

**Mississippi Department of Mental Health  
2023 Consumer Satisfaction Survey**

Final Report  
December 19, 2023

Report prepared by:  
**Survey Research Laboratory  
Social Science Research Center  
Mississippi State University**

## TABLE OF CONTENTS

Executive Summary .....	1
Survey Methodology.....	2
Adult Survey Results: Domain Measures by Region .....	5
Adult Survey Results: Region by Domain Measures .....	13
Youth Survey Results: Domain Measures by Region.....	15
Youth Survey Results: Region by Domain Measures.....	23
Adult Survey: Item Response Frequencies for all Survey Items .....	25
Youth Survey: Item Response Frequencies for all Survey Items .....	40
Adult Consumer Satisfaction Questionnaire.....	52
Youth Consumer Satisfaction Questionnaire.....	59

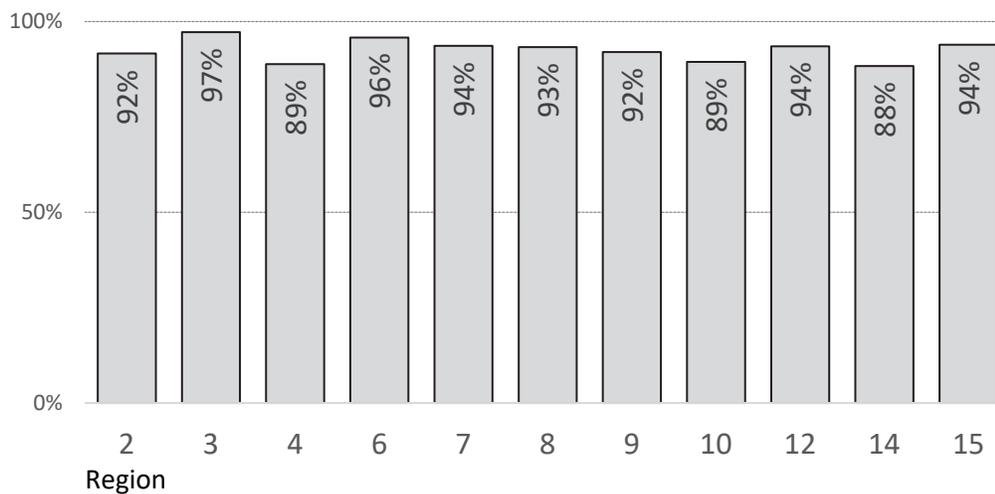
## Executive Summary

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 2023 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 (see Figure 1). In 2023, there were 11 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. Satisfaction with treatment outcomes and perceived level of functioning were the two domains with the lowest overall satisfaction scores. These results were found to be consistent across both the adult and youth consumer populations.

Figure 1 shows the percentage of respondents by region who provided a positive rating for their general satisfaction with the mental health services they received.

Figure 1  
Consumer Satisfaction Survey (Adult and Youth Combined)  
Percent of Positive Ratings for General Satisfaction with Services by Region



## Survey Methodology

In 2023, 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 in each of the 11 Community Mental Health regions during the prior year. These figures were used to determine the target sample size for each region.

For the 2023 survey, the target sample size for both the adult and youth populations was 5% of the total number of consumers served in each region during the prior year. The appropriate number of survey booklets were printed and mailed to each regional director, who in turn, distributed the surveys across all the satellite offices in each of the 11 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 eight weeks, from mid-Sept. to mid-Nov 2023. The regional directors were instructed to return all completed surveys to the SRL via prepaid envelopes. The SRL subsequently entered the survey responses into a database for analysis. The final dataset included responses from 1,677 adult surveys and 826 youth surveys (see Tables 1 and 2). The state-level response rates for the adult and youth survey administrations were 66% and 59%, respectively. There was significant variability in the response rates by region (see Figures 2 and 3).

Table 1  
Adult Consumer Satisfaction Survey  
Sample Counts by Region

Region	Consumers Served (in Prior Year)	Target Sample Size (5%)	Valid Surveys Returned
2	3580	180	130
3	2784	140	67
4	4160	210	75
6	7324	370	148
7	3105	160	114
8	6019	310	238
9	5424	280	196
10	4644	240	214
12	8991	450	329
14	2268	120	95
15	1773	100	71
Total:	50,072	2,560	1,677

Figure 2  
Adult Consumer Satisfaction Survey  
Response Rate by Region

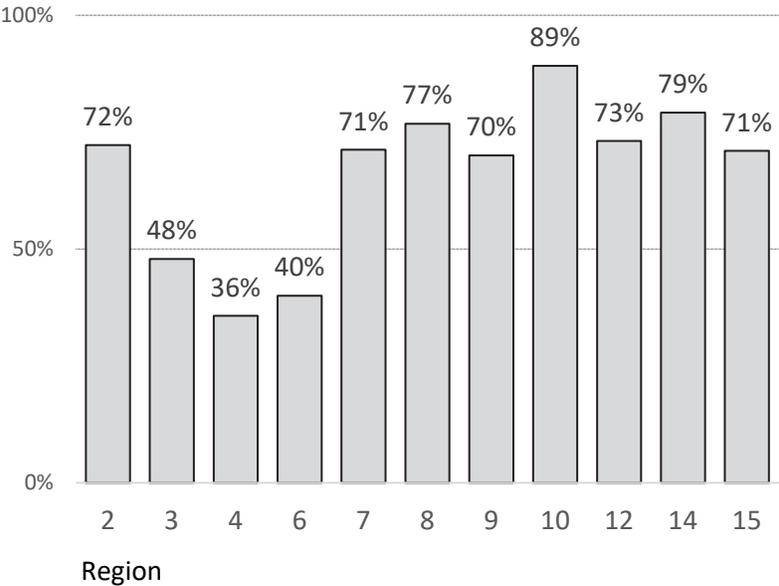
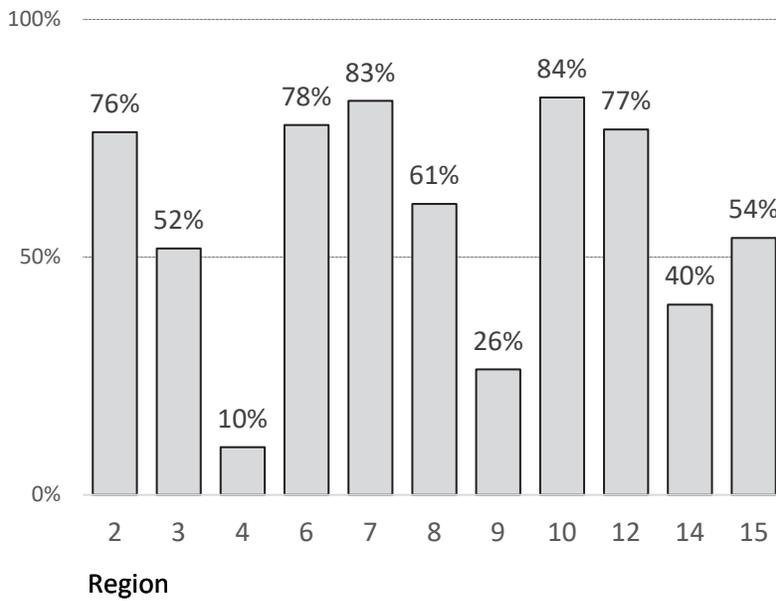


Table 2  
 Youth Consumer Satisfaction Survey  
 Sample Counts by Region

Region	Consumers Served (in Prior Year)	Target Sample Size (5%)	Valid Surveys Returned
2	1566	80	61
3	4359	220	114
4	2617	140	14
6	3401	180	140
7	1297	70	58
8	3284	170	104
9	2041	110	29
10	2647	140	117
12	3748	190	146
14	718	40	16
15	960	50	27
<b>Total:</b>	<b>26,638</b>	<b>1,390</b>	<b>826</b>

Figure 3  
 Youth Consumer Satisfaction Survey  
 Response Rate by Region



## **Adult Survey Results: Domain Measures by Region**

All the survey items and measurement scales for the Adult Consumer Satisfaction Survey were written and designed by the Mental Health Statistics Improvement Program. The survey administration collected data from 1,677 adult consumers with a mean age of 45.6 ( $SD = 15.1$ ). With regard to race, 55.3% of the adult consumers identified as Black, 41.7% as White, and 3.0% as another race. For gender, 55% of adult adult consumers identified as female and 45% as male.

In addition to the standard demographic questions, 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.

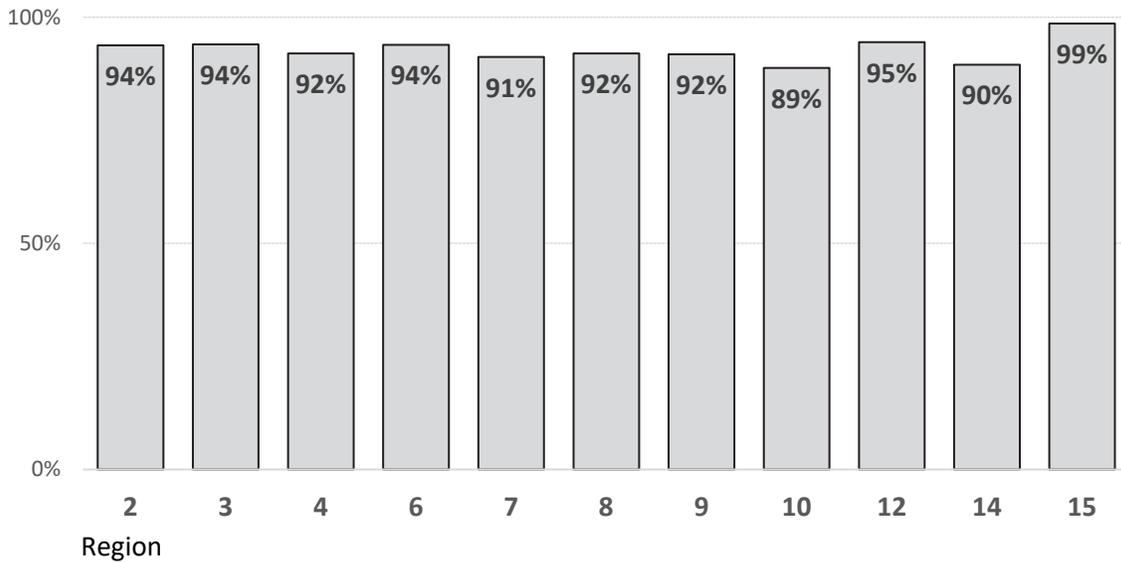
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final 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:

## Domain 1: 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

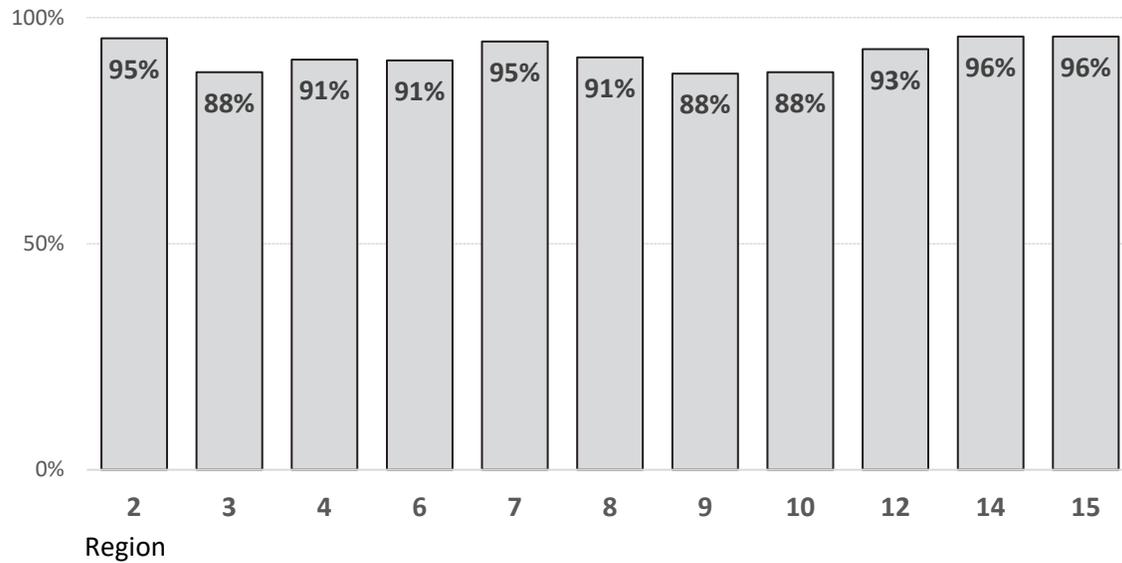


## Domain 2: Perception of Access to Services

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

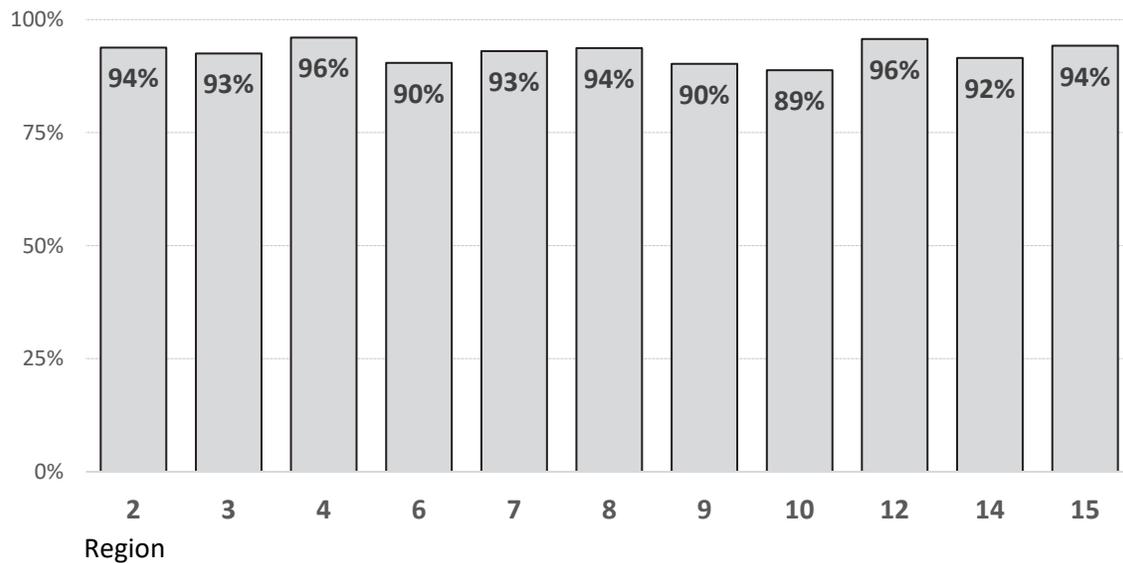


### Domain 3: Perception of Quality and Appropriateness of Services

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

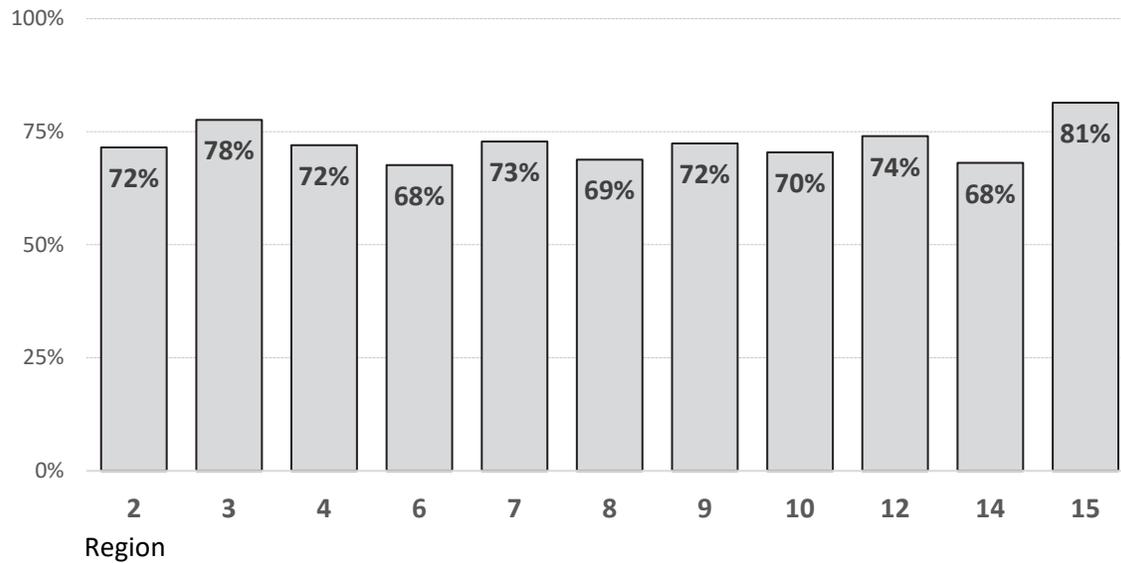


## Domain 4: Perception of Outcomes

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

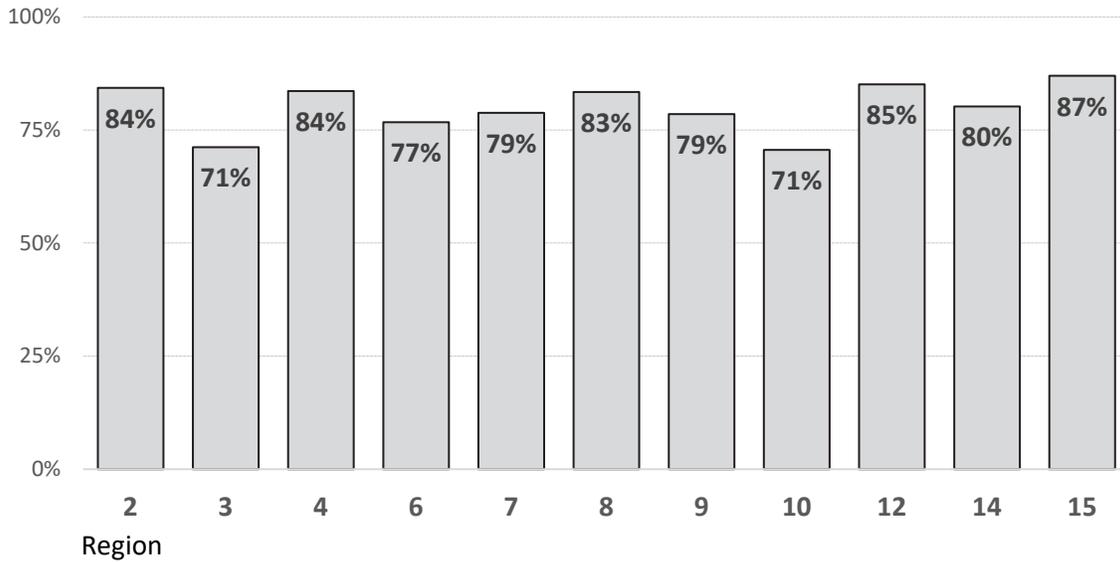


## Domain 5: Perception of Participation in Treatment

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

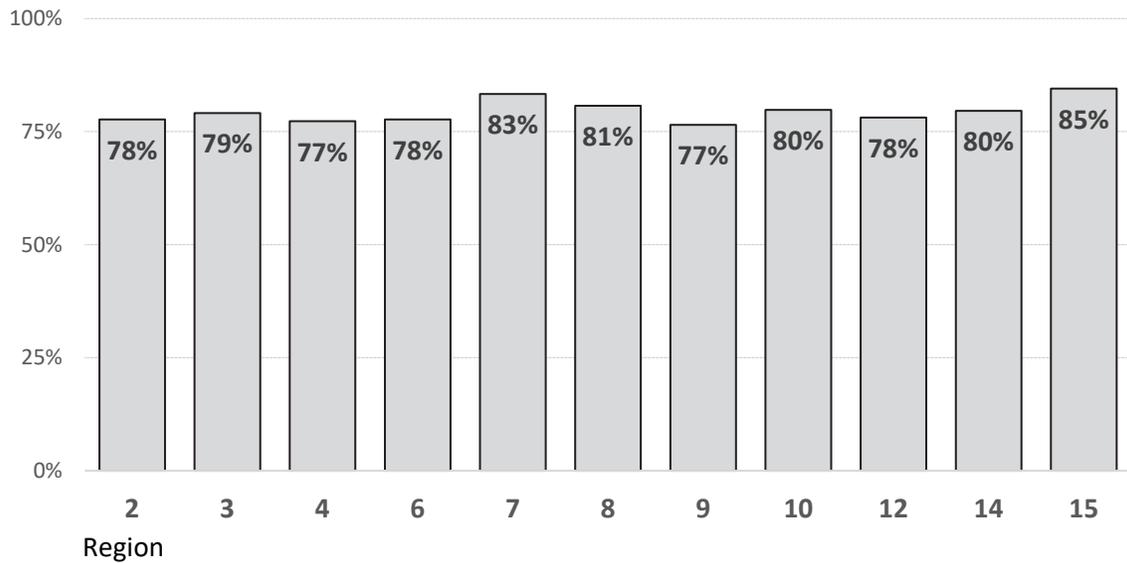


## Domain 6: Social Connectedness

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

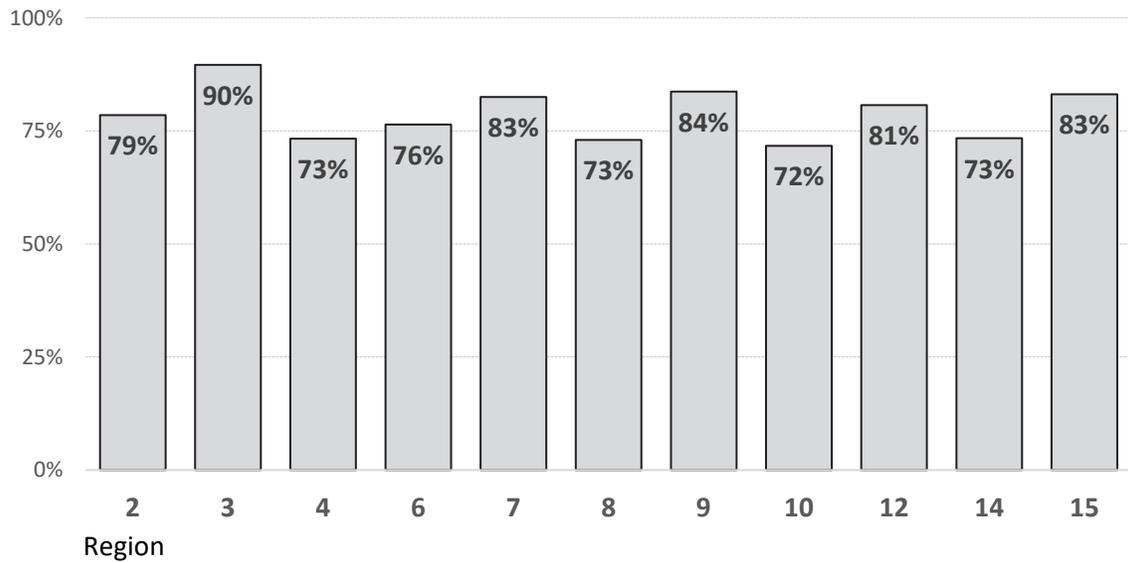


### Domain 7: Perception of Overall Functioning

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

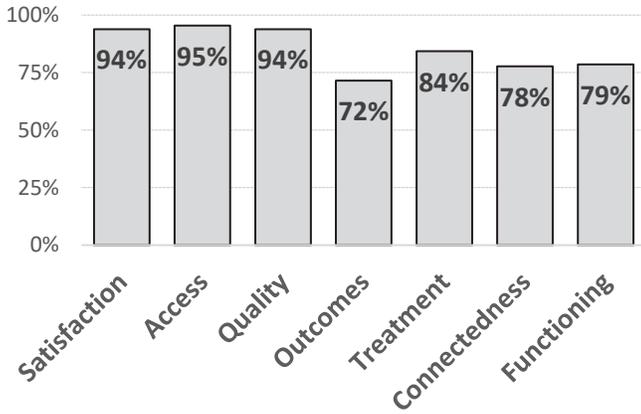
- 1) “I now do things that are more meaningful to me.”
- 2) “I am better able to take care of my needs.”
- 3) “I am better able to handle things when they go wrong.”
- 4) “I am better able to do things that I want to do.”

