

# May 2024 Youth Services Survey

## Supplemental Questions

### Perspectives on Health Equity among Caregivers and Youth Accessing Mental Health Services

*County of San Diego, Behavioral Health Services for Children and Youth*

#### YOUTH SERVICES SURVEY BACKGROUND

In May of 2024, outpatient clients ages 13 and older and the caregivers of all child and youth clients receiving outpatient mental health services from the County of San Diego Behavioral Health Services, Children and Youth (BHS-CY) system were asked to complete the Spring 2024 Youth Services Survey (YSS). In addition to the standard YSS, a supplementary survey was added to gather information about clients' experiences accessing services. This information helps the County of San Diego Behavioral Health Services system better understand the experiences of youth and caregivers and provides a critical feedback opportunity to help inform health equity improvement for youth and their caregivers in San Diego County.

#### YSS CAREGIVER HEALTH EQUITY QUESTIONNAIRE

##### SAMPLE AND METHODS

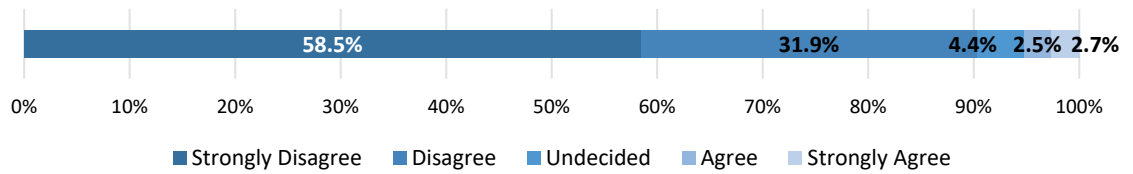
During the weeklong May 2024 reporting period, the Youth Services Survey was conducted online and on paper and included a supplemental questionnaire that asked the caregivers of children and youth receiving outpatient mental health services questions about their perspectives concerning the treatment their child received while accessing care. In total, 692 caregivers completed the YSS supplemental questionnaire. 547 surveys were completed in English (79.0%), 142 were completed in Spanish (20.5%), and less than one percent were completed in other languages including Korean, Vietnamese, and Chinese.

##### HOW CAREGIVERS VIEWED THEIR CHILDREN'S TREATMENT

Caregivers were asked if they felt as though their child was treated with less courtesy than other clients in their programs. The majority of caregivers strongly disagreed or disagreed with the statement, "My child is treated with less courtesy or respect than other clients in this program" (90.4%).

Child & Adolescent Services Research Center (HJC, TL)  
Data Source: YSS, May 2024  
Report date: 12/5/2024  
**FOR INTERNAL USE ONLY**

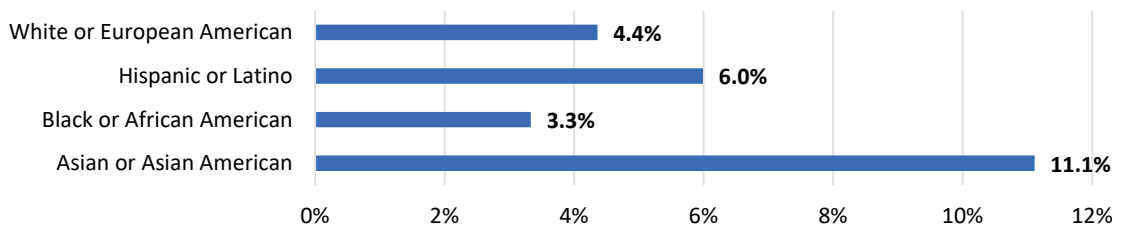
**Figure 1.1.** *My child is treated with less courtesy or respect than other clients in this program.*



N=631 | Missing N=61

Overall, only 5.2% of caregivers reported that they agreed or strongly agreed with the statement, “My child is treated with less courtesy or respect than other clients in this program.” However, some differences were observed among caregivers of Asian youth. 11.1% of caregivers of Asian youth agreed or strongly agreed with the statement, and 6.0% of caregivers of Hispanic youth agreed or strongly agreed, compared to 4.4% among the caregivers of White youth.

**Figure 1.2.** *My child is treated with less courtesy or respect than other clients in this program.*

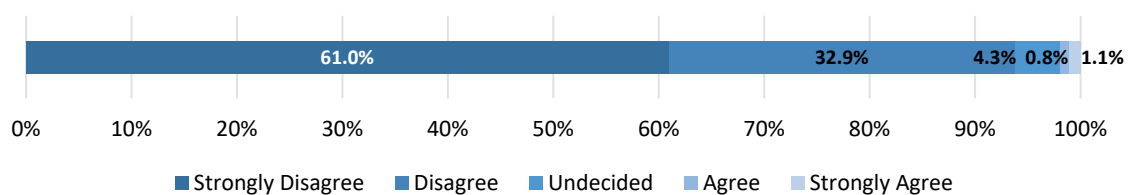


Note: Percent Strongly Agree or Agree

Asian or Asian American, N=27 | Black or African American, N=90 | Hispanic or Latino, N=434 | White or European American, N=298

Caregivers were also asked if their child received poorer treatment or services than other clients in their program. Over ninety percent (93.9%) strongly disagreed or strongly disagreed with the statement.

