

2021

Annual Report



Behavioral Health Treatment Services

Youth and Family Services, Inc.

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Stakeholder Survey Summary

Youth and Family Services, Inc.

Printed September 2021

Survey Respondents

The Division of Behavioral Health (DBH) recognizes the need for strong community collaboration at the local level between agencies accredited with the DBH and their local referral sources seeking services for clients. Accredited agencies are asked to share a stakeholder survey with local referral sources such as schools, healthcare providers, and other entities of their choosing. The Stakeholder Survey is intended to create a dialogue between referral sources and accredited agencies to encourage collaboration to best meet the needs of clients.

In FY18, Youth and Family Services, Inc. did not have any responses collected.

Stakeholder Types

	FY17	FY18	FY19	FY20	FY21
Law Enforcement (Sheriff, Police Department, Highway Patrol)	-	-	0	3	0
Court Staff- (UJS, State, Federal, Tribal, Judge, Attorney, DOC, Drug Court, Teen Court)	-	-	14	2	9
Department of Social Services- State/Tribal (EA/CPS/Adult Services/Child Welfare)	-	-	0	1	3
Medical (Doctor/Nurse/Hospital Social Worker/Psychiatric Nurse/Community Health)	-	-	0	1	0
Treatment Agency (Mental Health/SUD/EAP/Therapist/Counselor/Case Manager)	-	-	0	4	0
School (Administrator/Counselor/Teacher/Social Worker)	-	-	0	4	0
Prevention Service Providers	-	-	0	1	0
County Board of Mental Illness	-	-	0	0	0
Other	-	-	0	0	0
Total Responses	-	-	14	16	12

Definitions

CPS- Child Protection Services

DBH- Division of Behavioral Health

DOC- Department of Corrections (Juvenile Correction Agents, Parole Services)

EA- Economic Assistance

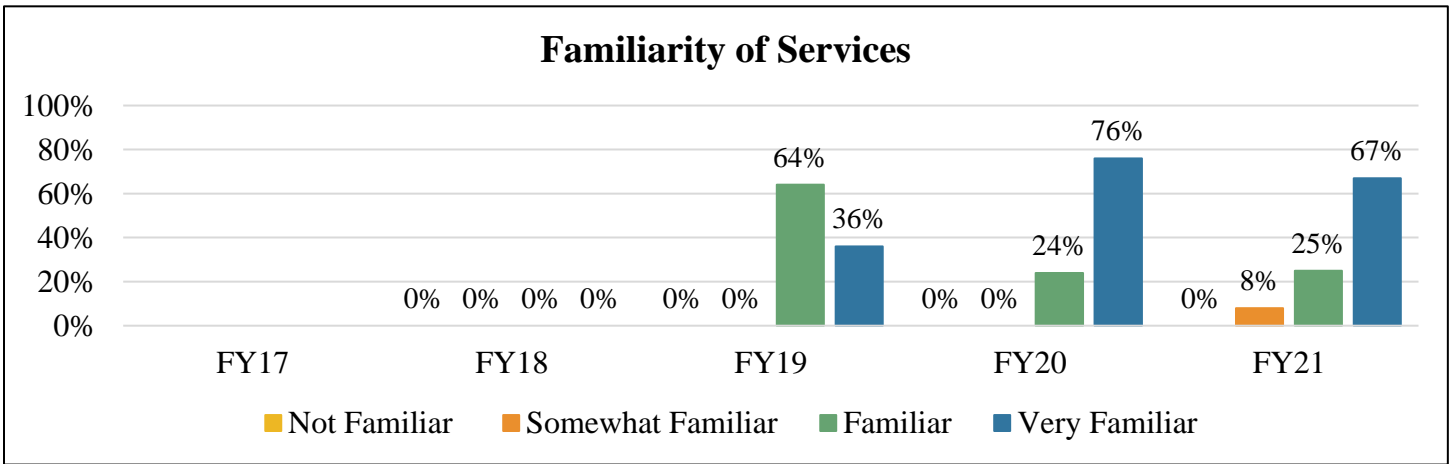
EAP- Employee Assistance Program

SUD- Substance Use Disorder

UJS- Unified Judicial Services (Court Services Officer)

