

2016-17 Evaluation of Youth and Family Centers Program

Department of Evaluation and Assessment

*Michael Hinojosa, Ed.D.
Superintendent of Schools*



© 2017 Dallas Independent School District (Dallas ISD)

Mail a written request for permission to use or reproduce any part of this document to:

Dallas ISD

Department of Evaluation and Assessment

H. B. Bell School Support Service Center

2909 N. Buckner Blvd.

Box 10

Dallas, TX 75228

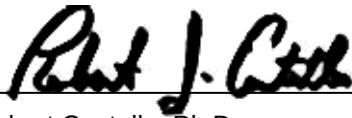
2016-17 Evaluation of Youth and Family Centers Program

Approved Report of the Department of Evaluation and Assessment

EA17-143-2

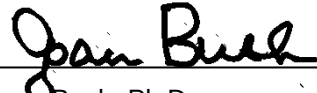
August 2017

Monique C. Mejan, M.A.



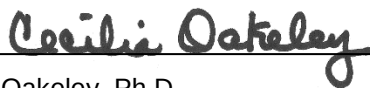
Robert Costello, Ph.D.

Manager – Program Evaluation



Joan Bush, Ph.D.

Director – Program Evaluation



Cecilia Oakeley, Ph.D.

Assistant Superintendent – Evaluation and Assessment

*Michael Hinojosa, Ed.D.
Superintendent of Schools*



This page is intentionally left blank.

Table of Contents

ABSTRACT	1
PROGRAM DESCRIPTION	2
Background Information	2
PURPOSE AND SCOPE OF THE EVALUATION	3
MAJOR EVALUATION QUESTIONS AND RESULTS	3
What were the sources and amounts of funding for the Youth and Family Centers program for 2016-17?.....	3
Methodology	3
Results	4
What were the demographic characteristics and professional qualifications of Youth and Family Centers staff in 2016-17?	5
Methodology	5
Results	5
What professional development opportunities were provided to Youth and Family Centers staff in 2016-17?.....	9
Methodology	9
Results	9
How did Youth and Family Centers program staff communicate with students, families, and teachers about the services that the Youth and Family Centers program provides?	9
Methodology	9
Results	9
What were the demographic characteristics of the students served by the Youth and Family Centers program?	10
Methodology	10
Results	10
What were the attendance rates and discipline referral rates of the students served by the Youth and Family Centers program?	13
Methodology	13
Results	13

What was the nature and frequency of clinical services provided by the Youth and Family Centers to Dallas ISD students and families?	14
Methodology	14
Results	14
What were the most common mental health diagnoses made for Dallas ISD students who received mental health care services through the Youth and Family Centers program in 2016-17?	16
Methodology	16
Results	16
How satisfied were the families served by the Youth and Family Centers program in 2016-17?	18
Methodology	18
Results	19
SUMMARY AND RECOMMENDATIONS.....	20
Summary	20
Budget and Staff	20
Professional Development.....	20
Students and Services	20
Diagnostic Trends	21
Parent Satisfaction with Service	21
Recommendations.....	21
REFERENCES.....	22
APPENDICES	23

List of Tables

Table	Page
1 Youth and Family Centers Locations	3
2 YFC Staff Counts by Job Title.....	5
3 YFC Department-Wide Staff Demographics	6
4 YFC Staff Demographics – Clinical Staff	7
5 YFC Staff Demographics – Administrative and Support Staff	8
6 YFC Student Client Demographic Data Cleaning Tracker.....	10
7 YFC Student Clients by Race, Ethnicity, and Gender, Across Grade Levels.....	12
8 YFC Student Clients: Special Groups.....	13
9 Discipline Referrals (Top 7) Among YFC Student Client Group.....	13
10 N Discipline Referrals by YFC Site	14
11 Types of Clinical Services Provided, with Visit Counts.....	15
12 Average Visits for Top 10 Primary Mental Health Diagnoses.....	17
13 Parent Satisfaction Survey Results Across all Sites.....	19

List of Figures

Figure	Page
1 Map of YFC Center Locations.....	3
2 YFC Budget Overview, 2008-09—2016-17	4
3 YFC Staff Counts by Full- or Part-Time	5
4 YFC Student Client Gender	10
5 YFC Student Client Ethnicity.....	10
6 Student Client Gender N Across Grades.....	11
7 Student Client Gender Percentage Within Grades	11
8 Number of Visits by YFC Site	15
9 Top 10 Primary Diagnoses for Student Clients at YFCs.....	16
10 Primary Diagnosis by Gender (Top 10)	18

List of Appendices

Appendix	Page
A Primary Diagnosis by Race/Ethnicity (Top 10)	24
B Primary Diagnosis by Grade Level	25
C Site-by-Site Detail of Parent Satisfaction Survey Results.....	26

2016-17 EVALUATION OF YOUTH AND FAMILY CENTERS PROGRAM

Project Evaluator: Monique C. Mejan, M.A.

ABSTRACT

This report on the evaluation of the Dallas Independent School District's (Dallas ISD) Youth and Family Centers (YFC) Program details the financial and human resources that enabled its operation in the 2016-17 school year, including budget sources and demographic characteristics of staff. The report also includes an examination of student client demographic characteristics, the types and number of services rendered, and, for the first time in 2016-17, findings from data extracted from the program's recently-integrated Child and Adolescent Needs and Strengths (CANS) assessment tool, which allowed for an examination of diagnostic trends for students who sought mental and behavioral health services during the 2016-17 school year. Details from the program's Parent Satisfaction Survey are also included.

Evaluation findings included the following: The total budget for 2016-17 equaled \$5,605,665, \$1,148,885 of which came from Title 1 monies. A total of 72 staff operated out of 11 clinic locations plus one central administration office. More than half of YFC personnel served as psychotherapists; 61 percent of these psychotherapists were employed by the district part-time, despite a high demand by Dallas ISD students and families for psychotherapy services – a phenomenon that has persisted in recent years. Approximately 82 percent of all YFC staff were female; 46 percent of all YFC staff were Hispanic; 28 percent were white and 25 percent were Black or African American. More than 93 percent of all YFC staff held at least a master's degree. Professional development in both 2015-16 and 2016-17 focused on training in the treatment of trauma in students and their families.

A total of 5,154 students were served in 2016-17 through 12 varieties of clinical service. The number of clinical services rendered by YFC staff equaled 39,027 for the year (7.6 visits per student, on average); individual therapy lasting 45 minutes or more comprised approximately one-third of all clinical services rendered (by volume). Males constituted more than 65 percent of all student clients in 2016-17; by race or ethnicity, Hispanic/Latino students constituted 63 percent and Black or African American students comprised 29 percent of students served. Woodrow YFC, Amelia Flores YFC, and Adamson YFC recorded the highest number of clinical services provided at 4,963, 4,940, and 4,734 visits each, respectively.

Recommendations for the program included the following: 1.) Work with the district and/or outside funding agencies to hire and retain more full-time psychotherapists, especially full-time bilingual psychotherapists. 2.) Consider moving the Parent Satisfaction Survey administration window to later in the semester, such as November or December (for fall) and April or May (for spring). 3.) Work with the program evaluator to fine-tune the content of the Parent Satisfaction Survey.

PROGRAM DESCRIPTION

Background Information

The Youth and Family Centers (YFC) program began in the Dallas Independent School District (Dallas ISD) in 1993. Under an agreement between the Texas Department of Mental Health and Mental Retardation (MHMR) and two campus principals, psychiatrists from the University of Texas Southwest Medical Center teamed with district personnel to deliver four hours of psychiatric services each week, from 2:00 p.m. to 6:00 p.m. at one Dallas ISD campus. Within six months, the program was expanded to serve 14 campuses at six additional sites.

As the program became more successful, concerns grew about issues of equity if the informal collaboration were allowed to expand based on local campus demand rather than by districtwide policy. In 1995, to remedy the concern of equal access to behavioral health services, the district consolidated the informal collaboration by inviting both Parkland Health & Hospital System's Community Oriented Primary Care (COPC) division and MHMR into the program (Oshitoye, 2007). By 2006-07 the YFC program was providing centrally-coordinated services to students districtwide from 11 campus-based locations. Today, the Parkland COPC division provides acute physical illness care, management of chronic illnesses such as asthma, physicals, immunizations, specialty care referrals, STD and HIV testing, health education, Class D pharmacy services, Texas Department of Public Safety (DPS) programs, family therapy, family planning, and MHMR and social work services to Dallas ISD students and their families.

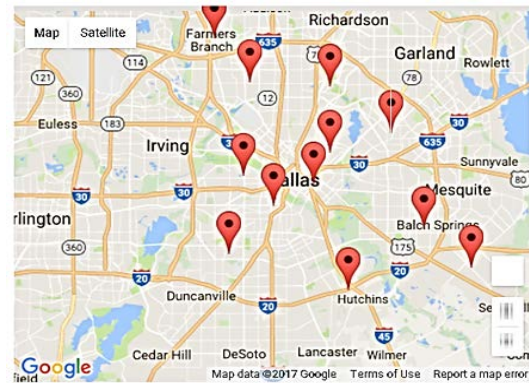
The Youth and Family Centers program has developed into an integral part of a multi-tiered support system within Dallas ISD serving students and their families. This system is administered through the district's Student Services Division, which coordinates the services of several departments including Counseling Services, Health Services, Psychological and Social Services, and Youth and Family Centers. Most referrals to Youth and Family Centers come through other programs within the Student Services Division.

