

**Mississippi Department of Mental Health
2022 Consumer Satisfaction Survey**

Final Report
January 18, 2023

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Executive Summary

Since 2016, the Mississippi Department of Mental Health has contracted with the Survey Research Laboratory at Mississippi State University to administer the annual Consumer Satisfaction Survey for both adult and youth consumers of mental health services. The survey items and measurement scales are provided by the Mental Health Statistics Improvement Program.

This report presents the findings of the 2022 administration of the Consumer Satisfaction Survey. Results indicate a high level of satisfaction among adult consumers and the parents/guardians of youth consumers, though the extent of satisfaction differs by region. In 2022, there were 13 Community Mental Health regions in the state of Mississippi. Of the seven domains defined by the Mental Health Statistics Improvement Program, the three domains with the highest satisfaction scores were perceived quality of services, access to services, and general satisfaction with services. As in years past, satisfaction with treatment outcomes, perceived level of functioning, and social connectedness were the three domains with the lowest overall satisfaction scores. These results were found to be consistent across both the adult and youth consumer populations.

Survey Methodology

In 2022, the Consumer Satisfaction Survey was administered using paper-based survey booklets designed and printed by the Survey Research Laboratory (SRL) at Mississippi State University. All the survey items were written by the Mental Health Statistics Improvement Program.

The Mississippi Department of Mental Health (MDMH) provided the SRL with the contact information for all the mental health site directors for both adult and youth services throughout the state. Additionally, MDMH shared the total number of adults and youths who received mental health services from each of the 13 Community Mental Health regions during the prior year. These figures were used to determine the target sample size for each region.

For the 2022 survey, the target sample size for both the adult and youth populations was 7% of the total number of consumers served by a given region, based on the known number of consumers served during the prior year. The appropriate number of survey booklets was printed and mailed to each regional director, who in turn, distributed the surveys across all the satellite offices in each of the 13 Community Mental Health regions. Field clinicians were instructed to select survey respondents as randomly as possible.

Since a true random sample could not be guaranteed, the sampling method must be defined as one of convenience. The use of a convenience sample is common practice in cases where it is logistically difficult or too costly to obtain a truly random selection of respondents from a given population, such as with the present survey.

The surveys were in the field for approximately seven weeks, from mid-Sept. to early Nov 2022. The regional directors were instructed to return all completed surveys to the SRL via prepaid envelopes by Nov. 7, 2022. The SRL subsequently entered the survey responses into a database for analysis. The final dataset included responses from 2,174 adult surveys and 1,101 youth surveys. The state-level response rates for the adult and youth survey administrations were 59% and 61%, respectively. There was significant variation in the response rates by region which ranged from 0% to 93%.

Tables 1 and 2 outline the target sample size, response rate, and actual sample size by region.

Table 1

Sample Statistics for 2022 Adult Consumer Satisfaction Survey

Region	Consumers Served (in Prior Year)	Target Sample Size (7%)	Response Rate	Actual Sample Size
1	1581	111	84%	93
2	3785	265	50%	132
3	2942	206	46%	95
4	4870	341	43%	145
6	5750	403	26%	104
7	3251	228	64%	145
8	6645	465	86%	400
9	5696	399	61%	244
10	5123	359	79%	285
11	757	53	74%	39
12	7376	516	67%	344
14	2295	161	12%	19
15	2123	149	87%	129
Total:	52,194	3,656	59%	2,174

Table 2

Sample Statistics for 2022 Youth Consumer Satisfaction Survey

Region	Consumers Served (in Prior Year)	Target Sample Size (7%)	Response Rate	Actual Sample Size
1	759	53	87%	46
2	1568	110	43%	47
3	4078	285	28%	80
4	2877	201	46%	92
6	2454	172	89%	153
7	1259	88	93%	82
8	3214	225	68%	152
9	1903	133	56%	74
10	2791	195	81%	158
11	102	7	86%	6
12	3083	216	72%	155
14	669	47	0%	0
15	953	67	84%	56
Total:	25,710	1,799	61%	1,101

Adult Consumer Satisfaction Survey Results

All the survey items and measurement scales for the Adult Consumer Satisfaction Survey were written and designed by the Mental Health Statistics Improvement Program. In addition to collecting some basic demographic information such as age, race, and gender, the Adult Consumer Satisfaction Survey included 36 items that formed the basis for calculating scores measuring the following seven domains:

- 1) General satisfaction with services
- 2) Access to services
- 3) Quality of services
- 4) Perception of outcomes
- 5) Participation in treatment planning
- 6) Social connectedness
- 7) Perception of overall functioning

Each of these 36 survey items included a statement to which the respondents indicated their level of agreement using a standard 5-point, Likert-style scale (Strongly Agree, Agree, Neutral, Disagree or Strongly Disagree). The domain scores are reported using the scoring guidelines and measurement criteria provided by the Mental Health Statistics Improvement Program.

Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final score ranging from 1 to 5. Scores less than 2.5 are considered to be an expression of positive opinion. Regional comparisons are based on the total percent of respondents expressing positive opinions toward a given domain.

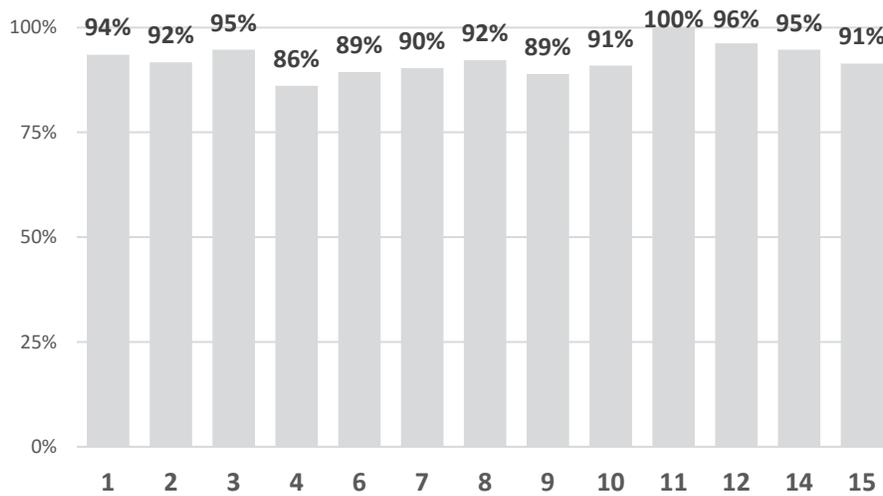
The survey items comprising each domain and the resulting domain measurements by region are listed below:

General Satisfaction with Services

The consumers' general satisfaction with the mental health services they received was measured by the following three items:

- 1) "I liked the services I received here."
- 2) "If I had other choices, I would still get services at this agency."
- 3) "I would recommend this agency to a friend or family member."

Percent Consumers Expressing Positive General Satisfaction by Region

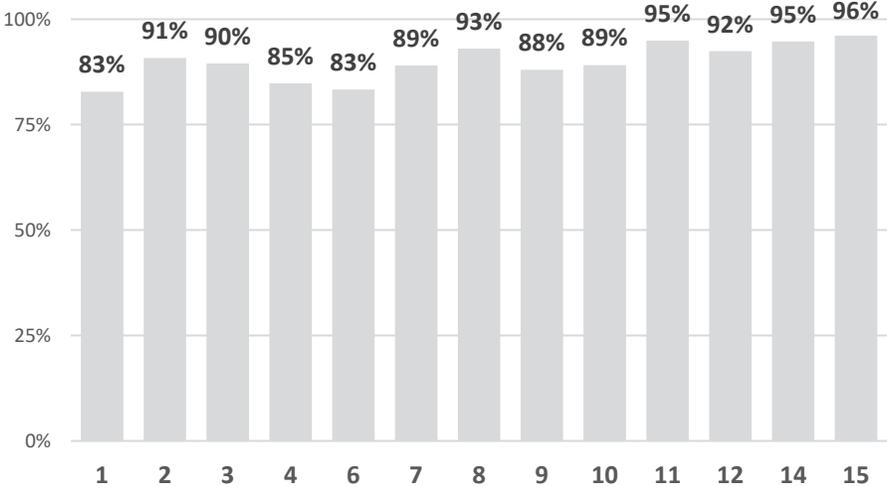


Perception of Access to Services

The consumers’ perception of their access to mental health services was measured by the following six items:

- 1) “The location of services was convenient (parking, bus, distance, etc.).”
- 2) “Staff were willing to see me as often as I felt was necessary.”
- 3) “Staff returned my calls within 24 hours.”
- 4) “Services were available at times that were good for me.”
- 5) “I was able to get all the services I thought I needed.”
- 6) “I was able to see a psychiatrist when I wanted to.”

Percent Consumers Expressing Positive Perception of Access to Services by Region

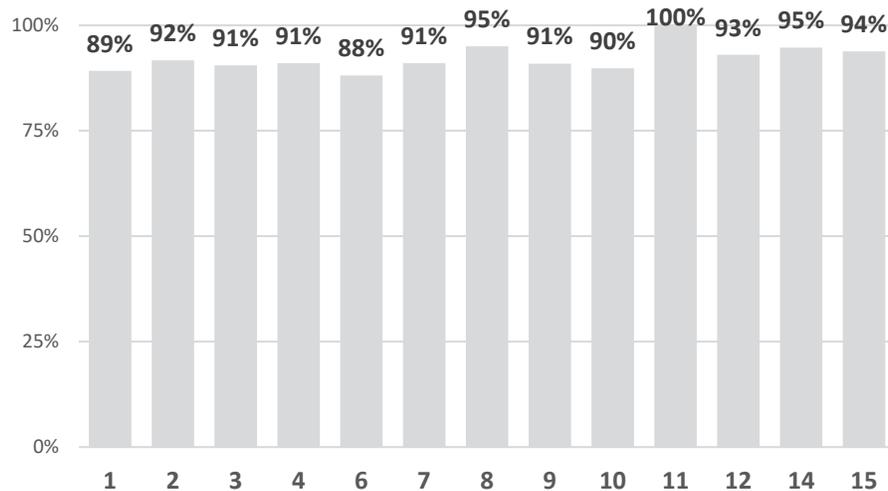


Perception of Quality and Appropriateness of Services

The consumers' perception of the quality and appropriateness of the services they received was measured by the following nine items:

- 1) "Staff believed that I could grow, change, and recover."
- 2) "I felt free to complain if there was a problem."
- 3) "The staff told me what side effects to watch for."
- 4) "The staff respected my wishes about who is and who is not to be given information about my treatment."
- 5) "The staff were sensitive to my cultural/ethnic background."
- 6) "The staff helped me get the information needed so I could take charge of managing my illness."
- 7) "I was given information about my rights."
- 8) "The staff encouraged me to take responsibility for how I live my life."
- 9) "I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phones, etc.)."

Percent Consumers Expressing Positive Perceptions of the Quality and Appropriateness of Services by Region

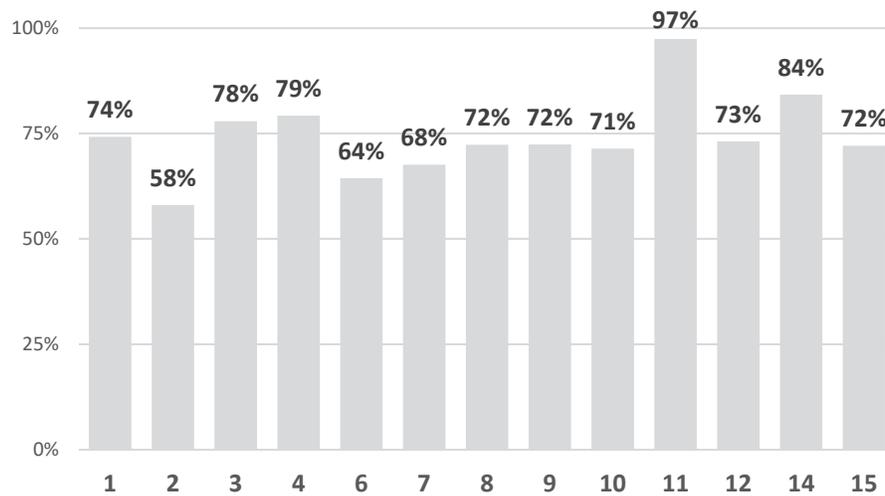


Perception of Outcomes

The consumers' perception of their own outcomes following the mental health services they received was measured by the following eight items:

- 1) "I deal more effectively with daily problems."
- 2) "I am better able to control my life."
- 3) "I am better able to deal with crises."
- 4) "I get along better with family."
- 5) "I do better in social situations."
- 6) "I am doing better in school and/or work."
- 7) "My symptoms are not bothering me as much."
- 8) "My housing situation has improved."