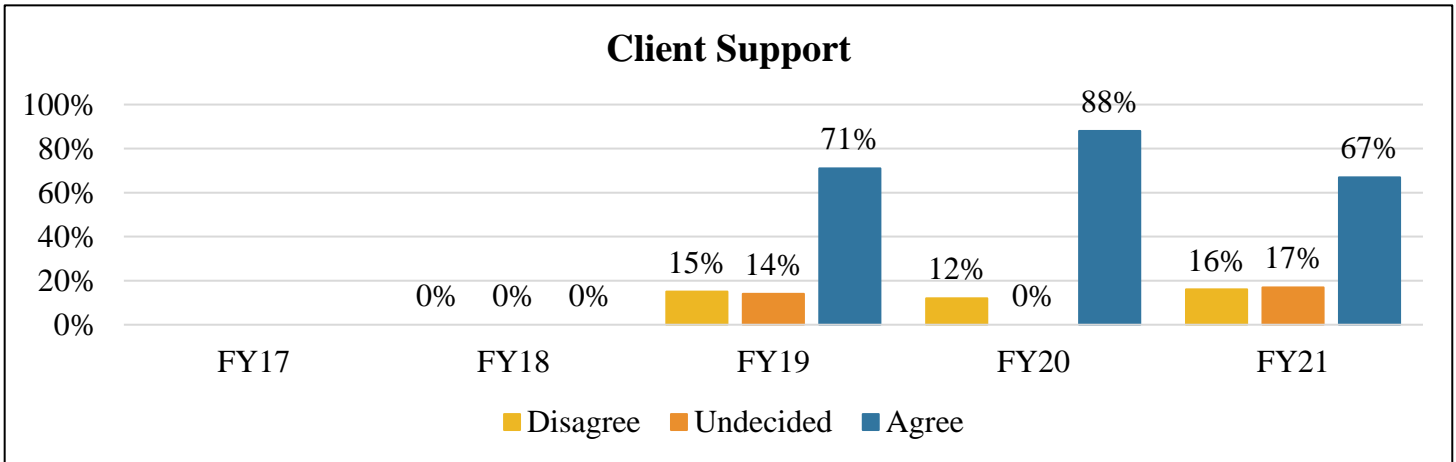
Survey Responses

The following data reflect stakeholders' perceptions regarding treatment services provided by accredited agencies.



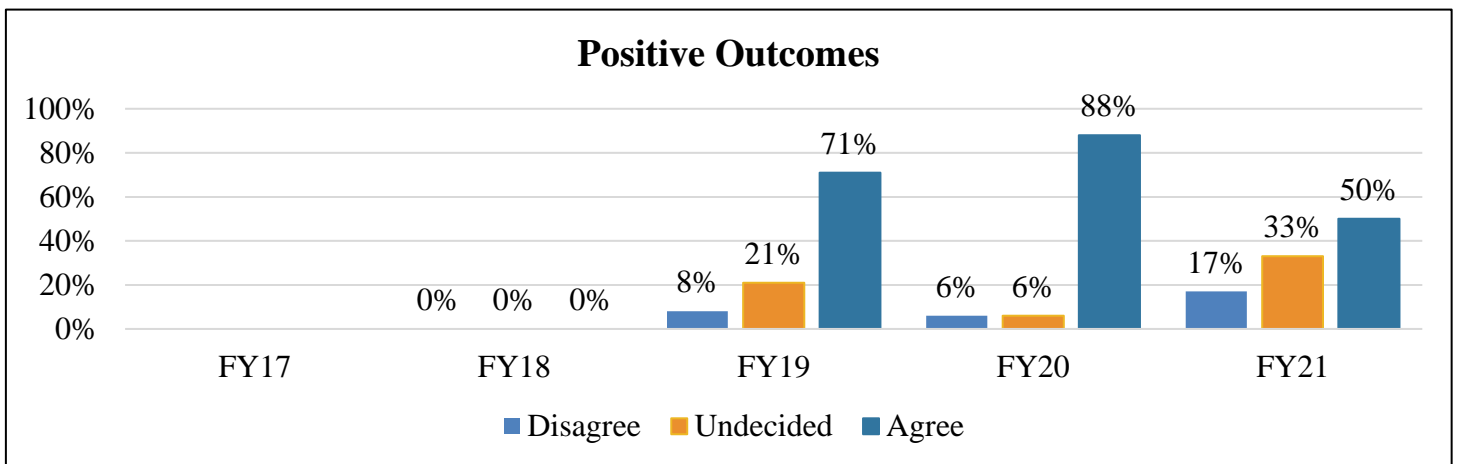
Familiarity of Services: How familiar are you with the services that are offered by this agency...