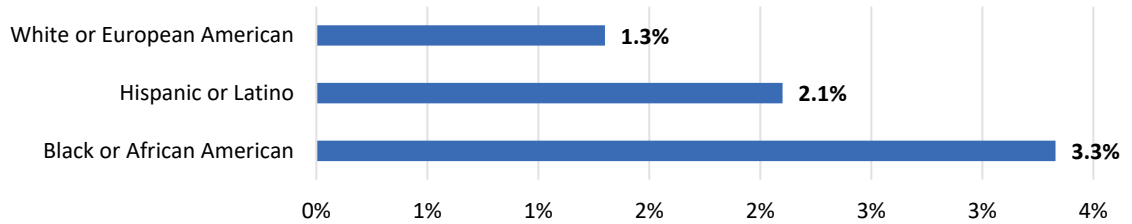
**Figure 2.1.** *My child receives poorer treatment or services than other clients in this program.*



N=630 | Missing N=62

Differences were observed in the frequency of caregivers reporting that they agreed or strongly agreed that their child received poorer treatment or services than other clients in their program. Compared to 1.3% of caregivers of White youth, 3.3% of caregivers of Black youth, and 2.1% of Hispanic or Latino youth agreed or strongly agreed with the statement.

**Figure 2.2.** *My child receives poorer treatment or services than other clients in this program.*

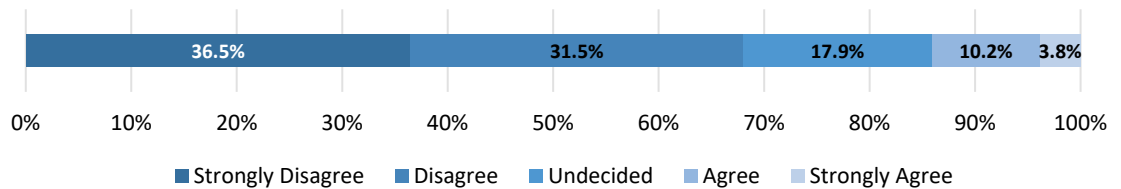


Note: Percent Strongly Agree or Agree  
 White or European American, N=298 | Black or African American, N=90 | Hispanic or Latino, N=434.

## CAREGIVER'S COMFORT WITH PROVIDERS

Caregivers were asked about whether they were more comfortable if their child's mental health provider had the same racial or ethnic background as their child. Fourteen percent (14.0%) agreed or strongly agreed.

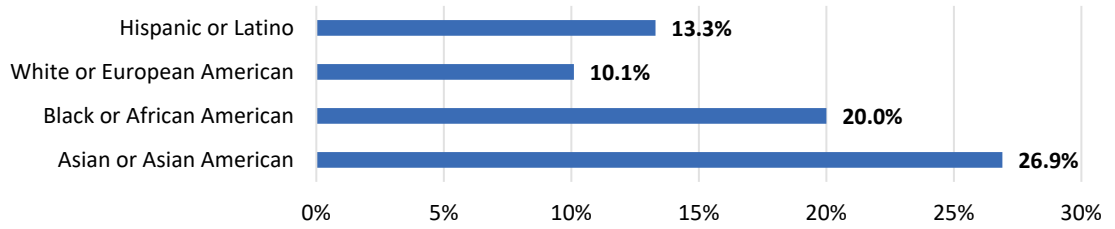
**Figure 3.1.** *I am more comfortable if my child's mental health provider has a racial/ethnic background like theirs.*



N=625 | Missing=67

Caregivers of Asian or Asian American youth (26.9%), Black or African American youth (20.0%), and Hispanic or Latino youth (13.3%) more frequently reported that they were more comfortable with their child having a mental health provider of the same racial or ethnic background than caregivers of White youth (10.1%).

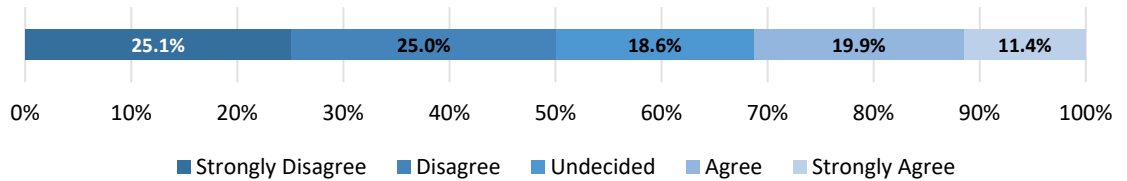
**Figure 3.2.** *I am more comfortable if my child’s mental health provider has a racial/ethnic background like theirs.*



Note: Percent Strongly Agree or Agree  
 Asian or Asian American, N=26 | White or European American, N=298 | Black or African American, N=90 | Hispanic or Latino, N=429.

