

Mississippi Department of Mental Health
2024 Consumer Satisfaction Survey

Final Report
March 3, 2025

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	41
Adult Consumer Satisfaction Questionnaire.....	55
Youth Consumer Satisfaction Questionnaire.....	62

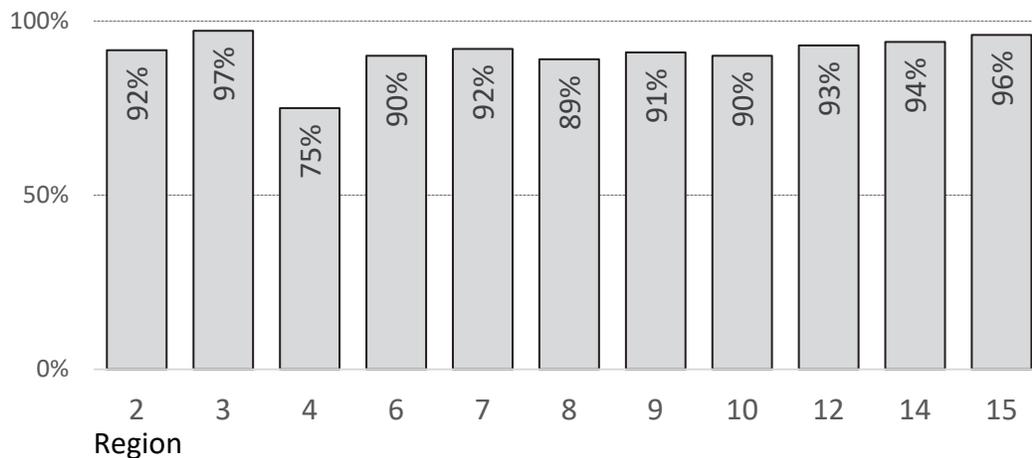
Executive Summary

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 community 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 2024 administration of the Consumer Satisfaction Survey. Results indicate a high level of satisfaction among adult consumers and the parents/guardians of youth consumers (see Figure 1). One notable exception lies with Region 4 in which 25% of those surveyed expressed negative satisfaction with the services provided.

Figure 1

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



In 2024, 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 two domains with the highest satisfaction scores for adult consumers were: *Quality of Services* and *Access to Services*. The two domains with the lowest satisfaction scores for adult consumers were: *Treatment Outcomes* and *Participation in Treatment* (The extent to which the consumers felt involved in the planning of their treatment). For youth consumers, the two domains with the highest satisfaction scores were: *Access to Services* and *Cultural Sensitivity* (The extent to which the staff respected the consumer's cultural, ethnic, or religious background). The two domains with the lowest satisfaction scores for youth consumers were: *Treatment Outcomes* and *Overall Functioning* (The level of functioning following treatment).

Survey Methodology

In 2024, 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 2022 (Totals for 2023 were not available at the time).

For the 2024 survey, the target sample size for both the adult and youth populations was based on approximately 5% of the total number of consumers served in each region during 2022. The survey booklets were printed and mailed to each regional director, who in turn distributed the surveys across all the satellite locations 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 situations where it is logistically difficult or too costly to obtain a truly random selection of respondents from a given population. Such was the case with the present survey.

The surveys were in the field for approximately eight weeks, from mid-Sept. to mid-Nov. 2024. The regional directors were instructed to return all completed surveys to the SRL via postage-paid, return envelopes. The SRL subsequently entered all the survey responses into a database for analysis. The final dataset included responses from 1,943 adult consumers and 898 youth consumers (see Tables 1 and 2). The state-level response rates for the adult and youth survey administrations were 76% and 65%, 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 2022)	Target Sample Size \approx 5%	Valid Surveys Returned
2	3,580	180	138
3	2,784	140	98
4	4,160	210	70
6	7,324	370	354
7	3,105	160	136
8	6,019	310	196
9	5,424	280	224
10	4,644	240	220
12	8,991	450	336
14	2,268	120	76
15	1,773	100	95
Total:	50,072	2,560	1,943

Figure 2
 Adult Consumer Satisfaction Survey
 Response Rate by Region

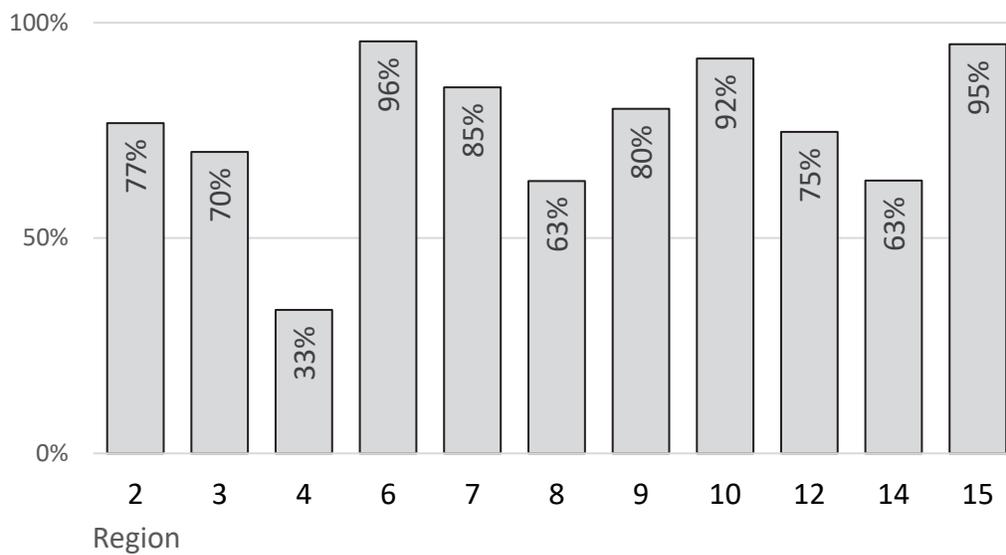
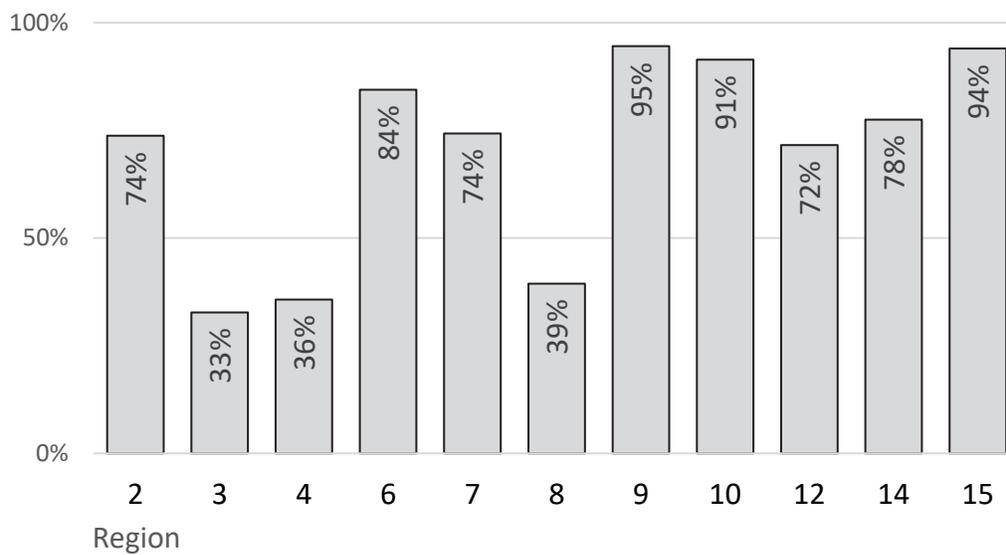


Table 2
 Youth Consumer Satisfaction Survey
 Sample Counts by Region

Region	Consumers Served (in 2022)	Target Sample Size \approx 5%	Valid Surveys Returned
2	1,566	80	59
3	4,359	220	72
4	2,617	140	50
6	3,401	180	152
7	1,297	70	52
8	3,284	170	67
9	2,041	110	104
10	2,647	140	128
12	3,748	190	136
14	718	40	31
15	960	50	47
Total:	26,638	1,390	898

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 1,943 adult consumers with a mean age of 45.2 ($SD = 14.6$). With regard to race, 63% of the adult consumers identified as Black, 33% as White, and 4% as another race. For ethnicity, 3% of the respondents identified themselves as Hispanic. For gender, 53% of adult consumers identified as female and 47% 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.