Within the context of this larger framework, the YFC is charged with providing non-emergency mental health care on an ongoing basis to troubled youths and their families. Services include psychological evaluation and assessment, psychiatric consultation, group counseling, individual counseling, and family counseling. YFC is not equipped to deliver or manage immediate life-threatening or critical crisis services. Physical crisis services are managed by an appropriate hospital emergency room. Mental health crises that are not appropriate for an outpatient clinic are referred to an appropriate Psychological Emergency Room at an area hospital. A list of all 11 YFC clinic names and locations is provided in Table 1; Figure 1 shows the geographic distribution of the 11 clinics.

Table 1: Youth and Family Centers Locations

	Youth and Family Center	Location
1	Adamson YFC	Adamson HS
2	Amelia Flores YFC	Bryan Adams HS
3	Balch Springs YFC	Balch Springs MS
4	Eddie Bernice Johnson YFC	Billy E. Dade MS
5	Fair Oaks YFC	Conrad HS
6	Kiosco YFC	Thomas Jefferson HS
7	Redbird YFC	T. W. Browne MS
8	Seagoville YFC	Seagoville MS
9	West Dallas YFC	Pinkston HS
10	Wilmer-Hutchins YFC	Wilmer Hutchins HS
11	Woodrow/Long YFC	Woodrow Wilson HS

Figure 1: Map of YFC Center Locations



Note: Map markers include central administration office.

PURPOSE AND SCOPE OF THE EVALUATION

The purpose of this evaluation is to provide upper-level district administrators, program administrators and other stakeholders information regarding the Dallas ISD Youth and Family Centers program's efforts in 2016-17. In particular, this evaluation examines: characteristics of YFC personnel using demographic and professional qualifications data; characteristics of clients; the nature and quantity of services provided; and client perceptions of services rendered. As a new feature, this evaluation report will communicate findings from analysis of the YFC program's recently-integrated Child and Adolescent Needs and Strengths (CANS) assessment tool's data. This tool was first used in the program during the 2014-15 school year. The CANS tool helps track client assessment information related to mental health, and will be used in this report to highlight patterns associated with the more commonly-diagnosed mental health issues among Dallas ISD student clients during the 2016-17 school year. With the understanding that student mental health and academic performance are often closely tied to one another, the intention of the inclusion of CANS data in this report is to present new information that can be used to help shape program planning for the coming school year(s) based upon an improved awareness of trends in client needs and thus, over time, also contribute to improved academic performance.

MAJOR EVALUATION QUESTIONS AND RESULTS

What were the sources and amounts of funding for the Youth and Family Centers program for 2016-17?

Methodology

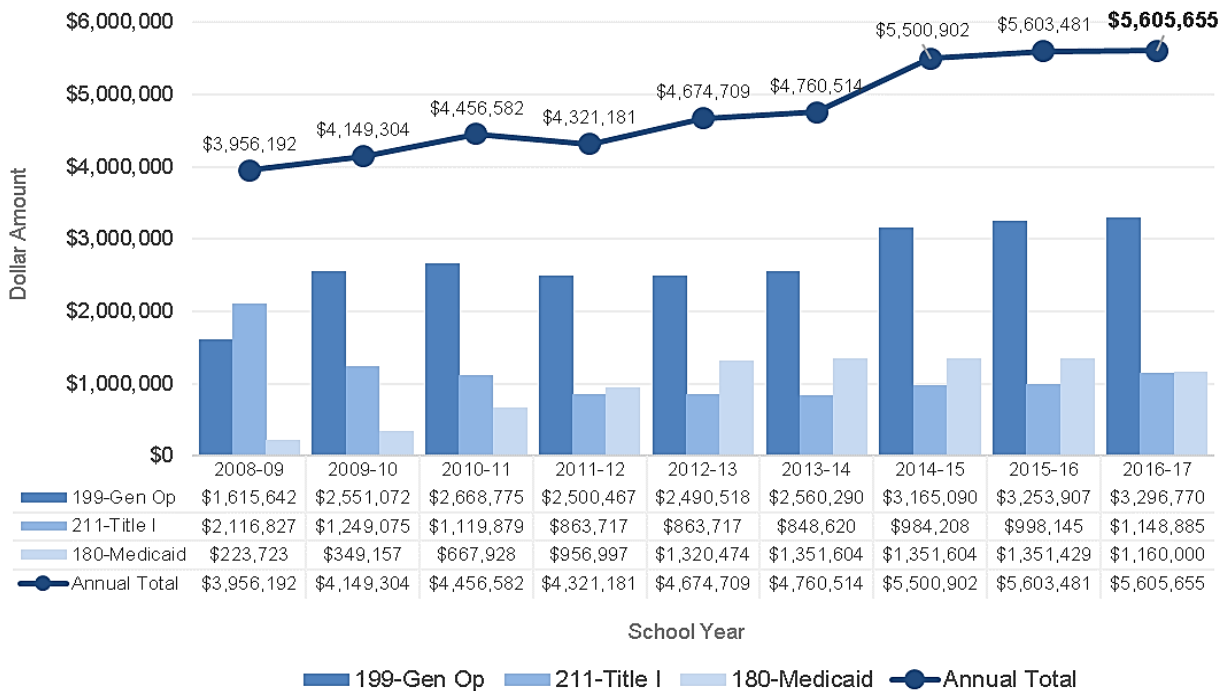
Youth and Family Centers program budget data were obtained from the YFC program manager and the program specialist.

Results

The total budget for the YFC program for 2016-17 was \$5,605,665. General Operating funds provided \$3,296,770 in 2016-17; Title 1 funds provided \$1,148,885, and Medicaid revenue provided \$1,160,000. Figure 2 details all three budget elements over the past nine years in order to show funding changes over time. In school year 2008-09, General Operating funds provided to the YFC totaled \$1,615,642, or, for comparison, approximately one half of the current year (2016-17) dollar amount from this funding source. Title 1 monies in school year 2008-09 however totaled \$2,116,827, or almost double the current (2016-17) budget. Medicaid funding increased steadily and significantly between 2008-09 and 2013-14 with a plateau after 2013-14 and slight decrease from 2015-16 to 2016-17.

The YFC director and staff strive to improve their services to clients while working to keep budgets competitive with comparable service providers. One such effort in recent years has been the acquisition of a new Electronic Medical Record (EMR) system. Implemented during the 2014-15 school year, the EMR system has facilitated access to data on YFC clients and services rendered. The system has also allowed YFC to identify revenue sources such as Value Options/Medicaid, private insurance, and Family Cost Share Sliding Scale models. Medicaid-generated revenue for YFC services has increased substantially since 2008-09, when such revenue totaled \$223,723. The highest amount of Medicaid-based revenue received to date was \$1,351,604 in both the 2013-14 and 2014-15 school years (Figure 2).

Figure 2: YFC Budget Overview, 2008-09–2016-17



What were the demographic characteristics and professional qualifications of Youth and Family Centers staff in 2016-17?

Methodology

Youth and Family Centers program office records and the Dallas ISD personnel database¹ were used to obtain information about YFC staff demographics and professional qualifications. Additional information pertaining to staff employment levels was obtained through the evaluator's interview with the YFC program director.

Results

YFC Staff Type, Counts and Levels of Employment

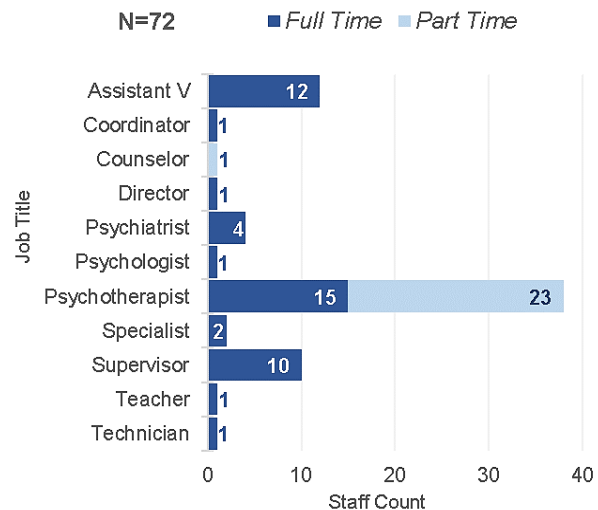
Eleven (11) YFC service delivery sites and one program administration office were staffed by a total of 72 personnel. This included administrative, clinical, and support staff. Psychotherapists (N=38) comprised the largest subgroup of YFC staff at almost 53 percent of all members (Table 2); however, only 39 percent (N=15) of YFC psychotherapists were employed in the program full time (see Figure 3). One counselor was also employed in the program and was also part time. The YFC program director indicated that, as has been the case in previous years, demand for bilingual psychotherapeutic services outpaced supply in 2016-17. Part-time psychotherapists in general are often difficult to retain because many do not receive employment benefits like health insurance; part-time bilingual therapists have proven even more difficult to recruit and retain.