Caregivers were asked about whether they were more comfortable if their child’s mental health provider had the same gender as their child. Thirty-one percent (31.3%) agreed or strongly agreed.

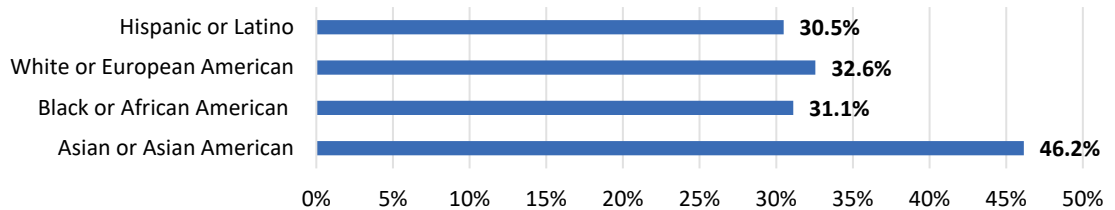
**Figure 4.1.** *I am more comfortable if my child’s mental health provider has the same gender as my child.*



N=629 | Missing=63

Caregivers of Asian youth most frequently agreed or strongly agreed that they were more comfortable if their child’s mental health provider had the same gender as their child (46.1%).

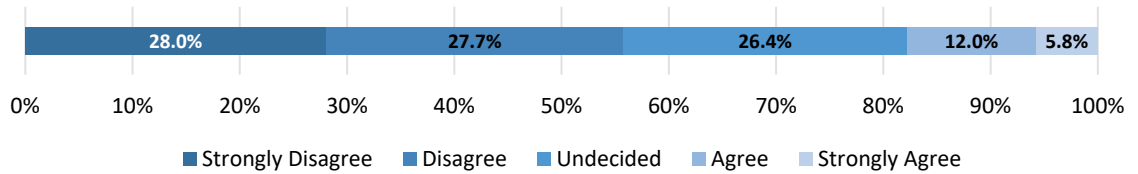
**Figure 4.2.** *I am more comfortable if my child’s mental health provider has the same gender as my child.*



Note: Percent Strongly Agree or Agree  
 Asian or Asian American, N=26 | White or European American, N=298 | Black or African American, N=90 | Hispanic or Latino, N=433.

Caregivers were also asked about whether they were more comfortable if their child’s mental health provider had the same sexual orientation as their child. Eighteen percent (17.8%) agreed or strongly agreed.

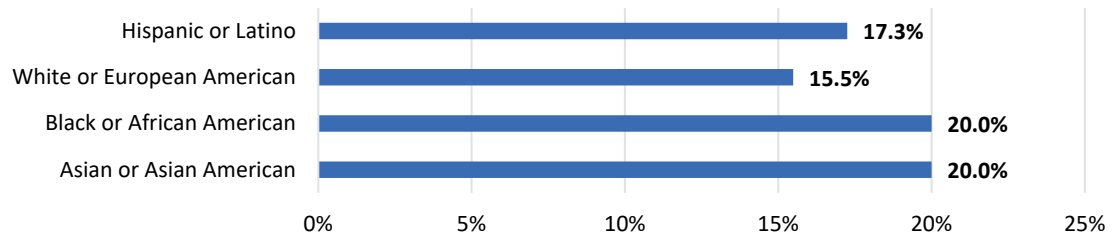
**Figure 5.1.** *I am more comfortable if my child’s mental health provider has the same sexual orientation as my child.*



N=624 | Missing=68

Most caregivers disagreed or were undecided about whether they were more comfortable if their child’s mental health provider had the same sexual orientation. Caregivers of Black and Latino youth more frequently reported that they agreed or strongly agreed with the statement.

**Figure 5.2.** *I am more comfortable if my child’s mental health provider has the same sexual orientation as my child.*



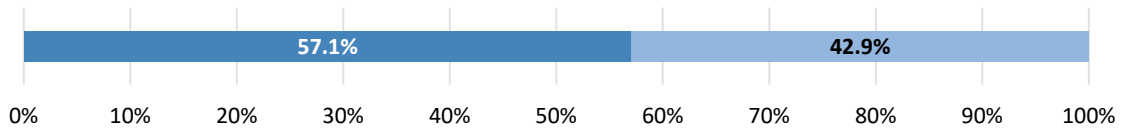
Note: Percent Strongly Agree or Agree

Asian or Asian America, N=25 | White or European American, N=297 | Black or African American, N=90 | Hispanic or Latino, N=429