	FY17	FY18	FY19	FY20	FY21
Not Familiar	Not Collected	-	0%	0%	0%
Somewhat Familiar		-	0%	0%	8%
Familiar		-	64%	24%	25%
Very Familiar		-	36%	76%	67%
Total Responses		-	14	17	12



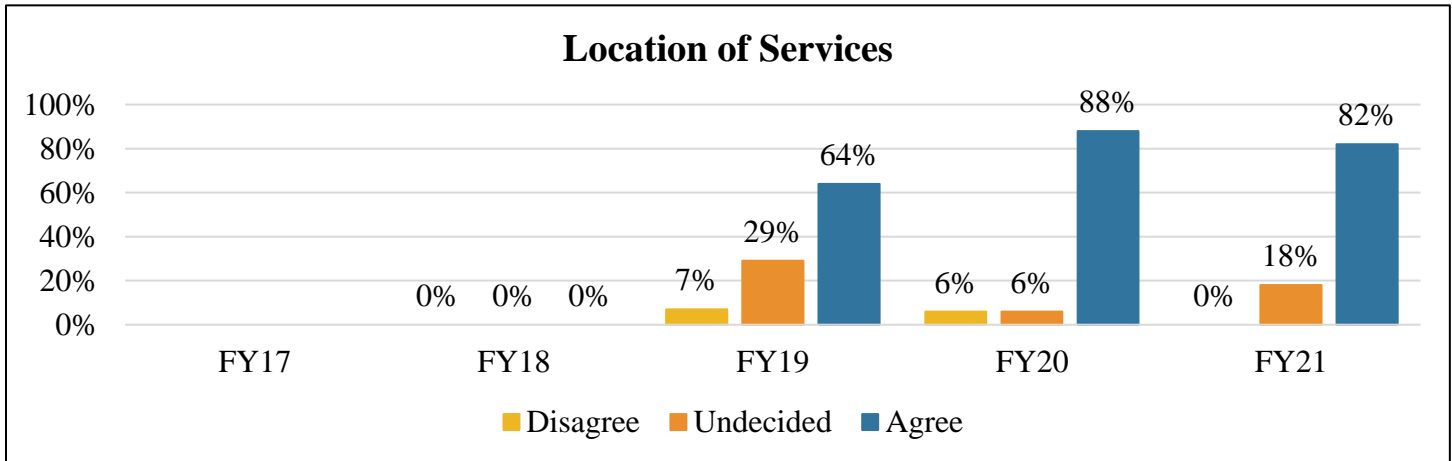
Client Support: This agency is supportive of client needs...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	15%	12%	16%
Undecided		-	14%	0%	17%
Agree		-	71%	88%	67%
Total Responses		-	14	16	12



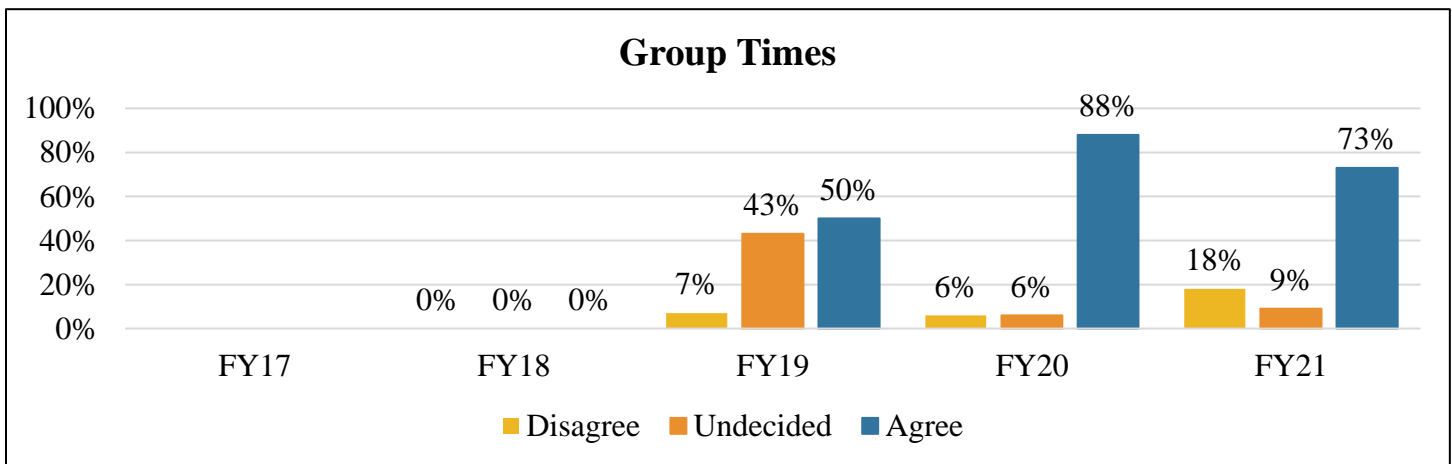
Positive Outcomes: Clients that receive services from this agency have positive outcomes...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	8%	6%	17%
Undecided		-	21%	6%	33%
Agree		-	71%	88%	50%
Total Responses		-	14	16	12