Percent Consumers Expressing Positive Perceptions of Outcomes following Mental Health Services by Region

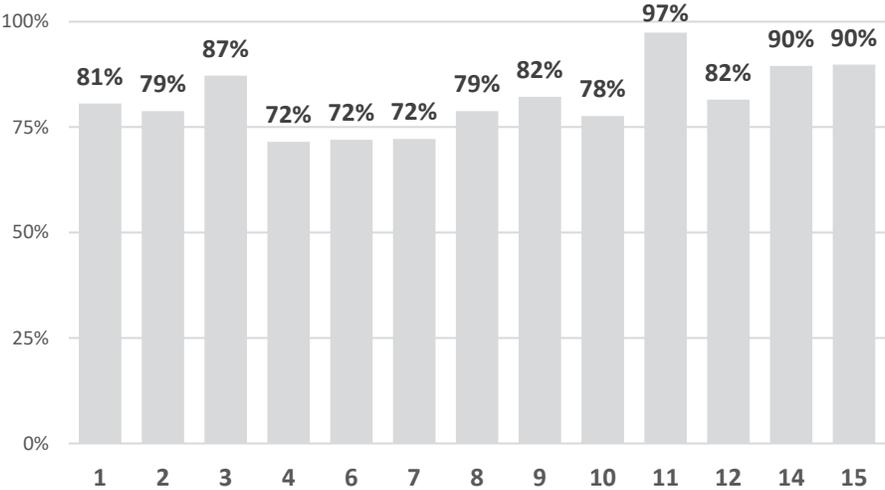


Perception of Participation in Treatment

The extent to which the consumers felt that they were given the freedom to participate in the planning and implementation of their own treatment was measured by the following two items:

- 1) “I felt comfortable asking questions about my treatment and medication.”
- 2) “I, not staff, decided my treatment goals.”

Percent Consumers Expressing Positive Perceptions of Participation in Treatment by Region

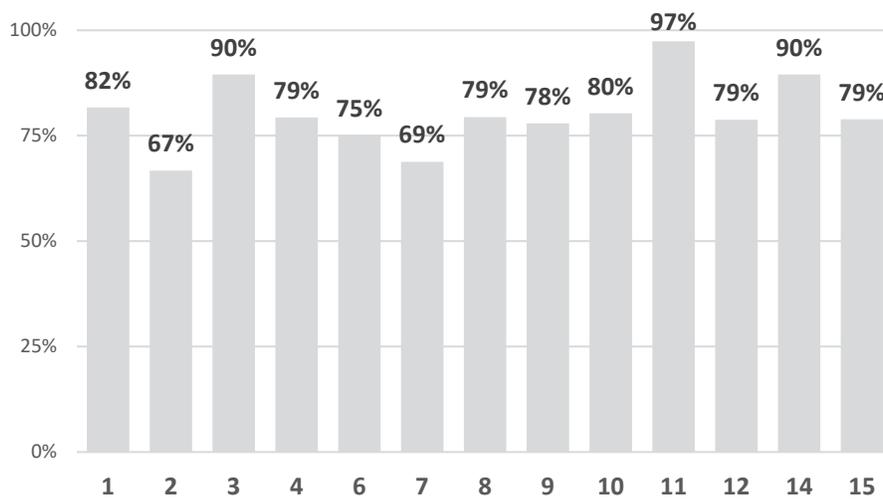


Social Connectedness

The extent to which the consumers felt that they were socially connected to friends and family after receiving mental health services was measured by the following four items:

- 1) "I am happy with the friendships I have."
- 2) "I have people with whom I can do enjoyable things."
- 3) "I feel I belong in my community."
- 4) "In a crisis, I would have the support I need from family and friends."

Percent Consumers Expressing Positive Perceptions of Social Connectedness by Region

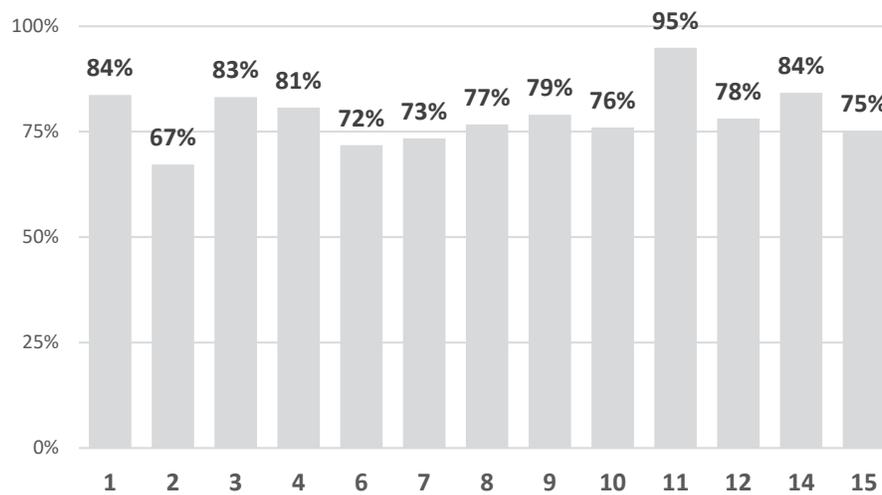


Perception of Overall Functioning

The level at which consumers felt they were functioning after receiving mental health services was measured by the following four items:

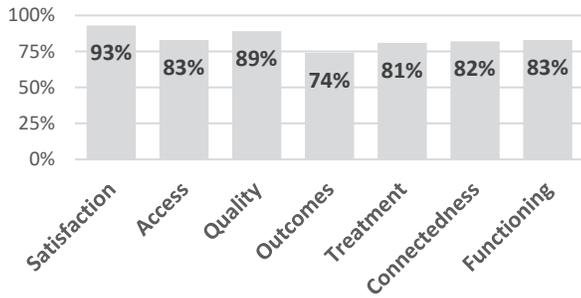
- 1) "I now do things that are more meaningful to me."
- 2) "I am better able to take care of my needs."
- 3) "I am better able to handle things when they go wrong."
- 4) "I am better able to do things that I want to do."

Percent Consumers Expressing Positive Perceptions for Level of Functioning by Region

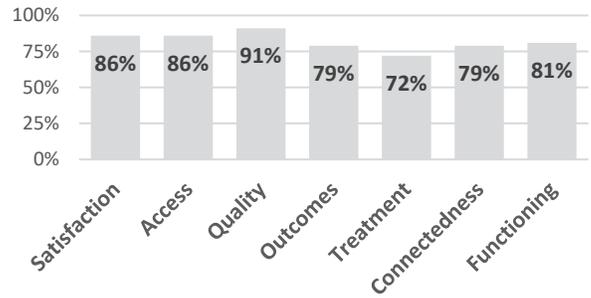


Percent of Adult Consumers Expressing Positive Opinions in each Region by Domain

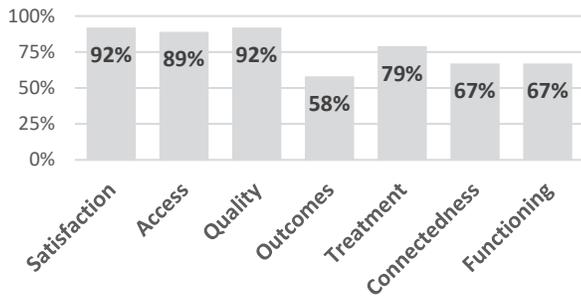
Region 1



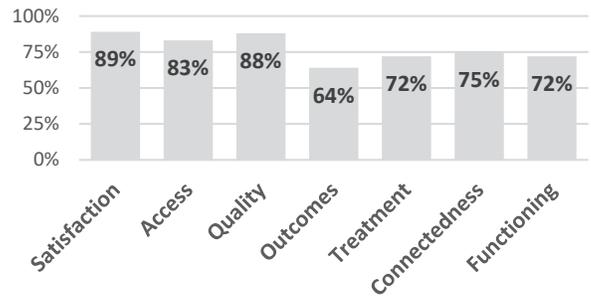
Region 4



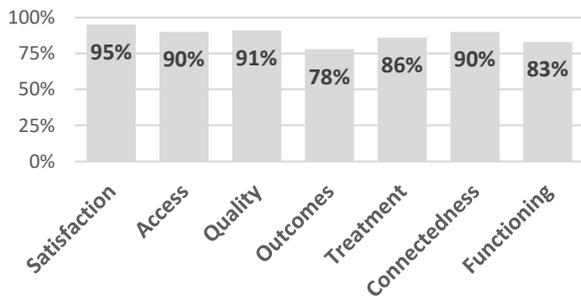
Region 2



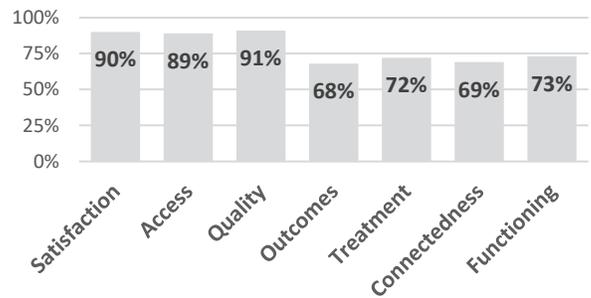
Region 6



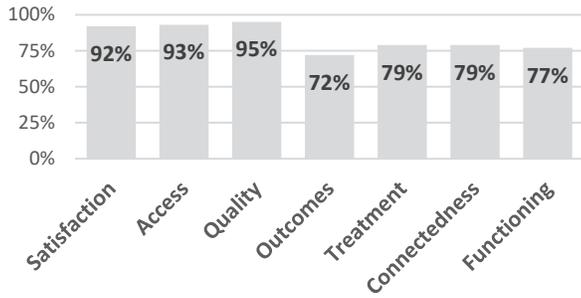
Region 3



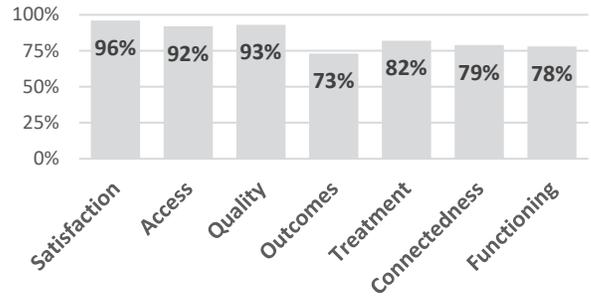
Region 7



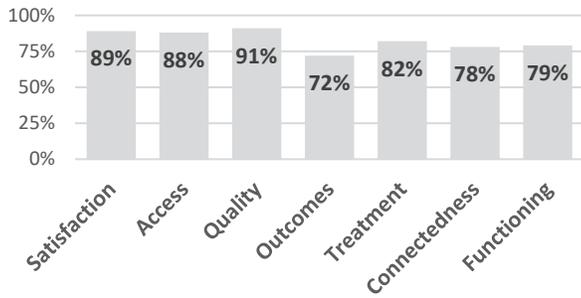
Region 8



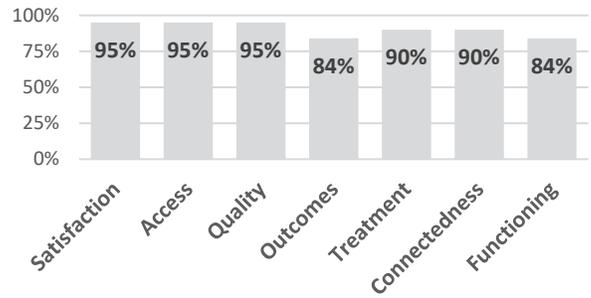
Region 12



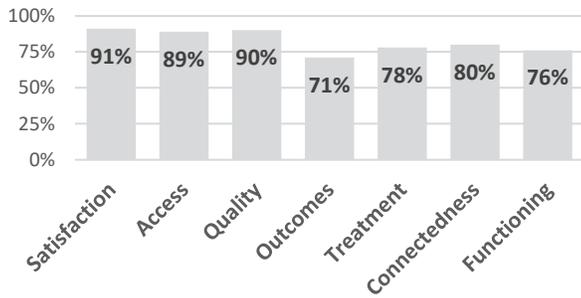
Region 9



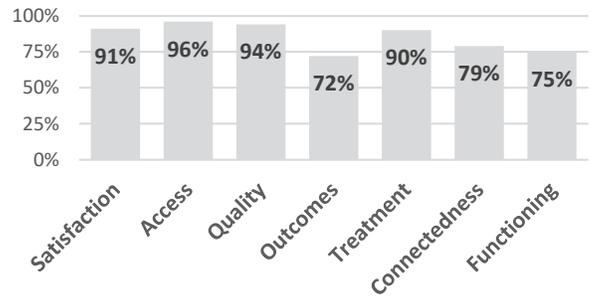
Region 14



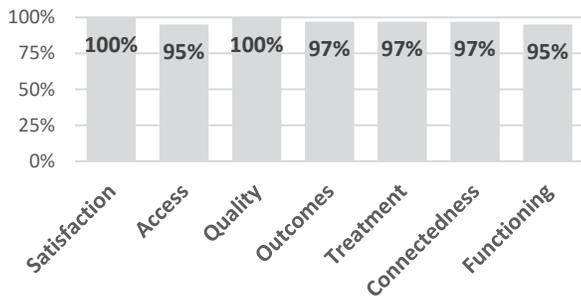
Region 10



Region 15



Region 11



Adult Consumer Satisfaction Questionnaire



This questionnaire will help us understand how we can improve mental health services for our clients. Your opinions are important and we appreciate your willingness to take this survey! Your responses will NOT affect the services you receive and all of your answers will be kept confidential.