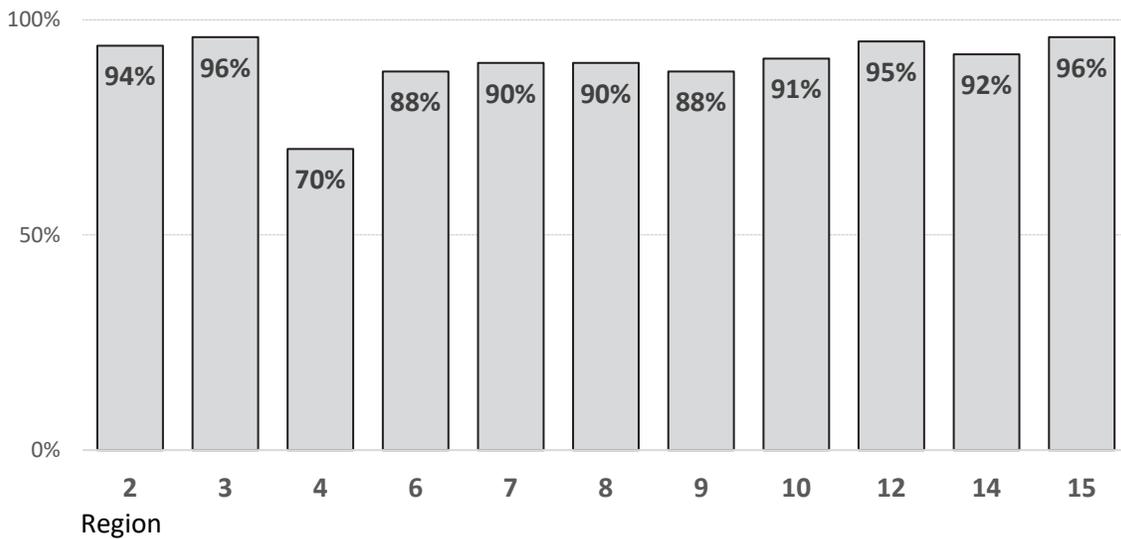
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final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

