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1. INTRODUCTION

Yes We Can Youth Clinics (YWCYC) treats young people aged 13 to 25 with psychological and psychiatric problems, addictions and behavioural problems. The young people, called Fellows, follow an intensive, clinical treatment programme for 10 weeks, plus 10 weeks of aftercare. Yes We Can also provides an intensive programme for parents and/or carers.

Quelsa has previously conducted research to monitor the effectiveness of the Fellows treatment programme in the National Clinic. The current research involves the Fellows who have visited the International Clinic and completed the International programme. In addition, parents/carers of these Fellows were questioned. In this report you will find the results of the 2021 survey of both International Fellows and their parents/carers.

Purpose of research

Provide insight into the effectiveness of treatment of the International Clinic.

Method

The research was conducted by means of an online questionnaire.

Research subjects

- 1. Former Fellows of Yes We Can Youth Clinics.
- 2. Parents/carers of former Fellows.

Time table of field work September 23rd to October 15th , 2021

Response

A total of 159 former Fellows received an email invitation to participate in the survey. Of these, 45 Fellows completed the questionnaire. This equates to a response rate of 28%.

A total of 320 parents/carers of former Fellows received an email invitation to participate in the survey. Of these, 101 completed the questionnaire, which is a 32% response rate.

The response rates of the questionnaires for Fellows and parents/carers is representative for the group, which results in a reliable picture from a statistical point of view.

Outline

In the study, a distinction is made between three groups of Fellows, who have followed the treatment programme at different times. These are 2021, 2020 and earlier. If possible, the three groups are displayed in the report. Chapters 2, 3 and 4 present the answers given by the Fellows, chapters 5, 6, 7 and 8 present the answers given by the parents/carers. The chapter that relates to parents/carers has the following symbol:





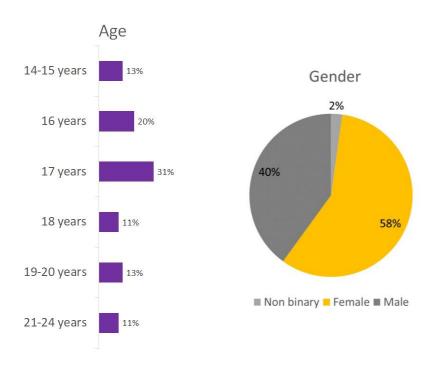
Fellows



2. CHARACTERISTICS YWCYC FELLOWS

The average age of the surveyed Fellows when they start treatment at YWCYC is 17.5 years old. The figures below show the age distribution and the gender of the respondents. The bottom chart shows in which year the treatment of the respondents started at YWCYC.

The nationalities of the Fellows are surveyed and the results show that 38% of the surveyed Fellows is British, 13% have the Dutch nationality, 7% have the American nationality and 7% have the French nationality. The rest is very diverse. Furthermore, most surveyed fellows currently reside in the following countries: The United Kingdom (42%), The Netherlands (18%) and Belgium/Luxembourg (13%). The rest (27%) is very diverse.



Start of treatment

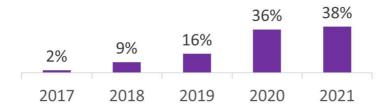


Figure 2 (n=45)



3. RECOVERY FELLOWS

3.1 TREATMENT

The surveyed Fellows have completed the inpatient programme at Yes We Can Youth Clinics. On average 71% of those who completed the programme still receive a form of aftercare or additional treatment. The more recent the treatment, the higher the percentage of Fellows still receiving aftercare/treatment. The results show that 88% of those who followed the programme in 2021 still receive aftercare/treatment, compared to 69% when the treatment started in 2020 and 50% when it started longer ago.

More than one in three surveyed Fellows still receive professional coaching or support. More than one in three surveyed Fellows receive online treatment as well.