1. What is today's date?

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Month		Day		Year

2. In what year were you born?

3. With which racial group do you most closely identify?

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other group: _____

4. Do you consider yourself to be Hispanic or Latinx?

- Yes
- No

5. What is your sex?

- Female
- Male

6. In which region do you receive mental health services?

Continue to next page →

7. How long have you received mental health services?

- 12 months or more (skip to Question 11)
- Less than 12 months



8. Were you arrested since you began to receive mental health services?

- Yes
- No



9. Were you arrested during the 12 months prior to that?

- Yes
- No



10. Since you began to receive mental health services, have your encounters with the police...

- Been reduced - (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- Stayed the same
- Increased
- Does not apply - I had no police encounters this year or last year

After answering question 10 skip to question 14 on next page. →

11. Were you arrested during the last 12 months?

- Yes
- No



12. Were you arrested during the 12 months prior to that?

- Yes
- No



13. Over the last year, have your encounters with the police...

- Been reduced - (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- Stayed the same
- Increased
- Does not apply - I had no police encounters this year or last year



Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Perception of Access:					
14. The location of services was convenient (parking, bus, distance, etc.).	①	②	③	④	⑤
15. Staff were willing to see me as often as I felt was necessary.	①	②	③	④	⑤
16. Staff returned my calls within 24 hours.	①	②	③	④	⑤
17. Services were available at times that were good for me.	①	②	③	④	⑤
18. I was able to get all the services I thought I needed.	①	②	③	④	⑤
19. I was able to see a psychiatrist when I wanted to.	①	②	③	④	⑤
Perception of Quality & Appropriateness:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
20. Staff believed that I could grow, change, and recover.	①	②	③	④	⑤
21. I felt free to complain if there was a problem.	①	②	③	④	⑤
22. The staff told me what side effects to watch for.	①	②	③	④	⑤
23. The staff respected my wishes about who is and who is not to be given information about my treatment.	①	②	③	④	⑤
24. The staff were sensitive to my cultural/ethnic background.	①	②	③	④	⑤
25. The staff helped me to get the information needed so I could take charge of managing my illness.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

Perception of Quality & Appropriateness (cont.):	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
26. I was given information about my rights.	①	②	③	④	⑤
27. The staff encouraged me to take responsibility for how I live my life.	①	②	③	④	⑤
28. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phones, etc.).	①	②	③	④	⑤
Perception of Outcomes:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29. I deal more effectively with daily problems.	①	②	③	④	⑤
30. I am better able to control my life.	①	②	③	④	⑤
31. I am better able to deal with crises.	①	②	③	④	⑤
32. I get along better with family.	①	②	③	④	⑤
33. I do better in social situations.	①	②	③	④	⑤
34. I am doing better in school and/or work.	①	②	③	④	⑤
35. My symptoms are not bothering me as much.	①	②	③	④	⑤
36. My housing situation has improved.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Perception of Participation in Treatment Planning:					
37. I felt comfortable asking questions about my treatment and medication.	①	②	③	④	⑤
38. I, not staff, decided my treatment goals.	①	②	③	④	⑤
General Satisfaction:					
39. I liked the services I received here.	①	②	③	④	⑤
40. If I had other choices, I would still get services at this agency.	①	②	③	④	⑤
41. I would recommend this agency to a friend or family member.	①	②	③	④	⑤
Social Connectedness:					
42. I am happy with the friendships I have.	①	②	③	④	⑤
43. I have people with whom I can do enjoyable things.	①	②	③	④	⑤
44. I feel I belong in my community.	①	②	③	④	⑤
45. In a crisis, I would have the support I need from family and friends.	①	②	③	④	⑤

Continue to next page →

Please think about your experiences within the past six months and rate your level of agreement with the following statements:

Functioning:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
46. I do things that are more meaningful to me.	(1)	(2)	(3)	(4)	(5)
47. I am better able to take care of my needs.	(1)	(2)	(3)	(4)	(5)
48. I am better able to handle things when they go wrong.	(1)	(2)	(3)	(4)	(5)
49. I am better able to do things that I want to do.	(1)	(2)	(3)	(4)	(5)

Who completed this questionnaire?

- You, without assistance
- You, with the assistance of a mental health professional

NAME OF MENTAL HEALTH PROFESSIONAL

This is the end of the survey. Thank you for your participation.



Item Response Frequencies for All Adult Respondents

Q1 Date booklet was completed

Q2 In what year were you born?

Q3 With which racial group do you most closely identify?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 American Indian or Alaskan Native	26	1.2	1.2	1.2
	2 Asian	10	.5	.5	1.7
	3 Black or African American	1234	56.8	58.3	60.0
	4 Native Hawaiian or Pacific Islander	3	.1	.1	60.1
	5 White	817	37.6	38.6	98.7
	6 Other group	27	1.2	1.3	100.0
	Total	2117	97.4	100.0	
Missing	7 No Response	57	2.6		
Total		2174	100.0		

Q4 Do you consider yourself to be Hispanic or Latinx?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	55	2.5	2.6	2.6
	2 No	2061	94.8	97.4	100.0
	Total	2116	97.3	100.0	
Missing	3 No Response	58	2.7		
Total		2174	100.0		

Q5 What is your sex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Female	1178	54.2	54.9	54.9
	2 Male	968	44.5	45.1	100.0
	Total	2146	98.7	100.0	
Missing	3 No Response	28	1.3		
Total		2174	100.0		

Q6 In which region do you receive mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1	93	4.3	4.3	4.3	
	2	132	6.1	6.1	10.3	
	3	95	4.4	4.4	14.7	
	4	145	6.7	6.7	21.4	
	6	104	4.8	4.8	26.2	
	7	145	6.7	6.7	32.8	
	8	400	18.4	18.4	51.2	
	9	244	11.2	11.2	62.5	
	10	285	13.1	13.1	75.6	
	11	39	1.8	1.8	77.4	
	12	344	15.8	15.8	93.2	
	14	19	.9	.9	94.1	
	15	129	5.9	5.9	100.0	
	Total		2174	100.0	100.0	

Q7 How long have you received mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 12 months or more	1598	73.5	77.3	77.3
	2 Less than 12 months	468	21.5	22.7	100.0
	Total	2066	95.0	100.0	
Missing	3 No Response	108	5.0		
Total		2174	100.0		

Q8 [For those receiving services less than 12 months] Were you arrested since you began to receive mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	39	1.8	8.3	8.3
	2 No	429	19.7	91.7	100.0
	Total	468	21.5	100.0	
Missing	System	1706	78.5		
Total		2174	100.0		

Q9 [For those receiving services less than 12 months] Were you arrested during the 12 months prior to that?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	79	3.6	16.9	16.9
	2 No	389	17.9	83.1	100.0
	Total	468	21.5	100.0	
Missing	System	1706	78.5		
Total		2174	100.0		

Q10 [For those receiving services less than 12 months] Since you began to receive mental health services, have your encounters with the police...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Been reduced	89	4.1	19.0	19.0
	2 Stayed the same	53	2.4	11.3	30.3
	3 Increased	9	.4	1.9	32.3
	4 Does not apply	317	14.6	67.7	100.0
	Total	468	21.5	100.0	
Missing	System	1706	78.5		
Total		2174	100.0		

Q11 [For those receiving services 12 months or more] Were you arrested during the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	76	3.5	4.8	4.8
	2 No	1522	70.0	95.2	100.0
	Total	1598	73.5	100.0	
Missing	System	576	26.5		
Total		2174	100.0		

Q12 [For those receiving services 12 months or more] Were you arrested during the 12 months prior to that?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	84	3.9	5.3	5.3
	2 No	1514	69.6	94.7	100.0
	Total	1598	73.5	100.0	
Missing	System	576	26.5		
Total		2174	100.0		

Q13 [For those receiving services 12 months or more] Over the last year, have your encounters with the police...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Been reduced	134	6.2	8.4	8.4
	2 Stayed the same	126	5.8	7.9	16.3
	3 Increased	19	.9	1.2	17.5
	4 Does not apply	1319	60.7	82.5	100.0
	Total	1598	73.5	100.0	
Missing	System	576	26.5		
Total		2174	100.0		

Q14 The location of services was convenient (parking, bus, distance, etc.).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1171	53.9	54.8	54.8
	2 Agree	709	32.6	33.2	88.0
	3 Neutral	173	8.0	8.1	96.1
	4 Disagree	54	2.5	2.5	98.6
	5 Strongly disagree	30	1.4	1.4	100.0
	Total	2137	98.3	100.0	
Missing	6 No Response	37	1.7		
Total		2174	100.0		

Q15 Staff were willing to see me as often as I felt was necessary.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1262	58.0	58.5	58.5
	2 Agree	726	33.4	33.7	92.2
	3 Neutral	102	4.7	4.7	96.9
	4 Disagree	37	1.7	1.7	98.7
	5 Strongly disagree	29	1.3	1.3	100.0
	Total	2156	99.2	100.0	
Missing	6 No Response	18	.8		
Total		2174	100.0		

Q16 Staff returned my calls within 24 hours.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1102	50.7	51.4	51.4
	2 Agree	709	32.6	33.1	84.5
	3 Neutral	235	10.8	11.0	95.5
	4 Disagree	57	2.6	2.7	98.2
	5 Strongly disagree	39	1.8	1.8	100.0
	Total	2142	98.5	100.0	
Missing	6 No Response	32	1.5		
Total		2174	100.0		

Q17 Services were available at times that were good for me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1250	57.5	57.9	57.9
	2 Agree	742	34.1	34.4	92.3
	3 Neutral	104	4.8	4.8	97.1
	4 Disagree	38	1.7	1.8	98.8
	5 Strongly disagree	25	1.1	1.2	100.0
	Total	2159	99.3	100.0	
Missing	6 No Response	15	.7		
Total		2174	100.0		

Q18 I was able to get all the services I thought I needed.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1199	55.2	55.8	55.8
	2 Agree	756	34.8	35.2	91.0
	3 Neutral	120	5.5	5.6	96.6
	4 Disagree	41	1.9	1.9	98.5
	5 Strongly disagree	33	1.5	1.5	100.0
	Total	2149	98.9	100.0	
Missing	6 No Response	25	1.1		
Total		2174	100.0		

Q19 I was able to see a psychiatrist when I wanted to.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1045	48.1	48.9	48.9
	2 Agree	693	31.9	32.5	81.4
	3 Neutral	262	12.1	12.3	93.7
	4 Disagree	92	4.2	4.3	98.0
	5 Strongly disagree	43	2.0	2.0	100.0
	Total	2135	98.2	100.0	
Missing	6 No Response	39	1.8		
Total		2174	100.0		