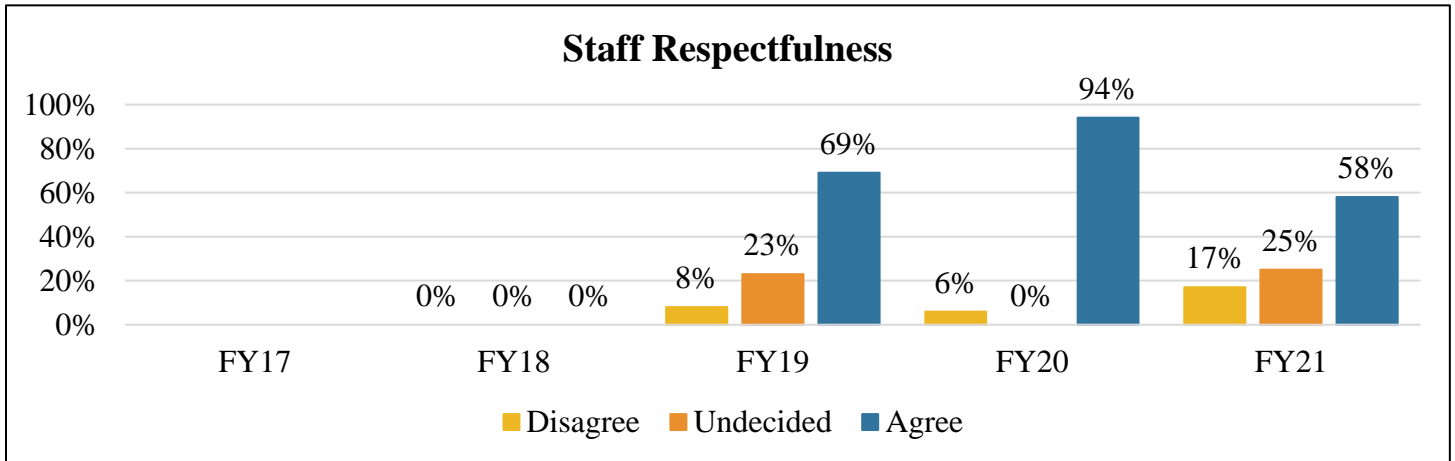
Location of Services: The location of services is convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	0%
Undecided		-	29%	6%	18%
Agree		-	64%	88%	82%
Total Responses		-	14	16	11



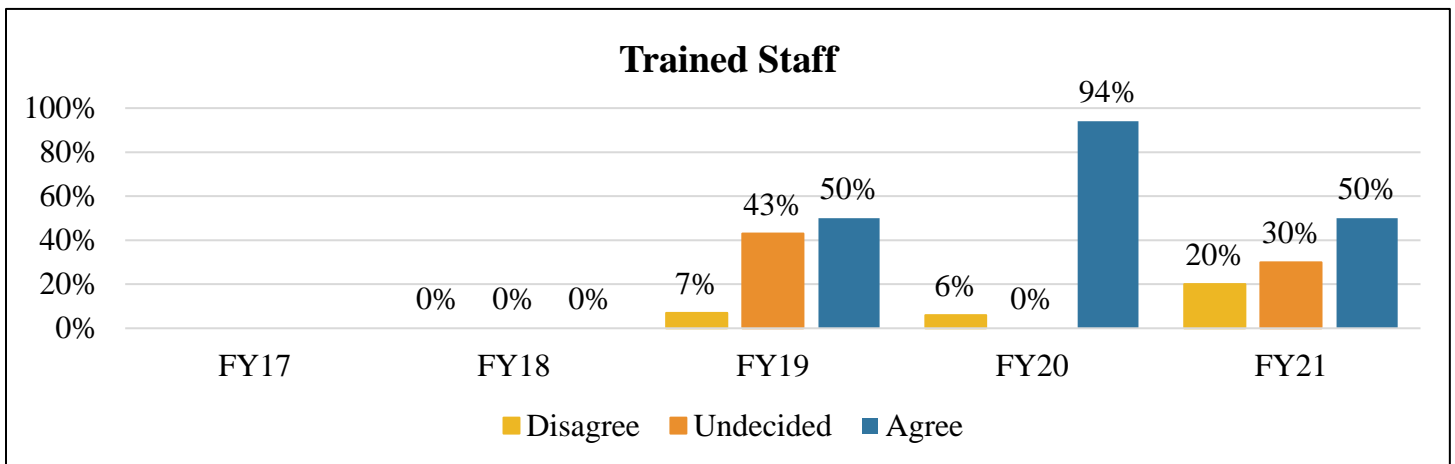
Group Times: The services are available at times that are convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	18%
Undecided		-	43%	6%	9%
Agree		-	50%	88%	73%
Total Responses		-	14	16	11