Still receiving treatment since YWCYC

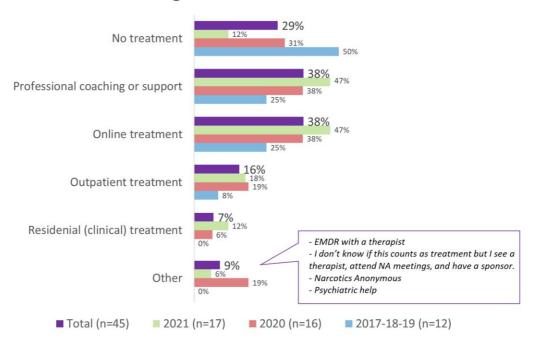


Figure 3.1.1 *

*numbers of respondents per year are low and therefore indicative



3.2 RELAPSE

Relapse refers to a short period of time in which old behavioural patterns return. After completing the inpatient programme, 49% of the surveyed Fellows did not relapse. The chart below shows that 51% did relapse, but 40% of these Fellows were able to get back in recovery.

Furthermore, those who started treatment in 2021 experienced the least relapse (65%), while those who started treatment before 2020, experienced the most relapse (75%). Most relapse was temporary (58%).

Boys seem to relapse more often than girls (61% vs. 46%). This is especially true for those who started treatment in 2020. However, the number of respondents is small and is therefore indicative.

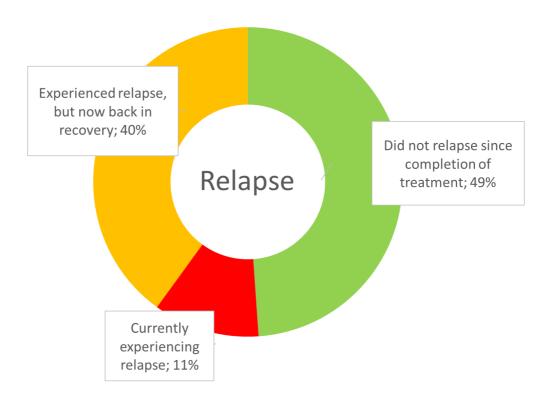


Figure 3.2.1 (n=45)



3.3 ACTIVITIES

One of the goals of the programme is for the Fellows to participate in society again. Fellows were asked which activities (if any) they participate in, to stay in recovery. About 70% of the surveyed fellows are currently in school, they have a job and/or do volunteer work and 13% is trying to go back to school, find a job and/or find volunteer work.

The percentages hold steady across the years. There seems to be little difference between the groups of Fellows and the years in which they started treatment. Only 9% of all Fellows, meaning those who started treatment in 2021, 2020 and longer ago, have no meaningful daytime activities like school, a job or volunteer work.

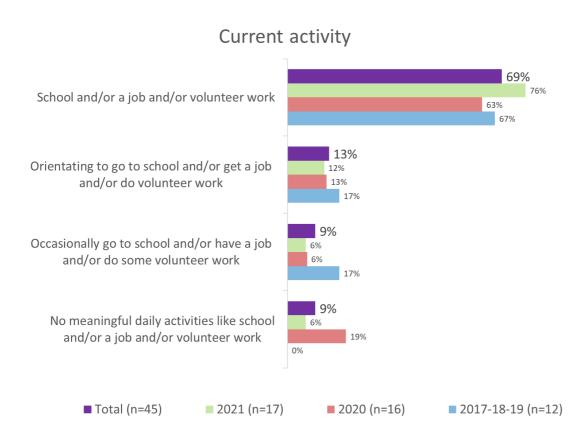


Figure 3.3.1



Fellows were asked which activities (if any) they participate in, to stay in recovery. A combination of the activities below is possible.

Contact with other Fellows is mentioned the most (73%). Those who were treated in 2020 and 2021 are more likely to interact with other Fellows (81%) than those who were in treatment before then (50%). Those treated in 2021 are relatively more likely than the others to mention the '10 actions' (65%) and 'contact with an aftercare counsellor' (41%).

Those who completed the programme in 2020 and 2021 currently undertake an average of 5 activities at the same time, while those who completed the programme in earlier years report current participation in an average of 3 activities. Only 7% of all surveyed Fellows don't undertake any of the activities to stay in recovery.