Q20 Staff believed that I could grow, change, and recover.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1221	56.2	56.7	56.7
	2 Agree	727	33.4	33.8	90.5
	3 Neutral	159	7.3	7.4	97.9
	4 Disagree	22	1.0	1.0	98.9
	5 Strongly disagree	23	1.1	1.1	100.0
	Total	2152	99.0	100.0	
Missing	6 No Response	22	1.0		
Total		2174	100.0		

Q21 I felt free to complain if there was a problem.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1180	54.3	54.8	54.8
	2 Agree	743	34.2	34.5	89.3
	3 Neutral	149	6.9	6.9	96.2
	4 Disagree	51	2.3	2.4	98.6
	5 Strongly disagree	31	1.4	1.4	100.0
	Total	2154	99.1	100.0	
Missing	6 No Response	20	.9		
Total		2174	100.0		

Q22 The staff told me what side effects to watch for.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1036	47.7	48.2	48.2
	2 Agree	751	34.5	34.9	83.1
	3 Neutral	242	11.1	11.3	94.3
	4 Disagree	81	3.7	3.8	98.1
	5 Strongly disagree	41	1.9	1.9	100.0
	Total	2151	98.9	100.0	
Missing	6 No Response	23	1.1		
Total		2174	100.0		

Q23 The staff respected my wishes about who is and who is not to be given information about my treatment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1293	59.5	60.0	60.0
	2 Agree	695	32.0	32.3	92.3
	3 Neutral	116	5.3	5.4	97.7
	4 Disagree	23	1.1	1.1	98.7
	5 Strongly disagree	27	1.2	1.3	100.0
	Total	2154	99.1	100.0	
Missing	6 No Response	20	.9		
Total		2174	100.0		

Q24 The staff were sensitive to my cultural/ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1145	52.7	53.2	53.2
	2 Agree	716	32.9	33.3	86.4
	3 Neutral	211	9.7	9.8	96.2
	4 Disagree	49	2.3	2.3	98.5
	5 Strongly disagree	32	1.5	1.5	100.0
	Total	2153	99.0	100.0	
Missing	6 No Response	21	1.0		
Total		2174	100.0		

Q25 The staff helped me to get the information needed so I could take charge of managing my illness.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1219	56.1	56.4	56.4
	2 Agree	749	34.5	34.6	91.0
	3 Neutral	131	6.0	6.1	97.1
	4 Disagree	37	1.7	1.7	98.8
	5 Strongly disagree	26	1.2	1.2	100.0
	Total	2162	99.4	100.0	
Missing	6 No Response	12	.6		
Total		2174	100.0		

Q26 I was given information about my rights.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1183	54.4	54.8	54.8
	2 Agree	769	35.4	35.6	90.5
	3 Neutral	133	6.1	6.2	96.6
	4 Disagree	43	2.0	2.0	98.6
	5 Strongly disagree	30	1.4	1.4	100.0
	Total	2158	99.3	100.0	
Missing	6 No Response	16	.7		
Total		2174	100.0		

Q27 The staff encouraged me to take responsibility for how I live my life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1177	54.1	54.5	54.5
	2 Agree	769	35.4	35.6	90.2
	3 Neutral	135	6.2	6.3	96.4
	4 Disagree	49	2.3	2.3	98.7
	5 Strongly disagree	28	1.3	1.3	100.0
	Total	2158	99.3	100.0	
Missing	6 No Response	16	.7		
Total		2174	100.0		

Q28 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phones, etc.).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1019	46.9	47.5	47.5
	2 Agree	738	33.9	34.4	81.9
	3 Neutral	260	12.0	12.1	94.0
	4 Disagree	91	4.2	4.2	98.3
	5 Strongly disagree	37	1.7	1.7	100.0
	Total	2145	98.7	100.0	
Missing	6 No Response	29	1.3		
Total		2174	100.0		

Q29 I deal more effectively with daily problems.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	821	37.8	38.1	38.1
	2 Agree	887	40.8	41.2	79.3
	3 Neutral	317	14.6	14.7	94.0
	4 Disagree	103	4.7	4.8	98.8
	5 Strongly disagree	26	1.2	1.2	100.0
	Total	2154	99.1	100.0	
Missing	6 No Response	20	.9		
Total		2174	100.0		

Q30 I am better able to control my life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	865	39.8	40.1	40.1
	2 Agree	860	39.6	39.8	79.9
	3 Neutral	316	14.5	14.6	94.5
	4 Disagree	89	4.1	4.1	98.7
	5 Strongly disagree	29	1.3	1.3	100.0
	Total	2159	99.3	100.0	
Missing	6 No Response	15	.7		
Total		2174	100.0		

Q31 I am better able to deal with crises.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	787	36.2	36.4	36.4
	2 Agree	780	35.9	36.1	72.5
	3 Neutral	417	19.2	19.3	91.8
	4 Disagree	144	6.6	6.7	98.4
	5 Strongly disagree	34	1.6	1.6	100.0
	Total	2162	99.4	100.0	
Missing	6 No Response	12	.6		
Total		2174	100.0		

Q32 I get along better with family.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	842	38.7	39.0	39.0
	2 Agree	733	33.7	34.0	73.0
	3 Neutral	389	17.9	18.0	91.1
	4 Disagree	134	6.2	6.2	97.3
	5 Strongly disagree	59	2.7	2.7	100.0
	Total	2157	99.2	100.0	
Missing	6 No Response	17	.8		
Total		2174	100.0		

Q33 I do better in social situations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	733	33.7	34.0	34.0
	2 Agree	744	34.2	34.5	68.5
	3 Neutral	456	21.0	21.1	89.6
	4 Disagree	169	7.8	7.8	97.5
	5 Strongly disagree	55	2.5	2.5	100.0
	Total	2157	99.2	100.0	
Missing	6 No Response	17	.8		
Total		2174	100.0		

Q34 I am doing better in school and/or work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	667	30.7	32.7	32.7
	2 Agree	549	25.3	26.9	59.5
	3 Neutral	661	30.4	32.4	91.9
	4 Disagree	105	4.8	5.1	97.1
	5 Strongly disagree	60	2.8	2.9	100.0
	Total	2042	93.9	100.0	
Missing	6 No Response	132	6.1		
Total		2174	100.0		

Q35 My symptoms are not bothering me as much.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	698	32.1	32.3	32.3
	2 Agree	776	35.7	35.9	68.1
	3 Neutral	419	19.3	19.4	87.5
	4 Disagree	196	9.0	9.1	96.6
	5 Strongly disagree	74	3.4	3.4	100.0
	Total	2163	99.5	100.0	
Missing	6 No Response	11	.5		
Total		2174	100.0		

Q36 My housing situation has improved.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	803	36.9	37.3	37.3
	2 Agree	681	31.3	31.6	68.9
	3 Neutral	499	23.0	23.2	92.0
	4 Disagree	114	5.2	5.3	97.3
	5 Strongly disagree	58	2.7	2.7	100.0
	Total	2155	99.1	100.0	
Missing	6 No Response	19	.9		
Total		2174	100.0		

Q37 I felt comfortable asking questions about my treatment and medication.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1202	55.3	55.4	55.4
	2 Agree	773	35.6	35.6	91.0
	3 Neutral	128	5.9	5.9	96.9
	4 Disagree	40	1.8	1.8	98.8
	5 Strongly disagree	27	1.2	1.2	100.0
	Total	2170	99.8	100.0	
Missing	6 No Response	4	.2		
Total		2174	100.0		

Q38 I, not staff, decided my treatment goals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	883	40.6	41.1	41.1
	2 Agree	781	35.9	36.3	77.4
	3 Neutral	322	14.8	15.0	92.4
	4 Disagree	122	5.6	5.7	98.1
	5 Strongly disagree	41	1.9	1.9	100.0
	Total	2149	98.9	100.0	
Missing	6 No Response	25	1.1		
Total		2174	100.0		

Q39 I liked the services I received here.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1295	59.6	59.7	59.7
	2 Agree	729	33.5	33.6	93.3
	3 Neutral	101	4.6	4.7	98.0
	4 Disagree	24	1.1	1.1	99.1
	5 Strongly disagree	20	.9	.9	100.0
	Total	2169	99.8	100.0	
Missing	6 No Response	5	.2		
Total		2174	100.0		

Q40 If I had other choices, I would still get services at this agency.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1239	57.0	57.3	57.3
	2 Agree	715	32.9	33.1	90.3
	3 Neutral	142	6.5	6.6	96.9
	4 Disagree	34	1.6	1.6	98.5
	5 Strongly disagree	33	1.5	1.5	100.0
	Total	2163	99.5	100.0	
Missing	6 No Response	11	.5		
Total		2174	100.0		

Q41 I would recommend this agency to a friend or family member.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1265	58.2	58.5	58.5
	2 Agree	699	32.2	32.3	90.8
	3 Neutral	131	6.0	6.1	96.8
	4 Disagree	34	1.6	1.6	98.4
	5 Strongly disagree	35	1.6	1.6	100.0
	Total	2164	99.5	100.0	
Missing	6 No Response	10	.5		
Total		2174	100.0		

Q42 I am happy with the friendships I have.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1007	46.3	46.5	46.5
	2 Agree	806	37.1	37.2	83.7
	3 Neutral	258	11.9	11.9	95.6
	4 Disagree	66	3.0	3.0	98.6
	5 Strongly disagree	30	1.4	1.4	100.0
	Total	2167	99.7	100.0	
Missing	6 No Response	7	.3		
Total		2174	100.0		

Q43 I have people with whom I can do enjoyable things.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	982	45.2	45.4	45.4
	2 Agree	798	36.7	36.9	82.2
	3 Neutral	258	11.9	11.9	94.1
	4 Disagree	88	4.0	4.1	98.2
	5 Strongly disagree	39	1.8	1.8	100.0
	Total	2165	99.6	100.0	
Missing	6 No Response	9	.4		
Total		2174	100.0		

Q44 I feel I belong in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	896	41.2	41.4	41.4
	2 Agree	743	34.2	34.3	75.7
	3 Neutral	347	16.0	16.0	91.7
	4 Disagree	113	5.2	5.2	97.0
	5 Strongly disagree	66	3.0	3.0	100.0
	Total	2165	99.6	100.0	
Missing	6 No Response	9	.4		
Total		2174	100.0		

Q45 In a crisis, I would have the support I need from family and friends.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1016	46.7	47.0	47.0
	2 Agree	751	34.5	34.7	81.7
	3 Neutral	244	11.2	11.3	93.0
	4 Disagree	96	4.4	4.4	97.5
	5 Strongly disagree	55	2.5	2.5	100.0
	Total	2162	99.4	100.0	
Missing	6 No Response	12	.6		
Total		2174	100.0		

Q46 I now do things that are more meaningful to me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	900	41.4	41.8	41.8
	2 Agree	846	38.9	39.3	81.1
	3 Neutral	284	13.1	13.2	94.3
	4 Disagree	102	4.7	4.7	99.0
	5 Strongly disagree	21	1.0	1.0	100.0
	Total	2153	99.0	100.0	
Missing	6 No Response	21	1.0		
Total		2174	100.0		

Q47 I am better able to take care of my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	897	41.3	41.5	41.5
	2 Agree	864	39.7	40.0	81.5
	3 Neutral	282	13.0	13.1	94.6
	4 Disagree	88	4.0	4.1	98.7
	5 Strongly disagree	29	1.3	1.3	100.0
	Total	2160	99.4	100.0	
Missing	6 No Response	14	.6		
Total		2174	100.0		

Q48 I am better able to handle things when they go wrong.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	772	35.5	35.8	35.8
	2 Agree	771	35.5	35.7	71.5
	3 Neutral	424	19.5	19.6	91.1
	4 Disagree	149	6.9	6.9	98.1
	5 Strongly disagree	42	1.9	1.9	100.0
	Total	2158	99.3	100.0	
Missing	6 No Response	16	.7		
Total		2174	100.0		

Q49 I am better able to do things that I want to do.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	869	40.0	40.3	40.3
	2 Agree	810	37.3	37.6	77.9
	3 Neutral	306	14.1	14.2	92.1
	4 Disagree	132	6.1	6.1	98.2
	5 Strongly disagree	39	1.8	1.8	100.0
	Total	2156	99.2	100.0	
Missing	6 No Response	18	.8		
Total		2174	100.0		

Youth Consumer Satisfaction Survey Results

All the survey items and measurement scales for the Youth Consumer Satisfaction Survey were written and designed by the Mental Health Statistics Improvement Program. In addition to collecting some basic demographic information such as age, race, and gender, the Youth Consumer Satisfaction Survey included 26 items that formed the basis for calculating scores measuring the following seven domains:

- 1) General satisfaction with services
- 2) Access to services
- 3) Cultural Sensitivity
- 4) Perception of outcomes
- 5) Participation in treatment planning
- 6) Social connectedness
- 7) Perception of overall functioning

Each of these 26 survey items included a statement to which the parent/guardian of the youth consumer indicated their level of agreement using a standard 5-point, Likert-style scale (Strongly Agree, Agree, Neutral, Disagree or Strongly Disagree). The domain scores are reported using the scoring guidelines and measurement criteria provided by the Mental Health Statistics Improvement Program.