Percent Consumers Expressing Positive Perceptions for Level of Functioning by Region

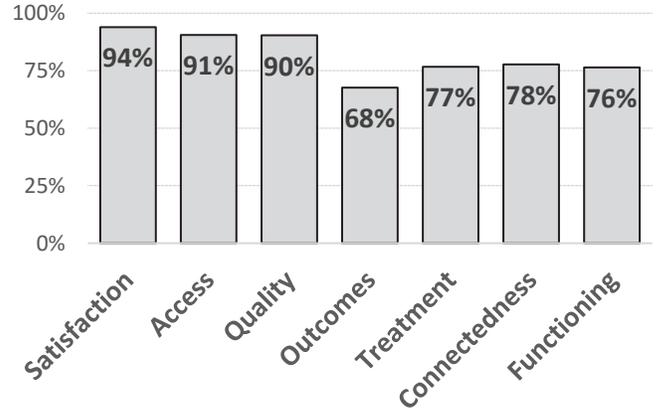


### Adult Survey Results: Region by Domain Measures

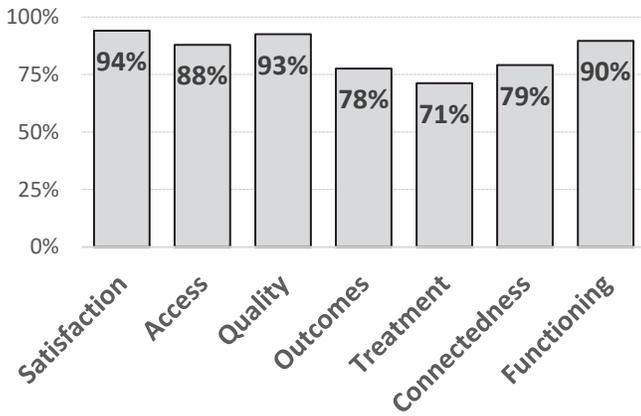
#### Region 2



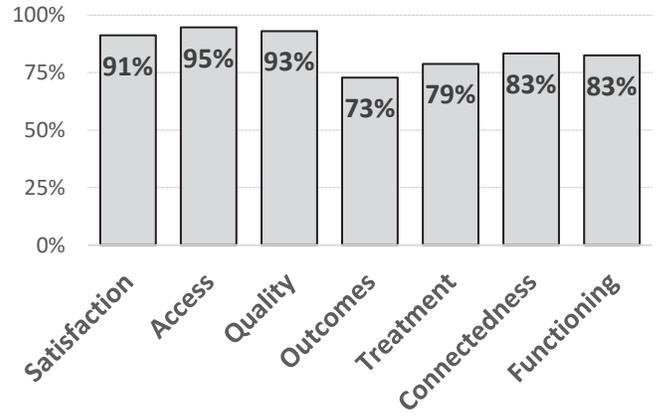
#### Region 6



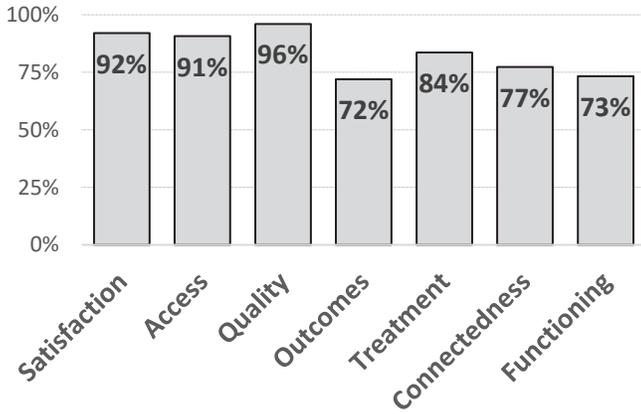
#### Region 3



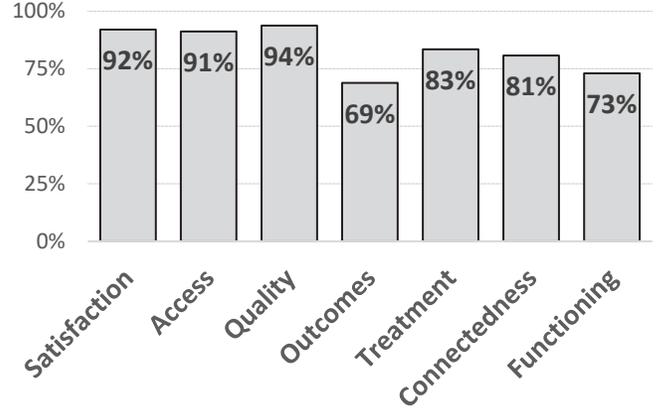
#### Region 7



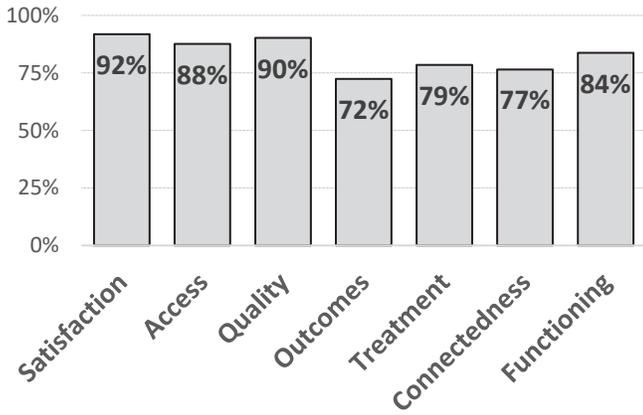
#### Region 4



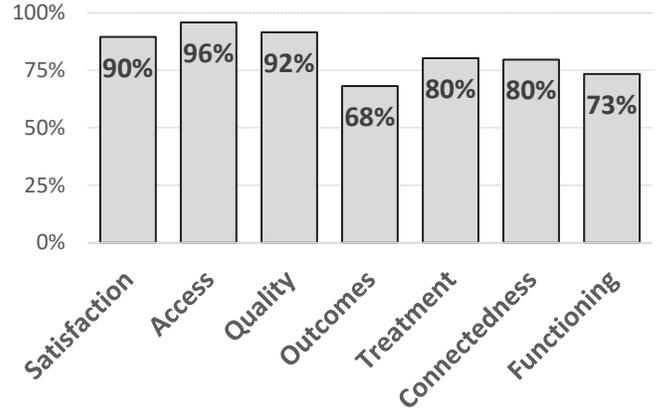
#### Region 8



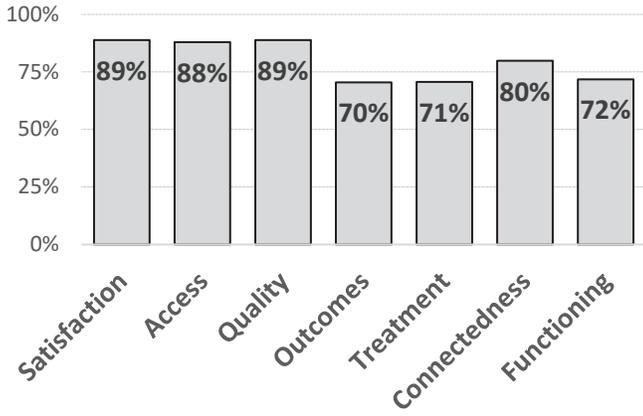
**Region 9**



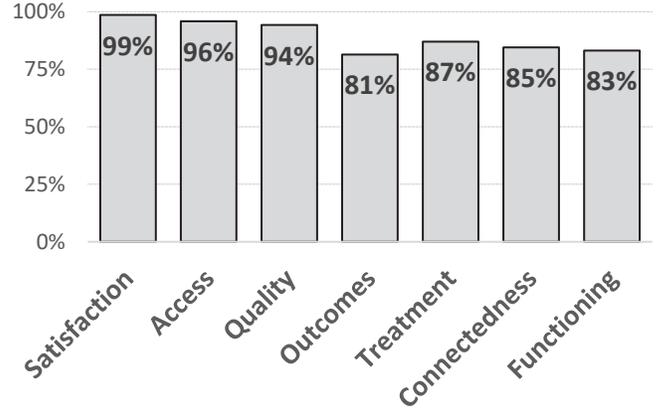
**Region 14**



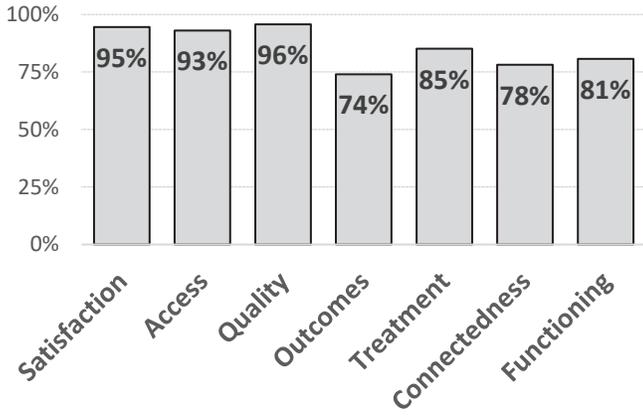
**Region 10**



**Region 15**



**Region 12**



## Youth Survey Results: Domain Measures by Region

All the survey items and measurement scales for the Youth Consumer Satisfaction Survey were written and designed by the Mental Health Statistics Improvement Program. The survey administration collected data from 826 youth consumers with a mean age of 11.8 ( $SD = 3.9$ ). With regard to race, 66.1% of the youth consumers identified as Black, 30.1% as White, and 3.8% as another race. For gender, 43% of the youth consumers identified as female, 56% as male, and 1% as other.