Activities to stay in recovery

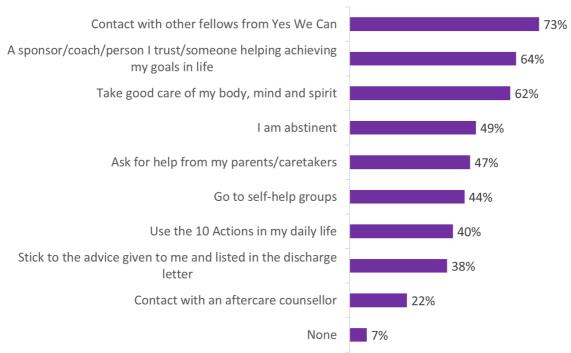


Figure 3.3.2 (n=45)

In total the surveyed Fellows indicate the following number of activities:

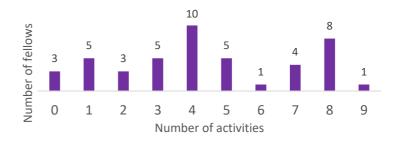


Figure 3.3.3



4. QUALITY OF LIFE FELLOWS

4.1 QUALITY OF LIFE OVERALL

The surveyed Fellows were asked to rate their quality of life before starting the programme at YWCYC and then rate their current quality of life. They were asked to give a score from 1 to 10 (1 means very poor and 10 means excellent). On average, the Fellows gave a rating of 2.5 before the treatment and 7.2 after receiving treatment at YWCYC.

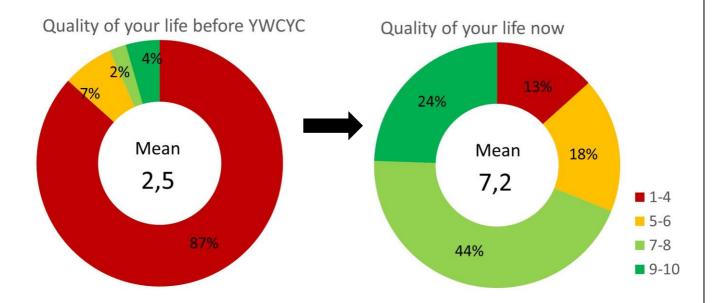


Figure 4.1.1 (n=45)

The difference in rating of quality of life before the treatment and after receiving the treatment at YWCYC is significant, which means that it can be ruled out that these results are coincidental.

Looking at the different years of starting the treatment and Fellows' ratings of their quality of life, the differences are minor. The Fellows who completed the programme most recently (in 2021) give the lowest score on average for their quality of life, both before and after the treatment (2.1 and 6.8, respectively), though the degree of improvement is comparable to earlier years. The table below provides insight into the progress/retrogression.

Difference per fellow	Number of fellows
Negative	2
No difference (already high score)	2
2 or 3 points difference	8
4 or 5 points difference	16
6 or 7 points difference	12
8 or 9 points difference	5
Total	45



4.2 ASPECTS OF QUALITY OF LIFE

Finally, the Fellows were asked to rate a couple of statements to describe their current quality of life. We asked them about the extent to which they experience love, pleasure, progress, independence and security. Most Fellows (more than 90%) are positive about all five statements. 7% of them don't agree with the statement of feeling settled and secure.

Below are the five statements regarding the quality of life. Pages 23-26 show the breakdown of the results per year.