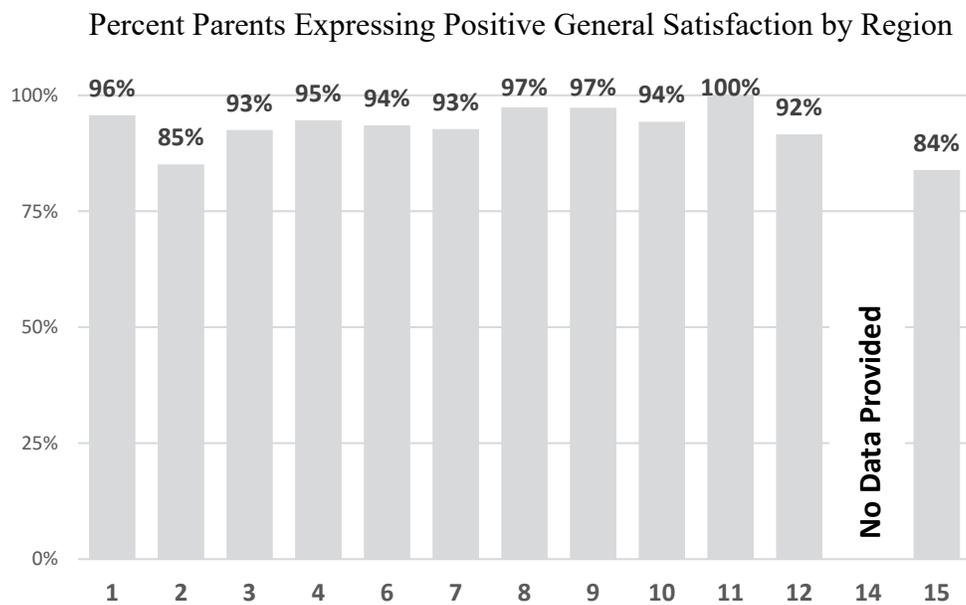
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final score ranging from 1 to 5. Scores less than 2.5 are considered to be an expression of positive opinion. Regional comparisons are based on the total percent of parents/guardians expressing positive opinions toward a given domain.

The survey items comprising each domain and the resulting domain measurements by region are listed below:

General Satisfaction with Services

The parents' general satisfaction with the mental health services their child received was measured by the following six items:

- 1) "Overall, I am satisfied with the services my child received."
- 2) "The people helping my child stuck with us no matter what."
- 3) "I felt my child had someone to talk to when she or he was troubled."
- 4) "The services my child and/or family received were right for us."
- 5) "My family got the help we wanted for my child."
- 6) "My family got as much help as we needed for my child."

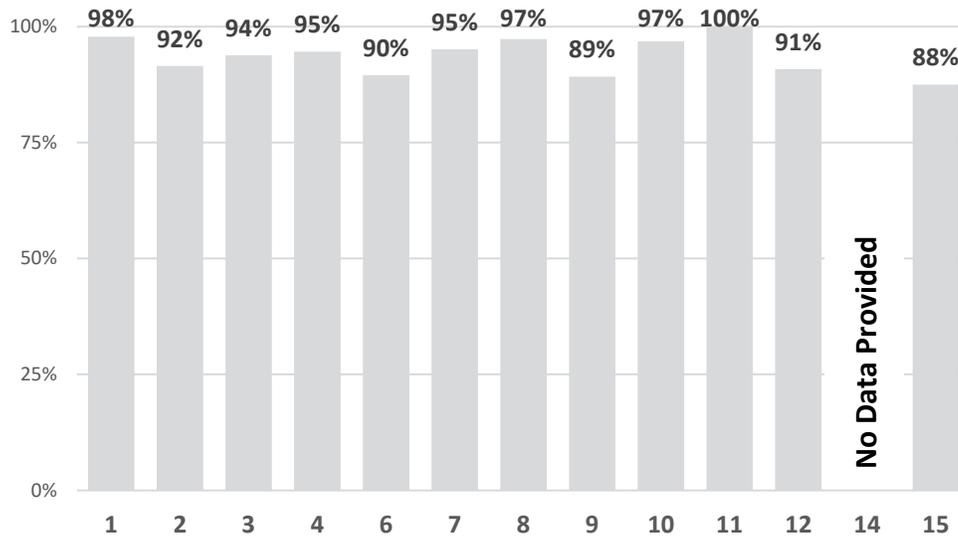


Perception of Access to Services

The parents’ perception of their access to mental health services for their child was measured by the following two items:

- 1) “The location of services was convenient for us.”
- 2) “Services were available at times that were convenient for us.”

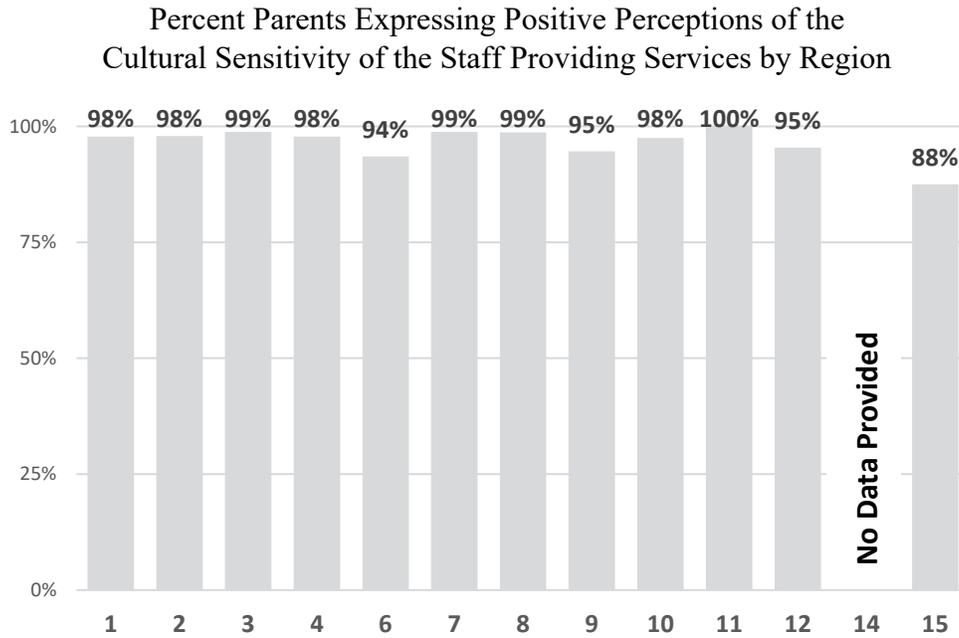
Percent Parents Expressing Positive Perception of Access to Services by Region



Cultural Sensitivity

The parents’ perception of the cultural sensitivity of the staff from whom their child received services was measured by the following four survey items:

- 1) “Staff treated my child and me with respect.”
- 2) “Staff respected my family’s religious/spiritual beliefs.”
- 3) “Staff spoke with me in a way that I understood.”
- 4) “Staff were sensitive to my cultural or ethnic background.”

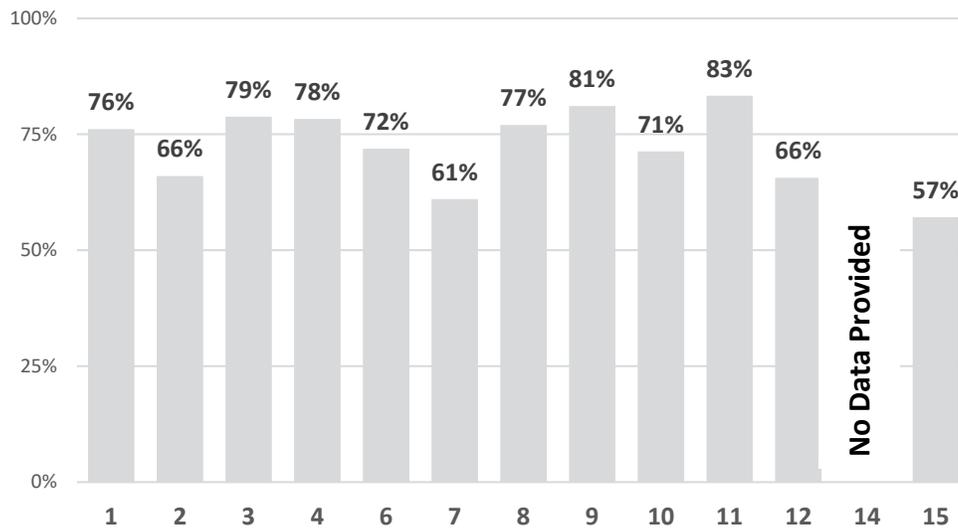


Outcomes of Services

The parents’ perception of the outcomes following the mental health services their child received was measured by the following six items:

- 1) “My child is better at handling daily life.”
- 2) “My child gets along better with family members.”
- 3) “My child gets along better with friends and other people.”
- 4) “My child is doing better in school and/or at work.”
- 5) “My child is better able to cope when things go wrong.”
- 6) “I am satisfied with our family life right now.”

Percent Parents Expressing Positive Perceptions of Outcomes following Mental Health Services by Region

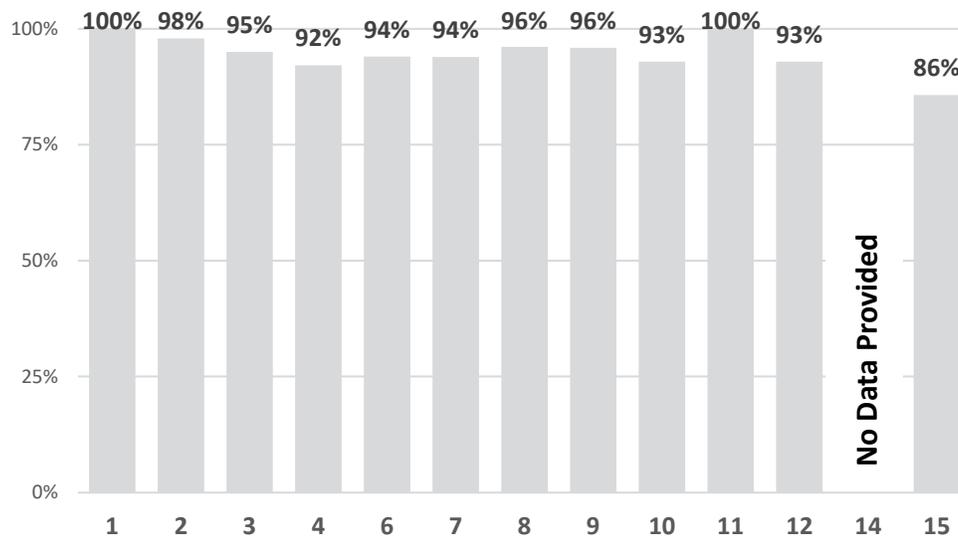


Participation in Treatment Planning

The extent to which the parents felt that they were given the freedom to participate in the planning and implementation of their child’s treatment was measured by the following three items:

- 1) “I helped to choose my child’s services.”
- 2) “I helped to choose my child’s treatment goals.”
- 3) “I was frequently involved in my child’s treatment.”