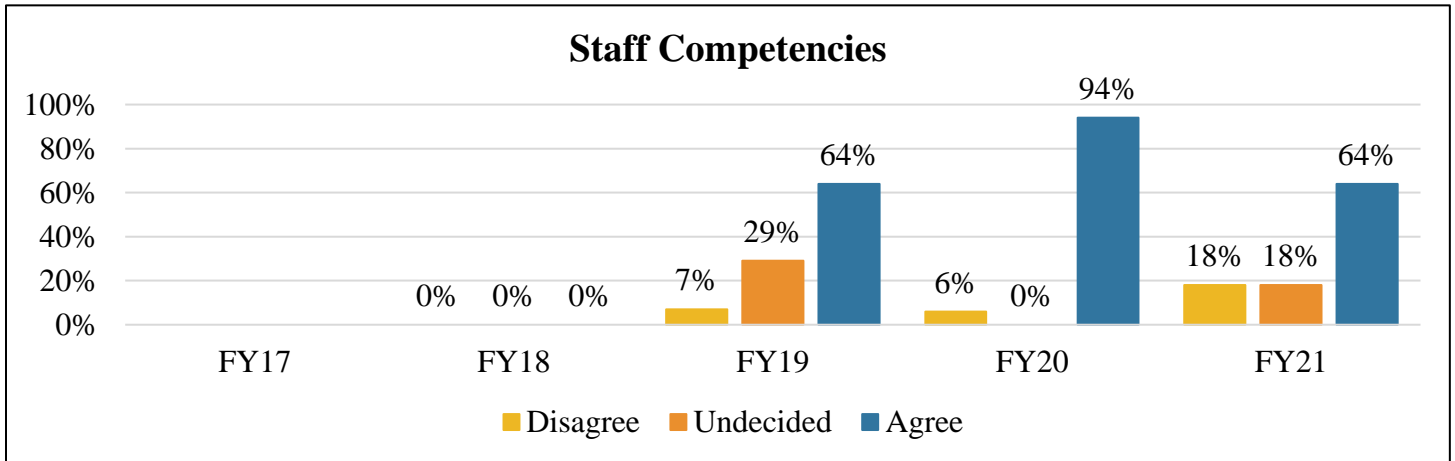
Staff Respectfulness: Staff at this agency are respectful

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	8%	6%	17%
Undecided		-	23%	0%	25%
Agree		-	69%	94%	58%
Total Responses		-	13	16	12



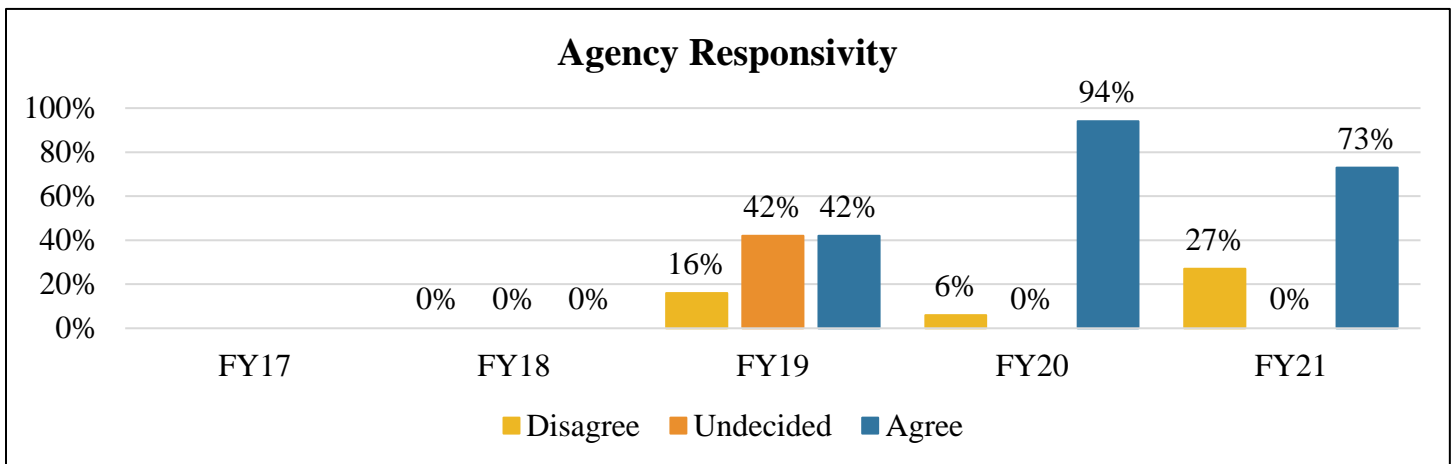
Trained Staff: Staff at this agency are well trained