Table 2: YFC Staff Counts by Job Title

Youth and Family Centers Staff: Staff Count by Job Title, 2016-17 N=72		
	N	%
Assistant V	12	16.7%
Coordinator	1	1.4%
Counselor	1	1.4%
Director	1	1.4%
Psychiatrist	4	5.6%
Psychologist	1	1.4%
Psychotherapist	38	52.8%
Specialist II	2	2.8%
Supervisor	10	13.9%
Teacher	1	1.4%
Technician	1	1.4%
Total	72	100.2%

Note: Percentages do not add to 100.0 due to rounding.

Figure 3: YFC Staff Counts by Full- or Part-Time



¹ Dallas ISD personnel data extracted from the November 28, 2016 personnel file. Personnel data were current as of that date.

YFC Staff Demographics

Aggregate-level departmental staff demographic data were examined along the lines of race/ethnicity and gender. By race/ethnicity, Hispanic/Latino staff comprised the largest group across the program at 45.8 percent of all YFC employees (Table 3). By gender, females comprised 81.9 percent of all staff members.

Table 3: YFC Department-Wide Staff Demographics

Staff Demographics		
Ethnicity	N	%
Hispanic/Latino	33	45.8%
White	20	27.8%
Black or African American	18	25.0%
Other	1	1.4%
Gender		
Female	59	81.9%
Male	13	18.1%

Note: In this chart, "Other" ethnic groups includes American Indian or Alaska Native, Two or More Races, and Asian.

After examining YFC staff as a whole, demographic data were parsed out on the basis of role type (clinical or administrative). The number of YFC clinical roles in 2016-17 totaled 44 and comprised counselors, psychiatrists, psychologists, and psychotherapists. The number of YFC administrative and support roles totaled 28 and comprised all other positions. Demographic data within these two groups were disaggregated by sex, race/ethnicity, education level (highest degree earned), and years of professional experience. The following subsection details clinical staff demographics.

Clinical Staff

Women outnumbered men in clinical roles, occupying 72.7 percent of all such positions (Table 4). By race/ethnicity, Hispanic or Latino staff comprised 38.6 percent of clinicians; African Americans comprised 34.1 percent of clinicians, whites, 25.0 percent, and Asians 2.3 percent.

More than 93 percent of all clinical staff held a master's or doctoral-level degree (79.5 percent held a master's degree and 13.6 percent held a Ph.D. or other comparable, terminal degree). Nearly 90 percent of psychotherapists – the largest subgroup of clinicians – possessed a master's degree (Table 4).

In terms of professional experience (defined in the personnel database as experience within the Dallas Independent School District), 34.1 percent of clinicians possessed between one and five years of professional experience. More than one quarter (27.3%) of clinicians possessed six to ten years of experience and 18.2 percent had less than one year of experience. Additional detail on each of these demographic categories can be found in Table 4.

Table 4: YFC Staff Demographics – Clinical Staff

Youth and Family Centers: Clinical Staff Demographics, 2016-17 N=44										
	Counselor		Psychiatrist		Psychologist		Psychotherapist		Total	
	N	%	N	%	N	%	N	%	N	%
Sex										
Female	1	100.0%	3	75.0%	1	100.0%	27	71.1%	32	72.7%
Male	0	0.0%	1	25.0%	0	0.0%	11	28.9%	12	27.3%
Total	1	100.0%	4	100.0%	1	100.0%	38	100.0%	44	100.0%
Race / Ethnicity										
Asian	0	0.0%	1	25.0%	0	0.0%	0	0.0%	1	2.3%
African American	1	100.0%	1	25.0%	0	0.0%	13	34.2%	15	34.1%
Hispanic or Latino	0	0.0%	0	0.0%	1	100.0%	16	42.1%	17	38.6%
White	0	0.0%	2	50.0%	0	0.0%	9	23.7%	11	25.0%
Total	1	100.0%	4	100.0%	1	100.0%	38	100.0%	44	100.0%
Highest Degree Earned										
Bachelor's	0	0.0%	0	0.0%	0	0.0%	2	5.3%	2	4.5%
Master's	1	100.0%	0	0.0%	0	0.0%	34	89.5%	35	79.5%
Ph.D.	0	0.0%	4	100.0%	1	100.0%	1	2.6%	6	13.6%
N/A	0	0.0%	0	0.0%	0	0.0%	1	2.6%	1	2.3%
Total	1	100.0%	4	100.0%	1	100.0%	38	100.0%	44	99.9%
Years Professional Experience (within DISD)										
<1 year	0	0.0%	0	0.0%	0	0.0%	8	21.1%	8	18.2%
1-5 years	1	100.0%	3	75.0%	0	0.0%	11	28.9%	15	34.1%
6-10 years	0	0.0%	1	25.0%	0	0.0%	11	28.9%	12	27.3%
11-15 years	0	0.0%	0	0.0%	1	100.0%	6	15.8%	7	15.9%
16+ years	0	0.0%	0	0.0%	0	0.0%	2	5.3%	2	4.5%
Total	1	100.0%	4	100.0%	1	100.0%	38	100.0%	44	100.0%

Note: Percentages may not add to 100.0 due to rounding

Administrative and Support Staff

Among YFC's administrative and support staff, women also comprised the majority by gender at 96.4 percent (Table 5). Hispanics or Latinos comprised the largest staff subgroup by race/ethnicity at 57.1 percent, followed by whites at 32.1 percent. Master's degree-holders accounted for 35.7 percent of administrative and support staff. Approximately 40 percent (39.3%) of all administrative and support staff members had between one and five years of professional experience within Dallas ISD in their current role; 25 percent had 11 to 15 years of professional experience. Additional detail on administrative staff demographics can be found in Table 5.

Table 5: YFC Staff Demographics – Administrative and Support Staff

Youth and Family Centers: Administrative and Support Staff Demographics 2016-17 N=28																
	Assistant V		Coordinator		Director		Specialist		Supervisor		Teacher		Technician		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sex																
Female	12	100.0%	1	100.0%	1	100.0%	2	100.0%	9	90.0%	1	100.0%	1	100.0%	27	96.4%
Male	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	10.0%	0	0.0%	0	0.0%	1	3.6%
Total	12	100.0%	1	100.0%	1	100.0%	2	100.0%	10	100.0%	1	100.0%	1	100.0%	28	100.0%
Race / Ethnicity																
Asian	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
African American	1	8.3%	0	0.0%	0	0.0%	0	0.0%	2	20.0%	0	0.0%	0	0.0%	3	10.7%
Hispanic or Latino	10	83.3%	0	0.0%	0	0.0%	1	50.0%	4	40.0%	0	0.0%	1	100.0%	16	57.1%
White	1	8.3%	1	100.0%	1	100.0%	1	50.0%	4	40.0%	1	100.0%	0	0.0%	9	32.1%
Total	12	100.0%	1	100.0%	1	100.0%	2	100.0%	10	100.0%	1	100.0%	1	100.0%	28	99.9%
Highest Degree Earned																
Bachelor's	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	3.6%
Master's	0	0.0%	0	0.0%	1	100.0%	0	0.0%	8	80.0%	1	100.0%	0	0.0%	10	35.7%
Ph.D.	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	20.0%	0	0.0%	0	0.0%	2	7.1%
N/A	12	100.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	0	0.0%	1	100.0%	15	53.6%
Total	12	100.0%	1	100.0%	1	100.0%	2	100.0%	10	100.0%	1	100.0%	1	100.0%	28	100.0%
Years of Professional Experience (within DISD)																
<1 year	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
1-5 years	5	41.7%	0	0.0%	0	0.0%	0	0.0%	6	60.0%	0	0.0%	0	0.0%	11	39.3%
6-10 years	1	8.3%	1	100.0%	1	100.0%	0	0.0%	1	10.0%	0	0.0%	1	100.0%	5	17.9%
11-15 years	3	25.0%	0	0.0%	0	0.0%	1	50.0%	2	20.0%	1	100.0%	0	0.0%	7	25.0%
16+ years	3	25.0%	0	0.0%	0	0.0%	1	50.0%	1	10.0%	0	0.0%	0	0.0%	5	17.9%
Totals	12	100.0%	1	100.0%	1	100.0%	2	100.0%	10	100.0%	1	100.0%	1	100.0%	28	100.1%

Note: Percentages may not add to 100.0 due to rounding

What professional development opportunities were provided to Youth and Family Centers staff in 2016-17?

Methodology

Information about professional development opportunities provided to Youth and Family Centers staff in 2016-17 was obtained through in-person and phone interviews with the YFC program director and with a YFC clinical services supervisor.

Results

Due to the increased frequency with which YFC clinicians were observing problems believed to be related to chronic stress among Dallas ISD students (including chronic stress from poverty – Dallas ISD is in fact a district-wide Title 1 grant recipient because of the high percentage of students coming from low-income families²), in 2015-16, YFC clinicians began receiving professional development that focused on the identification and treatment of trauma in students, called Cognitive Behavioral Interventions for Trauma in Schools (CBITS). This professional development opportunity included both online and two-day in-person training, along with follow-up discussions in team meetings. In 2016-17, clinicians received additional training in trauma treatment, this time in Trauma-Focused Cognitive Behavioral Therapy (TFCBT). Following these trainings, Youth and Family Centers clinicians began in 2016-17 to screen all clients for trauma.