In addition to the standard demographic questions, 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.

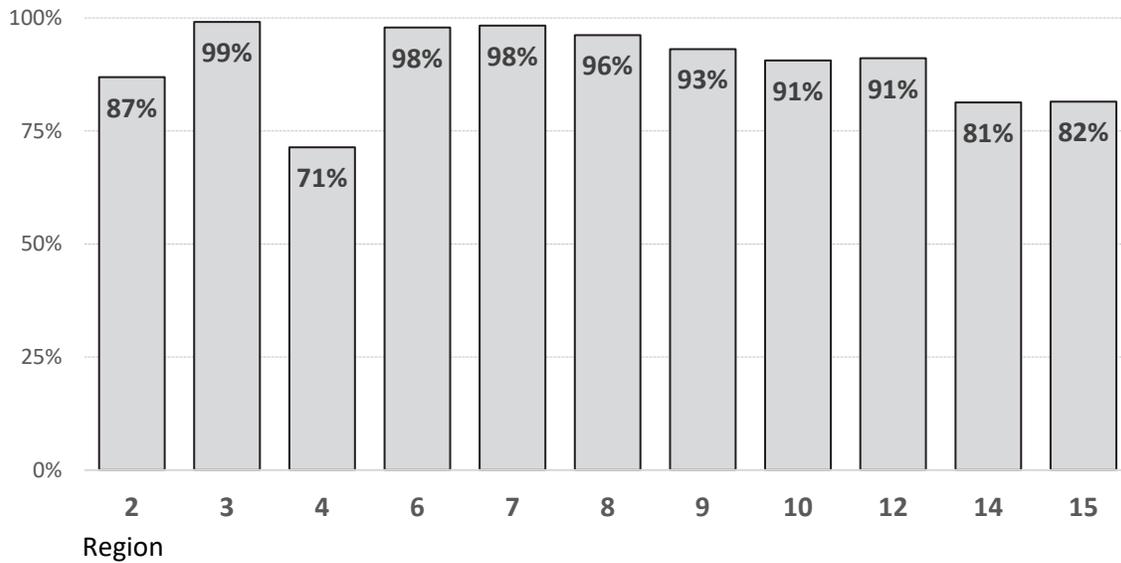
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final 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:

## Domain 1: 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."

Percent Parents Expressing Positive General Satisfaction by Region

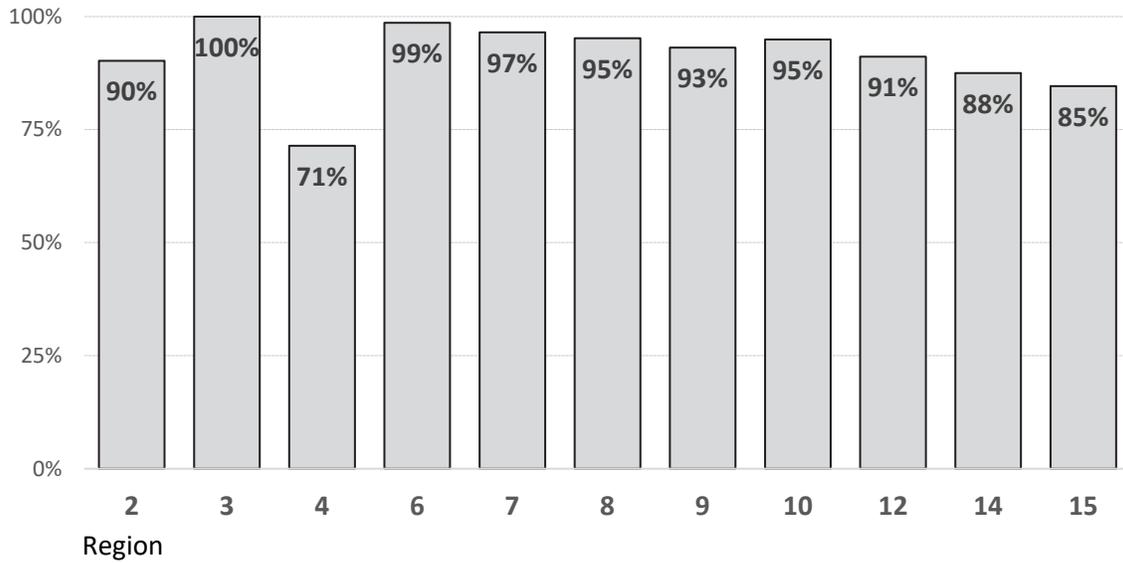


## Domain 2: Perception of Access to Services

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

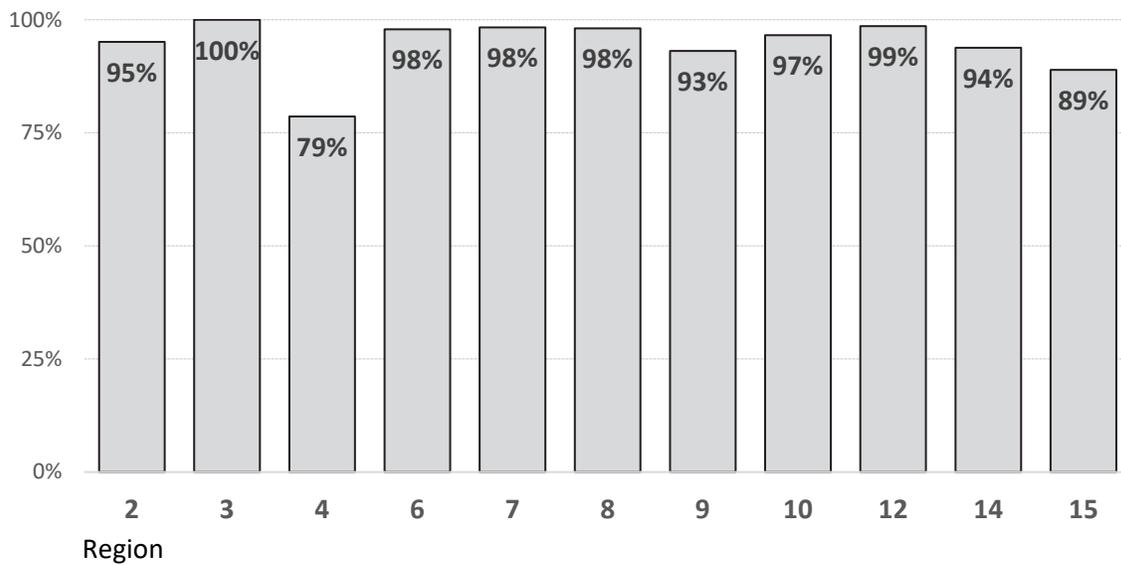


### Domain 3: Cultural Sensitivity

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."

Percent Parents Expressing Positive Perceptions of the Cultural Sensitivity of the Staff Providing Services by Region