Percent Parents Expressing Positive Perceptions of Participation in Treatment by Region

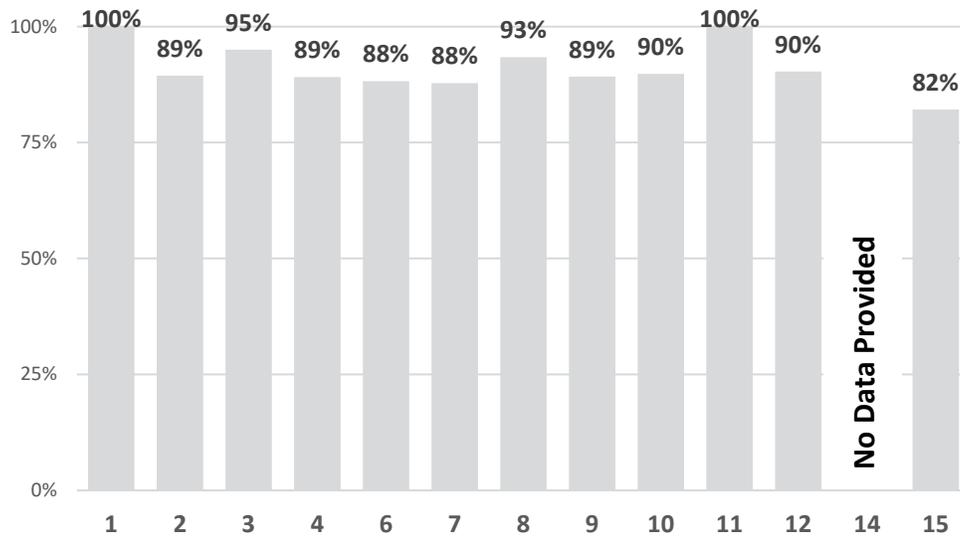


Social Connectedness

The extent to which the parents felt that they were socially connected to friends and family after their child received mental health services was measured by the following four items:

- 1) “I know people who will listen and understand me when I need to talk.”
- 2) “I have people that I am comfortable talking with about my child’s problems.”
- 3) “In a crisis, my child and I would have the support we need from family and friends.”
- 4) “My child and I have people with whom we can do enjoyable things.”

Percent Parents Expressing Positive Perceptions of Social Connectedness by Region

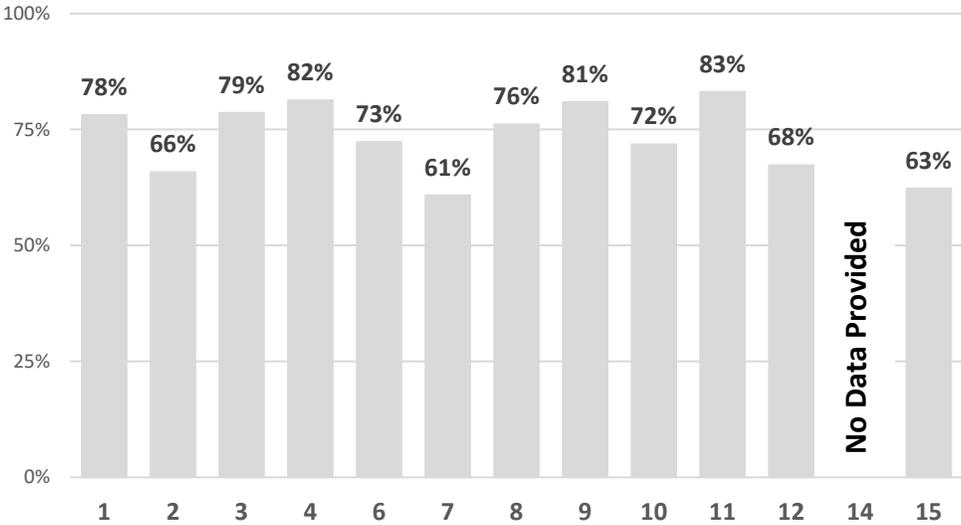


Perception of Overall Functioning

The level at which parents felt that their child was functioning after receiving mental health services was measured by the following six items:

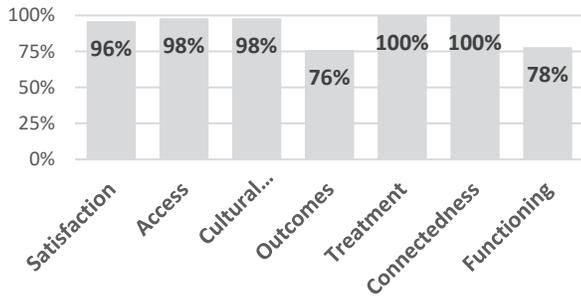
- 1) “My child is better able to do things she or he wants to do.”
- 2) “My child is better at handling daily life.”
- 3) “My child gets along better with family members.”
- 4) “My child gets along better with friends and other people.”
- 5) “My child is doing better in school and/or at work.”
- 6) “My child is better able to cope when things go wrong.”

Percent Parents Expressing Positive Perceptions for Level of Functioning by Region