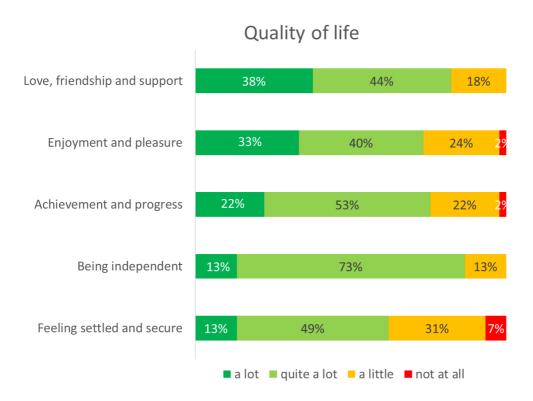


Figure 4.2.1 (n=45)



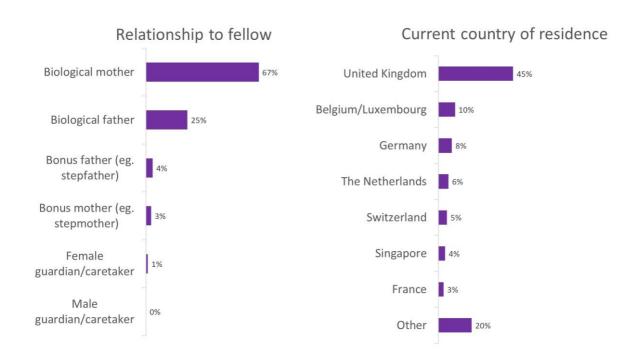




5. CHARACTERISTICS YWCYC FAMILIES

The surveyed families are generally the parents: about two-third are mothers. A third of the responding parents/carers have a son or daughter who started the treatment in 2021, a third has son or daughter who started in 2020 and a third has a son or daughter who started longer ago.

The nationalities of the parents/carers are surveyed and the results show that 40% have the British nationality, 16% have the American nationality and 9% have the Dutch nationality. The other 35% is very diverse. Furthermore, a large part of the parents/carers (45%) currently reside in the United Kingdom. The chart below shows the current country of residence of all parents/carers.



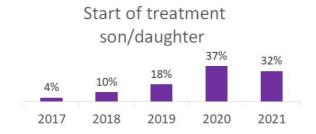


Figure 5 (n=101)



6. ASPECTS OF QUALITY OF LIFE

6.1 QUALITY OF LIFE

The parents/carers of the surveyed Fellows have indicated whether the quality of their own lives has changed as a result of the treatment of their son/daughter at YWCYC. Most parents indicate that their quality of life has improved (a lot of improvement: 68%, a little improvement: 20%), 7% say it has not changed and 5% think their quality of life has decreased.

It seems that the parents/carers of the Fellows who followed the programme more than 2 years ago are relatively more likely to feel that their quality of life has not changed. However, the difference is not significant, which means that it cannot be ruled out that these results are coincidental.

Changes in parents' quality of life as a result of their son's/ daughter's treatment at YWCYC

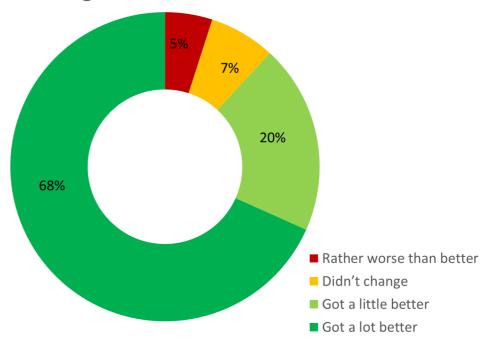


Figure 6.1.1 (n=101)

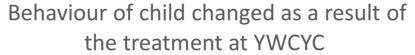


6.2 PARENTS' VIEW ON CHILD'S BEHAVIOUR

The parents/carers were also asked whether their son or daughter's behaviour has changed as a result of treatment at YWCYC. The results show that 90% of the parents/carers indicate that their child's behaviour has changed positively: 72% report a lot of progress, 18% report some progress.

4% of the parents/carers indicate that their child's behaviour didn't change and 6% indicates the behaviour has changed negatively.

The longer ago their son or daughter has had the treatment, the higher the percentage of 'nothing has changed' (from 0% if the treatment started in 2021, to 3% if it started in 2020, to 9% if it started longer ago).