## PROVIDER DIVERSITY AND REPRESENTATION

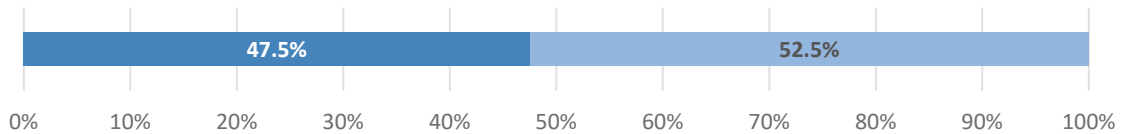
In Figures 6.1 through 6.3, caregivers were asked about the diversity and representation among their children’s mental health providers. Forty-three percent (42.9%) reported that their child had a mental health provider with a similar racial or ethnic background. Fifty-three percent (52.5%) reported that their child’s mental health provider had the same gender as their child. Forty-seven percent (47.0%) of caregivers reported that their child’s mental health provider had the same or similar sexual orientation as their child.

**Figure 6.1.** *My child’s mental health provider’s racial/ethnic background is like theirs.*



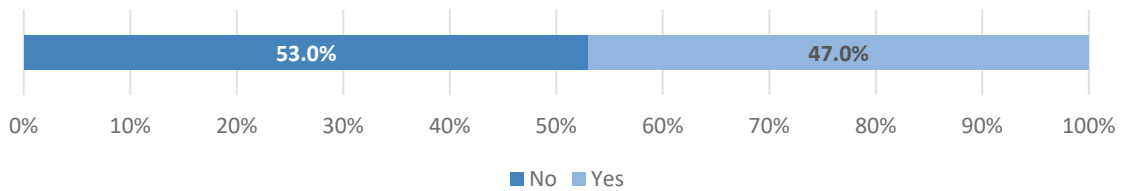
N=361 | Missing=331

**Figure 6.2.** *My child’s mental health provider’s gender is like theirs.*



N=484 | Missing=208

**Figure 6.3.** *My child’s mental health provider’s sexual orientation is like theirs.*



N=181 | Missing=511

## YSS YOUTH HEALTH EQUITY QUESTIONNAIRE

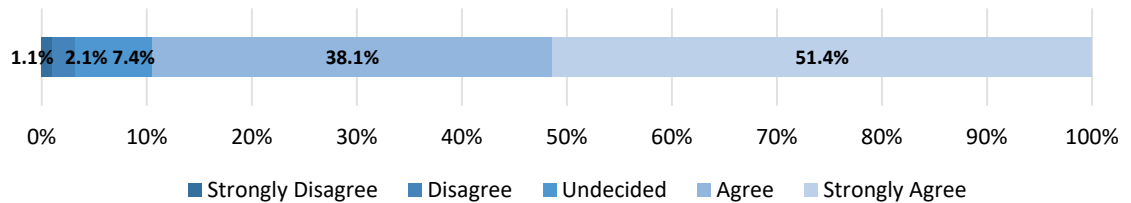
### SAMPLE AND METHODS

During the weeklong May 2024 reporting period, the Youth Services Survey (YSS) was conducted online and on paper and included a supplemental questionnaire that asked youth about their perspectives concerning the treatment they received while accessing care. In total, 493 youth returned the YSS supplemental questionnaire. The mean age of the youth was 15.9 years old. 255 identified themselves as Female (51.7%). 44 identified themselves as Male (29.2%). 66 identified themselves as Trans, Nonbinary, or another gender (13.4%). 28 youth (5.7%) declined to identify their gender. Sixty-two percent (61.9%) of the sample identified as Hispanic or Latino, 7.7% as Asian or Asian American, 6.0% as Native American or Indigenous, 14.7% as Black or African American, and 28.8% as White or European American. 474 surveys were completed in English (96.1%), and 18 were completed in Spanish (3.7%). Less than one percent were completed in another language.

## SATISFACTION WITH SERVICES

In the YSS, youth were asked about their satisfaction with the services they received. Most youth (89.5%) reported that they agreed or strongly agreed with the statement, “Overall, I am satisfied with the services I received.”

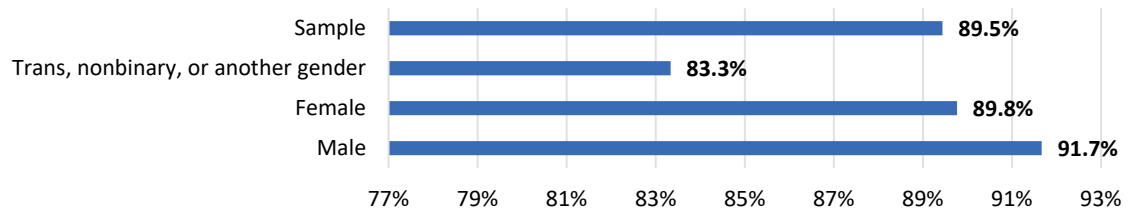
**Figure 7.1.** Overall, I am satisfied with the services I received.