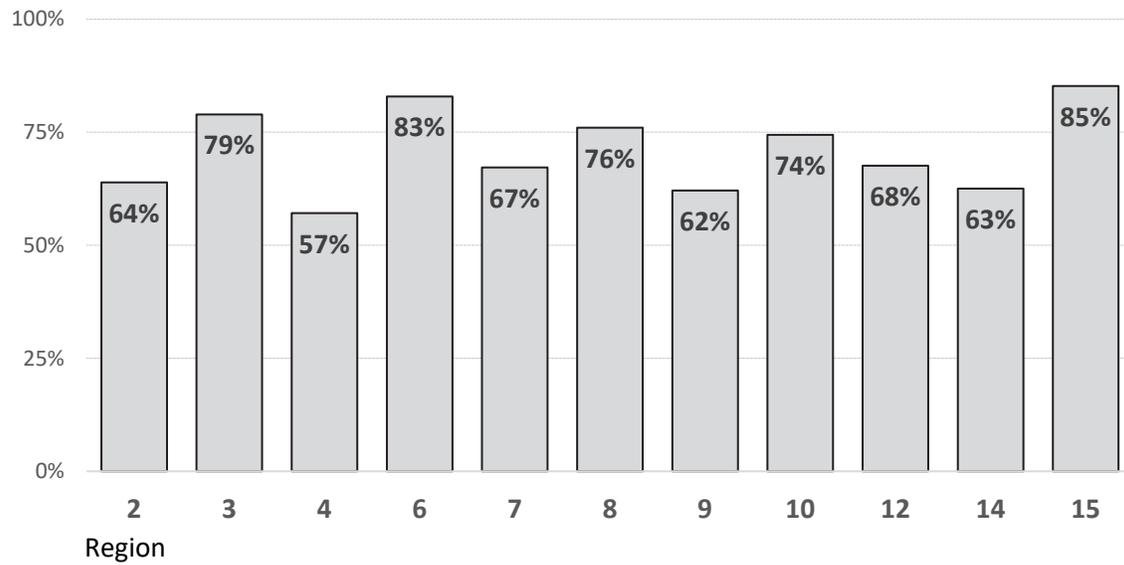


## Domain 4: Outcomes of Services

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

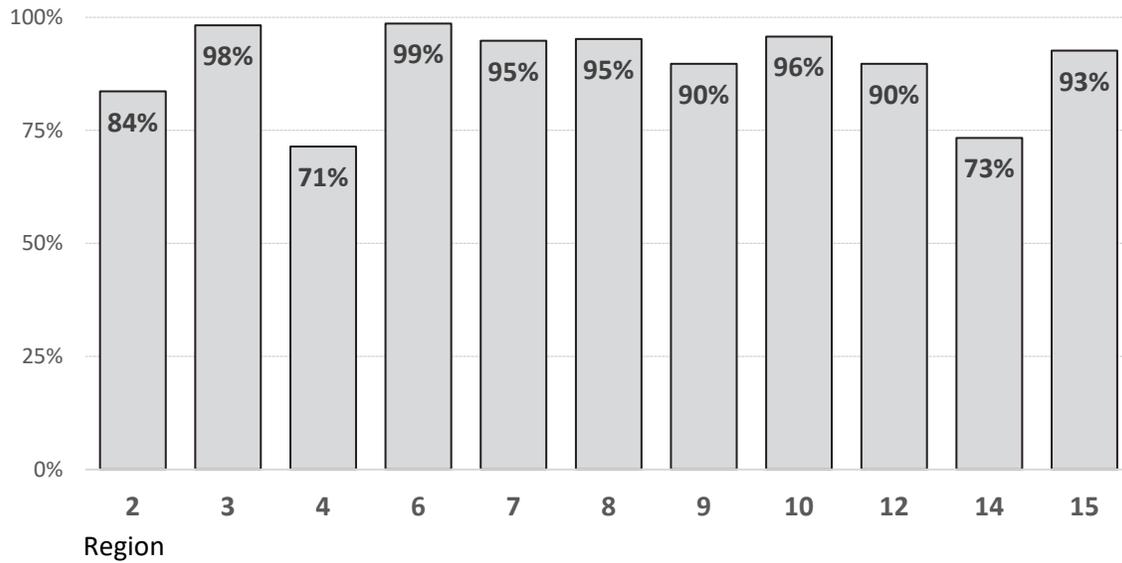


## Domain 5: Participation in Treatment Planning

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

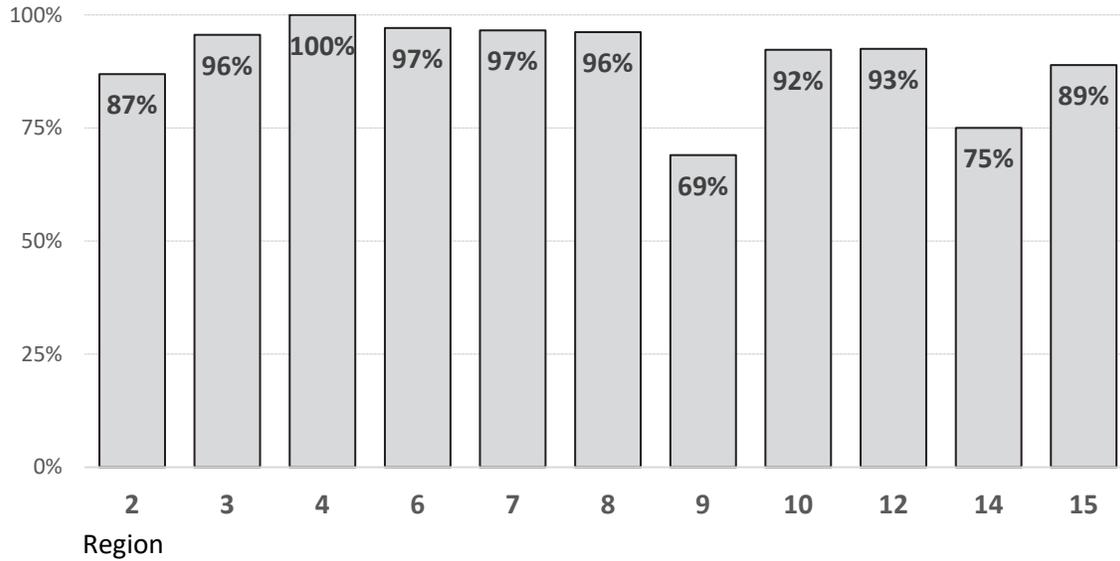


### Domain 6: Social Connectedness

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

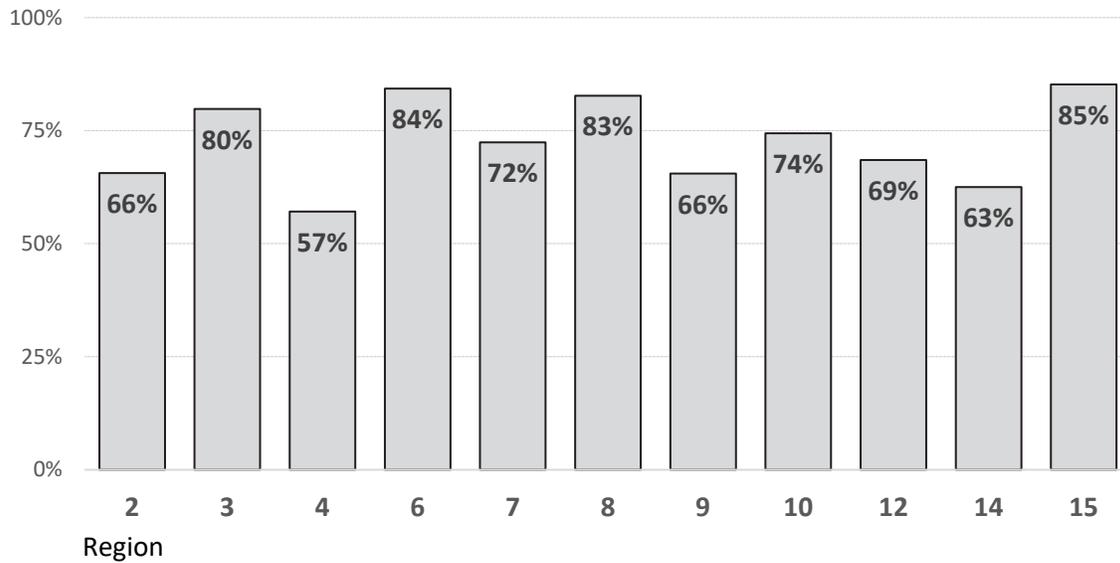


**Domain 7: Perception of Overall Functioning**

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

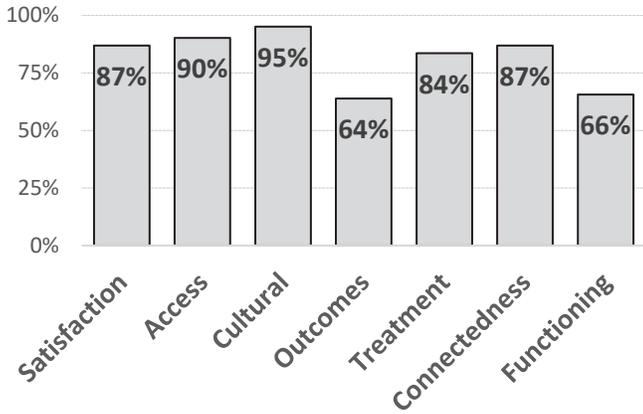
- 1) “My child is better able to do things she or he wants to do.”
- 2) “My child is better at handling daily life.”
- 3) “My child gets along better with family members.”
- 4) “My child gets along better with friends and other people.”
- 5) “My child is doing better in school and/or at work.”
- 6) “My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

Percent Parents Expressing Positive Perceptions for Level of Functioning by Region