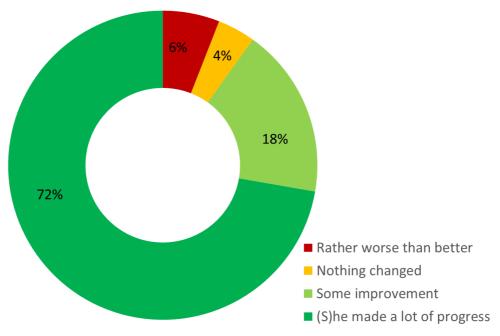


Figure 6.2.1 (n=101)



7. QUALITY OF THE CLIENT JOURNEY AT YWCYC

The parents/carers have assessed the quality of the client journey at YWCYC for the four phases below. They assessed: 1. The procedures and 2. The team/contact person for each phase, by asking how informative, inviting, personal and clear these two aspects were - in a certain phase of the treatment - in their opinion. A score on a scale from 1 to 10 was given (1 means very poor and 10 means excellent).

- 1) Pre-admission
 - a) Procedure. website, brochures, paperwork, etc
 - b) Case Manager: personal contact with your Case Manager.
- 2) Admission stage
 - a) Procedures: website, brochures, paperwork, etc.
 - b) Team: personal contact with Team Oirschot
- 3) Family programme
 - a) Procedures: website, brochures, paperwork, etc.
 - b) Counsellor: personal contact with your Family Counsellor
- 4) Aftercare
 - a) Procedures: website, brochures, paperwork, etc.
 - b) Treatment coordinator: personal contact with your Treatment Coordinator.

Quality of journey with YWCYC

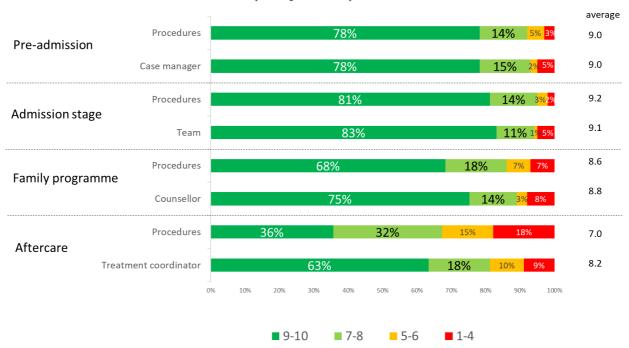


Figure 7.1 (n=101)



The more recent the treatment, the slightly higher the score for almost all phases.

The admission phase scores the highest and the aftercare phase scores the lowest, though even then, two out of three parents/carers rate the aftercare with a 6 or higher. The only aspect where the average rating is slightly lower, is in the aftercare *procedures*.



8. RECOMMENDATION AND SATISFACTION FAMILIES

8.1 RECOMMENDATION

The majority of all surveyed parents/carers would recommend YWCYC to others: 81% definitely, 9% probably and 85% of the parents/carers are willing to share their experience with other parents/carers.

For parents/carers whose children started treatment in 2020 and 2021, an equally high percentage recommends the International Clinic (95% probably and definitely). For parents/carers whose child started at YWCYC before 2020, 81% recommend the International Clinic (probably and definitely).

How likely are you to recommend YWCYC to others

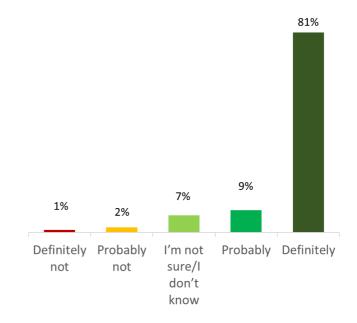


Figure 8.1.1 (n=101)



8.2 SATISFACTION

The parents/carers give an average rating of an 8.6 for the total experience with YWCYC. This average increases slightly each year as shown in the chart below. A third of the parents/carers (28%) believe that there is room for improvement. All of their suggestions are categorized and can be found on page 27.