N=493 | Missing N=18

While the majority of the youth in the sample agreed or strongly agreed that they were satisfied with their mental health services, trans and nonbinary youth reported being satisfied with their services less frequently than their cisgender peers.

**Figure 7.2.** Overall, I am satisfied with the services I received.



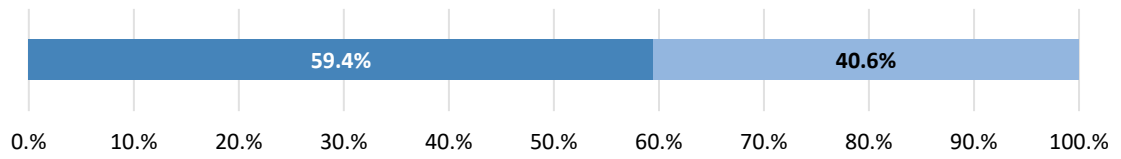
N=464

Trans, nonbinary, or another gender, N=66 | Female, N=254 | Male, N=144

## PROVIDER DIVERSITY AND REPRESENTATION

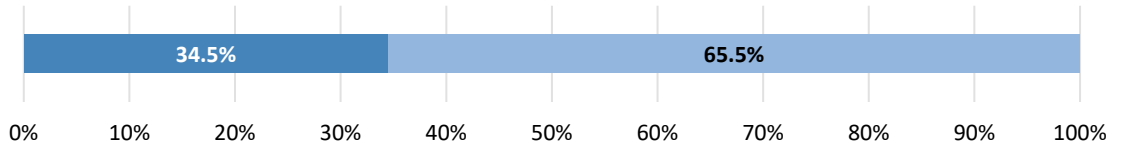
Youth were asked about the diversity and representation among their mental health providers. Forty-one percent of youth (40.6%) reported that their provider was from a similar racial or ethnic background. Sixty-six percent (65.5%) reported that their provider was of the same gender, and fifty-five percent (55.1%) reported that their mental health provider had the same or similar sexual orientation. In Figures 8.1 through 8.3, youth were asked about the diversity and representation among their mental health providers.

**Figure 8.1.** My mental health provider's racial/ethnic background is like mine.



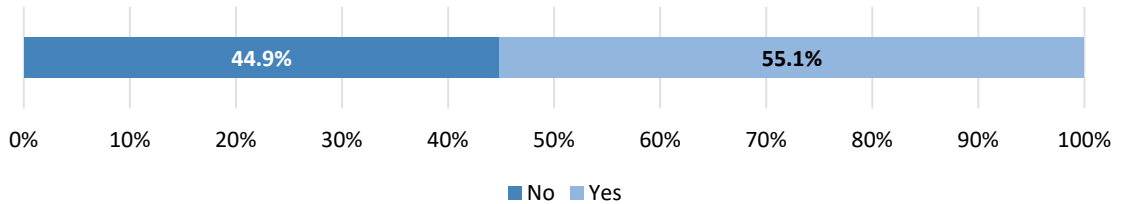
N=217 | Missing=276

**Figure 8.2.** My mental health provider's gender is like mine.



N=368 | Missing=125

**Figure 8.3.** My mental health provider's sexual orientation is like mine.



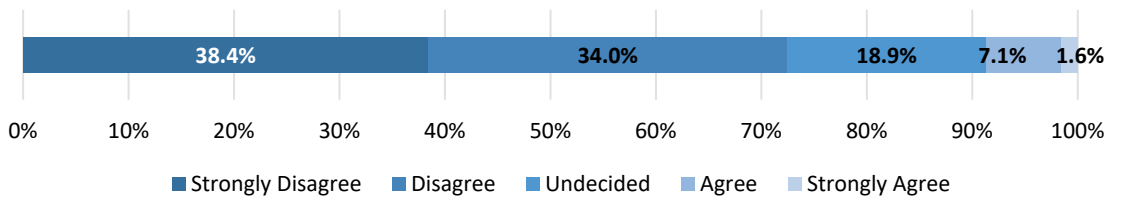
N=136 | Missing=357

## HOW YOUTH VIEWED THEIR TREATMENT

Youth were asked if they felt as though they were treated with less courtesy than other clients in their programs. The majority of youth strongly disagreed or disagreed with the statement (72.4%).