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	20%
Undecided		-	43%	0%	30%
Agree		-	50%	94%	50%
Total Responses		-	14	16	10



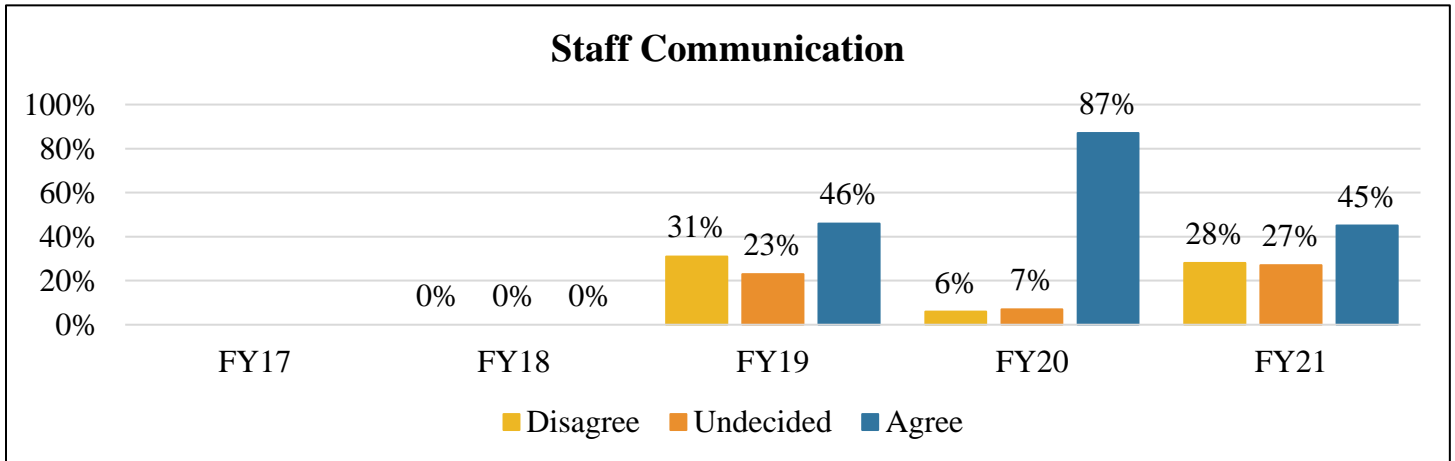
Staff Competencies: Staff at this agency are competent to deliver treatment services

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	18%
Undecided		-	29%	0%	18%
Agree		-	64%	94%	64%
Total Responses		-	14	16	11