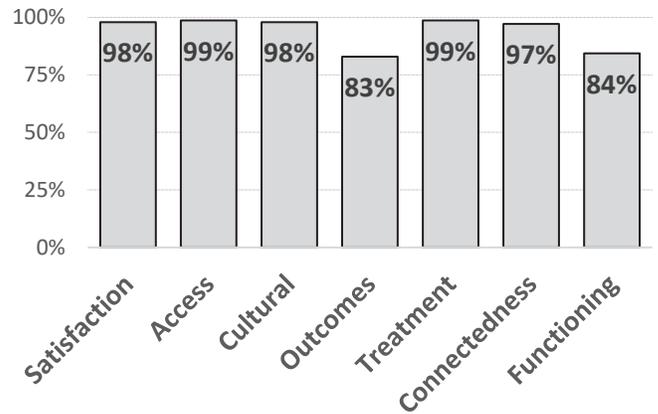


### Youth Survey Results: Region by Domain Measures

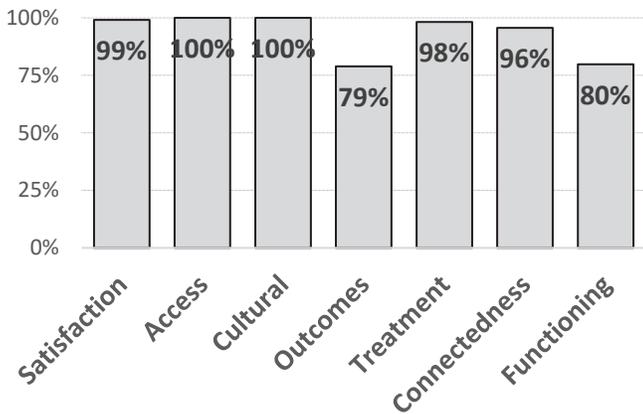
#### Region 2



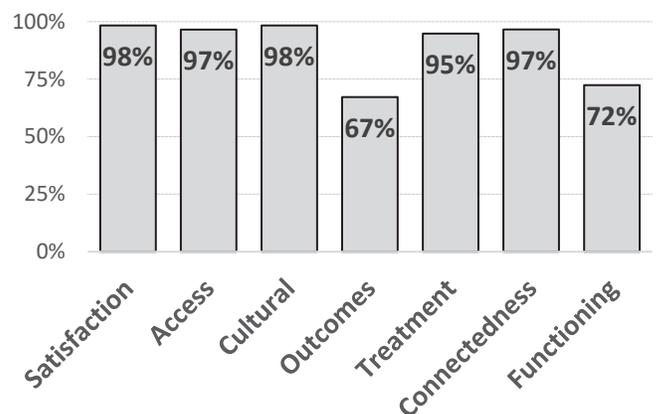
#### Region 6



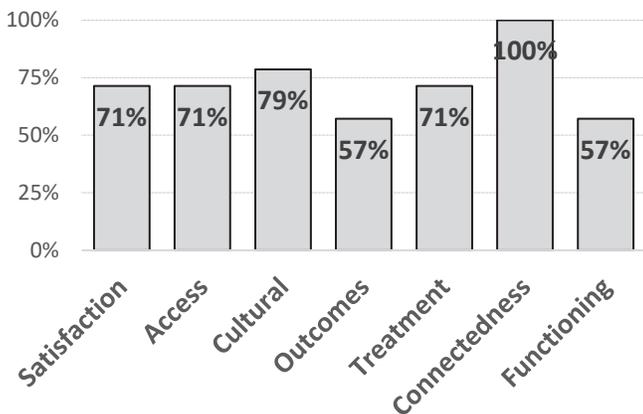
#### Region 3



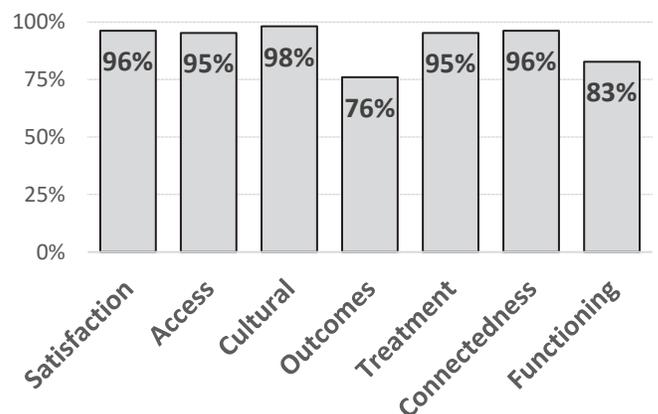
#### Region 7



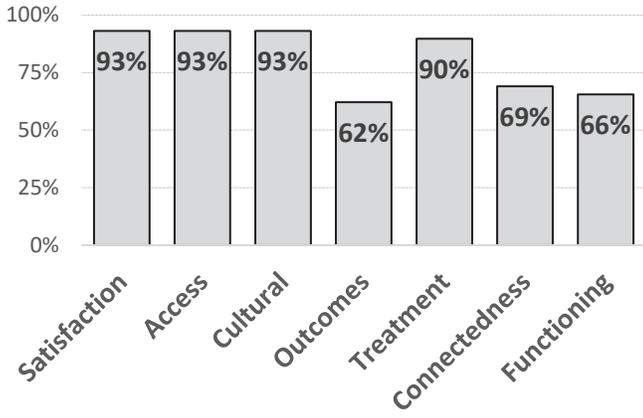
#### Region 4



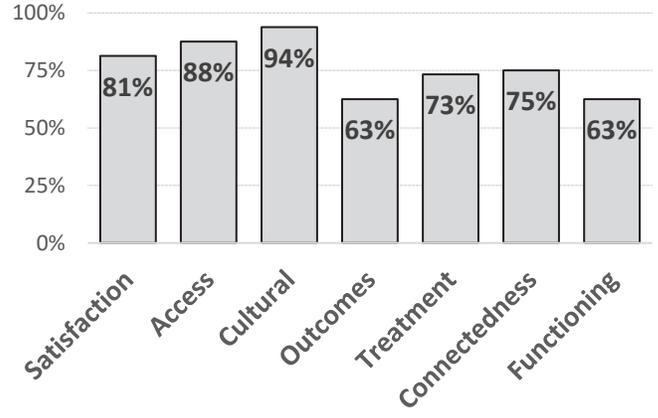
#### Region 8



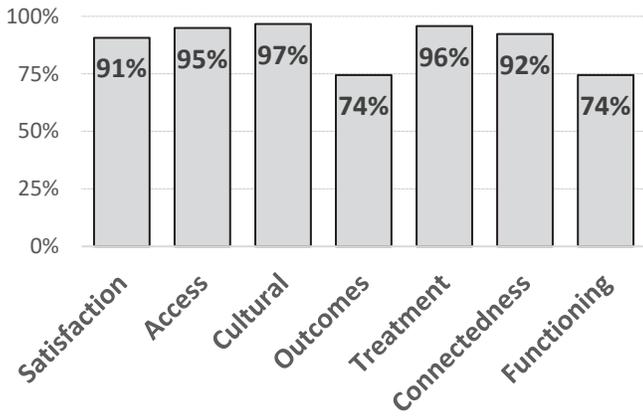
**Region 9**



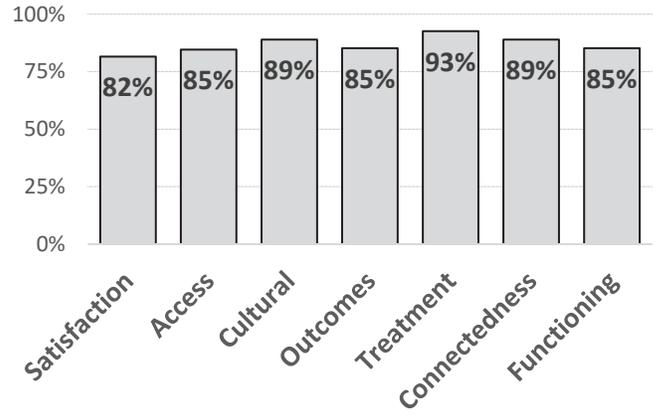
**Region 14**



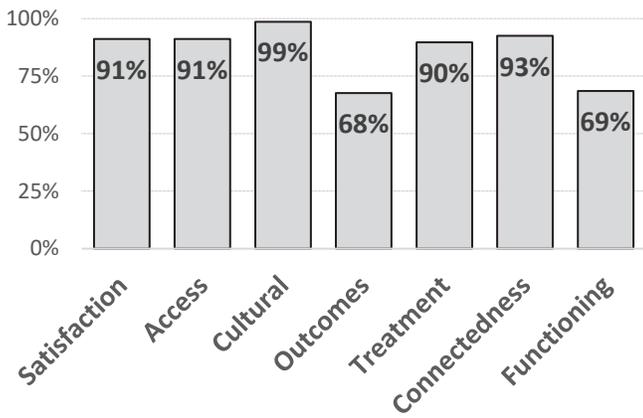
**Region 10**



**Region 15**



**Region 12**



## Adult Survey: Item Response Frequencies for all Survey Items

### 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	22	1.3	1.3	1.3
	2 Asian	6	.4	.4	1.7
	3 Black or African American	907	54.1	55.3	57.0
	4 Native Hawaiian or Pacific Islander	4	.2	.2	57.2
	5 White	685	40.8	41.7	99.0
	6 Other group	17	1.0	1.0	100.0
	Total	1641	97.9	100.0	
Missing	System	36	2.1		
Total		1677	100.0		

### Q4 Do you consider yourself to be Hispanic or Latinx?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	53	3.2	3.2	3.2
	2 No	1579	94.2	96.8	100.0
	Total	1632	97.3	100.0	
Missing	System	45	2.7		
Total		1677	100.0		

### Q5 What is your sex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Female	913	54.4	55.0	55.0
	2 Male	747	44.5	45.0	100.0
	Total	1660	99.0	100.0	
Missing	System	17	1.0		
Total		1677	100.0		

**Q6 In which region do you receive mental health services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	130	7.8	7.8	7.8
	3	67	4.0	4.0	11.7
	4	75	4.5	4.5	16.2
	6	148	8.8	8.8	25.0
	7	114	6.8	6.8	31.8
	8	238	14.2	14.2	46.0
	9	196	11.7	11.7	57.7
	10	214	12.8	12.8	70.5
	12	329	19.6	19.6	90.1
	14	95	5.7	5.7	95.8
	15	71	4.2	4.2	100.0
	Total	1677	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	1342	80.0	82.7	82.7
	2 Less than 12 months	280	16.7	17.3	100.0
	Total	1622	96.7	100.0	
Missing	System	55	3.3		
Total		1677	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	26	1.6	8.6	8.6
	2 No	275	16.4	91.4	100.0
	Total	301	17.9	100.0	
Missing	System	1376	82.1		
Total		1677	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	46	2.7	15.6	15.6
	2 No	249	14.8	84.4	100.0
	Total	295	17.6	100.0	
Missing	System	1382	82.4		
Total		1677	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	42	2.5	14.4	14.4
	2 Stayed the same	24	1.4	8.2	22.7
	3 Increased	4	.2	1.4	24.1
	4 Does not apply	221	13.2	75.9	100.0
	Total	291	17.4	100.0	
Missing	System	1386	82.6		
Total		1677	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	77	4.6	5.7	5.7
	2 No	1263	75.3	94.3	100.0
	Total	1340	79.9	100.0	
Missing	System	337	20.1		
Total		1677	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	65	3.9	4.8	4.8
	2 No	1283	76.5	95.2	100.0
	Total	1348	80.4	100.0	
Missing	System	329	19.6		
Total		1677	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	101	6.0	7.6	7.6
	2 Stayed the same	84	5.0	6.3	13.8
	3 Increased	18	1.1	1.3	15.2
	4 Does not apply	1134	67.6	84.8	100.0
	Total	1337	79.7	100.0	
Missing	System	340	20.3		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	898	53.5	54.0	54.0
	2 Agree	589	35.1	35.4	89.5
	3 Neutral	107	6.4	6.4	95.9
	4 Disagree	34	2.0	2.0	98.0
	5 Strongly disagree	34	2.0	2.0	100.0
	Total	1662	99.1	100.0	
Missing	System	15	.9		
Total		1677	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	956	57.0	57.3	57.3
	2 Agree	563	33.6	33.8	91.1
	3 Neutral	97	5.8	5.8	96.9
	4 Disagree	33	2.0	2.0	98.9
	5 Strongly disagree	19	1.1	1.1	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

**Q16 Staff returned my calls within 24 hours.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	834	49.7	50.3	50.3
	2 Agree	569	33.9	34.3	84.7
	3 Neutral	178	10.6	10.7	95.4
	4 Disagree	46	2.7	2.8	98.2
	5 Strongly disagree	30	1.8	1.8	100.0
	Total	1657	98.8	100.0	
Missing	System	20	1.2		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	966	57.6	58.0	58.0
	2 Agree	581	34.6	34.9	92.9
	3 Neutral	89	5.3	5.3	98.3
	4 Disagree	17	1.0	1.0	99.3
	5 Strongly disagree	12	.7	.7	100.0
	Total	1665	99.3	100.0	
Missing	System	12	.7		
Total		1677	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	942	56.2	56.3	56.3
	2 Agree	582	34.7	34.8	91.1
	3 Neutral	99	5.9	5.9	97.1
	4 Disagree	27	1.6	1.6	98.7
	5 Strongly disagree	22	1.3	1.3	100.0
	Total	1672	99.7	100.0	
Missing	System	5	.3		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	779	46.5	47.2	47.2
	2 Agree	575	34.3	34.9	82.1
	3 Neutral	204	12.2	12.4	94.5
	4 Disagree	59	3.5	3.6	98.1
	5 Strongly disagree	32	1.9	1.9	100.0
	Total	1649	98.3	100.0	
Missing	System	28	1.7		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	908	54.1	54.7	54.7
	2 Agree	596	35.5	35.9	90.5
	3 Neutral	125	7.5	7.5	98.1
	4 Disagree	14	.8	.8	98.9
	5 Strongly disagree	18	1.1	1.1	100.0
	Total	1661	99.0	100.0	
Missing	System	16	1.0		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	918	54.7	55.1	55.1
	2 Agree	581	34.6	34.9	90.0
	3 Neutral	121	7.2	7.3	97.3
	4 Disagree	25	1.5	1.5	98.8
	5 Strongly disagree	20	1.2	1.2	100.0
	Total	1665	99.3	100.0	
Missing	System	12	.7		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	765	45.6	46.1	46.1
	2 Agree	605	36.1	36.4	82.5
	3 Neutral	193	11.5	11.6	94.2
	4 Disagree	60	3.6	3.6	97.8
	5 Strongly disagree	37	2.2	2.2	100.0
	Total	1660	99.0	100.0	
Missing	System	17	1.0		
Total		1677	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	972	58.0	58.3	58.3
	2 Agree	559	33.3	33.5	91.8
	3 Neutral	97	5.8	5.8	97.6
	4 Disagree	16	1.0	1.0	98.6
	5 Strongly disagree	24	1.4	1.4	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	867	51.7	52.2	52.2
	2 Agree	590	35.2	35.5	87.8
	3 Neutral	142	8.5	8.6	96.3
	4 Disagree	39	2.3	2.3	98.7
	5 Strongly disagree	22	1.3	1.3	100.0
	Total	1660	99.0	100.0	
Missing	System	17	1.0		
Total		1677	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	923	55.0	55.3	55.3
	2 Agree	605	36.1	36.3	91.6
	3 Neutral	97	5.8	5.8	97.4
	4 Disagree	28	1.7	1.7	99.1
	5 Strongly disagree	15	.9	.9	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

**Q26 I was given information about my rights.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	894	53.3	53.6	53.6
	2 Agree	610	36.4	36.6	90.2
	3 Neutral	103	6.1	6.2	96.3
	4 Disagree	42	2.5	2.5	98.9
	5 Strongly disagree	19	1.1	1.1	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	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	861	51.3	51.6	51.6
	2 Agree	637	38.0	38.2	89.8
	3 Neutral	127	7.6	7.6	97.4
	4 Disagree	27	1.6	1.6	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	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	750	44.7	45.3	45.3
	2 Agree	584	34.8	35.2	80.5
	3 Neutral	229	13.7	13.8	94.3
	4 Disagree	68	4.1	4.1	98.4
	5 Strongly disagree	26	1.6	1.6	100.0
	Total	1657	98.8	100.0	
Missing	System	20	1.2		
Total		1677	100.0		

**Q29 I deal more effectively with daily problems.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	604	36.0	36.3	36.3
	2 Agree	683	40.7	41.0	77.3
	3 Neutral	283	16.9	17.0	94.3
	4 Disagree	72	4.3	4.3	98.6
	5 Strongly disagree	23	1.4	1.4	100.0
	Total	1665	99.3	100.0	
Missing	System	12	.7		
Total		1677	100.0		

**Q30 I am better able to control my life.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	641	38.2	38.4	38.4
	2 Agree	662	39.5	39.7	78.1
	3 Neutral	267	15.9	16.0	94.1
	4 Disagree	77	4.6	4.6	98.7
	5 Strongly disagree	21	1.3	1.3	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