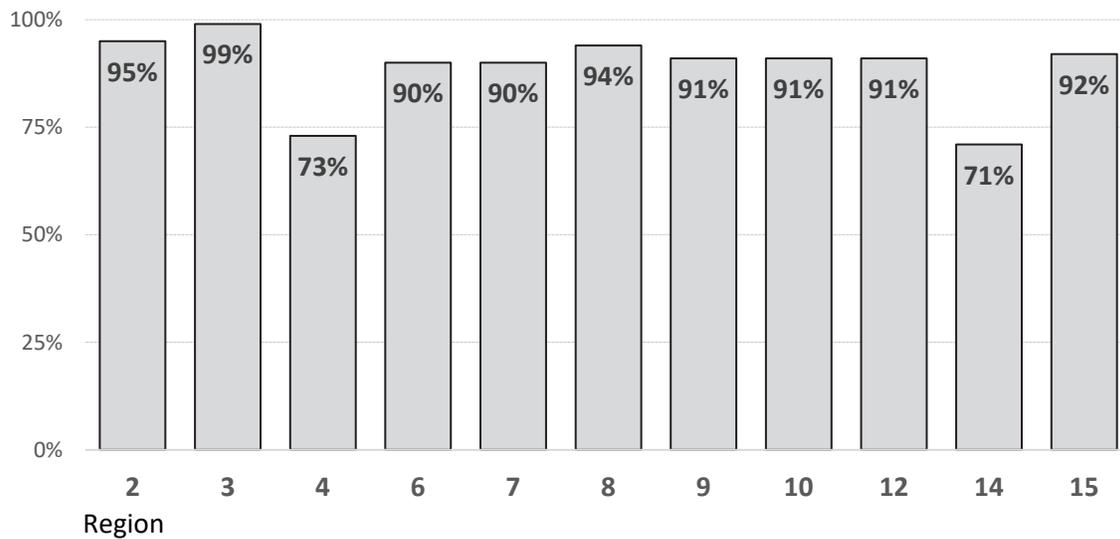


Domain 2: Perception of Access to Services

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

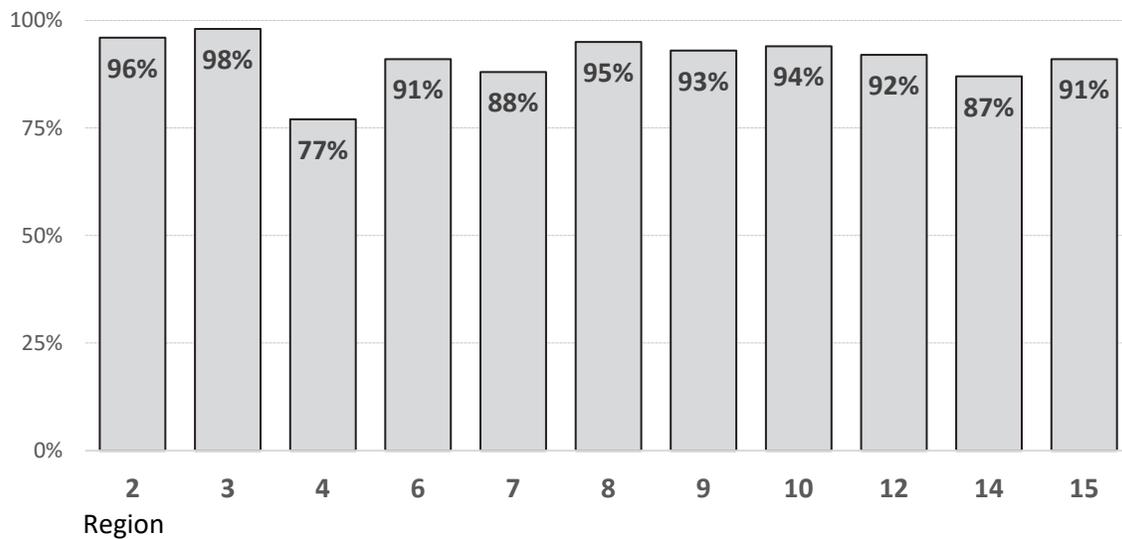


Domain 3: Perception of Quality and Appropriateness of Services

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

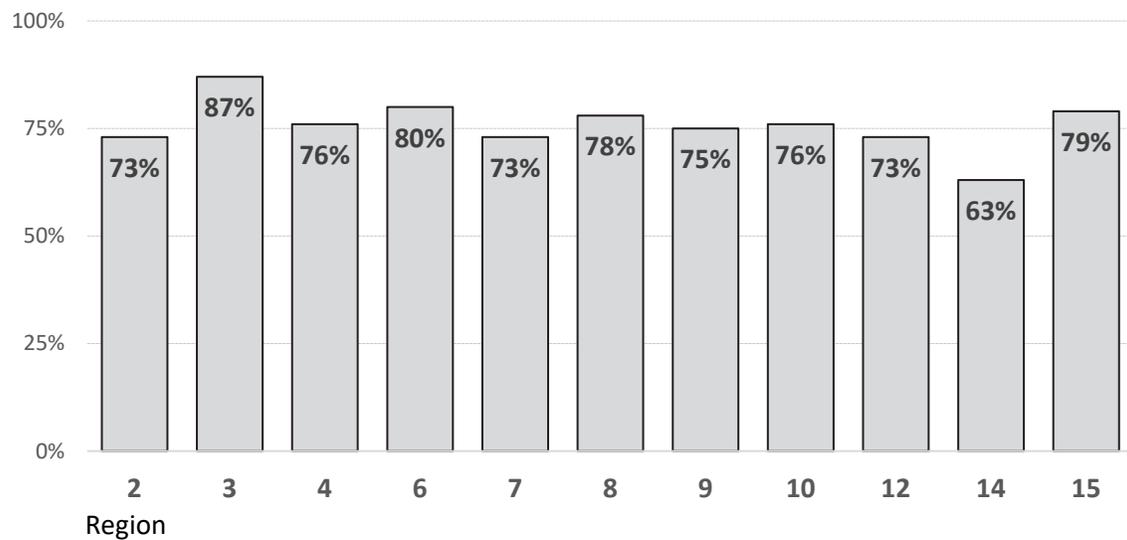


Domain 4: Perception of Outcomes

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

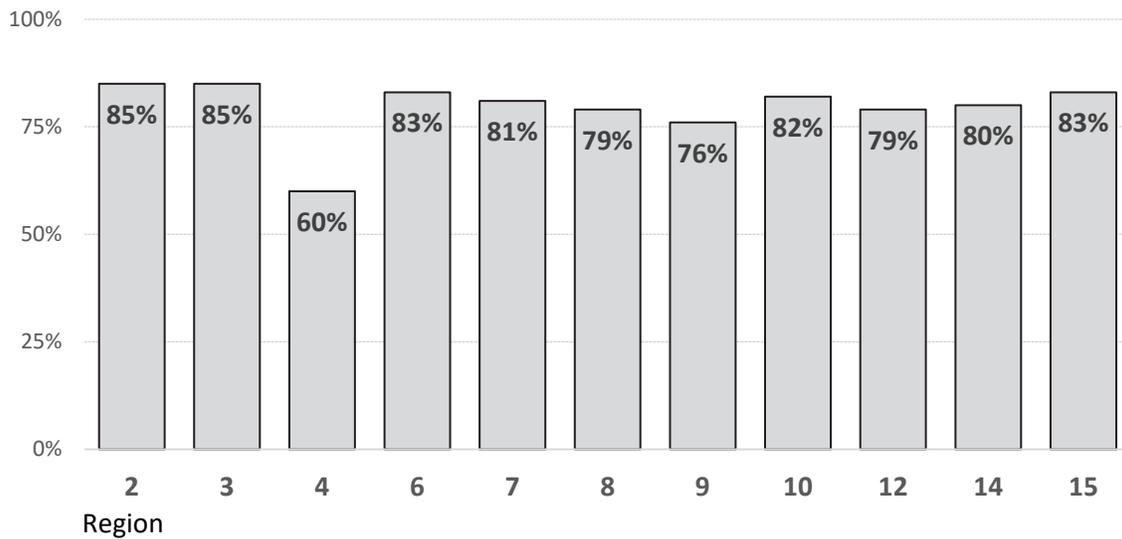


Domain 5: Perception of Participation in Treatment

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