**Figure 9.1**

*I am treated with less courtesy or respect than other clients in this program.*

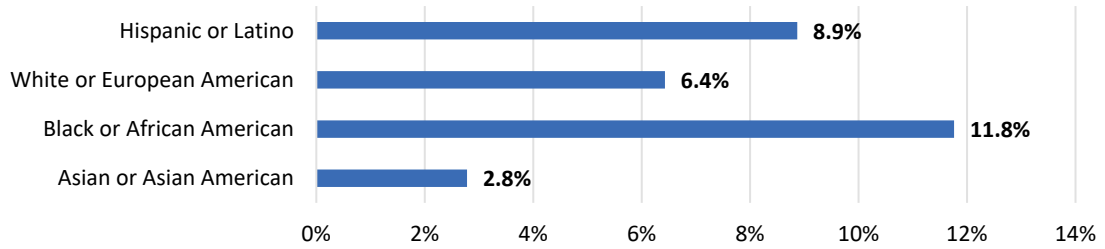


N=450 | Missing=43



While most youth strongly disagreed or disagreed when asked if they were treated with less courtesy or respect than other clients in their programs, there were differences in youths’ responses relative to their racial or ethnic identities. Twelve percent (11.8%) of Black or African American youth agreed or strongly agreed with the statement, compared to 6.4% among White youth and 2.8% among Asian or Asian American youth.

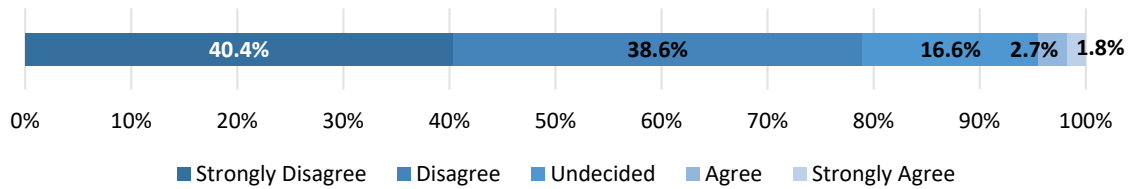
**Figure 9.2.** *I am treated with less courtesy or respect than other clients in this program.*



*Note:* Percent of youth who strongly agreed or agreed to the statement: “I am treated with less courtesy or respect than other clients in this program.”  
 Hispanic or Latino, N=293 | Native American or Indigenous, N=27 | Black or African American, N=68 | White or European American, N=140 | Asian or Asian American, N=36

Youth were also asked if they had poorer treatment or services than other clients in their program. Seventy-nine percent (79.0%) strongly disagreed or disagreed with the statement.

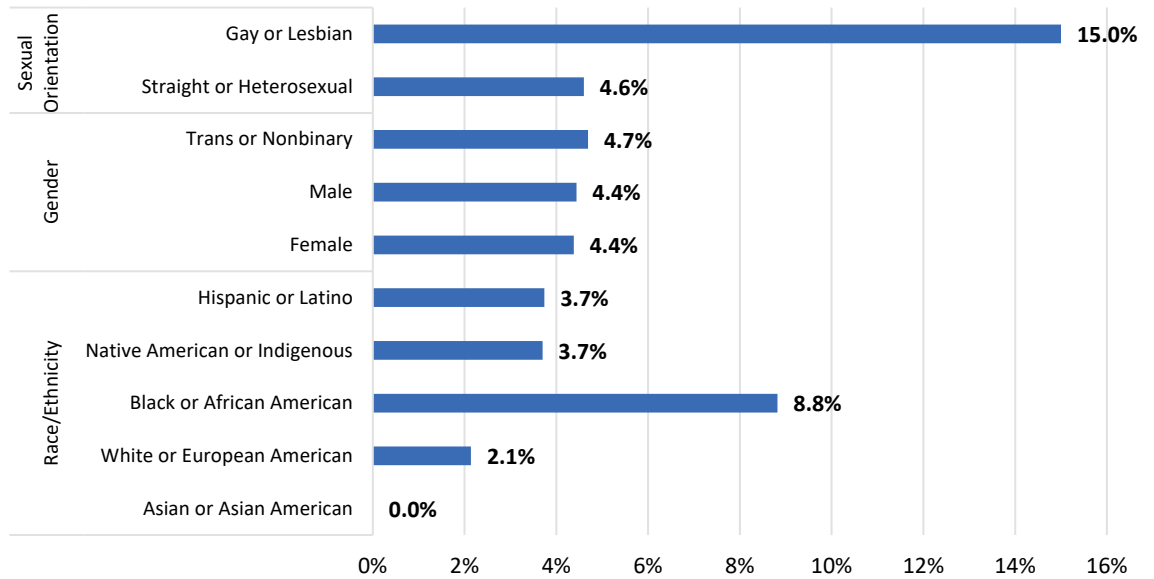
**Figure 10.1.** *I receive poorer treatment or services than other clients in this program.*



N=724 | Missing N=70

Youth who identified as Black or African American (8.8%) and youth who identified as gay or lesbian (15.0%) more frequently reported that they felt as though they received poorer services than their peers.