How did Youth and Family Centers program staff communicate with students, families, and teachers about the services that the Youth and Family Centers program provides?

Methodology

Information regarding communication efforts by YFC program staff to potential Dallas ISD student and family clients and to those who might refer them was requested by the evaluator and provided through email communication by the YFC program director.

Results

The Youth and Family Centers staff communicated to Dallas ISD students, families, teachers and others about available services through a variety of mechanisms and events, including: health fairs, parent teacher association meetings, school fairs, community events, presentations at other parent meetings at schools, presentations through Prep U, “Coffee with the Principal,” staff development sessions for teachers, and pamphlets or flyers in school registration packets.

² The percentage of students districtwide identified as “socioeconomically disadvantaged” was 87.6% in 2016-17. Source: <https://mydata.dallasisd.org/>, accessed July 31, 2017.

What were the demographic characteristics of the students served by the Youth and Family Centers program?

Methodology

A record of all Dallas ISD students served by the Youth and Family Centers program in 2016-17 was obtained from the program's data manager. With this record, the evaluator matched student identification numbers with and extracted demographic data from the Chancery database (file date: June 5, 2017). The June 5, 2017 demographic file was used in order to ensure that a higher percentage of student identification numbers would match with program records from across the entire school year. Frequencies, means, and cross-tabulations were used to examine demographic data.

A total of 5,154 student clients of YFCs received some form of clinical service from the program in 2016-17. Table 6 shows the process by which the evaluator arrived at the count for unique student clients.

Table 6: YFC Student Client Demographic Data Cleaning Tracker

Beginning Count:	Cases N	
	39,259	
Reason for Removal:	Lost N	Adjusted N
No ID number included in program-delivered data	72	39,187
ID number too long or too short	160	39,027
Duplicate student IDs in database	33,782	5,245
No ID match with Chancery	91	5,154
Final unique student ID count	34,105	5,154

Note: ID = Identification

Results

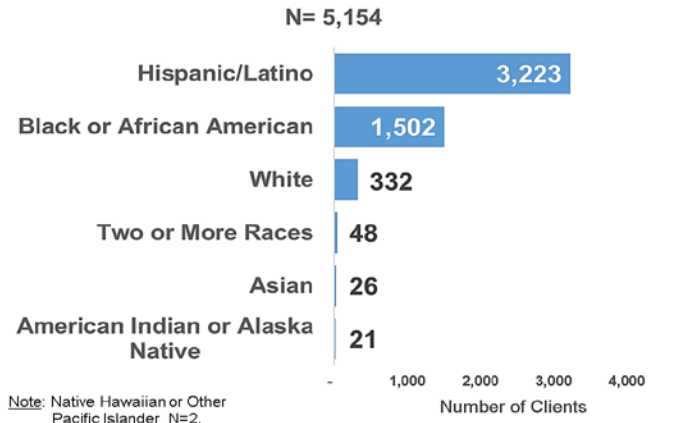
Student Demographics

Of the 5,154 unique student clients served in 2016-17, males outnumbered females overall by a ratio of approximately 2:1 (Figure 4). By race or ethnicity, Hispanic students comprised the largest group served at 62.5 percent (Hispanic N=3,223), followed by Black or African American students at 29.1 percent (N=1,502). White students comprised 6.4 percent of all student clients (N=332, Figure 5).

Figure 4: YFC Student Client Gender

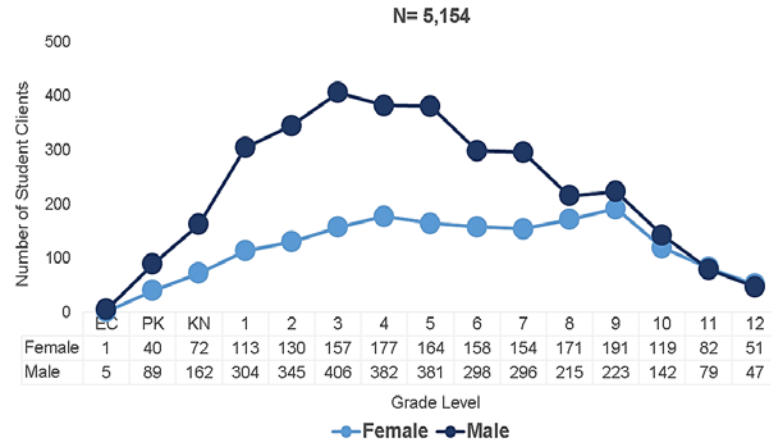


Figure 5: YFC Student Client Ethnicity



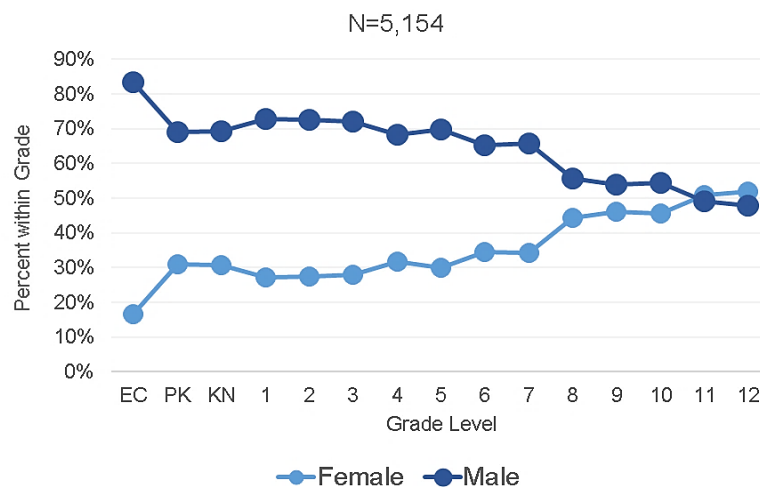
By grade level, third through fifth graders were most-highly represented among student clients in 2016-17 (Figure 6 and Table 7). Overall, YFC usage by Dallas ISD students increased between Early Childhood (EC) and third and fourth grade, dipping gradually through eighth grade, increasing slightly among ninth graders, then gradually dipping again through grade 12 (Figure 6), though there were differences by gender across and within grades (see Figures 6 and 7).

Figure 6: Student Client Gender N Across Grades



A closer examination of gender within grade level of students served (see Figure 6) showed that male students outnumbered female student clients by a notable margin starting in Early Childhood (EC) and continuing through seventh grade, after which point the gender gap narrowed. In the 11th and 12th grades, female student clients slightly outnumbered males. Figure 7 shows the percentages of male and female student clients served within each grade level.

Figure 7: Student Client Gender Percentage Within Grades



A complete table showing all counts of YFC student client demographics by gender, race/ethnicity and grade level follows (Table 7).

Table 7: YFC Student Clients by Race, Ethnicity, and Gender, Across Grade Levels

YFC Student Client Demographics, 2016-17 N= 5,154																					
	Asian			Black or African American			Hispanic/Latino			American Indian or Alaska Native			Two or More Races			White			Total		
	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
EC	-	-	-	1	3	4	-	2	2	-	-	-	-	-	-	-	-	-	1	5	6
PK	-	1	1	9	29	38	26	55	81	-	1	1	3	2	5	2	2	4	40	90	130
KN	-	-	-	24	48	72	44	103	147	-	-	-	1	1	2	3	10	13	72	162	234
1	1	2	3	44	111	155	59	160	219	2	2	4	-	2	2	7	27	34	113	304	417
2	-	4	4	35	103	138	84	213	297	-	-	-	1	4	5	10	21	31	130	345	475
3	2	3	5	53	134	187	88	240	328	1	2	3	1	8	9	11	18	29	156	405	561
4	1	1	2	59	107	166	105	252	357	1	2	3	2	3	5	9	17	26	177	382	559
5	1	1	2	49	123	172	103	225	328	-	2	2	2	2	4	9	28	37	164	381	545
6	-	1	1	47	88	135	97	178	275	1	-	1	1	1	2	12	30	42	158	298	456
7	1	1	2	36	76	112	105	204	309	1	-	1	1	1	2	10	14	24	154	296	450
8	-	1	1	41	61	102	115	139	254	1	-	1	3	4	7	11	10	21	171	215	386
9	1	1	2	40	52	92	130	156	286	2	1	3	1	1	2	16	12	28	190	223	413
10	-	1	1	31	40	71	75	90	165	-	-	-	-	1	1	13	10	23	119	142	261
11	-	1	1	22	17	39	54	54	108	-	-	-	-	1	1	6	6	12	82	79	161
12	-	1	1	7	12	19	42	25	67	1	1	2	-	-	-	1	8	9	51	47	98
Total	7	19	26	498	1,004	1,502	1,127	2,096	3,223	10	11	21	16	32	48	120	212	332	1,778	3,374	5,152

Notes: Native Hawaiian or Other Pacific Islander accounted for an additional two student clients across all grade levels, bringing the total number served to 5,154. EC=Early Childhood; PK=Prekindergarten; KN=Kindergarten

Student clients of YFCs who were flagged as Limited English Proficient (LEP) constituted 38.2 percent of all students served in 2016-17. Approximately one in four (25.2%) YFC student clients participated in the district's Special Education program, according to district data (Table 8).

