

Bulletin

Regional SCS Results

2008

Youth Villages SPECIALIZED CRISIS SERVICES — 4th Year Report

FACTS ABOUT SCS

Call volume

Total calls: 7,945
Face-to-face assessments: 6,040
Telephone consultations: 1,905

Gender

Male: 52%; Female: 48%

Age groups

8 and younger: 8%
9 to 11 years old: 11%
12 to 14 years old: 29%
15 to 17 years old: 52%

Average response times

Emergent call: 48 min.
Urgent call: 72 min.
Non-crisis call: 77 minutes

Acuity

Emergent: 18% Urgent: 67%
Non-crisis: 15%

Type of Call

Harm to others: 7% Harm to self: 24%
Threat to others: 16% Threat to self: 41%
Non-crisis: 12%

Disposition

Admitted to hospital: 26%
Referred to respite: 1%
Assessed and referral made: 73%

Suicide Risk

No evidence of risk: 36%
History of suicide gestures: 40%
Recent act: 17% Acute risk: 7%

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Since June 1, 2003, the Youth Villages Specialized Crisis Services program has provided help to Tennessee children who experience psychiatric emergencies. Our continued emphasis is providing help in the child's home and community.

Memphis



Total calls: 1,097

Telephone consultations: 263 Face-to-face assessments: 834
Diverted from hospital placement: 65%
Referral source satisfaction: 93% Parent satisfaction: 95%

Rural West



Total calls: 740

Telephone consultations: 182 Face-to-face assessments: 558
Diverted from hospital placement: 83%
Referral source satisfaction: 96% Parent satisfaction: 100%

Rural Middle



Total calls: 684

Telephone consultations: 145 Face-to-face assessments: 539
Diverted from hospital placement: 80%
Referral source satisfaction: 98% Parent satisfaction: 93%

Nashville



Total calls: 1,585

Telephone consultations: 309 Face-to-face assessments: 1,276
Diverted from hospital placement: 69%
Referral source satisfaction: 97% Parent satisfaction: 97%

Upper Cumberland



Total calls: 415

Telephone consultations: 111 Face-to-face assessments: 304
Diverted from hospital placement: 79%
Referral source satisfaction: 100% Parent satisfaction: 97%

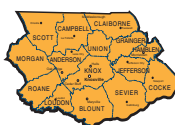
Southeast



Total calls: 1,061

Telephone consultations: 311 Face-to-face assessments: 750
Diverted from hospital placement: 65%
Referral source satisfaction: 95% Parent satisfaction: 95%

Knoxville



Total calls: 1,634

Telephone consultations: 485 Face-to-face assessments: 1,149
Diverted from hospital placement: 77%
Referral source satisfaction: 96% Parent satisfaction: 98%

Northeast



Total calls: 729

Telephone consultations: 100 Face-to-face assessments: 629
Diverted from hospital placement: 60%
Referral source satisfaction: 99% Parent satisfaction: 100%

Follow-up Survey on Child's Condition

In follow-up surveys conducted with a percentage of parents whose children received services through the Youth Villages crisis program, Youth Villages asked the following questions:

“Since your child had contact with SCS, ...”

- ...are the negative behaviors still occurring? Yes: 53% No: 41% Don't know: 6%
- ...has the frequency/intensity of behaviors changed? Yes: 85% No: 7% Don't know: 8%
- ...how has the intensity of behaviors changed? More: 4% Less: 88% Same: 8%
- ...are you better able to manage the behaviors? Yes: 78% No: 8% Don't know: 14%
- ...has the child had any suicidal thoughts? Yes: 4% No: 87% Don't know: 9%
- ...has the child exhibited self-harming behaviors? Yes: 1% No: 91% Don't know: 8%
- ...has the child caused harm or injury to a person? Yes: 5% No: 88% Don't know: 7%
- ...has the child run away overnight? Yes: 2% No: 92% Don't know: 6%
- ...has the child been in trouble with the law? Yes: 5% No: 89% Don't know: 6%
- ...has the child had trouble at school? Yes: 12% No: 81% Don't know: 4% N/A: 3%
- ...do you need any referrals? Yes: 12% No: 88%

A sample of parents were surveyed. Response rate: 31% (617 of 2014).

Parental and Referral Source Satisfaction

Parent Satisfaction Rates:

- 98% of parents surveyed were satisfied with the quality of service
- 96% satisfied with SCS' help
- 96% satisfied with their input
- 95% satisfied with referral/care
- 98% satisfied with the professionalism of SCS staff
- 98% satisfied with the way staff listened
- 97% were satisfied overall

Parent Satisfaction Surveys were conducted with a sample of parents. The response rate was 30% (607 out of 2004.)

Referral Source Satisfaction Rates:

- 92% satisfied with response times
- 98% satisfied with accessibility of SCS staff
- 95% satisfied with how the crisis was addressed
- 97% satisfied with SCS staff communication
- 94% satisfied with referral/care
- 99% were satisfied with SCS staff knowledge and professionalism
- 97% were satisfied overall

49.2% percent of referral sources surveyed responded (726 out of 1476). Referral source surveys were conducted with a sample of referral sources.



The Youth Villages Research Department is charged with tracking the performance of every Youth Villages program. The statistics and information provided in this report were compiled by that department. For more information on SCS or other programs, call Research Director Sarah Hurley at (901) 251-4950 or e-mail sarah.hurley@youthvillages.org

FACTS ABOUT SCS, cont'd

Risk of Self-Mutilation

No evidence of risk: 59%
History of self-mutilation behavior: 25%
Recent act: 14% Acute risk: 2%

Risk of Harm to Self or Others

No evidence of risk: 55%
History of being danger to self or others: 28%
Recent act: 14% Acute risk: 3%

Danger to Others

No evidence of risk: 45%
History of being danger to others: 32%
Recent act: 19% Acute risk: 4%

Risk of Sexual Aggression

No evidence of risk: 92%
History of sexual aggression: 6%
Recent act: 1% Acute risk: 1%

Risk of Runaway

No evidence of risk: 63%
History of runaway: 24%
Recent act: 11% Acute risk: 2%

Impaired Judgment

No evidence of risk: 12%
History of impaired judgment: 33%
Recent act: 43% Acute risk: 12%

Youth Villages

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Northeast TN: 1 (866) 791-9228

Youth Villages is a private nonprofit organization dedicated to helping emotionally troubled children and their families live successfully. Youth Villages serves more than 12,000 children and families annually through 51 locations in ten states and the District of Columbia.