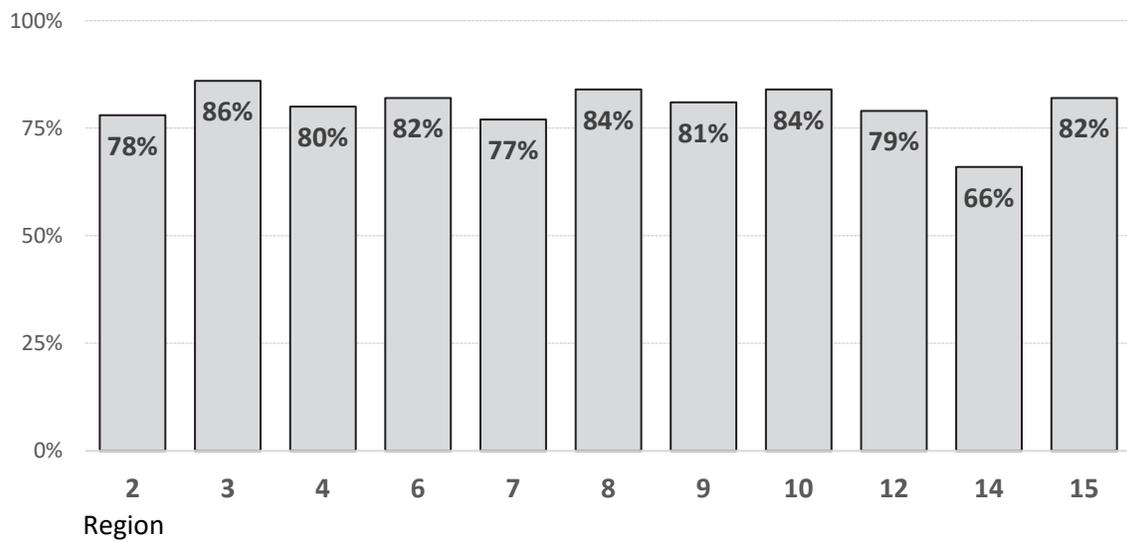


Domain 6: Social Connectedness

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

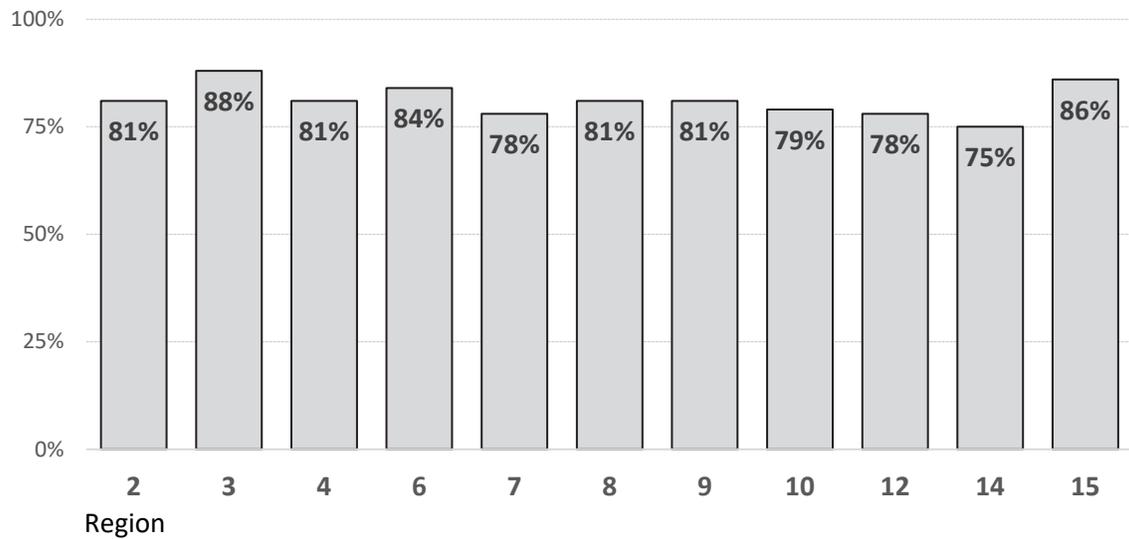


Domain 7: Perception of Overall Functioning

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

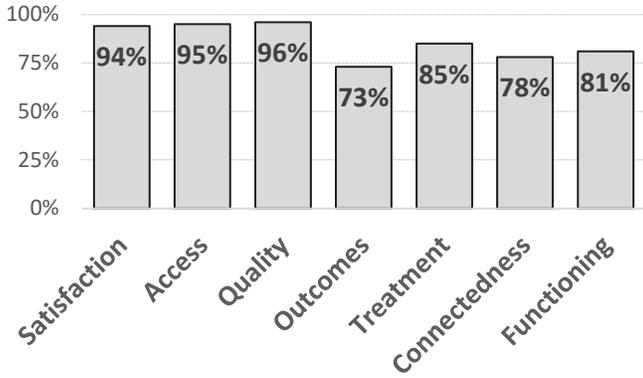
- 1) “I now do things that are more meaningful to me.”
- 2) “I am better able to take care of my needs.”
- 3) “I am better able to handle things when they go wrong.”
- 4) “I am better able to do things that I want to do.”

Percent Consumers Expressing Positive Perceptions for Level of Functioning by Region