Table 8: YFC Student Clients: Special Groups

YFC Student Clients: Special Groups 2016-17		
	N	%
Limited English Proficient	1,969	38.2%
Special Education	1,297	25.2%

What were the attendance rates and discipline referral rates of the students served by the Youth and Family Centers program?

Methodology

Student identification numbers of YFC clients were provided by the YFC data manager. The evaluator then merged these numbers with the 2016-17 spring semester evaluator demographic data efficiency file (file date, July 10, 2017) to arrive at the following attendance rate and discipline referral findings.

Results

Attendance

The average attendance rate for the 5,043 Youth and Family Center student clients with attendance data was 93.1 percent in 2016-17. The average attendance rate districtwide was 95.0 percent for 2016-17.

Discipline Referrals

Of the 5,154 student clients of Youth and Family Centers in 2016-17, there were 3,526 discipline referrals recorded among 1,265 students (1,265 = 24.5% of YFC student clients in 2016-17). Many of these 1,265 students were referred for more than one offense during the school year; the average number of discipline referrals for students in this subgroup was 2.8 (range: 1 to 22). Table 9 provides a list of the top seven offenses leading to a discipline referral in this group.

Table 9: Discipline Referrals (Top 7) Among YFC Student Client Group

Discipline Referrals (Top 7) Among YFC Student Clients		
Offense Description	N	%
Classroom disruption	915	26.0
Fighting	774	22.0
Profanity/obscene gesture towards personnel	455	12.9
Assault Class C (student on student)	395	11.2
Drugs (non-felony)	212	6.0
Assault (Class C) (student on personnel or volunteer)	172	4.9
Threats (student on personnel/facility)	98	2.8

Note: Percentages shown are out of all 3,526 referrals for this group. The top 7 offenses shown here account for 86% of all discipline referrals for this group in 2016-17.

Distribution of discipline referrals by YFC clinic site was also examined. Red Bird YFC (located in southwest Dallas) was associated with the highest number of student client discipline referrals (N=1,083, or 30.7% of all discipline referrals for this group) – nearly three times the number of referrals associated with the next-highest two clinic sites, Amelia Flores YFC (N=368) and West Dallas YFC (N=367). Wilmer Hutchins YFC was associated with the lowest number of student client discipline referrals in 2016-17, at 128 (Table 10).

Table 10: N Discipline Referrals by YFC Site

Clinic Site	N	%
Red Bird	1,083	30.7
Amelia G Flores	368	10.4
West Dallas	367	10.4
Adamson	299	8.5
Seagoville	251	7.1
Woodrow	235	6.7
Eddie Bernice Johnson	218	6.2
Fair Oaks	205	5.8
Balch Springs	194	5.5
Kiosco	178	5.0
Wilmer Hutchins	128	3.6
Total	3,526	100.0

What was the nature and frequency of clinical services provided by the Youth and Family Centers to Dallas ISD students and families?

Methodology

Data on the types and frequency of clinical mental health services provided to Dallas ISD students and families in 2016-17 were obtained from the Youth and Family Centers data manager, who extracted information from the program's electronic medical records system. The evaluator then cleaned and merged this data with the district's June 5, 2017 demographic (Chancery) file³ and analyzed using frequencies, means, and cross-tabulations.

Results

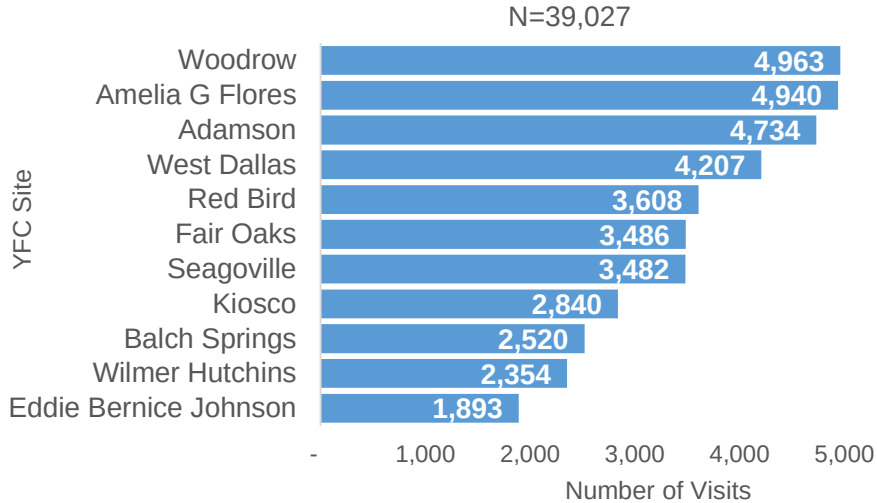
Client Contacts by Center

As noted, 11 service sites across Dallas ISD were used to provide mental and behavioral health services to 5,154 unique student clients in 2016-17. The number of client contacts that YFC clinicians made with Dallas ISD students and their families totaled 39,027 in 2016-17, bringing the average number of visits per student client to 7.6. (In 2013-14 and 2014-15 total visits equaled 40,896 and 39,346, respectively; average visits for those years equaled 7.4 and 9.6, respectively). Figure 8 shows the total number of

³ The June 5, 2017 demographic file was used in order to ensure that a higher percentage of student identification numbers would match with program records from across the entire school year.

recorded services (all client clinical contacts) that each YFC site provided in 2016-17. Woodrow YFC had the highest number of client contacts, at 4,963. Amelia G. Flores YFC, Adamson YFC and West Dallas YFC each followed close behind at 4,940, 4,734, and 4,207 contacts (visits), respectively.

Figure 8: Number of Visits by YFC Site



Types and Frequency of Clinical Services Provided

Program records showed that the Youth and Family Centers program provided 12 unique forms of clinical service to Dallas ISD students and families in 2016-17. The three most common forms were 45-minute individual therapy sessions (N=12,852 visits and which accounted for one-third of all recorded services) (Table 11), psychiatric follow-up appointments – which frequently focused on psychiatric medication management⁴ (N=9,176 visits), and family therapy which included the student (N=7,443 visits). By volume, these three types of service together accounted for more than 75 percent of all clinical services provided to YFC clients in 2016-17.

Table 11: Types of Clinical Services Provided, with Visit Counts

Type of Clinical Service	N	%
Individual therapy, 45 or more minutes	12,852	32.9%
Psychiatric follow-up appointments (often medication mgmt.)	9,176	23.5%
Family therapy with client present	7,443	19.1%
Individual therapy 30 minutes or less	1,957	5.0%
Psychosocial evaluation	1,774	4.5%
Significant, clinical collaboration by phone	1,754	4.5%
Significant, clinical collaboration in person	1,286	3.3%
Psychiatric evaluation	1,130	2.9%
Family therapy without client present	900	2.3%
Group therapy	521	1.3%
Multi-family group therapy	143	0.4%
No data provided on visit type	70	0.2%
Psychological testing	21	0.1%
Total	39,027	100.0%

⁴ Source: Email communication with YFC program data manager.

What were the most common mental health diagnoses made for Dallas ISD students who received mental health care services through the Youth and Family Centers program in 2016-17?

An examination of primary mental health diagnoses for Youth and Family Center student clients is a new addition to this program's evaluation report. Integration of the Child and Adolescent Needs and Strengths (CANS) assessment tool into the program's data-tracking processes was still underway during the 2014-15 school year; therefore, CANS data could not be included in that year's report. It is included in the current report to provide program administrators and other stakeholders information about trends in this area of program efforts, and to inform future program activities, including professional development and other training, outreach/communications, and treatment efforts.

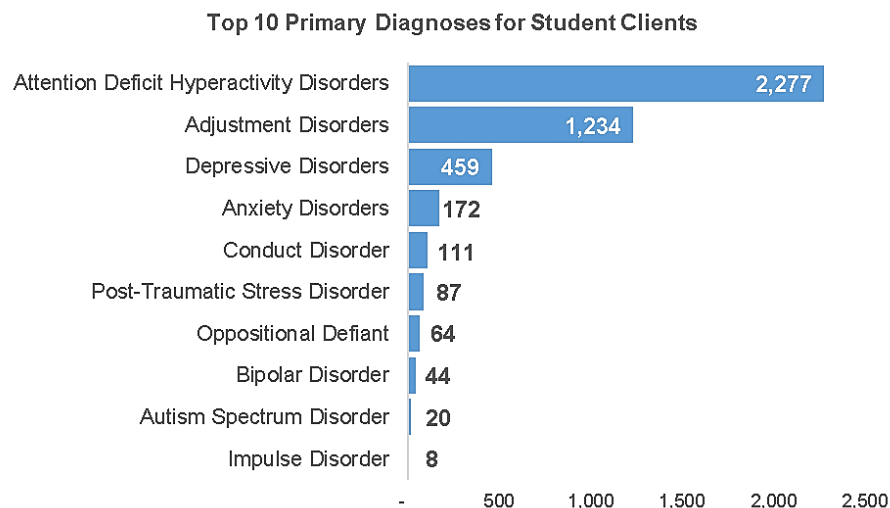
Methodology

Data on mental health diagnoses were provided by the YFC program's data manager, who extracted data from the CANS assessment tool within the program's electronic medical records system. At the request of the program's data manager, diagnostic codes (which are based on the program's use of the Diagnostic and Statistical Manual [DSM] code catalog) that were "academic" in nature were ignored for this analysis. The number of students with a primary, "nonacademic" diagnosis totaled 5,063.