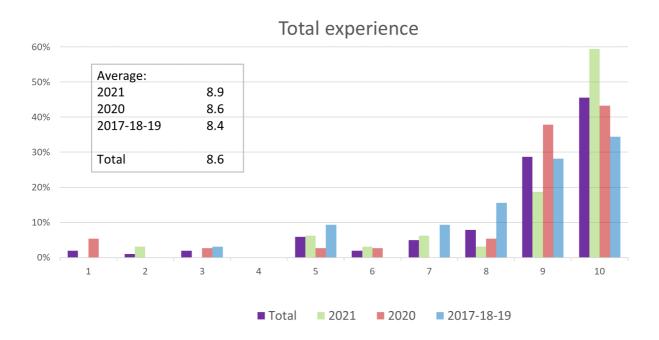


Figure 8.2.1 (total n=101; 2021: n=32, 2020: n=37, 2017-18-19: n=32)



9. CONCLUSION

On behalf of Yes We Can Youth Clinics (YWCYC), all International former Fellows received an online questionnaire in the autumn of 2021 in which they could give their opinion about the treatment at YWCYC and about their quality of life. In addition, parents/carers of the Fellows also received an online questionnaire.

In total 45 Fellows and 101 parents/carers completed the questionnaire.

FELLOWS

Staff and treatment

Seven out of ten Fellows currently receive aftercare/treatment, often from a professional coach or through online treatment. The number of Fellows who receive (this kind of) aftercare/treatment decreases the longer ago the treatment at YWCYC started.

Relapse

About 50% of the Fellows say they haven't had a relapse since their admission at YWCYC. 40% has relapsed but has recovered and 11% is currently in relapse.

Recovery

About 70% of all fellows now go to school, volunteer or have a job. About 9% has no meaningful daytime activities. In the context of recovery, the majority of the Fellows mention contact with other Fellows (73%) and in addition, approximately two out of three Fellows have a sponsor or coach. Furthermore, about two out of three indicate that they take good care of themselves with regard to body and mind. Of all Fellows who started treatment at YWCYC in 2021, 65% mention using the '10 actions in daily life', which is more compared to those who started in previous years.

Quality of life

The average rating of the current quality of life is much higher than before treatment at YWCYC. This is now an average of 7.2! Although the rating appears to be slightly lower among those who started treatment in 2021 (6.8), the degree of improvement remains the same due to a lower score prior to the treatment.

In addition to the increased score for the quality of life, the Fellows are generally positive about the various aspects regarding the quality of life:

- Being independent: 86% positive
- Love, friendship and support: 82% positive
- Achievements and progress: 75% positive
- Enjoyment and pleasure: 73% positive
- Feeling settled and secure: 62% positive.



FAMILIES

Quality of life

The majority of parents/carers (88%) feel that their quality of life has improved as a result of their son/daughter's treatment at YWCYC. 7% of the parents/carers think that nothing has changed. This percentage seems to slightly increase the longer ago their child has received treatment.

In addition 90% feel that their child's behaviour has changed positively as a result of the treatment. Here too, it seems that the percentage of 'nothing changed' increases the longer ago their child has received treatment.

Quality of client journey at YWCYC

The parents/carers are particularly satisfied with the admission process to the clinic and the admission itself. This applies to both the procedure and the people involved in the process (case manager, team). These phases scored an average of a 9 or higher. The family programme is also highly rated: both the procedures and the counsellor are rated between 8.5 and 9 on average.

The aftercare scores the lowest with the procedures rated with a 7 and the treatment coordinator with an 8.2.

Satisfaction

The average rating for the overall experience at YWCYC is an 8.6. The majority (9 out of 10 parents/carers) would recommend YWCYC to others. Among parents/carers whose child started treatment before 2020, a slightly smaller percentage recommends the clinic, but this is still 81%. However, the difference is not significant.

Recommendation

Over the years the Fellows seem to be doing better after treatment at YWCYC: more often no more treatment is needed, more often they have a meaningful way of spending the day and they give a slightly higher quality of life score.

The treatment of the son/daughter has also brought about a positive change for the majority of the parents/carers. The parents/carers are generally very satisfied with the care they received, but some parents seem to think the effect decreases over time. Furthermore, there are areas for improvement, especially with regard to the aftercare of the Fellows and their parents/carers.