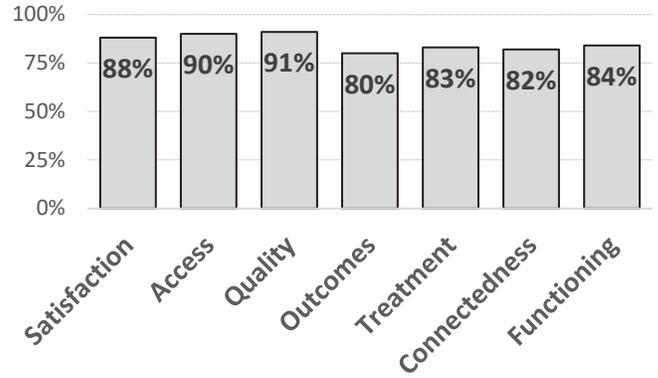


Adult Survey Results: Region by Domain Measures

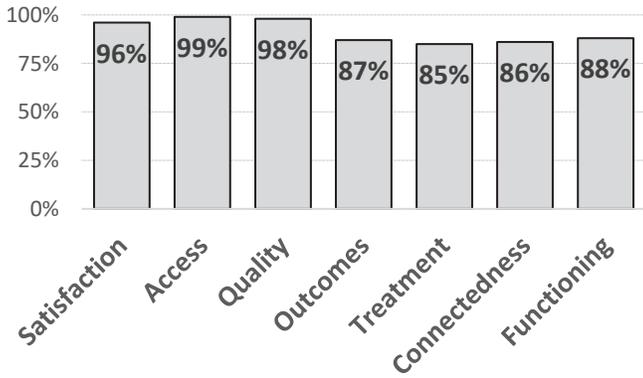
Region 2



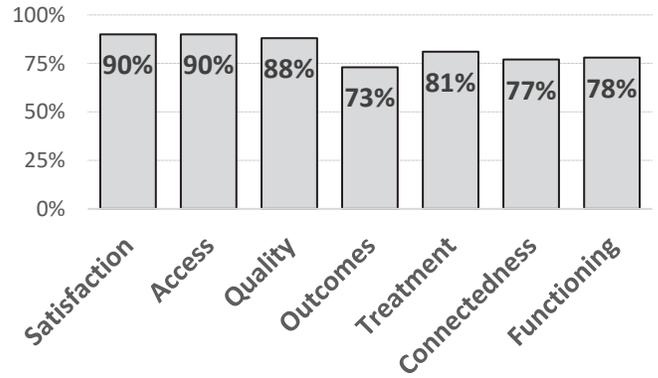
Region 6



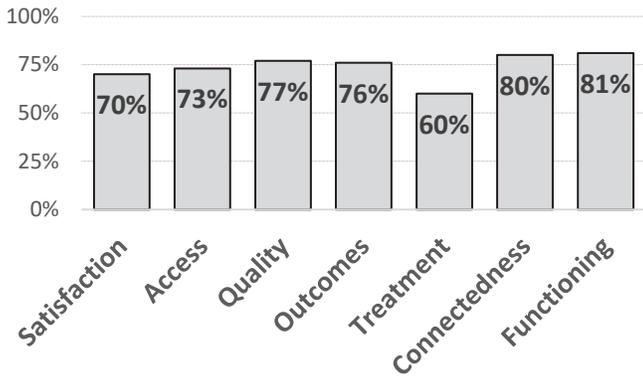
Region 3



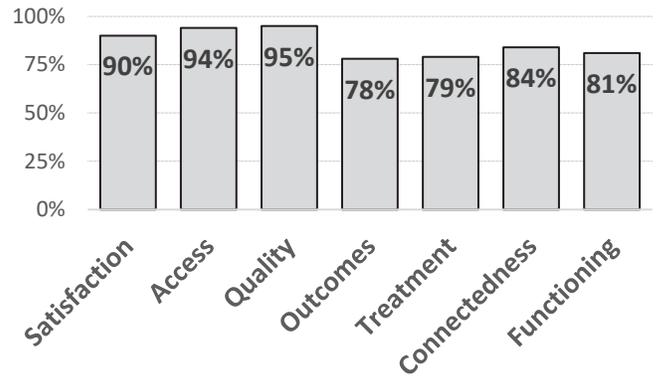
Region 7



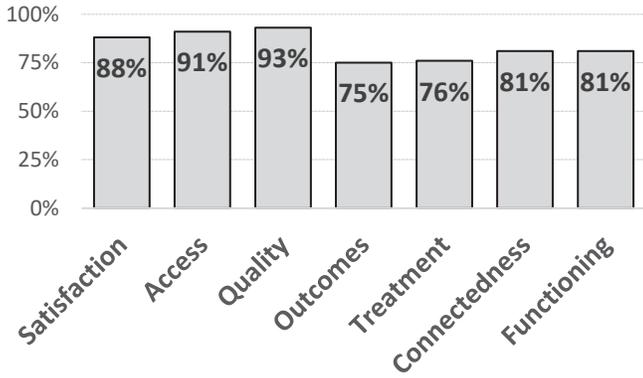
Region 4



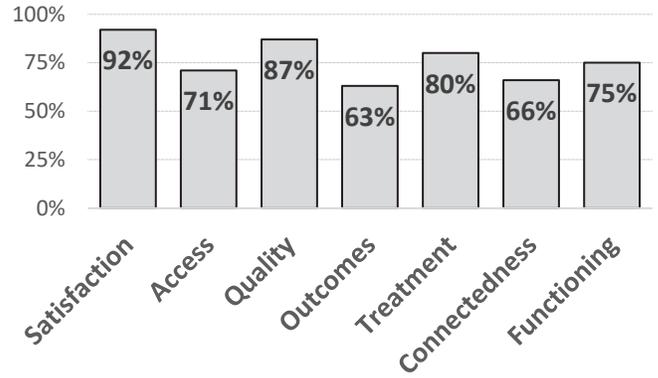
Region 8



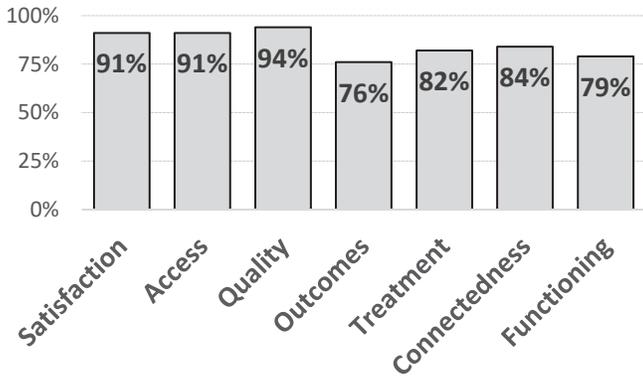
Region 9



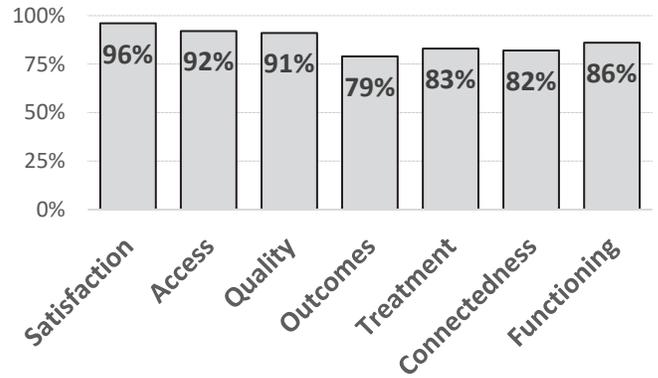
Region 14



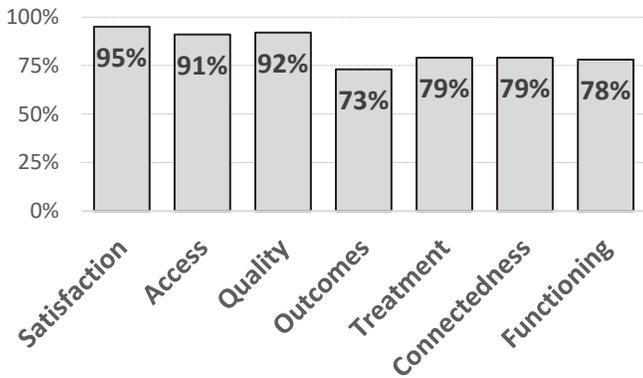
Region 10



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 898 youth consumers with a mean age of 12.0 ($SD = 3.9$). With regard to race, 69% of the youth consumers identified as Black, 27% as White, and 4% as another race. For ethnicity, 3% of the respondents identified themselves as Hispanic. For gender, 45% of adult consumers identified as female and 55% as male.

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.

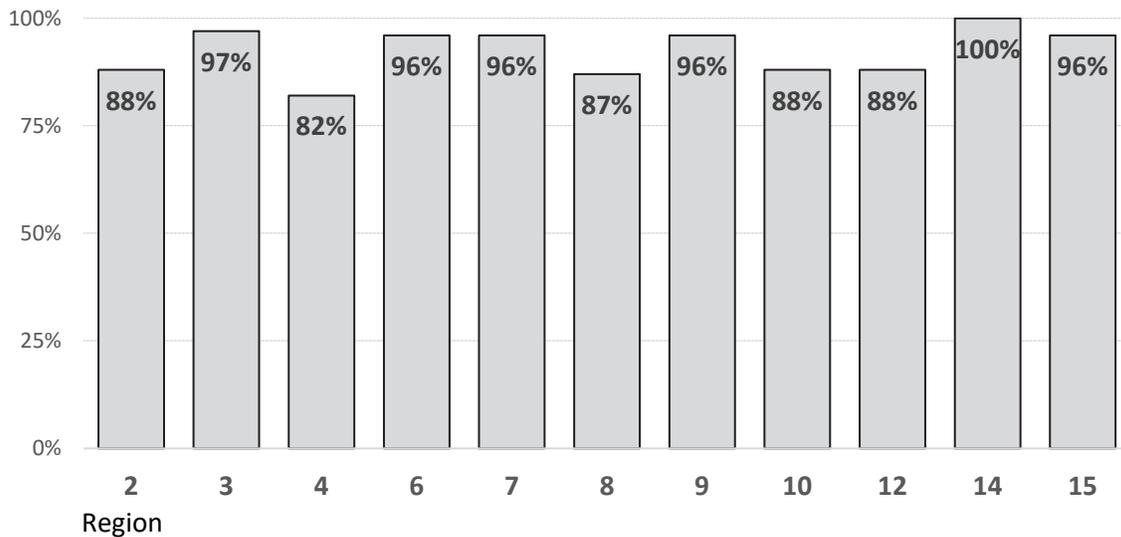
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final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