Results

The three most common primary mental health diagnoses made for students who visited a Youth and Family Center for clinical services in 2016-17 were Attention Deficit Hyperactivity Disorders (ADHD), Adjustment Disorders, and Depressive Disorders. Figure 9 shows a breakdown by number of the top 10 most common diagnoses. These top 10 diagnoses accounted for 88 percent of all primary diagnoses made for student clients in 2016-17.

Figure 9: Top 10 Primary Diagnoses for Student Clients at YFCs



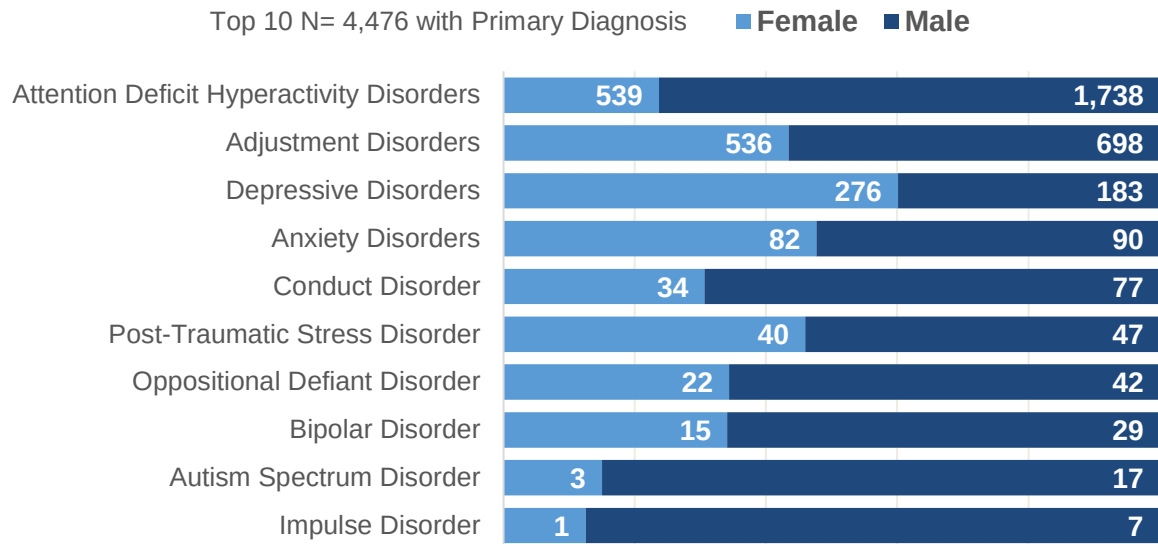
Although ADHD far-surpassed in number all other primary diagnoses made for students (N=2,277 ADHD diagnoses), and students with this primary diagnosis accounted for 44 percent of all clinical visits in 2016-17 (N=17,183 ADHD-related visits, Table 12), individual students with a primary diagnosis of ADHD averaged 7.55 visits each during the 2016-17, whereas those diagnosed with Bipolar Disorder and Post-Traumatic Stress Disorder (PTSD) (as a primary diagnosis) averaged 14.05 and 11.41 visits each, respectively. This might be explained in part by the especially high caseload of students diagnosed with ADHD and limited human resources (i.e., the number of psychotherapists available to provide services). It should be noted that the number of diagnoses made for each of these disorders varies, and this should be taken into account when interpreting these findings. Those with a diagnosis of Depressive Disorder or Anxiety Disorder also averaged a higher number of visits each (10.81 visits each and 10.07 visits each, respectively) compared to those with an ADHD primary diagnosis. After ADHD, diagnoses associated with the highest total number of visits were Adjustment Disorders (N=9,515 visits) and Depressive Disorders (N=4,964 visits) (Table 12).

Table 12: Average Visits for Top 10 Primary Mental Health Diagnoses

Primary Mental Health Diagnosis	Primary Diagnosis N	Total Visits N	Average Visits N
Bipolar Disorder	44	618	14.05
PTSD	87	993	11.41
Depressive Disorders	459	4,964	10.81
Anxiety Disorders	172	1,732	10.07
Impulse Disorder	8	76	9.50
Conduct Disorder	111	1,000	9.01
Adjustment Disorders	1,234	9,515	7.71
ADHD	2,277	17,183	7.55
Oppositional Defiant	64	468	7.31
Autism Spectrum Disorder	20	125	6.25

Primary diagnosis patterns were also examined by student client gender. Although overall, male student clients of YFCs outnumbered female student clients by a ratio of approximately 2:1 (see earlier section on student demographics), females comprised approximately 60 percent of all Depressive Disorder diagnoses (Figure 10). Female clients also constituted almost half of all Anxiety Disorder diagnoses and slightly under half of all Post-Traumatic Stress Disorder diagnoses. Males comprised the majority of Autism Spectrum Disorder diagnoses and Impulse Disorder diagnoses, though the total numbers of diagnoses for these two were quite small, relatively, and should thus be interpreted with care.

Figure 10: Primary Diagnosis by Gender (Top 10)



Notes: Numbers in colored bars= N of diagnoses. Top 10 number of 4,476 accounts for 88.4 percent of the 5,063 students with a primary diagnosis.

Additional findings showing the distribution of the top ten most common primary diagnoses made for Dallas ISD student clients by race/ethnicity (three largest racial/ethnic groups) as well as grade level (Early Childhood through grade 12) can be found in Appendices A and B of this report.

How satisfied were the families served by the Youth and Family Centers program in 2016-17?

Parents or alternative primary caretakers have a unique and significant influence on the academic success of their child (Ramsdal, et al, 2015). Youth and Family Center mental and behavioral health services therefore are offered not only to Dallas ISD students but also to their parents. In order to help determine the effectiveness of their mental health services to these families, YFC program administrators designed a client satisfaction survey which is administered to parent clients each school year.

Methodology

The Youth and Family Center's Parent Satisfaction Survey is administered to individuals who are parents of students in the District and who have themselves received clinical mental health services from YFC. The Parent Satisfaction Survey is typically administered by the program's central office twice per year at all 11 YFC clinic sites – first over the course of one month in the fall semester, and again over the course of one month in the spring semester. In 2016-17, the second round of the Parent Satisfaction Survey was administered during the summer of 2017; therefore, only fall 2016 survey outcomes are reported here.

Due to the high population of Spanish-speaking families in the district, each survey contained the complete set of items in both English and Spanish.

Results

The ten items comprising the YFC Parent Satisfaction Survey are shown in Table 13, along with the complete range of response options (“Strongly Agree” to “Strongly Disagree”). Client responses, also shown in Table 13 have been aggregated from all 11 YFC sites (N=399 surveys received). A breakdown of client responses by individual YFC site for the fall semester of 2016-17 can be found in the tables of Appendix C.

According to the Workscope submitted by YFC administrators for Title 1 funding, one stated goal for 2016-17 was to obtain at least a 70 percent overall satisfaction score on the Parent Satisfaction Survey. In order to determine an overall satisfaction score, the combined number of “Agree” and “Strongly Agree” responses across all received surveys’ 10 items was tallied (N=3,570) and then divided into the total number responses (from across all possible response options, “Strongly Disagree” through Strongly Agree”) from all received surveys’ 10 items (N=3,868).⁵ This calculation provided an overall “Satisfaction” score of 92.3 percent. Using on this metric, the YFC exceeded their set goal of a 70 percent satisfaction rate.

Survey item 1 received the highest marks from parent clients of YFCs: “The staff is friendly and helpful at the Youth and Family Centers,” with 85 percent of respondents selecting “Strongly Agree” for this statement and 11 percent selecting “Agree.” Item 10, “You are likely to recommend Youth and Family Center service to a friend or family member,” received the second-highest marks with 77 percent selecting “Strongly Agree” and 18 percent selecting “Agree” (Table 13).

The Parent Satisfaction Survey item that received the lowest marks was item 9: “Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?” Fifty-two percent (52%) of respondents selected “Strongly Agree,” 31 percent selected “Agree,” and 14 percent selected “Neutral.” The item receiving the second-lowest marks was item 8, “You or your family made changes as a result of the counseling you received at the Center,” with 58 percent strongly agreeing and 31 percent agreeing; nine percent were neutral.