**Q31 I am better able to deal with crises.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	572	34.1	34.3	34.3
	2 Agree	615	36.7	36.9	71.2
	3 Neutral	320	19.1	19.2	90.5
	4 Disagree	122	7.3	7.3	97.8
	5 Strongly disagree	37	2.2	2.2	100.0
	Total	1666	99.3	100.0	
Missing	System	11	.7		
Total		1677	100.0		

**Q32 I get along better with family.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	637	38.0	38.2	38.2
	2 Agree	606	36.1	36.4	74.6
	3 Neutral	285	17.0	17.1	91.7
	4 Disagree	96	5.7	5.8	97.4
	5 Strongly disagree	43	2.6	2.6	100.0
	Total	1667	99.4	100.0	
Missing	System	10	.6		
Total		1677	100.0		

**Q33 I do better in social situations.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	548	32.7	32.9	32.9
	2 Agree	608	36.3	36.5	69.4
	3 Neutral	352	21.0	21.1	90.5
	4 Disagree	116	6.9	7.0	97.5
	5 Strongly disagree	42	2.5	2.5	100.0
	Total	1666	99.3	100.0	
Missing	System	11	.7		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	482	28.7	30.4	30.4
	2 Agree	473	28.2	29.8	60.1
	3 Neutral	512	30.5	32.2	92.4
	4 Disagree	79	4.7	5.0	97.4
	5 Strongly disagree	42	2.5	2.6	100.0
	Total	1588	94.7	100.0	
Missing	System	89	5.3		
Total		1677	100.0		

**Q35 My symptoms are not bothering me as much.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	505	30.1	30.2	30.2
	2 Agree	634	37.8	37.9	68.2
	3 Neutral	327	19.5	19.6	87.7
	4 Disagree	154	9.2	9.2	96.9
	5 Strongly disagree	51	3.0	3.1	100.0
	Total	1671	99.6	100.0	
Missing	System	6	.4		
Total		1677	100.0		

**Q36 My housing situation has improved.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	606	36.1	36.3	36.3
	2 Agree	564	33.6	33.8	70.1
	3 Neutral	362	21.6	21.7	91.8
	4 Disagree	83	4.9	5.0	96.8
	5 Strongly disagree	53	3.2	3.2	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	934	55.7	56.0	56.0
	2 Agree	599	35.7	35.9	91.9
	3 Neutral	91	5.4	5.5	97.3
	4 Disagree	27	1.6	1.6	98.9
	5 Strongly disagree	18	1.1	1.1	100.0
	Total	1669	99.5	100.0	
Missing	System	8	.5		
Total		1677	100.0		

**Q38 I, not staff, decided my treatment goals.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	645	38.5	39.0	39.0
	2 Agree	618	36.9	37.4	76.4
	3 Neutral	264	15.7	16.0	92.3
	4 Disagree	102	6.1	6.2	98.5
	5 Strongly disagree	25	1.5	1.5	100.0
	Total	1654	98.6	100.0	
Missing	System	23	1.4		
Total		1677	100.0		

**Q39 I liked the services I received here.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1017	60.6	60.8	60.8
	2 Agree	542	32.3	32.4	93.2
	3 Neutral	91	5.4	5.4	98.7
	4 Disagree	10	.6	.6	99.3
	5 Strongly disagree	12	.7	.7	100.0
	Total	1672	99.7	100.0	
Missing	System	5	.3		
Total		1677	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	937	55.9	56.1	56.1
	2 Agree	566	33.8	33.9	89.9
	3 Neutral	111	6.6	6.6	96.6
	4 Disagree	37	2.2	2.2	98.8
	5 Strongly disagree	20	1.2	1.2	100.0
	Total	1671	99.6	100.0	
Missing	System	6	.4		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	945	56.4	56.6	56.6
	2 Agree	580	34.6	34.7	91.3
	3 Neutral	104	6.2	6.2	97.5
	4 Disagree	18	1.1	1.1	98.6
	5 Strongly disagree	23	1.4	1.4	100.0
	Total	1670	99.6	100.0	
Missing	System	7	.4		
Total		1677	100.0		

**Q42 I am happy with the friendships I have.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	771	46.0	46.1	46.1
	2 Agree	616	36.7	36.8	82.9
	3 Neutral	203	12.1	12.1	95.0
	4 Disagree	60	3.6	3.6	98.6
	5 Strongly disagree	23	1.4	1.4	100.0
	Total	1673	99.8	100.0	
Missing	System	4	.2		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	746	44.5	44.6	44.6
	2 Agree	614	36.6	36.7	81.3
	3 Neutral	223	13.3	13.3	94.6
	4 Disagree	62	3.7	3.7	98.3
	5 Strongly disagree	28	1.7	1.7	100.0
	Total	1673	99.8	100.0	
Missing	System	4	.2		
Total		1677	100.0		

**Q44 I feel I belong in my community.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	674	40.2	40.3	40.3
	2 Agree	598	35.7	35.7	76.0
	3 Neutral	266	15.9	15.9	91.9
	4 Disagree	96	5.7	5.7	97.7
	5 Strongly disagree	39	2.3	2.3	100.0
	Total	1673	99.8	100.0	
Missing	System	4	.2		
Total		1677	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	775	46.2	46.4	46.4
	2 Agree	567	33.8	34.0	80.4
	3 Neutral	191	11.4	11.4	91.8
	4 Disagree	94	5.6	5.6	97.4
	5 Strongly disagree	43	2.6	2.6	100.0
	Total	1670	99.6	100.0	
Missing	System	7	.4		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	705	42.0	42.2	42.2
	2 Agree	672	40.1	40.2	82.4
	3 Neutral	214	12.8	12.8	95.2
	4 Disagree	65	3.9	3.9	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1672	99.7	100.0	
Missing	System	5	.3		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	686	40.9	41.1	41.1
	2 Agree	673	40.1	40.3	81.5
	3 Neutral	219	13.1	13.1	94.6
	4 Disagree	62	3.7	3.7	98.3
	5 Strongly disagree	28	1.7	1.7	100.0
	Total	1668	99.5	100.0	
Missing	System	9	.5		
Total		1677	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	554	33.0	33.2	33.2
	2 Agree	635	37.9	38.1	71.3
	3 Neutral	337	20.1	20.2	91.5
	4 Disagree	109	6.5	6.5	98.1
	5 Strongly disagree	32	1.9	1.9	100.0
	Total	1667	99.4	100.0	
Missing	System	10	.6		
Total		1677	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	656	39.1	39.3	39.3
	2 Agree	627	37.4	37.6	76.9
	3 Neutral	281	16.8	16.8	93.7
	4 Disagree	80	4.8	4.8	98.5
	5 Strongly disagree	25	1.5	1.5	100.0
	Total	1669	99.5	100.0	
Missing	System	8	.5		
Total		1677	100.0		

## Youth Survey: Item Response Frequencies for all Survey Items

### 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	8	1.0	1.0	1.0
	2 Asian	1	.1	.1	1.1
	3 Black or African American	533	64.5	66.1	67.2
	5 White	243	29.4	30.1	97.4
	6 Other group	21	2.5	2.6	100.0
	Total	806	97.6	100.0	
Missing	System	20	2.4		
Total		826	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	24	2.9	3.0	3.0
	2 Not Spanish, Hispanic, or Latino/a	768	93.0	97.0	100.0
	Total	792	95.9	100.0	
Missing	System	34	4.1		
Total		826	100.0		

### Q5 What is the child's gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Girl	353	42.7	42.9	42.9
	2 Boy	463	56.1	56.3	99.3
	3 Other	6	.7	.7	100.0
	Total	822	99.5	100.0	
Missing	System	4	.5		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	791	95.8	96.7	96.7
	2 No	27	3.3	3.3	100.0
	Total	818	99.0	100.0	
Missing	System	8	1.0		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	61	7.4	7.4	7.4
	3	114	13.8	13.8	21.2
	4	14	1.7	1.7	22.9
	6	140	16.9	16.9	39.8
	7	58	7.0	7.0	46.9
	8	104	12.6	12.6	59.4
	9	29	3.5	3.5	63.0
	10	117	14.2	14.2	77.1
	12	146	17.7	17.7	94.8
	14	16	1.9	1.9	96.7
	15	27	3.3	3.3	100.0
	Total		826	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	190	23.0	23.6	23.6
	2 12 months or more	616	74.6	76.4	100.0
	Total	806	97.6	100.0	
Missing	System	20	2.4		
Total		826	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	19	2.3	3.1	3.1
	2 No	601	72.8	96.9	100.0
	Total	620	75.1	100.0	
Missing	System	206	24.9		
Total		826	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	9	1.1	1.4	1.4
	2 No	612	74.1	98.6	100.0
	Total	621	75.2	100.0	
Missing	System	205	24.8		
Total		826	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	15	1.8	2.4	2.4
	2 Stayed the same	12	1.5	2.0	4.4
	3 Increased	5	.6	.8	5.2
	4 Does not apply	583	70.6	94.8	100.0
	Total	615	74.5	100.0	
Missing	System	211	25.5		
Total		826	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	4	.5	2.1	2.1
	2 No	190	23.0	97.9	100.0
	Total	194	23.5	100.0	
Missing	System	632	76.5		
Total		826	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	7	.8	3.6	3.6
	2 No	190	23.0	96.4	100.0
	Total	197	23.8	100.0	
Missing	System	629	76.2		
Total		826	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	7	.8	3.7	3.7
	2 Stayed the same	5	.6	2.6	6.3
	3 Increased	1	.1	.5	6.8
	4 Does not apply	177	21.4	93.2	100.0
	Total	190	23.0	100.0	
Missing	System	636	77.0		
Total		826	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	175	21.2	21.5	21.5
	2 No	548	66.3	67.4	88.9
	3 Does not apply	90	10.9	11.1	100.0
	Total	813	98.4	100.0	
Missing	System	13	1.6		
Total		826	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	190	23.0	23.4	23.4
	2 No	544	65.9	67.0	90.4
	3 Does not apply	78	9.4	9.6	100.0
	Total	812	98.3	100.0	
Missing	System	14	1.7		
Total		826	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	31	3.8	3.8	3.8
	2 No	697	84.4	85.7	89.5
	3 Does not apply	85	10.3	10.5	100.0
	Total	813	98.4	100.0	
Missing	System	13	1.6		
Total		826	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	29	3.5	3.6	3.6
	2 No	697	84.4	85.9	89.5
	3 Does not apply	85	10.3	10.5	100.0
	Total	811	98.2	100.0	
Missing	System	15	1.8		
Total		826	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	129	15.6	16.0	16.0
	2 About the same	301	36.4	37.4	53.4
	3 Less	45	5.4	5.6	59.0
	4 Does not apply	330	40.0	41.0	100.0
	Total	805	97.5	100.0	
Missing	System	21	2.5		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		505	61.1	61.1	61.1
	1 Child did not have a problem with attendance before starting services	266	32.2	32.2	93.3
	2 Child was too young to be in school	17	2.1	2.1	95.4
	3 Child was expelled from school	6	.7	.7	96.1
	4 Child is homeschooled	16	1.9	1.9	98.1
	5 Child dropped out of school	7	.8	.8	98.9
	6 Other reason	9	1.1	1.1	100.0
Total		826	100.0	100.0	