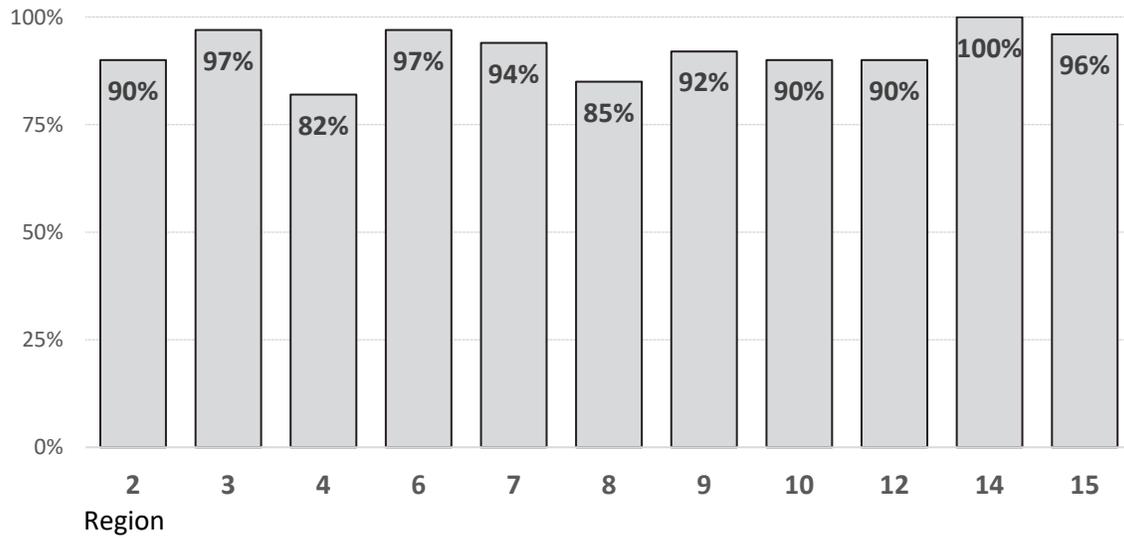


Domain 2: Perception of Access to Services

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

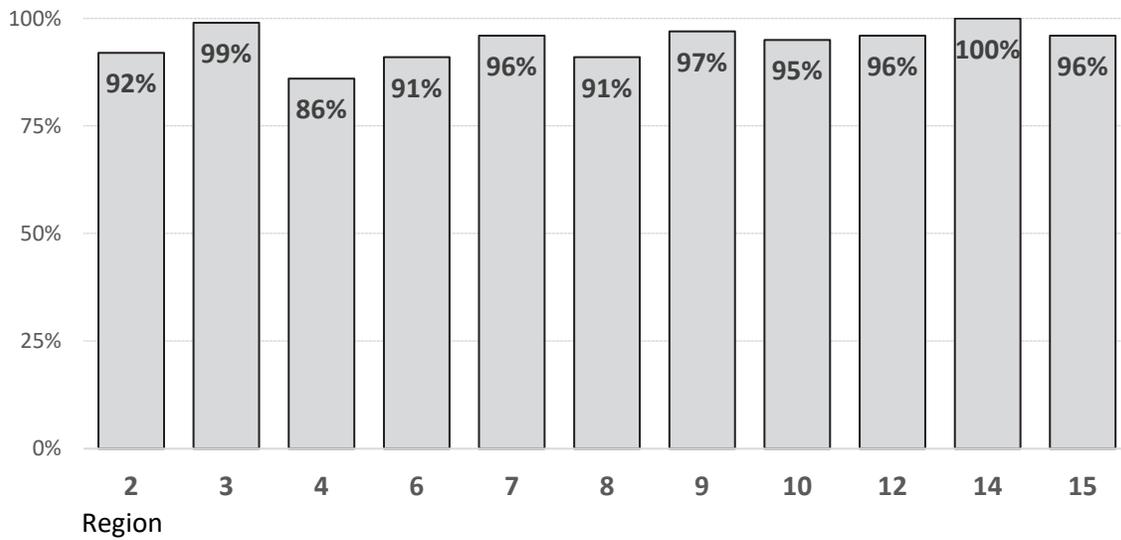


Domain 3: Cultural Sensitivity

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

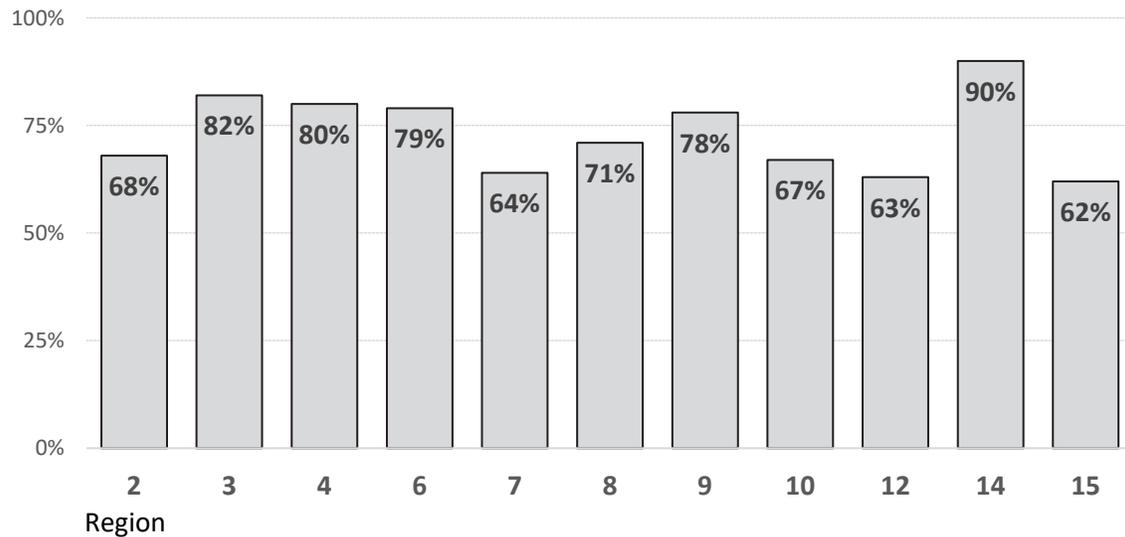


Domain 4: Outcomes of Services

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

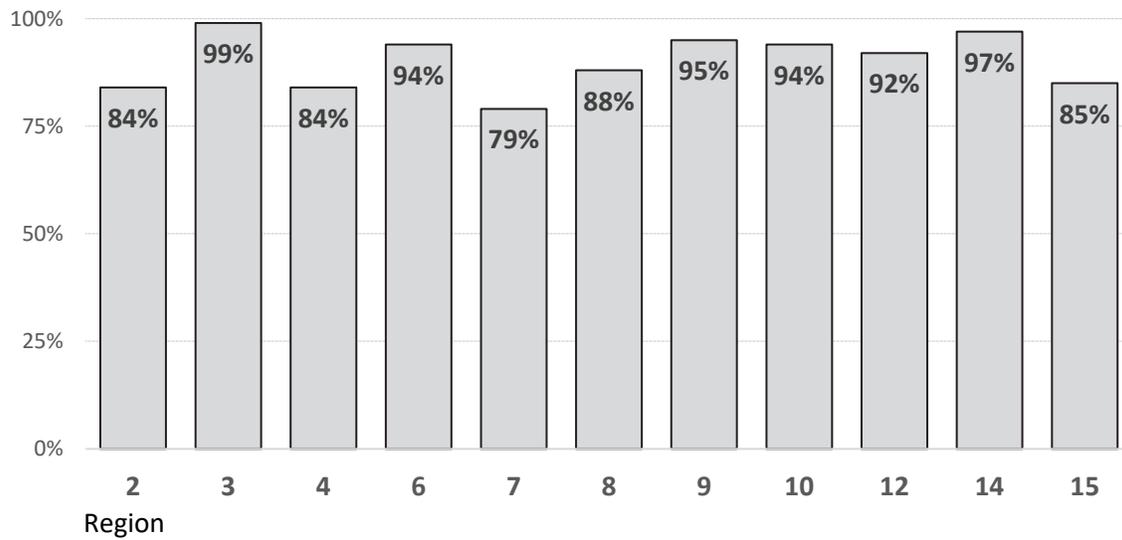


Domain 5: Participation in Treatment Planning

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

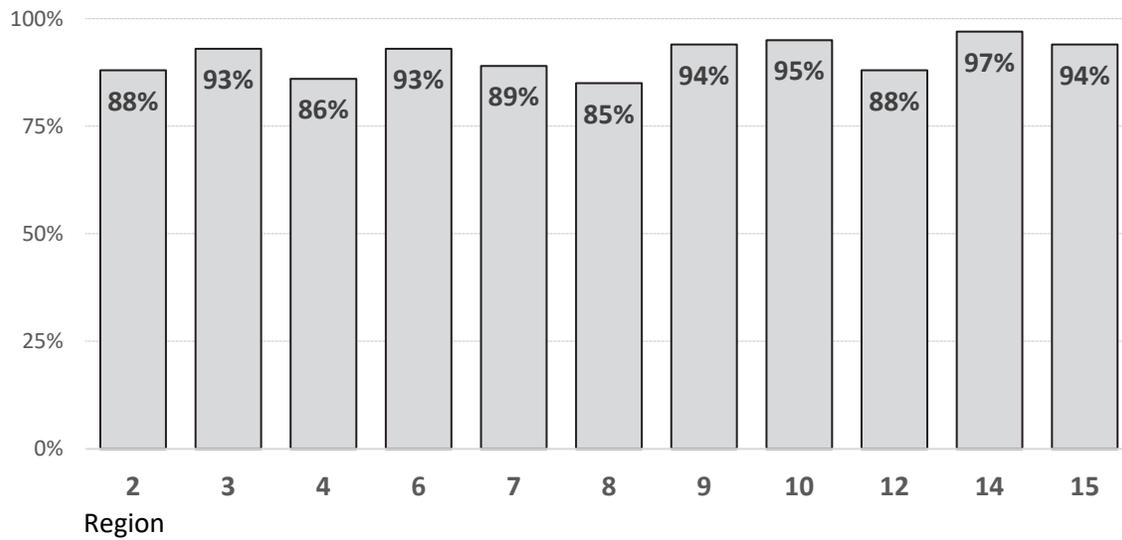


Domain 6: Social Connectedness

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