Table 13: Parent Satisfaction Survey Results Across all Sites

Overall (All 11 YFC Sites), Parent Satisfaction Survey Results, Fall 2016 N= 399					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	85%	11%	3%	0%	1%
2. It was easy to get an appointment with a counselor.	62%	25%	8%	4%	1%
3. Did you find your visits with the counselor helpful?	73%	21%	4%	1%	1%
4. The counselor was able to relate to your needs.	74%	21%	4%	0%	1%
5. The suggestions given by the counselor were helpful?	71%	23%	4%	1%	1%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	75%	21%	3%	0%	1%
7. Did the counseling have a positive impact on you and your family?	69%	23%	6%	1%	1%
8. You or your family made changes as the result of the counseling you received at the Center?	58%	31%	9%	2%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	52%	31%	14%	2%	1%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	77%	18%	3%	1%	1%

⁵ Not all clients answered all 10 survey items, therefore 3,868 divided by 399 (N of surveys processed) will not equal 10.

SUMMARY AND RECOMMENDATIONS

Summary

Budget and Staff

The total budget for the Youth and Family Centers program for 2016-17 equaled \$5,605,665; of this amount, \$1,148,885 came from Title 1 funding. Title 1 funding has increased gradually since 2013-14 when the program received \$848,620. The program operated out of 11 clinic locations and one central administration office in 2016-17. Staff counts (both administrative and clinical) totaled 72. More than half of all YFC personnel served as psychotherapists (52.8%); of these psychotherapists, 39 percent were employed full time by the district. Part-time psychotherapists have proven challenging to retain; bilingual psychotherapists have proven difficult to both recruit and retain, despite a high demand for these professionals by prospective Dallas ISD YFC clinical clients. By gender, approximately 82 percent of all YFC staff members (both administrative and clinical) were female; by race or ethnicity, 46 percent of all YFC staff members were Hispanic; 28 percent were white, and 25 percent were Black or African American. More than 93 percent of all clinical staff held a master's-level degree or higher. Approximately 34 percent of clinical staff possessed between one and five years of professional experience within the district; 27 percent possessed between six and ten years of such experience.

Professional Development

Professional development for YFC staff focused on training in the treatment of trauma in student and family clients following an increasing awareness of its value for the Dallas ISD YFC client population. Training in the Cognitive Behavioral Interventions for Trauma in Schools (CBITS) treatment model served as the focus for 2015-16; in 2016-17 training focused on the Trauma-Focused Cognitive Behavioral Therapy (TFCBT) model of treatment.

Students and Services

A total of 5,154 students were served in 2016-17 through 12 varieties of clinical service. The total number of clinical services rendered by YFC staff equaled 39,027 for the year; individual therapy lasting 45 minutes or more comprised approximately one-third of all clinical services rendered (by volume); psychiatric follow-up appointments (often entailing medication management) constituted the second-most common type of clinical service provided; family therapy with the student constituted the third most-common service provided. Males constituted more than 65 percent of all student clients in 2016-17; by race or ethnicity, Hispanic/Latino students constituted 63 percent and Black or African American students comprised 29 percent of students served. By grade level, male student clients outnumbered female student clients by a notable margin until middle school, where the gender gap narrowed; by 11th grade, female student clients slightly outnumbered male student clients. Woodrow YFC, Amelia Flores YFC, and Adamson YFC received the most visits at 4,963, 4,940, and 4,734 visits each, respectively.

Diagnostic Trends

Data from the Child and Adolescent Needs and Strengths assessment tool was incorporated into the YFC program evaluation for the first time in 2016-17. To determine diagnostic trends for YFC student clients, primary diagnoses were examined. Analysis of the 5,063 cases available showed that the most common diagnoses made for student clients were ADHD (N=2,277 or 45% of all primary student diagnoses), Adjustment Disorders (N=1,234 or 24% of such diagnoses), and Depressive Disorders (N=459 or 9% of such diagnoses). Students diagnosed with ADHD averaged 7.55 visits each, those with a Bipolar diagnosis averaged 14.05 visits each; those diagnosed with PTSD averaged 11.41 visits each.

Parent Satisfaction with Service

Analysis of the YFC's Parent Satisfaction Survey indicated an overall "Satisfaction" score of 92.3 percent from the fall 2016 administration of the survey.

Recommendations

- **Work with the district and/or outside funding agencies to hire and retain more full-time psychotherapists, especially full-time bilingual psychotherapists.** Psychotherapists comprised more than half (52.8%) of all YFC staff (clinical and administrative, combined), but only 39 percent of these psychotherapists were employed by the district full time. The evaluator's 2016-17 interviews with the program director revealed that recruitment and retention of psychotherapists, especially bilingual psychotherapists have proven challenging in part because most part-time psychotherapists do not receive employment benefits, including health insurance and eventually pursue opportunities where they can realize such benefits. Moreover, given the high percentage of Spanish-speaking families in the district, the demand for bilingual psychotherapists in particular has continued to outpace the effective supply of these professionals. This has been a trending problem for several years (see the Dallas ISD Youth and Family Centers program evaluation reports of 2013-14 and 2014-15 by Ledezma and Lucas, respectively).
- **Consider moving the Parent Satisfaction Survey administration window to later in the semester, such as November or December (for fall) and April or May (for spring).** This would allow semester-representative clients taking the survey to have had more experience (with YFC services) on which they can reflect and then provide more thoughtful responses, particularly on survey items that received fewer positive responses in 2016-17, such as item 8 which inquired about positive changes made since receiving services, and item 9: "Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?." Lower scores on these items could be related to not having had enough experience with YFC services on which to reflect, or it could indicate actual lower satisfaction, but a later survey administration window could prove helpful in clarifying this confounding issue. Alternatively, the survey could be administered at each client's last session.
- **Work with the program evaluator to fine-tune the content of the Parent Satisfaction Survey.** Some of the survey's items are presented as "double barreled" statements or questions ("you *and* your

family...”), which can make for more nebulous interpretation, first for the survey respondent and then also for the analyst. Separating questions about self from those about the student or family is recommended; improved survey design in this area will allow for more straightforward feedback.

REFERENCES

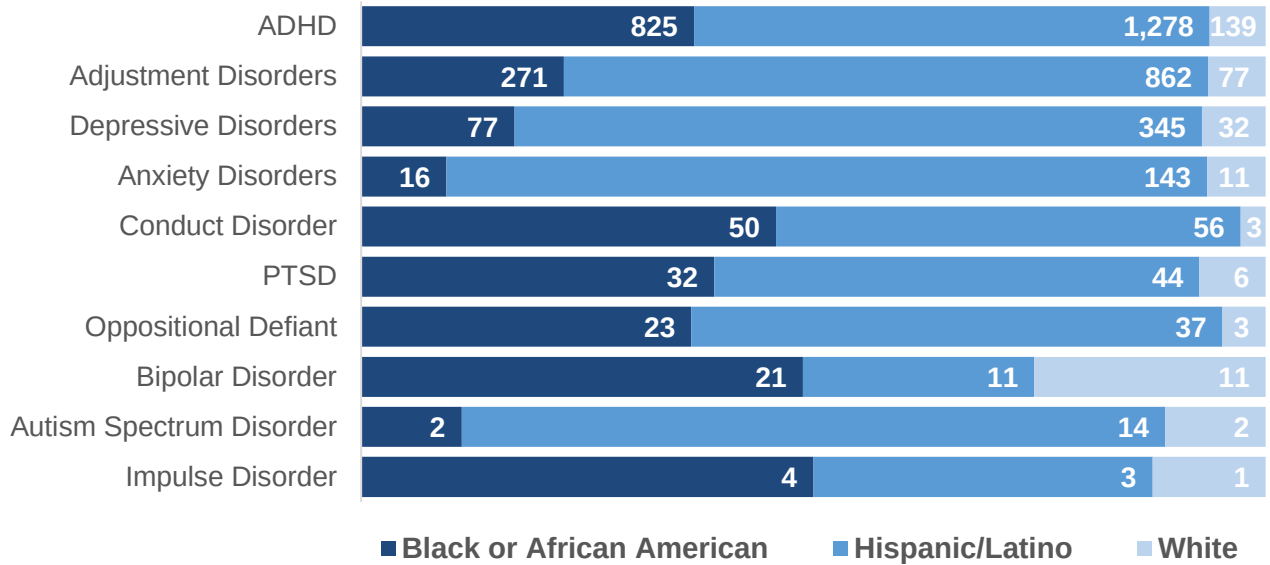
- Ledezma, L. (2014). *Evaluation of the Youth and Family Centers Program: 2013-14* (EA14-143-2). Dallas, TX: Dallas Independent School District, Department of Evaluation and Accountability.
- Lucas, M. (2015). *Evaluation of the Youth and Family Centers Program: 2014-15* (EA15-143-2). Dallas, TX: Dallas Independent School District, Department of Evaluation and Accountability.
- Oshitoye, J. (2007). *Evaluation of the Youth and Family Centers Program: 2006-2007* (EA07-143-2). Dallas, TX: Dallas Independent School District, Department of Evaluation and Accountability.
- Ramsdal, G., Bergvik, S., & Wynn, R. (2015). Parent-child attachment, academic performance and the process of high-school dropout: a narrative review. *Attachment & Human Development*, 17(5), 522-545. doi:10.1080/14616734.2015.1072224.
- Texas Department of State Health Services. (2009). *NorthStar and Special Incentives*. Retrieved August 24, 2009 from <http://www.dshs.state.tx.us/mhprograms/NorthStarhomepage.shtm>.