**Figure 10.2.** *I receive poorer treatment or services than other clients in this program.*



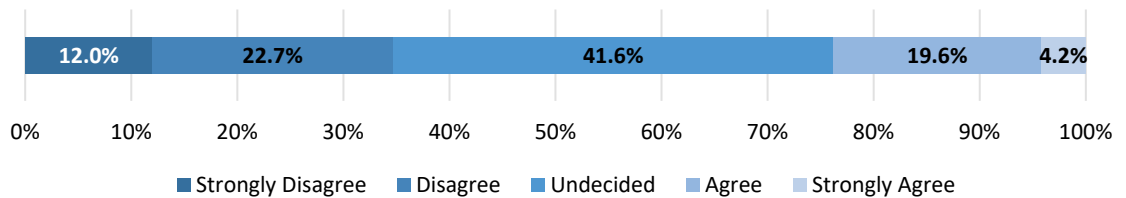
Note: Percent of youth who strongly agreed or agreed to the statement: "I receive poorer treatment or services than other clients in this program."

Gay or Lesbian, N=20 | Straight or Heterosexual, N=261 | Female, N=248 | Male, N=137 | Trans or Nonbinary, N=64 | Asian or Asian American, N=36 | Hispanic or Latino, N=294 | Native American or Indigenous, N=27 | Black or African American, N=68 | White or European American, N=140

## YOUTH'S COMFORT WITH PROVIDERS

Youth were asked about whether they were more comfortable if their mental health provider had the same racial or ethnic background. Twenty-four percent (23.8%) agreed or strongly agreed. Forty-two percent (41.6%) of youth reported that they were undecided about whether they were more comfortable with a mental health provider who had the same racial or ethnic background.

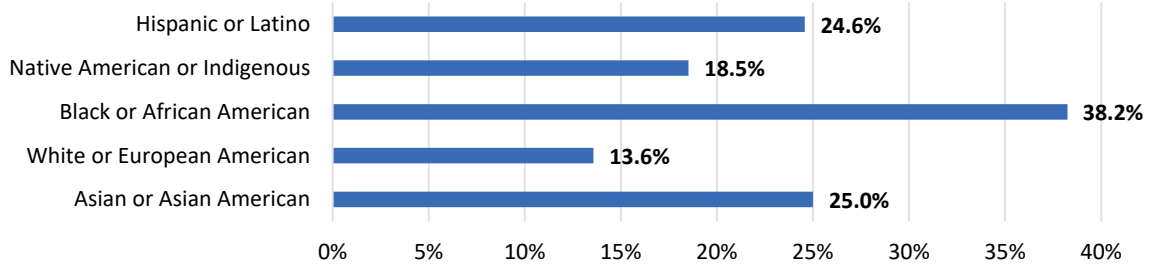
**Figure 11.1.** *I am more comfortable with a mental health provider who has a racial/ethnic background like mine.*



N=450 | Missing N=43

Youth who identified as Black or African American (38.2%) reported that they were more comfortable with a mental health provider with the same race or ethnicity more frequently than their Hispanic or Latino (24.6%), Native American or Indigenous (18.5%), Asian or Asian American (25.0%), and White or European American (13.6%) peers.

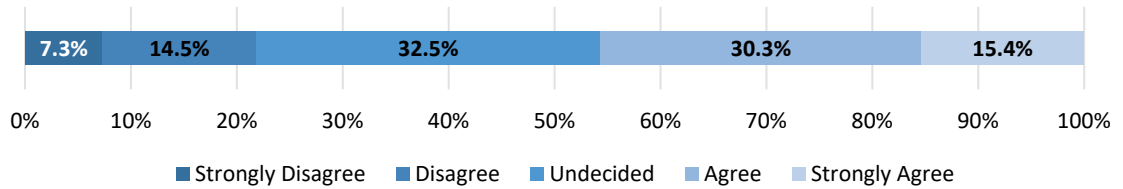
**Figure 11.2.** *I am more comfortable with a mental health provider who has a racial/ethnic background like mine.*



*Note:* Percent of youth who strongly agreed or agreed to the statement: "I am more comfortable with a mental health provider who has a racial/ethnic background like mine."  
 Hispanic or Latino, N=293 | Native American or Indigenous, N=27 | Black or African American, N=68 | White or European American, N=140 | Asian or Asian American, N=36

Youth were asked about whether they were more comfortable if their mental health provider had the same gender. Forty-six percent (45.7%) agreed, 21.8% disagreed, and 32.5% were undecided.

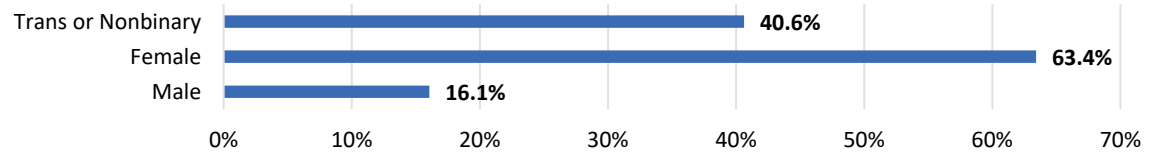
**Figure 12.1.** *I am more comfortable with a mental health provider whose gender is like mine.*



N=493 | Missing=44

Youth who identified as female (63.4%) reported that they were more comfortable with a mental health provider with the same gender much more frequently than youth who identified as male (16.1%). Forty-one percent (40.6 %) of youth who identified as trans, nonbinary, or another gender reported that they were more comfortable with a mental health provider of the same gender.