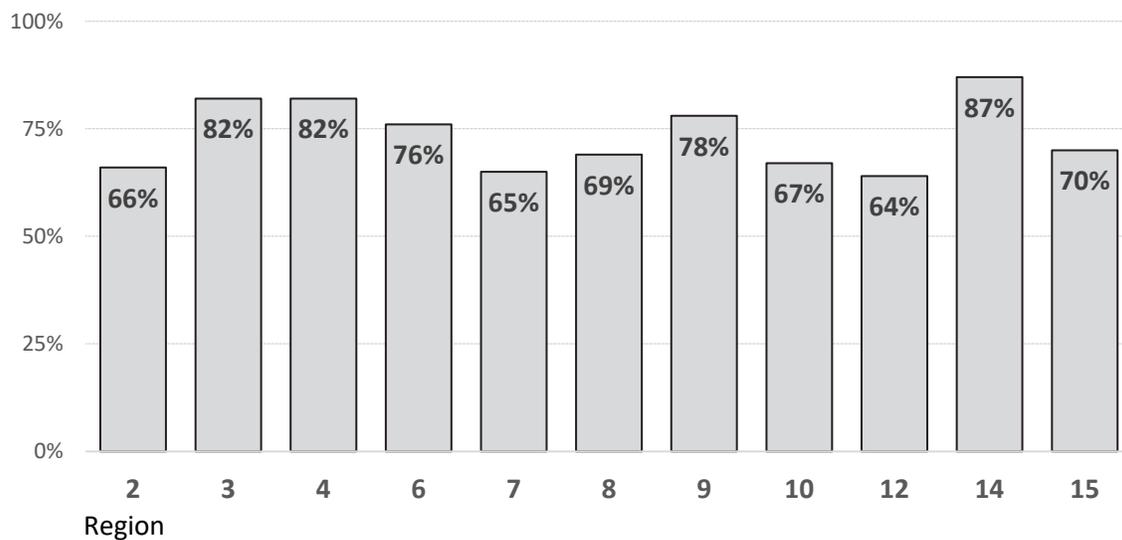


Domain 7: Perception of Overall Functioning

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

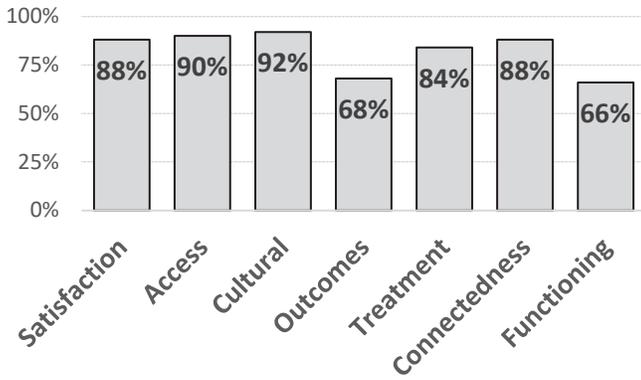
- 1) “My child is better able to do things she or he wants to do.”
- 2) “My child is better at handling daily life.”
- 3) “My child gets along better with family members.”
- 4) “My child gets along better with friends and other people.”
- 5) “My child is doing better in school and/or at work.”
- 6) “My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

Percent Parents Expressing Positive Perceptions for Level of Functioning by Region