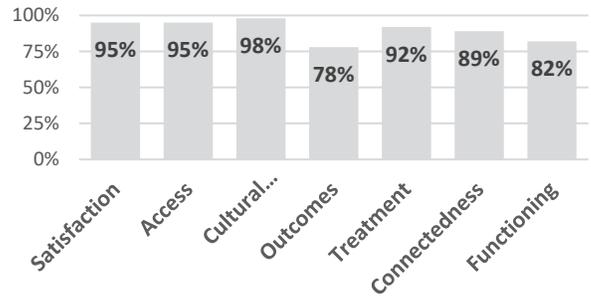


Percent of Parents Expressing Positive Opinions in each Region by Domain

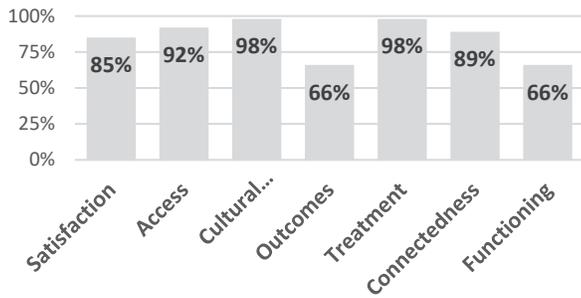
Region 1



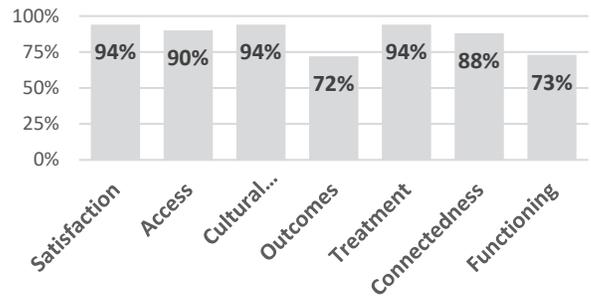
Region 4



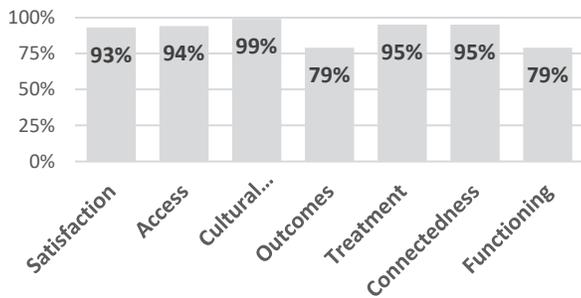
Region 2



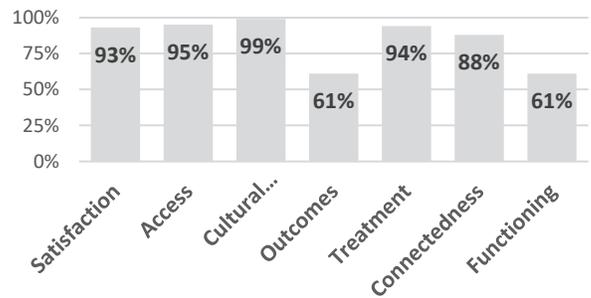
Region 6



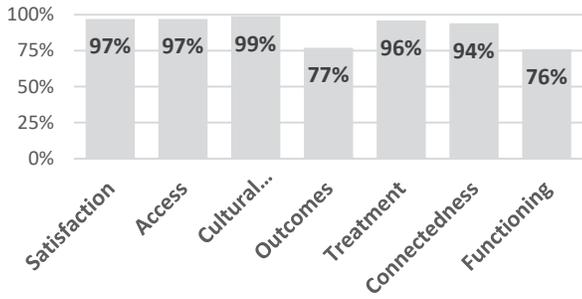
Region 3



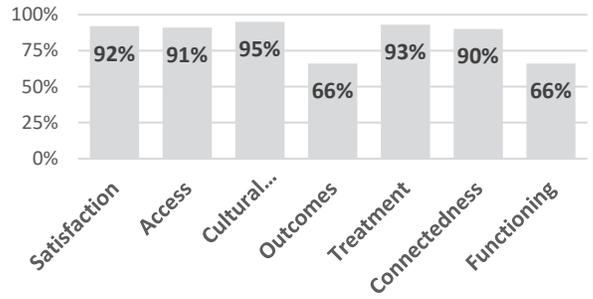
Region 7



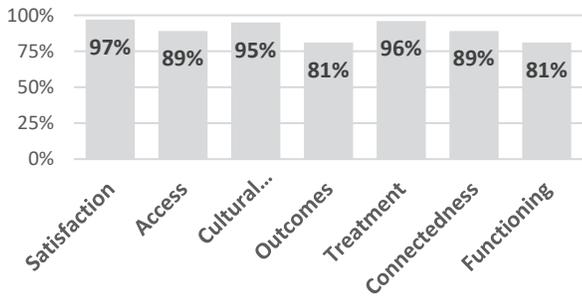
Region 8



Region 12



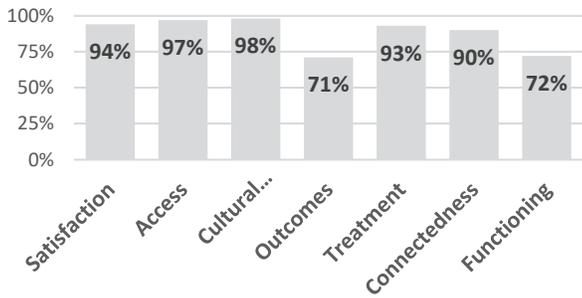
Region 9



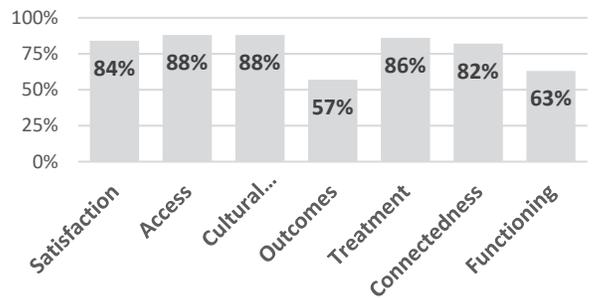
Region 14



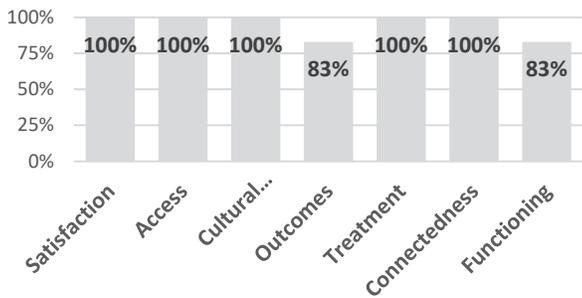
Region 10



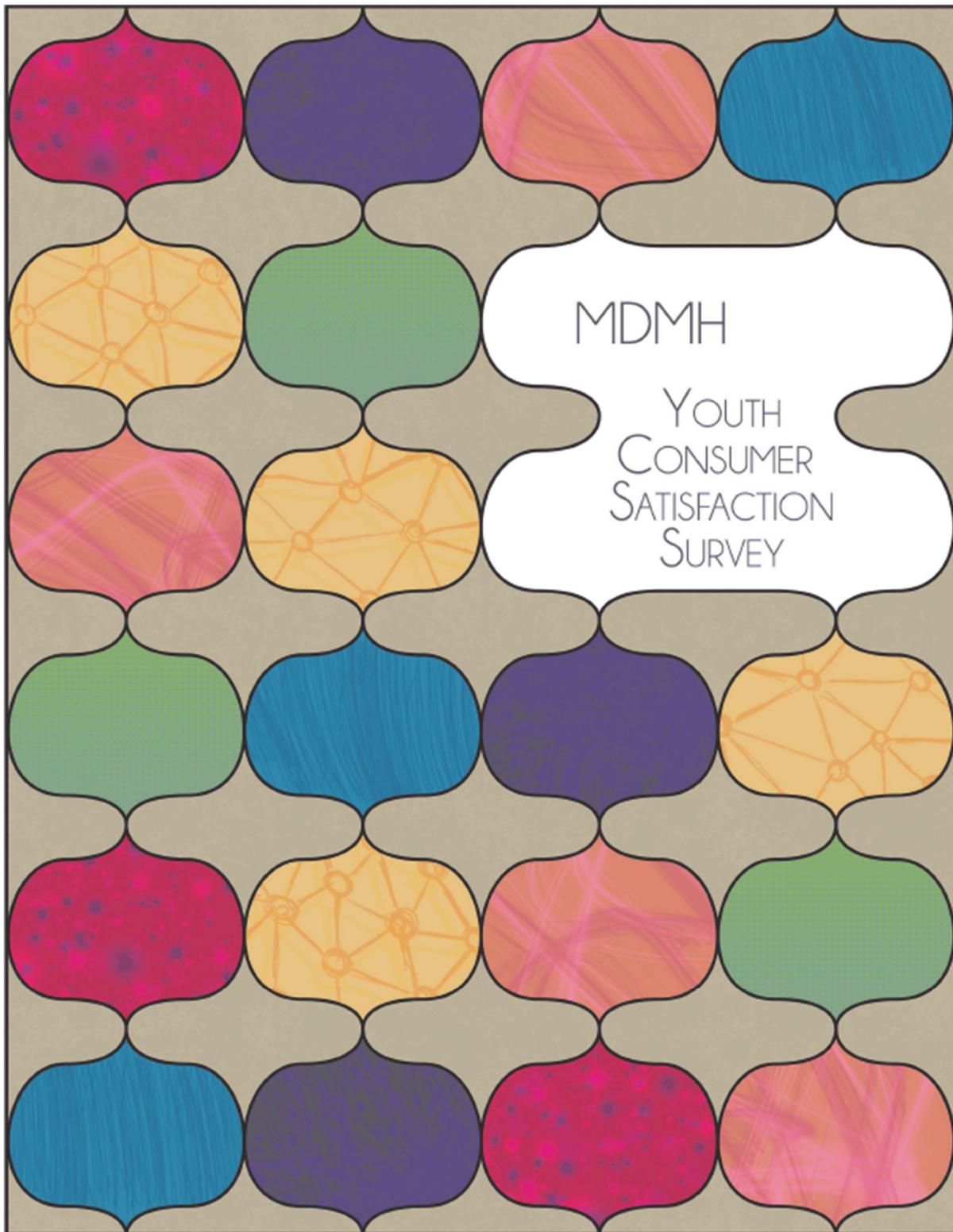
Region 15



Region 11



Youth Consumer Satisfaction Questionnaire



This questionnaire will help us understand how we can improve mental health services for our clients. Your opinions are important and we appreciate your willingness to take this survey! Your responses will NOT affect the services your child receives and all your answers will be kept confidential.

Who is filling out this questionnaire?

- Parent/guardian of youth consumer
 Mental health professional NAME: _____

1. What is today's date?

/ /
 Month Day Year

2. What is your child's birth date?

/ /
 Month Day Year

3. With which racial group does your child most closely identify?

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Pacific Islander
 White
 Other group: _____

4. With which ethnic group does your child most closely identify?

- Spanish, Hispanic, or Latino/a
 Not Spanish, Hispanic, or Latino/a

5. What is your child's gender?

- Girl
 Boy
 Other, Please Specify:

6. Is your child currently living with you?

- Yes
 No

7. In which region does your child receive mental health services?

Continue to next page →

8. How long has your child been receiving mental health services?

- Less than 12 months
(skip to question 12)
- 12 months or more
(continue to question 9)

9. In the past year that your child has been receiving mental health services, has she/he been arrested?

- Yes
- No

10. In the year before your child began receiving mental health services, was she/he arrested?

- Yes
- No

11. In the past year that your child has been receiving mental health services, have her/his encounters with the police:

- Been reduced - (for example, she/he has not been arrested, hassled by police, taken by police to a shelter or crisis program by the police)
- Stayed the same
- Increased
- Does not apply - My child had no police encounters this year or last year

12. Since your child has been receiving mental health services, has she/he been arrested?

- Yes
- No

13. In the year before your child began receiving mental health services, was she/he arrested?

- Yes
- No

14. Since your child has been receiving mental health services, have her/his encounters with the police:

- Been reduced - (for example, she/he has not been arrested, hassled by police, taken by police to a shelter or crisis program by the police)
- Stayed the same
- Increased
- Does not apply - My child had no police encounters this year or last year

After answering question 11 skip to question 15 on next page. →

Continue to next page →

15. In the 12 months before your child began receiving mental health services, was she/he suspended from school?

- Yes
- No
- Does not apply

16. Since your child began receiving mental health services, has she/he been suspended from school?

- Yes
- No
- Does not apply

17. In the 12 months before your child began receiving mental health services, was she/he expelled from school?

- Yes
- No
- Does not apply

18. Since your child began receiving mental health services, has she/he been expelled from school?

- Yes
- No
- Does not apply

19. Since your child began receiving mental health services, is the number of days she/he is in school:

- Greater
- About the same
- Less
- Does not apply

19b. If you selected 'Does not apply,' please select the reason it does not apply:

- Child did not have a problem with attendance before starting services
- Child was too young to be in school
- Child was expelled from school
- Child is homeschooled
- Child dropped out of school
- Other: _____

Continue to next page →

Please consider your total service experience over the past six months and indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Access to Services:					
20. The location of services was convenient for us.	1	2	3	4	5
21. Services were available at times that were convenient for us.	1	2	3	4	5
Satisfaction with Services:					
22. Overall, I am satisfied with the services my child received.	1	2	3	4	5
23. The people helping my child stuck with us no matter what.	1	2	3	4	5
24. I felt my child had someone to talk to when she or he was troubled.	1	2	3	4	5
25. The services my child and/or family received were right for us.	1	2	3	4	5
26. My family got the help we wanted for my child.	1	2	3	4	5
27. My family got as much help as we needed for my child.	1	2	3	4	5
Positive Outcomes of Services:					
28. My child is better at handling daily life.	1	2	3	4	5
29. My child gets along better with family members.	1	2	3	4	5
30. My child gets along better with friends and other people.	1	2	3	4	5
31. My child is doing better in school and/or at work.	1	2	3	4	5
32. My child is better able to cope when things go wrong.	1	2	3	4	5
33. I am satisfied with our family life right now.	1	2	3	4	5

Continue to next page →

Please consider your total service experience over the past six months and indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Participation in Treatment:					
34. I helped to choose my child's services.	(1)	(2)	(3)	(4)	(5)
35. I helped to choose my child's treatment goals.	(1)	(2)	(3)	(4)	(5)
36. I was frequently involved in my child's treatment.	(1)	(2)	(3)	(4)	(5)
Cultural Sensitivity:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
37. Staff treated my child and me with respect.	(1)	(2)	(3)	(4)	(5)
38. Staff respected my family's religious/spiritual beliefs.	(1)	(2)	(3)	(4)	(5)
39. Staff spoke with me in a way that I understood.	(1)	(2)	(3)	(4)	(5)
40. Staff were sensitive to my cultural or ethnic background.	(1)	(2)	(3)	(4)	(5)
Social Connectedness:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
41. I know people who will listen and understand me when I need to talk.	(1)	(2)	(3)	(4)	(5)
42. I have people that I am comfortable talking with about my child's problems.	(1)	(2)	(3)	(4)	(5)
43. In a crisis, my child and I would have the support we need from family and friends.	(1)	(2)	(3)	(4)	(5)
44. My child and I have people with whom we can do enjoyable things.	(1)	(2)	(3)	(4)	(5)
Functioning:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
45. My child is better able to do things she or he wants to do.	(1)	(2)	(3)	(4)	(5)

This is the end of the survey. Thank you for your participation! ●

Item Response Frequencies for All Youth Respondents

Q1 Date booklet was completed

Q2 Child's birth date

Q3 With which racial group does the child most closely identify?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 American Indian or Alaskan Native	7	.6	.7	.7
	2 Asian	2	.2	.2	.8
	3 Black or African American	737	66.9	68.8	69.7
	5 White	303	27.5	28.3	97.9
	6 Other group	22	2.0	2.1	100.0
	Total	1071	97.3	100.0	
Missing	7 No Response	30	2.7		
Total		1101	100.0		

Q4 With which ethnic group does the child most closely identify?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Spanish, Hispanic, or Latino/a	21	1.9	2.0	2.0
	2 Not Spanish, Hispanic, or Latino/a	1024	93.0	98.0	100.0
	Total	1045	94.9	100.0	
Missing	3 No Response	56	5.1		
Total		1101	100.0		

Q5 What is the child's gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Girl	459	41.7	42.2	42.2
	2 Boy	624	56.7	57.4	99.5
	3 Other	5	.5	.5	100.0
	Total	1088	98.8	100.0	
Missing	4 No Response	13	1.2		
Total		1101	100.0		

Q6 Is the child currently living with his or her parents?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1047	95.1	95.6	95.6
	2 No	48	4.4	4.4	100.0
	Total	1095	99.5	100.0	
Missing	3 No Response	6	.5		
Total		1101	100.0		

Q7 In which MDMH region does the child receive mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1	46	4.2	4.2	4.2	
	2	47	4.3	4.3	8.4	
	3	80	7.3	7.3	15.7	
	4	92	8.4	8.4	24.1	
	6	153	13.9	13.9	38.0	
	7	82	7.4	7.4	45.4	
	8	152	13.8	13.8	59.2	
	9	74	6.7	6.7	65.9	
	10	158	14.4	14.4	80.3	
	11	6	.5	.5	80.8	
	12	155	14.1	14.1	94.9	
	15	56	5.1	5.1	100.0	
	Total		1101	100.0	100.0	

Q8 How long has the child been receiving mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 12 months	248	22.5	22.9	22.9
	2 12 months or more	836	75.9	77.1	100.0
	Total	1084	98.5	100.0	
Missing	3 No Response	17	1.5		
Total		1101	100.0		

Q9 [For those receiving services 12 months or more] In the past year that the child has been receiving services, has he or she been arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	41	3.7	4.9	4.9
	2 No	795	72.2	95.1	100.0
	Total	836	75.9	100.0	
Missing	System	265	24.1		
Total		1101	100.0		

Q10 [For those receiving services 12 months or more] In the year before your child began receiving mental health services, was he or she arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	23	2.1	2.8	2.8
	2 No	813	73.8	97.2	100.0
	Total	836	75.9	100.0	
Missing	System	265	24.1		
Total		1101	100.0		

Q11 [For those receiving services 12 months or more] In the past year that your child has been receiving mental health services, have his or her encounters with the police...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Been reduced	22	2.0	2.6	2.6
	2 Stayed the same	44	4.0	5.3	7.9
	3 Increased	17	1.5	2.0	9.9
	4 Does not apply	753	68.4	90.1	100.0
	Total	836	75.9	100.0	
Missing	System	265	24.1		
Total		1101	100.0		

Q12 [For those receiving services fewer than 12 months] Since your child has been receiving mental health services, has he or she been arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	3	.3	1.2	1.2
	2 No	245	22.3	98.8	100.0
	Total	248	22.5	100.0	
Missing	System	853	77.5		
Total		1101	100.0		

Q13 [For those receiving services fewer than 12 months] In the year before your child began receiving mental health services, was he or she arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	12	1.1	4.8	4.8
	2 No	236	21.4	95.2	100.0
	Total	248	22.5	100.0	
Missing	System	853	77.5		
Total		1101	100.0		