**Q20 The location of services was convenient for us.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	534	64.6	64.7	64.7
	2 Agree	259	31.4	31.4	96.1
	3 Neutral	27	3.3	3.3	99.4
	4 Disagree	3	.4	.4	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	532	64.4	64.6	64.6
	2 Agree	250	30.3	30.3	94.9
	3 Neutral	32	3.9	3.9	98.8
	4 Disagree	8	1.0	1.0	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	824	99.8	100.0	
Missing	System	2	.2		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	504	61.0	61.1	61.1
	2 Agree	275	33.3	33.3	94.4
	3 Neutral	38	4.6	4.6	99.0
	4 Disagree	5	.6	.6	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	510	61.7	62.0	62.0
	2 Agree	260	31.5	31.6	93.7
	3 Neutral	40	4.8	4.9	98.5
	4 Disagree	9	1.1	1.1	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	822	99.5	100.0	
Missing	System	4	.5		
Total		826	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	486	58.8	58.9	58.9
	2 Agree	282	34.1	34.2	93.1
	3 Neutral	44	5.3	5.3	98.4
	4 Disagree	8	1.0	1.0	99.4
	5 Strongly disagree	5	.6	.6	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	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	491	59.4	59.4	59.4
	2 Agree	287	34.7	34.7	94.2
	3 Neutral	40	4.8	4.8	99.0
	4 Disagree	4	.5	.5	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	826	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	469	56.8	57.0	57.0
	2 Agree	292	35.4	35.5	92.5
	3 Neutral	53	6.4	6.4	98.9
	4 Disagree	4	.5	.5	99.4
	5 Strongly disagree	5	.6	.6	100.0
	Total	823	99.6	100.0	
Missing	System	3	.4		
Total		826	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	450	54.5	54.9	54.9
	2 Agree	287	34.7	35.0	89.9
	3 Neutral	69	8.4	8.4	98.3
	4 Disagree	7	.8	.9	99.1
	5 Strongly disagree	7	.8	.9	100.0
	Total	820	99.3	100.0	
Missing	System	6	.7		
Total		826	100.0		

**Q28 My child is better at handling daily life.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	283	34.3	34.3	34.3
	2 Agree	335	40.6	40.6	74.9
	3 Neutral	172	20.8	20.8	95.8
	4 Disagree	26	3.1	3.2	98.9
	5 Strongly disagree	9	1.1	1.1	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

**Q29 My child gets along better with family members.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	241	29.2	29.2	29.2
	2 Agree	343	41.5	41.5	70.7
	3 Neutral	203	24.6	24.6	95.3
	4 Disagree	29	3.5	3.5	98.8
	5 Strongly disagree	10	1.2	1.2	100.0
	Total	826	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	247	29.9	30.0	30.0
	2 Agree	344	41.6	41.8	71.8
	3 Neutral	193	23.4	23.5	95.3
	4 Disagree	27	3.3	3.3	98.5
	5 Strongly disagree	12	1.5	1.5	100.0
	Total	823	99.6	100.0	
Missing	System	3	.4		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	298	36.1	36.4	36.4
	2 Agree	325	39.3	39.7	76.1
	3 Neutral	156	18.9	19.0	95.1
	4 Disagree	27	3.3	3.3	98.4
	5 Strongly disagree	13	1.6	1.6	100.0
	Total	819	99.2	100.0	
Missing	System	7	.8		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	225	27.2	27.4	27.4
	2 Agree	317	38.4	38.6	66.0
	3 Neutral	216	26.2	26.3	92.3
	4 Disagree	50	6.1	6.1	98.4
	5 Strongly disagree	13	1.6	1.6	100.0
	Total	821	99.4	100.0	
Missing	System	5	.6		
Total		826	100.0		

**Q33 I am satisfied with our family life right now.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	301	36.4	36.6	36.6
	2 Agree	356	43.1	43.3	79.8
	3 Neutral	139	16.8	16.9	96.7
	4 Disagree	19	2.3	2.3	99.0
	5 Strongly disagree	8	1.0	1.0	100.0
	Total	823	99.6	100.0	
Missing	System	3	.4		
Total		826	100.0		

**Q34 I helped to choose my child's services.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	449	54.4	54.4	54.4
	2 Agree	306	37.0	37.1	91.5
	3 Neutral	57	6.9	6.9	98.4
	4 Disagree	10	1.2	1.2	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	444	53.8	53.8	53.8
	2 Agree	313	37.9	37.9	91.6
	3 Neutral	60	7.3	7.3	98.9
	4 Disagree	7	.8	.8	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	826	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	467	56.5	56.6	56.6
	2 Agree	302	36.6	36.6	93.2
	3 Neutral	44	5.3	5.3	98.5
	4 Disagree	8	1.0	1.0	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

**Q37 Staff treated my child and me with respect.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	583	70.6	70.8	70.8
	2 Agree	226	27.4	27.4	98.2
	3 Neutral	12	1.5	1.5	99.6
	4 Disagree	1	.1	.1	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	824	99.8	100.0	
Missing	System	2	.2		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	539	65.3	65.3	65.3
	2 Agree	252	30.5	30.5	95.9
	3 Neutral	30	3.6	3.6	99.5
	4 Disagree	2	.2	.2	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	562	68.0	68.0	68.0
	2 Agree	247	29.9	29.9	97.9
	3 Neutral	12	1.5	1.5	99.4
	4 Disagree	1	.1	.1	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	826	100.0	100.0	

**Q40 Staff were sensitive to my cultural or ethnic background.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	519	62.8	63.4	63.4
	2 Agree	252	30.5	30.8	94.1
	3 Neutral	42	5.1	5.1	99.3
	4 Disagree	2	.2	.2	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	819	99.2	100.0	
Missing	System	7	.8		
Total		826	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	475	57.5	57.6	57.6
	2 Agree	309	37.4	37.5	95.1
	3 Neutral	33	4.0	4.0	99.2
	4 Disagree	5	.6	.6	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	824	99.8	100.0	
Missing	System	2	.2		
Total		826	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	481	58.2	58.4	58.4
	2 Agree	295	35.7	35.8	94.2
	3 Neutral	34	4.1	4.1	98.3
	4 Disagree	9	1.1	1.1	99.4
	5 Strongly disagree	5	.6	.6	100.0
	Total	824	99.8	100.0	
Missing	System	2	.2		
Total		826	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	459	55.6	55.6	55.6
	2 Agree	274	33.2	33.2	88.8
	3 Neutral	66	8.0	8.0	96.8
	4 Disagree	19	2.3	2.3	99.2
	5 Strongly disagree	7	.8	.8	100.0
	Total	825	99.9	100.0	
Missing	System	1	.1		
Total		826	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	439	53.1	53.1	53.1
	2 Agree	317	38.4	38.4	91.5
	3 Neutral	57	6.9	6.9	98.4
	4 Disagree	9	1.1	1.1	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	826	100.0	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	354	42.9	43.0	43.0
	2 Agree	347	42.0	42.2	85.2
	3 Neutral	99	12.0	12.0	97.2
	4 Disagree	18	2.2	2.2	99.4
	5 Strongly disagree	5	.6	.6	100.0
	Total	823	99.6	100.0	
Missing	System	3	.4		
Total		826	100.0		

**Adult Consumer Satisfaction Questionnaire**



MDMH Adult  
Consumer Satisfaction Survey

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
<b>Perception of Participation in Treatment Planning:</b>					
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
<b>General Satisfaction:</b>					
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
<b>Social Connectedness:</b>					
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

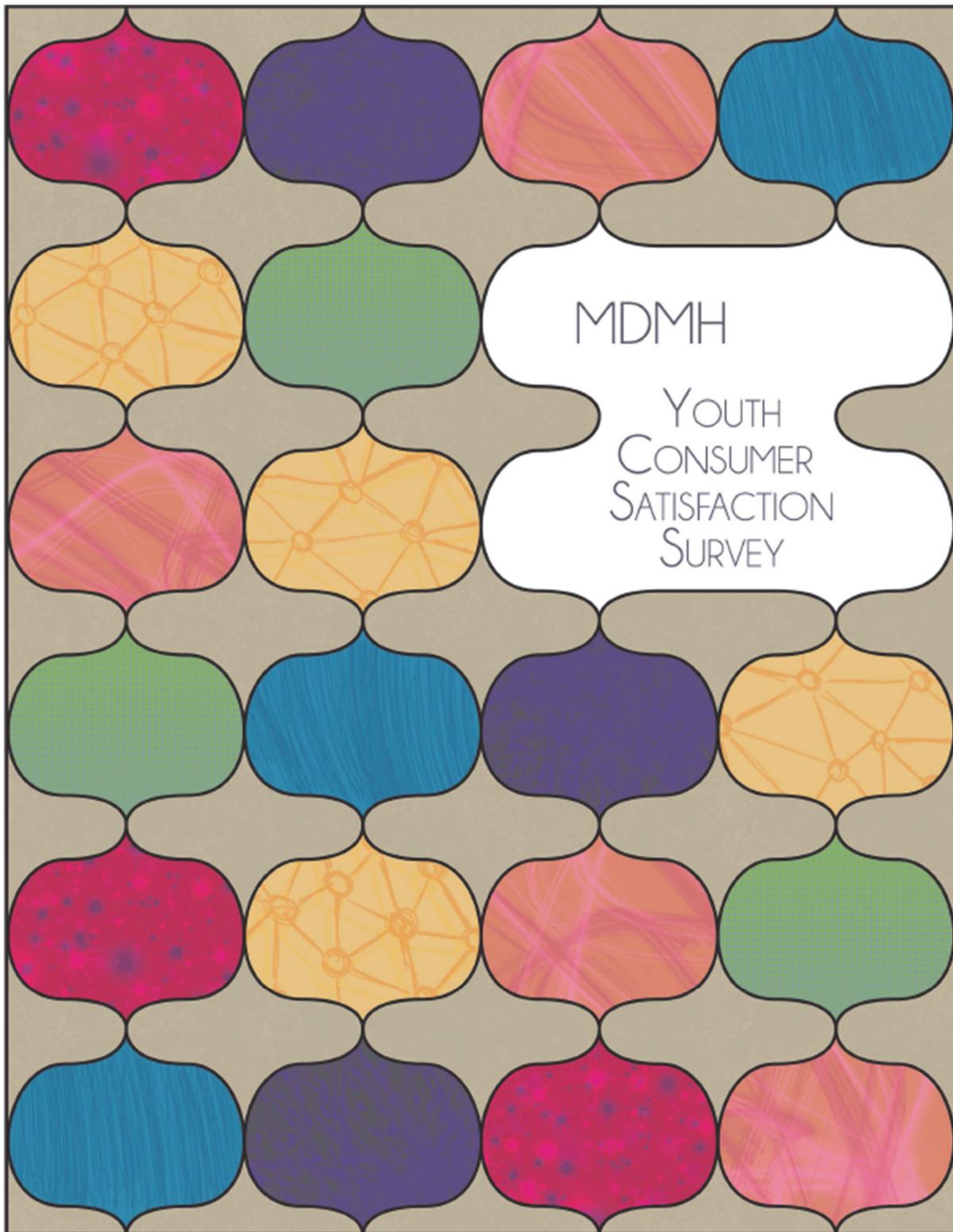
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NAME OF MENTAL HEALTH PROFESSIONAL

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



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
<b>Access to Services:</b>					
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
<b>Satisfaction with Services:</b>					
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
<b>Positive Outcomes of Services:</b>					
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
<b>Participation in Treatment:</b>					
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
<b>Cultural Sensitivity:</b>	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
<b>Social Connectedness:</b>	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
<b>Functioning:</b>	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! ●