thank you very much for your attention, and please send any questions to [bhspophealth.hhsa@sdcounty.ca.gov](mailto:bhspophealth.hhsa@sdcounty.ca.gov).

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