

Effects of COVID-19 Pandemic on Reported Satisfaction of Residential Care Youth

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INTRODUCTION

- Youth exhibit increased mental and emotional challenges such as anxiety, clinginess, fear, and inattention as a result of the COVID-19 Pandemic.^{1,2,3}
- Mental and emotional challenges are likely exacerbated for youth with inconsistent relationships with caregivers, such as youth in short-term residential therapeutic programs.

METHODS

- Survey administered on Sycamores Short-Term Residential Therapeutic Program (STRTP) campus in Los Angeles (LA), CA.
- The Personal Rights Check-In (PRCI) Survey is an electronically collected, anonymous survey administered by community wellness staff, youth specialists, and parent partners to residential youth on a quarterly basis.
- The PRCI consists of a 4-Point Likert Scale with 11 survey items and 3 open ended questions and takes 3-5 minutes to complete.
- Proportion of positive survey scores analyzed longitudinally and compared to key event points throughout the pandemic (beginning, peak, and easement).⁴

RESULTS

- Lowest youth reported agree/strongly agree responses occurred between April 2021 and July 2021 (FY 21 Q4) with an average of 67% youth reporting agree/strongly agree to satisfaction items.



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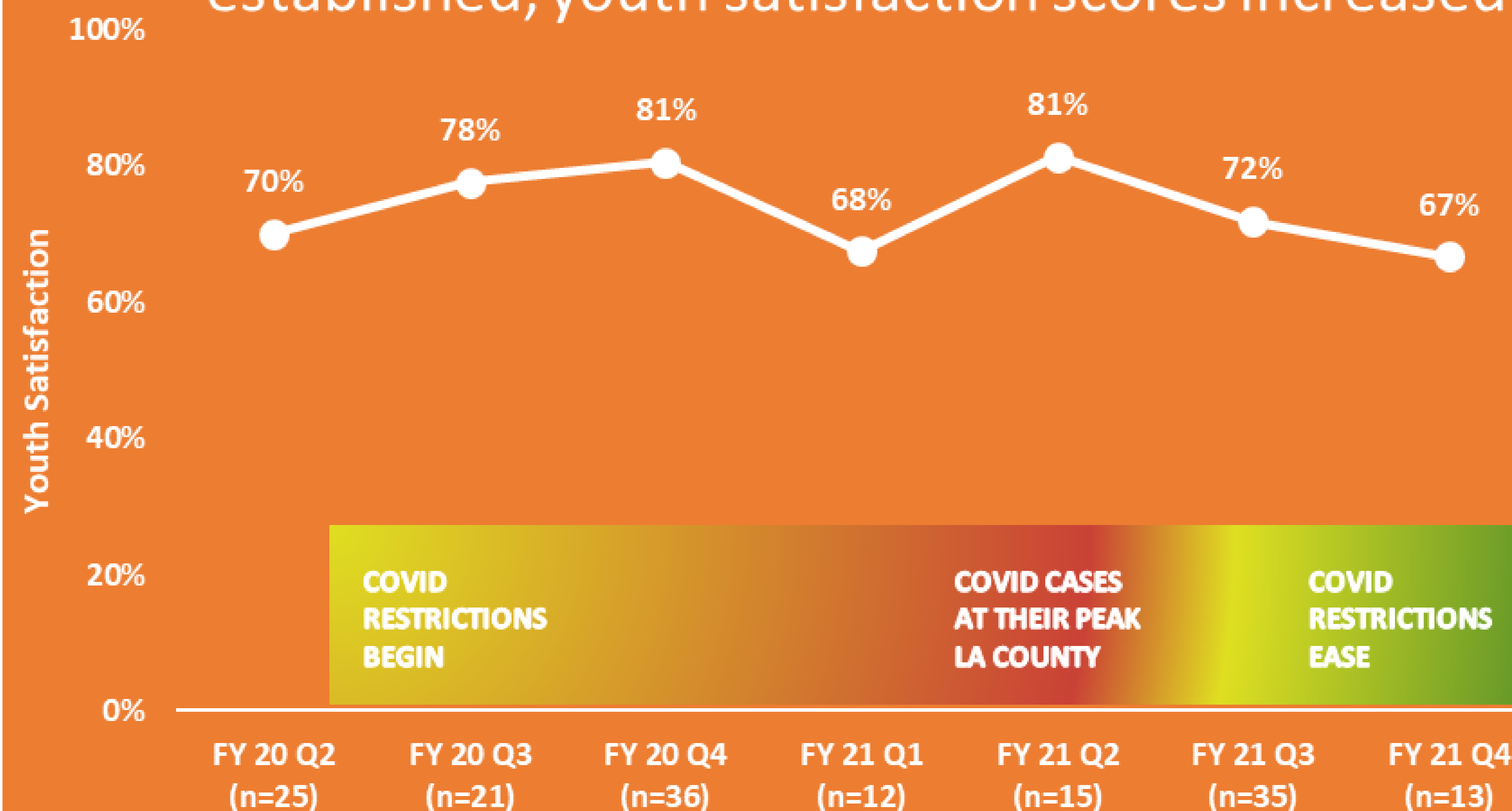


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Regular collection and review of self-reported satisfaction of residential-care youth enables staff to identify and respond to the unique challenges faced during a global pandemic.



As more severe COVID restrictions were established, youth satisfaction scores increased



RESULTS, CONT'D

- Higher reported agree/strongly agree responses occurred between January and March (FY 20 Q3) of 2020 and September and December (FY 21 Q2) of 2020, when COVID restrictions began and when COVID cases were at their peak, respectively.
- Overall, the beginning and the peak of COVID are observed to have higher agree/strongly agree responses compared to when COVID restrictions began to ease in LA County.



DISCUSSION

- During beginning and peak months of COVID in LA County, staff increased engagement efforts to make youth feel safe, which may have resulted in higher satisfaction scores around those times.
- Sycamores uses PRCI data proactively by analyzing consumer feedback and presenting it to program leadership at quarterly meetings. Staff incorporate the findings to better adjust the program for the consumers.⁵



FUTURE RESEARCH

- In future work, investigating the impact of COVID on consumers' living arrangements after discharging from a residential program should be considered.
- Future studies about how clinical outcome measures impacted consumers during COVID is warranted.
- Statistical differences between time frames before COVID can be examined to better understand campus social dynamics and the role of community social interaction.



References:

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