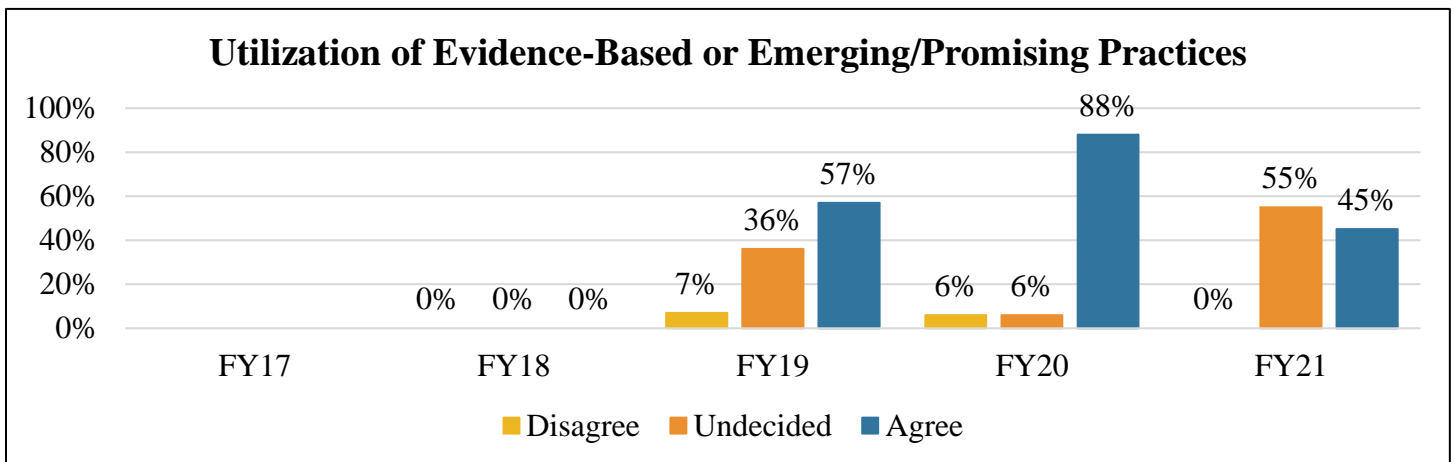
Agency Responsivity: This agency is responsive to the needs within the community

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	16%	6%	27%
Undecided		-	42%	0%	0%
Agree		-	42%	94%	73%
Total Responses		-	12	16	11



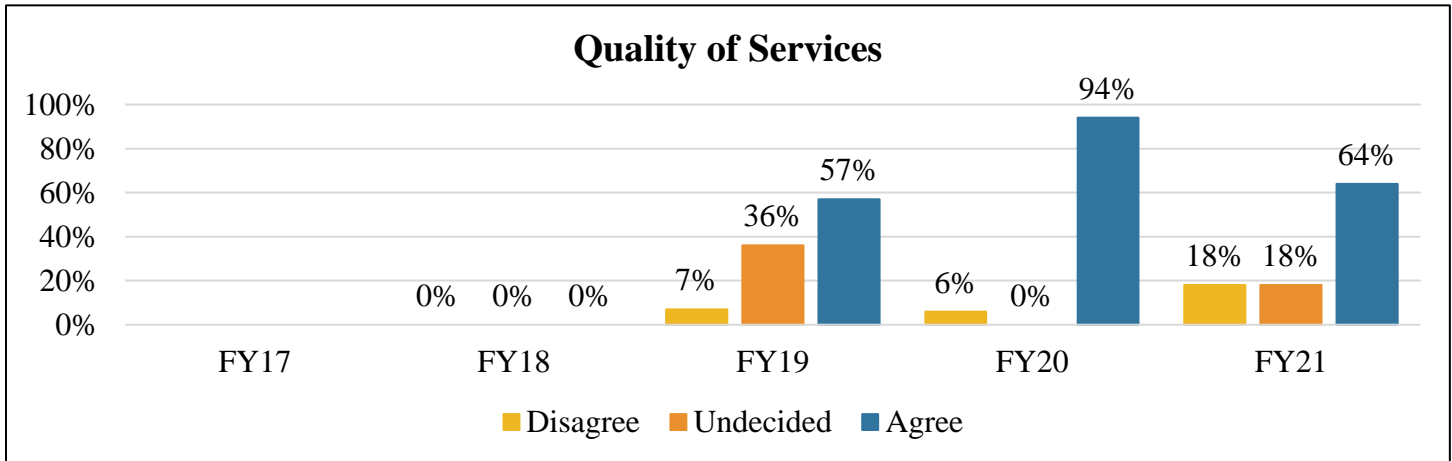
Staff Communication: Staff actively communicate regarding the client's treatment

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	31%	6%	28%
Undecided		-	23%	7%	27%
Agree		-	46%	87%	45%
Total Responses		-	13	15	11



Utilization of Evidence-Based or Emerging/Promising Practices: This agency utilizes Evidence-Based or Emerging/Promising Practices

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	0%
Undecided		-	36%	6%	55%
Agree		-	57%	88%	45%
Total Responses		-	14	16	11



Quality of Services: This agency provides quality services

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	7%	6%	18%
Undecided		-	36%	0%	18%
Agree		-	57%	94%	64%
Total Responses		-	14	16	11

Stakeholder Survey Feedback

Please give examples to support your ratings in the above questions:

- *YFS has been instrumental in partnering with the CAC and supporting our shared clients. They have implemented the PSB programs and have made significant impacts on family healing in our community. There are many programs offered that are suited for a multitude of needs.*
- *Our school is very pleased by the services this agency is providing within out school. The staff member providing the services is knowledgeable, willing to work with students from all different backgrounds and needs and provides outstanding communication between all stakeholders.*
- *Referrals made to this agency on a regular basis reflect their cooperation, respect and intent to provide best care practices and treatment to clients and in working with partner agencies. Regular meetings will collaborative partners are held to provide updates on programs and evaluate collective care of shared clients.*
- *I have worked closely with YFS and never had any issues.*
- *I am somewhat familiar with DSS caseworkers but have had to only work with them on a few cases I have been a part of.*
- *Collaborating to bring their services to Native Communities as much as there staff allows.*
- *We have a good working relationship with YFS and counseling and prevention services. Too much staff turnover and positions that are vacant limit their capacity.*
- *YFS is a highly respected agency based on each answer given.*
- *This agency handles a very specific type of mental health services for clients.*

- *They are willing to talk to the staff when matching clients to service- they consider our professional opinion.*
- *The agencies training all counselors/therapists in trauma focused therapy has filled a great need in this community*
- *Trauma Advisory Board.*
- *YFS has taken the lead in trauma therapy and many of the youth I work with have trauma histories.*

What does this agency do well?

- *Meeting the needs of a diverse population. Willingness to be progressive in the field. Strive to be all-inclusive. Being up to date on the latest research and best practices. Incredible partnerships in the community and on the reservation.*
- *Vital resource in providing trauma care and counseling primarily to children, teens and families.*
- *Dealing with trauma, involving the family supporting families.*
- *Communicates with the school district about cases to the best of their ability without breaking confidentiality.*
- *Communication and availability.*
- *Extend trainings beyond their staff.*
- *Client and family supports.*
- *This agency works well as part of our team. They help to problems solve and meet the needs of family.*
- *They have a variety of services available- they are well respected,*
- *Working with children.*
- *Trauma focused therapy.*
- *Community engagement.*
- *Innovative approach development and indigenous tailored therapies.*

What suggestions would you make for this agency to improve services?

- *Growing the PSB program services on the reservation.*
- *More Immediate crisis care counseling available to crime victim clients and juvenile clients who have experienced trauma incidents. Perhaps an on-call counselor could be made available.*
- *Night or weekend sessions.*
- *More involvement in the community and schools. Also, when we have a referral about one of the kids, it would be nice to be able to get more information but there are laws to follow.*
- *Appreciate them as a partner in the community.*
- *Supervision of youth at Girls Inc.*
- *Clone [Agency Employee] ☺*

Additional Information

- *YFS is one of the most important programs in our community for children and families.*
- *They do a good job.*
- *Great Job YFS!*

Appendix A: Stakeholder Survey Summary**Youth and Family Services, Inc.**

Printed September 2021

Survey Responses**Familiarity of Services**

Agency	FY17	FY18	FY19	FY20	FY21
Not Familiar	-	-	0	0	0
Somewhat Familiar	-	-	0	0	1
Familiar	-	-	9	4	3
Very Familiar	-	-	5	13	8
Total Responses	-	0	14	17	12

Client Support

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	2	2	2
Undecided	-	-	2	0	2
Agree	-	-	10	14	8
Total Responses	-	0	14	16	12

Positive Outcomes

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	3	1	4
Agree	-	-	10	14	6
Total Responses	-	0	14	16	12

Location of Services

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	0
Undecided	-	-	4	1	2
Agree	-	-	9	14	9
Total Responses	-	0	14	16	11

Group Times

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	6	1	1
Agree	-	-	7	14	8
Total Responses	-	0	14	16	11

Staff Respectfulness

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	3	0	3
Agree	-	-	9	15	7
Total Responses	-	0	13	16	12

Trained Staff					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	6	0	3
Agree	-	-	7	15	5
Total Responses	-	0	14	16	10
Staff Competencies					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	4	0	2
Agree	-	-	9	15	7
Total Responses	-	0	14	16	11
Agency Responsivity					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	2	1	3
Undecided	-	-	5	0	0
Agree	-	-	5	15	8
Total Responses	-	0	12	16	11
Staff Communication					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	4	1	3
Undecided	-	-	3	1	3
Agree	-	-	6	13	5
Total Responses	-	0	13	15	11
Utilization of Evidence-Based or Emerging/Promising Practices					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	0
Undecided	-	-	5	1	6
Agree	-	-	8	14	5
Total Responses	-	0	14	16	11
Quality of Services					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	1	2
Undecided	-	-	5	0	2
Agree	-	-	8	15	7
Total Responses	-	0	14	16	11

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