These results seem to indicate that the long-term effect of YWCYC is positive, especially in the eyes of the Fellows themselves. It is recommended by Quelsa to carry out regular research to monitor the former fellows after the programme has been completed.



Attachments



ATTACHMENT FELLOWS

Below are the five statements regarding the quality of life of the Fellows, split into the three groups of the different starting years.

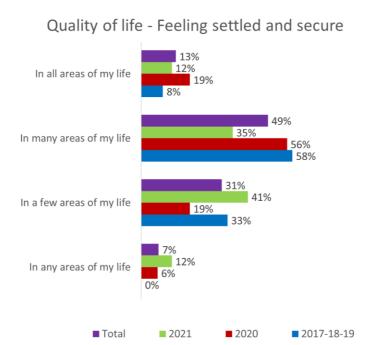


Figure A1 (n=45)

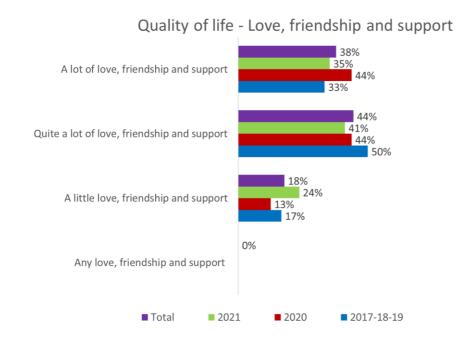


Figure A2 (n=45)





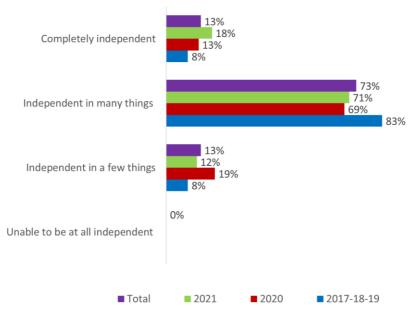


Figure A3 (n=45)

Quality of life - Achievement and progress

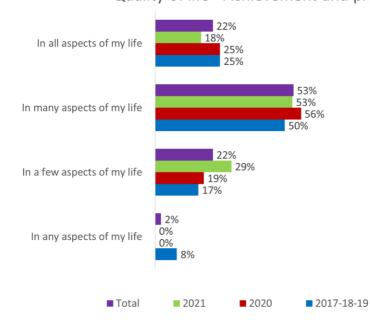


Figure A4 (n=45)



Quality of life - Enjoyment and pleasure

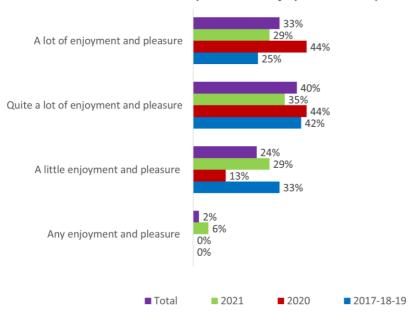
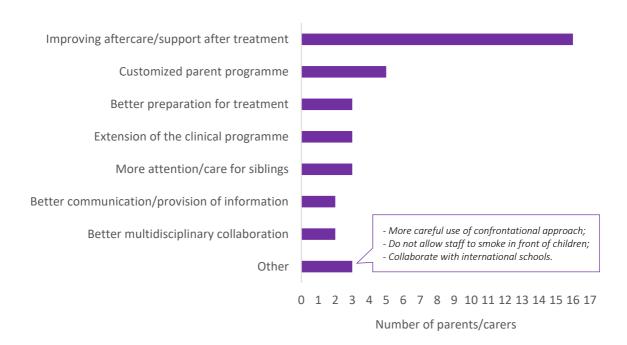


Figure A5 (n=45)



ATTACHMENT FAMILIES

Below you will find a categorized overview of the suggestions for improvement from the parents/carers.



In addition there were two complaints about the YWCYC programme:

- Behaviour is unjustly classified as an addiction
- Disappointing counselling