**Figure 12.2.** *I am more comfortable with a mental health provider whose gender is like mine.*

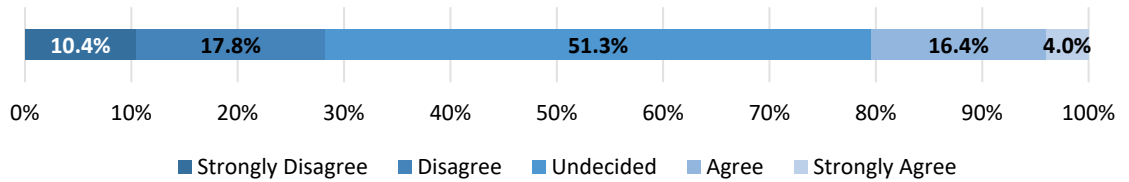


Note: Percent of youth who strongly agreed or agreed to the statement: "I am more comfortable with a mental health provider whose gender is like mine."

Female, N=246 | Male, N=137 | Trans or Nonbinary, N=64

Youth were also asked about whether they were more comfortable if their mental health provider had the same sexual orientation. Twenty percent (20.4%) agreed, 28.2% disagreed, and 51.3% were undecided.

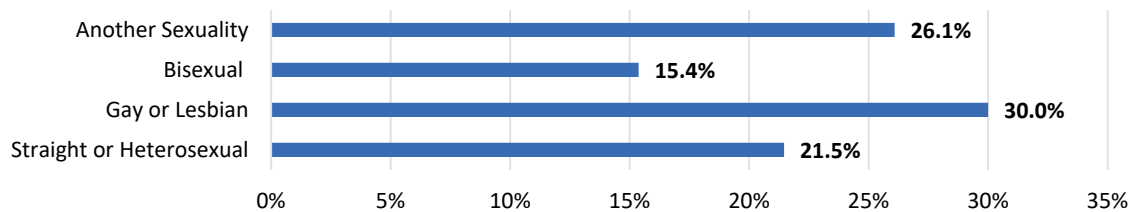
**Figure 13.1.** *I am more comfortable with a mental health provider whose sexual orientation is like mine.*



N=450 | Missing=43

Thirty percent of youth who identified as gay or lesbian reported that they felt more comfortable with a mental health provider with the same sexual orientation as them, compared to 21.5% among youth who identified as heterosexual and 15.4% who identified as bisexual.

**Figure 13.2.** *I am more comfortable with a mental health provider whose sexual orientation is like mine.*



Note: Percent of youth who strongly agreed or agreed to the statement: "I am more comfortable with a mental health provider whose sexual orientation is like mine."

Straight or Heterosexual, N=261 | Gay or Lesbian, N=20 | Bisexual, N=65 | Another Sexuality, N=46

## KEY FINDINGS

- Parents and caregivers of Asian or Asian American, Black or African American, and Hispanic or Latino youth reported that they were more comfortable with their child having a mental health provider of the same racial or ethnic background more frequently than caregivers of White youth.
- Parents and caregivers of Asian or Asian American youth agreed or strongly agreed that they were more comfortable if their child’s mental health provider had the same gender as their child at a much higher rate than the parents and caregivers of youth from other racial and ethnic groups.
- Youth who identified as Black or African American reported that they were more comfortable with a mental health provider with the same race or ethnicity more frequently than their Hispanic or Latino, Native American or Indigenous, Asian or Asian American, and White or European American peers.
- Youth who identified as gay or lesbian and who identified as Black or African American more frequently reported that they felt as though they received poorer services than their peers.
- Youth who identified as female reported that they were more comfortable with a mental health provider with the same gender much more frequently than youth who identified as male. In addition, youth who identified as trans or nonbinary also reported more comfort with mental health providers with similar gender identities.

## RECOMMENDATIONS

- Pairing service providers with youth who have similar racial, ethnic, gender, and sexual identities can enhance comfort for both the youth and their caregivers when accessing mental health services. This need is especially pronounced among youth with historically marginalized identities. Both youth and caregivers highlighted the importance of finding a provider who is a good cultural fit for effective mental health support.
- Emphasizing health equity and offering individualized services may help young people feel more comfortable seeking help, particularly those with marginalized identities.
- Ongoing training in affirming care for providers is essential to meeting the needs of LGBTQ+ youth. Providers should consistently inquire about youth's backgrounds and offer specific resources and support tailored to diverse gender identities and sexual orientations to serve the LGBTQ+ youth population best.