Q14 [For those receiving services fewer than 12 months] Since your child has been receiving mental health services, have his or her encounters with the police...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Been reduced	12	1.1	4.8	4.8
	2 Stayed the same	9	.8	3.6	8.5
	3 Increased	2	.2	.8	9.3
	4 Does not apply	225	20.4	90.7	100.0
	Total	248	22.5	100.0	
Missing	System	853	77.5		
Total		1101	100.0		

Q15 In the 12 months before your child began receiving mental health services, was he or she suspended from school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	266	24.2	24.7	24.7
	2 No	715	64.9	66.4	91.2
	3 Does not apply	95	8.6	8.8	100.0
	Total	1076	97.7	100.0	
Missing	4 No Response	25	2.3		
Total		1101	100.0		

Q16 Since your child began receiving mental health services, has he or she been suspended from school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	244	22.2	22.5	22.5
	2 No	743	67.5	68.4	90.9
	3 Does not apply	99	9.0	9.1	100.0
	Total	1086	98.6	100.0	
Missing	4 No Response	15	1.4		
Total		1101	100.0		

Q17 In the 12 months before your child began receiving mental health services, was he or she expelled from school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	47	4.3	4.3	4.3
	2 No	925	84.0	85.2	89.5
	3 Does not apply	114	10.4	10.5	100.0
	Total	1086	98.6	100.0	
Missing	4 No Response	15	1.4		
Total		1101	100.0		

Q18 Since your child began receiving mental health services, has he or she been expelled from school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	43	3.9	4.0	4.0
	2 No	929	84.4	85.5	89.4
	3 Does not apply	115	10.4	10.6	100.0
	Total	1087	98.7	100.0	
Missing	4 No Response	14	1.3		
Total		1101	100.0		

Q19 Since your child began receiving mental health services, is the number of days he or she is in school:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Greater	237	21.5	22.2	22.2
	2 About the same	491	44.6	46.0	68.2
	3 Less	52	4.7	4.9	73.1
	4 Does not apply	287	26.1	26.9	100.0
	Total	1067	96.9	100.0	
Missing	5 No Response	34	3.1		
Total		1101	100.0		

Q19b If you selected 'Does not apply,' please select the reason it does not apply:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Child did not have a problem with attendance before starting services	220	20.0	82.4	82.4
	2 Child was too young to be in school	16	1.5	6.0	88.4
	3 Child was expelled from school	2	.2	.7	89.1
	4 Child is homeschooled	22	2.0	8.2	97.4
	5 Child dropped out of school	7	.6	2.6	100.0
	Total	267	24.3	100.0	
Missing	6 Other reason	20	1.8		
	System	814	73.9		
	Total	834	75.7		
Total		1101	100.0		

Q20 The location of services was convenient for us.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	712	64.7	64.8	64.8
	2 Agree	328	29.8	29.9	94.7
	3 Neutral	47	4.3	4.3	99.0
	4 Disagree	8	.7	.7	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	1098	99.7	100.0	
Missing	6 No Response	3	.3		
Total		1101	100.0		

Q21 Services were available at times that were convenient for us.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	689	62.6	62.8	62.8
	2 Agree	348	31.6	31.7	94.4
	3 Neutral	43	3.9	3.9	98.4
	4 Disagree	10	.9	.9	99.3
	5 Strongly disagree	8	.7	.7	100.0
	Total	1098	99.7	100.0	
Missing	6 No Response	3	.3		
Total		1101	100.0		

Q22 Overall, I am satisfied with the services my child received.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	702	63.8	64.1	64.1
	2 Agree	342	31.1	31.2	95.3
	3 Neutral	45	4.1	4.1	99.5
	4 Disagree	2	.2	.2	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	1095	99.5	100.0	
Missing	6 No Response	6	.5		
Total		1101	100.0		

Q23 The people helping my child stuck with us no matter what.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	681	61.9	62.0	62.0
	2 Agree	336	30.5	30.6	92.5
	3 Neutral	61	5.5	5.6	98.1
	4 Disagree	12	1.1	1.1	99.2
	5 Strongly disagree	9	.8	.8	100.0
	Total	1099	99.8	100.0	
Missing	6 No Response	2	.2		
Total		1101	100.0		

Q24 I felt my child had someone to talk to when she or he was troubled.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	691	62.8	63.1	63.1
	2 Agree	322	29.2	29.4	92.5
	3 Neutral	65	5.9	5.9	98.4
	4 Disagree	11	1.0	1.0	99.5
	5 Strongly disagree	6	.5	.5	100.0
	Total	1095	99.5	100.0	
Missing	6 No Response	6	.5		
Total		1101	100.0		

Q25 The services my child and/or family received were right for us.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	665	60.4	60.7	60.7
	2 Agree	362	32.9	33.0	93.7
	3 Neutral	57	5.2	5.2	98.9
	4 Disagree	9	.8	.8	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	1096	99.5	100.0	
Missing	6 No Response	5	.5		
Total		1101	100.0		

Q26 My family got the help we wanted for my child.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	643	58.4	58.5	58.5
	2 Agree	363	33.0	33.0	91.5
	3 Neutral	78	7.1	7.1	98.6
	4 Disagree	12	1.1	1.1	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	1099	99.8	100.0	
Missing	6 No Response	2	.2		
Total		1101	100.0		

Q27 My family got as much help as we needed for my child.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	611	55.5	55.9	55.9
	2 Agree	366	33.2	33.5	89.4
	3 Neutral	96	8.7	8.8	98.2
	4 Disagree	13	1.2	1.2	99.4
	5 Strongly disagree	7	.6	.6	100.0
	Total	1093	99.3	100.0	
Missing	6 No Response	8	.7		
Total		1101	100.0		

Q28 My child is better at handling daily life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	350	31.8	31.8	31.8
	2 Agree	447	40.6	40.7	72.5
	3 Neutral	243	22.1	22.1	94.6
	4 Disagree	50	4.5	4.5	99.2
	5 Strongly disagree	9	.8	.8	100.0
	Total	1099	99.8	100.0	
Missing	6 No Response	2	.2		
Total		1101	100.0		

Q29 My child gets along better with family members.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	322	29.2	29.4	29.4
	2 Agree	440	40.0	40.1	69.5
	3 Neutral	271	24.6	24.7	94.3
	4 Disagree	45	4.1	4.1	98.4
	5 Strongly disagree	18	1.6	1.6	100.0
	Total	1096	99.5	100.0	
Missing	6 No Response	5	.5		
Total		1101	100.0		

Q30 My child gets along better with friends and other people.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	306	27.8	28.0	28.0
	2 Agree	476	43.2	43.5	71.5
	3 Neutral	265	24.1	24.2	95.8
	4 Disagree	35	3.2	3.2	99.0
	5 Strongly disagree	11	1.0	1.0	100.0
	Total	1093	99.3	100.0	
Missing	6 No Response	8	.7		
Total		1101	100.0		

Q31 My child is doing better in school and/or at work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	368	33.4	33.7	33.7
	2 Agree	452	41.1	41.4	75.1
	3 Neutral	198	18.0	18.1	93.2
	4 Disagree	58	5.3	5.3	98.5
	5 Strongly disagree	16	1.5	1.5	100.0
	Total	1092	99.2	100.0	
Missing	6 No Response	9	.8		
Total		1101	100.0		

Q32 My child is better able to cope when things go wrong.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	295	26.8	27.0	27.0
	2 Agree	411	37.3	37.6	64.6
	3 Neutral	279	25.3	25.5	90.1
	4 Disagree	88	8.0	8.1	98.2
	5 Strongly disagree	20	1.8	1.8	100.0
	Total	1093	99.3	100.0	
Missing	6 No Response	8	.7		
Total		1101	100.0		

Q33 I am satisfied with our family life right now.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	422	38.3	38.5	38.5
	2 Agree	401	36.4	36.6	75.1
	3 Neutral	203	18.4	18.5	93.6
	4 Disagree	48	4.4	4.4	98.0
	5 Strongly disagree	22	2.0	2.0	100.0
	Total	1096	99.5	100.0	
Missing	6 No Response	5	.5		
Total		1101	100.0		

Q34 I helped to choose my child's services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	576	52.3	52.5	52.5
	2 Agree	437	39.7	39.8	92.3
	3 Neutral	74	6.7	6.7	99.1
	4 Disagree	6	.5	.5	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	1097	99.6	100.0	
Missing	6 No Response	4	.4		
Total		1101	100.0		

Q35 I helped to choose my child's treatment goals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	552	50.1	50.3	50.3
	2 Agree	453	41.1	41.3	91.5
	3 Neutral	78	7.1	7.1	98.6
	4 Disagree	12	1.1	1.1	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	1098	99.7	100.0	
Missing	6 No Response	3	.3		
Total		1101	100.0		

Q36 I was frequently involved in my child's treatment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	584	53.0	53.4	53.4
	2 Agree	418	38.0	38.2	91.6
	3 Neutral	71	6.4	6.5	98.1
	4 Disagree	16	1.5	1.5	99.5
	5 Strongly disagree	5	.5	.5	100.0
	Total	1094	99.4	100.0	
Missing	6 No Response	7	.6		
Total		1101	100.0		

Q37 Staff treated my child and me with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	812	73.8	74.0	74.0
	2 Agree	255	23.2	23.2	97.3
	3 Neutral	26	2.4	2.4	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	1097	99.6	100.0	
Missing	6 No Response	4	.4		
Total		1101	100.0		

Q38 Staff respected my family's religious/spiritual beliefs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	745	67.7	67.8	67.8
	2 Agree	303	27.5	27.6	95.4
	3 Neutral	48	4.4	4.4	99.7
	4 Disagree	2	.2	.2	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	1099	99.8	100.0	
Missing	6 No Response	2	.2		
Total		1101	100.0		

Q39 Staff spoke with me in a way that I understood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	777	70.6	70.6	70.6
	2 Agree	295	26.8	26.8	97.5
	3 Neutral	25	2.3	2.3	99.7
	4 Disagree	1	.1	.1	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	1100	99.9	100.0	
Missing	6 No Response	1	.1		
Total		1101	100.0		

Q40 Staff were sensitive to my cultural or ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	709	64.4	65.0	65.0
	2 Agree	306	27.8	28.1	93.1
	3 Neutral	62	5.6	5.7	98.8
	4 Disagree	6	.5	.6	99.4
	5 Strongly disagree	7	.6	.6	100.0
	Total	1090	99.0	100.0	
Missing	6 No Response	11	1.0		
Total		1101	100.0		

Q41 I know people who will listen and understand me when I need to talk.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	635	57.7	57.9	57.9
	2 Agree	383	34.8	34.9	92.9
	3 Neutral	64	5.8	5.8	98.7
	4 Disagree	10	.9	.9	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	1096	99.5	100.0	
Missing	6 No Response	5	.5		
Total		1101	100.0		

Q42 I have people that I am comfortable talking with about my child's problems.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	628	57.0	57.1	57.1
	2 Agree	372	33.8	33.8	90.9
	3 Neutral	82	7.4	7.5	98.4
	4 Disagree	12	1.1	1.1	99.5
	5 Strongly disagree	6	.5	.5	100.0
	Total	1100	99.9	100.0	
Missing	6 No Response	1	.1		
Total		1101	100.0		

Q43 In a crisis, my child and I would have the support we need from family and friends.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	587	53.3	53.4	53.4
	2 Agree	374	34.0	34.0	87.4
	3 Neutral	104	9.4	9.5	96.9
	4 Disagree	24	2.2	2.2	99.1
	5 Strongly disagree	10	.9	.9	100.0
	Total	1099	99.8	100.0	
Missing	6 No Response	2	.2		
Total		1101	100.0		

Q44 My child and I have people with whom we can do enjoyable things.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	602	54.7	54.8	54.8
	2 Agree	389	35.3	35.4	90.3
	3 Neutral	87	7.9	7.9	98.2
	4 Disagree	10	.9	.9	99.1
	5 Strongly disagree	10	.9	.9	100.0
	Total	1098	99.7	100.0	
Missing	6 No Response	3	.3		
Total		1101	100.0		

Q45 My child is better able to do things she or he wants to do.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	462	42.0	42.2	42.2
	2 Agree	438	39.8	40.0	82.1
	3 Neutral	166	15.1	15.1	97.3
	4 Disagree	22	2.0	2.0	99.3
	5 Strongly disagree	8	.7	.7	100.0
	Total	1096	99.5	100.0	
Missing	6 No Response	5	.5		
Total		1101	100.0		