APPENDICES

Appendix A

Appendix A: Primary Diagnosis by Race/Ethnicity (Top 10)

Top 10 Primary Mental Health Diagnosis by Race/Ethnicity 2016-17 N=4,476*



Notes: Numbers in colored bars= N of diagnoses. Top 10 N of 4,476 accounts for 88.4% of the 5,063 students with a primary diagnosis.

Appendix B

Appendix B: Primary Diagnosis by Grade Level

Primary Diagnosis (Top 10*) by Grade Level																
Primary Diagnosis	Grade Level															
	EC	PK	KN	1	2	3	4	5	6	7	8	9	10	11	12	Total
ADHD*	3	41	108	232	258	316	287	277	226	190	126	113	55	25	20	2,277
Adjustment Disorders	2	40	68	88	118	116	129	99	101	122	101	109	68	45	28	1,234
Depressive Disorders	-	1	3	4	6	13	23	43	40	51	60	81	68	41	25	459
Anxiety Disorders	-	1	7	15	10	13	18	21	13	10	15	17	15	10	7	172
Conduct Disorder	-	4	6	15	6	13	10	8	8	12	14	5	6	4	-	111
PTSD*	-	1	2	7	6	9	12	9	7	7	8	9	5	3	2	87
Oppositional Defiant	-	3	2	1	7	4	5	5	1	10	11	5	5	3	2	64
Bipolar Disorder	-	1	1	3	2	2	4	4	4	2	4	7	3	4	3	44
Autism Spectrum Disorder	-	1	-	-	2	5	-	1	3	2	2	1	3	-	-	20
Impulse Disorder	-	-	1	1	1	1	-	1	-	1	-	1	1	-	-	8
Total	5	93	198	366	416	492	488	468	403	407	341	348	229	135	87	4,476

Notes: ADHD=Attention Deficit Hyperactivity Disorder; PTSD=Post-Traumatic Stress Disorder. Top 10 N of 4,476 accounts for 88.4% of the 5,063 students with a primary diagnosis. EC=Early Childhood; PK=Pre-Kindergarten; KN=Kindergarten

Appendix C

Appendix C: Site-by-Site Detail of Parent Satisfaction Survey Results

Youth and Family Centers' Parent Satisfaction Survey, Fall 2016					
Adamson YFC N=95					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	81%	16%	2%	0%	1%
2. It was easy to get an appointment with a counselor.	71%	19%	6%	3%	1%
3. Did you find your visits with the counselor helpful?	74%	22%	3%	0%	1%
4. The counselor was able to relate to your needs.	74%	22%	3%	0%	1%
5. The suggestions given by the counselor were helpful?	74%	23%	1%	2%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	76%	20%	3%	0%	1%
7. Did the counseling have a positive impact on you and your family?	66%	28%	5%	0%	1%
8. You or your family made changes as the result of the counseling you received at the Center?	58%	31%	7%	4%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	55%	26%	15%	2%	2%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	80%	14%	4%	1%	1%
Amelia Flores YFC N=35					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Center	47%	33%	17%	0%	3%
2. It was easy to get an appointment with a counselor.	31%	44%	13%	9%	3%
3. Did you find your visits with the counselor helpful?	52%	33%	9%	3%	3%
4. The counselor was able to relate to your needs.	49%	36%	12%	0%	3%
5. The suggestions given by the counselor were helpful?	51%	40%	6%	0%	3%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	50%	41%	6%	0%	3%
7. Did the counseling have a positive impact on you and your family?	48%	40%	9%	3%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	35%	41%	18%	3%	3%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	33%	52%	9%	6%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	50%	44%	3%	3%	0%
Balch Springs YFC N=48					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	96%	4%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	58%	36%	6%	0%	0%
3. Did you find your visits with the counselor helpful?	80%	20%	0%	0%	0%
4. The counselor was able to relate to your needs.	81%	17%	2%	0%	0%
5. The suggestions given by the counselor were helpful?	78%	20%	2%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	79%	19%	2%	0%	0%
7. Did the counseling have a positive impact on you and your family?	80%	11%	9%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	63%	35%	2%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	51%	47%	2%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	90%	10%	0%	0%	0%

table continues

Table continued

EBJ YFC N=17					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	88%	6%	6%	0%	0%
2. It was easy to get an appointment with a counselor.	53%	20%	27%	0%	0%
3. Did you find your visits with the counselor helpful?	64%	18%	18%	0%	0%
4. The counselor was able to relate to your needs.	70%	12%	18%	0%	0%
5. The suggestions given by the counselor were helpful?	47%	41%	12%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	70%	18%	12%	0%	0%
7. Did the counseling have a positive impact on you and your family?	64%	12%	24%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	47%	35%	18%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	42%	29%	29%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	70%	24%	6%	0%	0%
Fair Oaks YFC N=16					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	100%	0%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	73%	20%	7%	0%	0%
3. Did you find your visits with the counselor helpful?	73%	27%	0%	0%	0%
4. The counselor was able to relate to your needs.	80%	20%	0%	0%	0%
5. The suggestions given by the counselor were helpful?	75%	25%	0%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	73%	27%	0%	0%	0%
7. Did the counseling have a positive impact on you and your family?	71%	29%	0%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	64%	29%	7%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	64%	36%	0%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	79%	21%	0%	0%	0%
Kiosco YFC N=56					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	87%	9%	4%	0%	0%
2. It was easy to get an appointment with a counselor.	51%	18%	16%	13%	2%
3. Did you find your visits with the counselor helpful?	82%	14%	4%	0%	0%
4. The counselor was able to relate to your needs.	81%	15%	4%	0%	0%
5. The suggestions given by the counselor were helpful?	82%	13%	5%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	83%	11%	4%	2%	0%
7. Did the counseling have a positive impact on you and your family?	80%	13%	7%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	70%	21%	9%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	68%	21%	9%	2%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	82%	16%	2%	0%	0%

table continues

Table continued

Red Bird YFC N=6					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	83%	17%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	40%	40%	0%	20%	0%
3. Did you find your visits with the counselor helpful?	40%	60%	0%	0%	0%
4. The counselor was able to relate to your needs.	20%	80%	0%	0%	0%
5. The suggestions given by the counselor were helpful?	25%	75%	0%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	50%	50%	0%	0%	0%
7. Did the counseling have a positive impact on you and your family?	0%	75%	25%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	25%	75%	0%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	20%	40%	40%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	0%	75%	25%	0%	0%
Seagoville YFC N=64					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	86%	9%	2%	0%	3%
2. It was easy to get an appointment with a counselor.	66%	23%	8%	0%	3%
3. Did you find your visits with the counselor helpful?	70%	22%	5%	2%	1%
4. The counselor was able to relate to your needs.	67%	27%	2%	2%	2%
5. The suggestions given by the counselor were helpful?	69%	25%	3%	0%	3%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	66%	26%	5%	0%	3%
7. Did the counseling have a positive impact on you and your family?	72%	23%	2%	2%	1%
8. You or your family made changes as the result of the counseling you received at the Center?	53%	33%	11%	3%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	44%	34%	19%	2%	1%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	70%	22%	5%	0%	3%
West Dallas YFC N=6					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	100%	0%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	40%	40%	0%	20%	0%
3. Did you find your visits with the counselor helpful?	100%	0%	0%	0%	0%
4. The counselor was able to relate to your needs.	100%	0%	0%	0%	0%
5. The suggestions given by the counselor were helpful?	100%	0%	0%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	100%	0%	0%	0%	0%
7. Did the counseling have a positive impact on you and your family?	100%	0%	0%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	100%	0%	0%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	100%	0%	0%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	100%	0%	0%	0%	0%

table continues

Table continued

Wilmer Hutchins YFC N=21					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	89%	11%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	65%	30%	0%	5%	0%
3. Did you find your visits with the counselor helpful?	80%	15%	5%	0%	0%
4. The counselor was able to relate to your needs.	84%	11%	5%	0%	0%
5. The suggestions given by the counselor were helpful?	75%	10%	10%	5%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	79%	21%	0%	0%	0%
7. Did the counseling have a positive impact on you and your family?	60%	30%	10%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	42%	42%	16%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	32%	21%	47%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	86%	14%	0%	0%	0%
Woodrow YFC N=35					
Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The staff is friendly and helpful at the Youth and Family Centers.	97%	3%	0%	0%	0%
2. It was easy to get an appointment with a counselor.	74%	26%	0%	0%	0%
3. Did you find your visits with the counselor helpful?	86%	14%	0%	0%	0%
4. The counselor was able to relate to your needs.	77%	17%	6%	0%	0%
5. The suggestions given by the counselor were helpful?	83%	14%	3%	0%	0%
6. You were satisfied with the counseling services you received at the Youth and Family Centers.	83%	17%	0%	0%	0%
7. Did the counseling have a positive impact on you and your family?	79%	21%	0%	0%	0%
8. You or your family made changes as the result of the counseling you received at the Center?	74%	23%	3%	0%	0%
9. Do you feel you met your goals during your counseling sessions at the Youth and Family Centers?	69%	22%	9%	0%	0%
10. You are likely to recommend Youth and Family Center service to a friend or family member?	87%	7%	6%	0%	0%