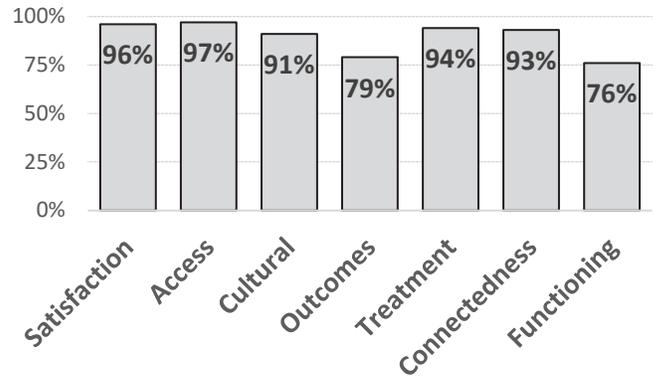


Youth Survey Results: Region by Domain Measures

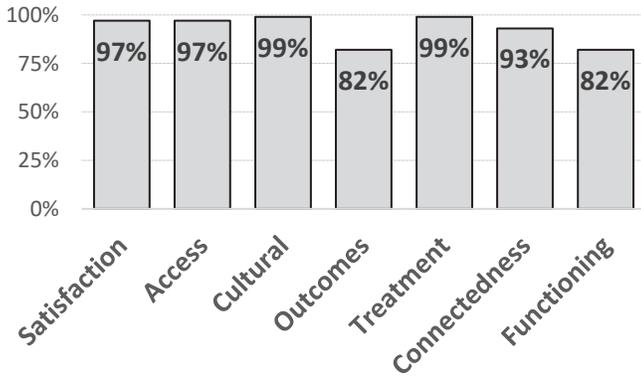
Region 2



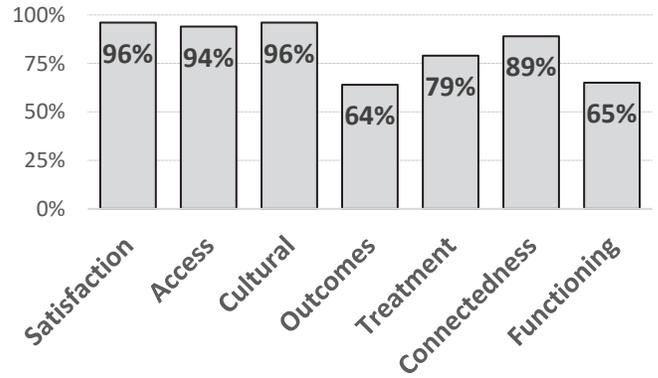
Region 6



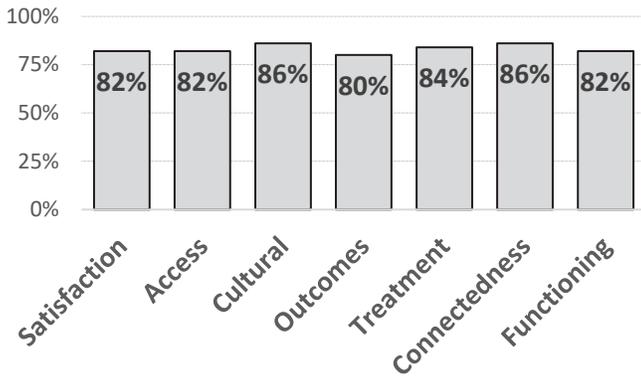
Region 3



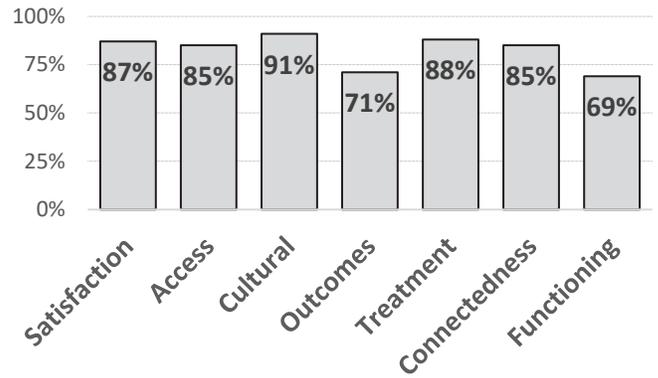
Region 7



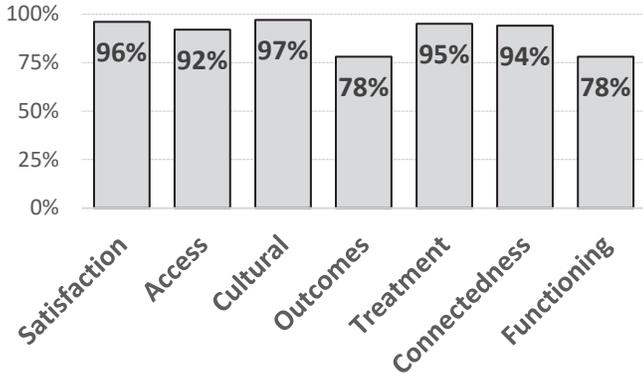
Region 4



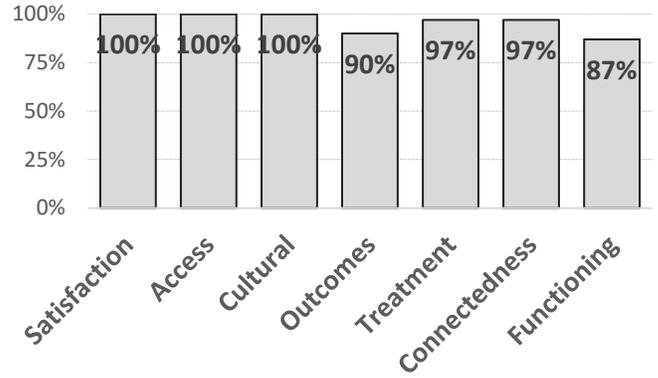
Region 8



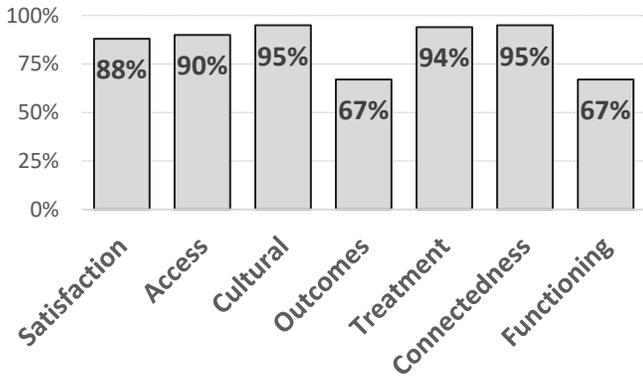
Region 9



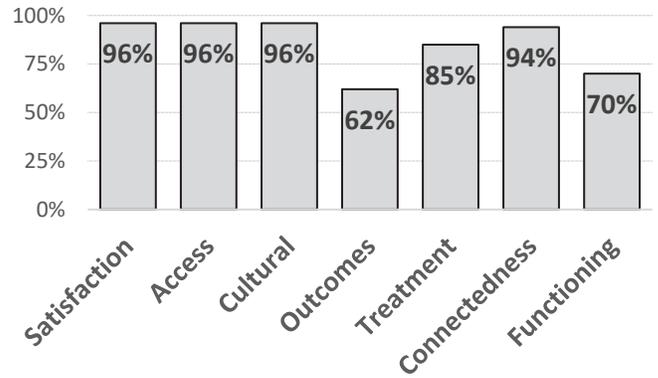
Region 14



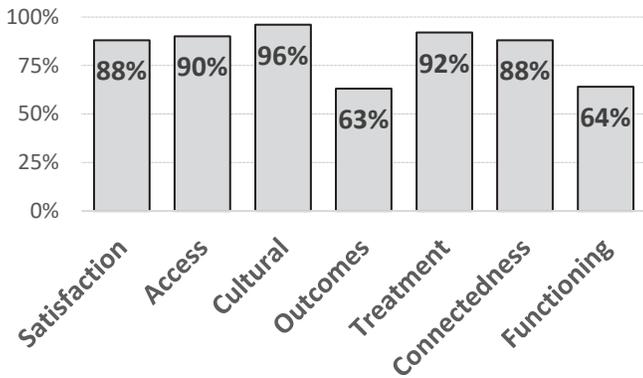
Region 10



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	26	1.3	1.3	1.3
	2 Asian	4	.2	.2	1.6
	3 Black or African American	1216	62.5	62.8	64.4
	4 Native Hawaiian or Pacific Islander	4	.2	.2	64.6
	5 White	634	32.6	32.8	97.4
	6 Other group	51	2.6	2.6	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	100.0		

Q4 Do you consider yourself to be Hispanic or Latinx?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	55	2.8	2.9	2.9
	2 No	1851	95.2	97.1	100.0
	Total	1906	98.0	100.0	
Missing	System	39	2.0		
Total		1945	100.0		

Q5 What is your sex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Female	1013	52.1	52.8	52.8
	2 Male	904	46.5	47.2	100.0
	Total	1917	98.6	100.0	
Missing	System	28	1.4		
Total		1945	100.0		

Q6 In which region do you receive mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2	138	7.1	7.1	7.1	
	3	98	5.0	5.0	12.1	
	4	70	3.6	3.6	15.7	
	6	354	18.2	18.2	34.0	
	7	136	7.0	7.0	41.0	
	8	196	10.1	10.1	51.1	
	9	224	11.5	11.5	62.6	
	10	220	11.3	11.3	73.9	
	12	336	17.3	17.3	91.2	
	14	76	3.9	3.9	95.1	
	15	95	4.9	4.9	100.0	
	Total	1943	99.9	100.0		
	Missing	System	2	.1		
	Total		1945	100.0		

Q7 How long have you received mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 12 months or more	1531	78.7	80.9	80.9
	2 Less than 12 months	362	18.6	19.1	100.0
	Total	1893	97.3	100.0	
Missing	System	52	2.7		
Total		1945	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	36	1.9	10.1	10.1
	2 No	320	16.5	89.9	100.0
	Total	356	18.3	100.0	
Missing	System	1589	81.7		
Total		1945	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	51	2.6	14.6	14.6
	2 No	299	15.4	85.4	100.0
	Total	350	18.0	100.0	
Missing	System	1595	82.0		
Total		1945	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	54	2.8	15.5	15.5
	2 Stayed the same	36	1.9	10.3	25.8
	3 Increased	6	.3	1.7	27.5
	4 Does not apply	253	13.0	72.5	100.0
	Total	349	17.9	100.0	
Missing	System	1596	82.1		
Total		1945	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	69	3.5	4.6	4.6
	2 No	1429	73.5	95.4	100.0
	Total	1498	77.0	100.0	
Missing	System	447	23.0		
Total		1945	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	71	3.7	4.7	4.7
	2 No	1432	73.6	95.3	100.0
	Total	1503	77.3	100.0	
Missing	System	442	22.7		
Total		1945	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	135	6.9	9.0	9.0
	2 Stayed the same	108	5.6	7.2	16.3
	3 Increased	14	.7	.9	17.2
	4 Does not apply	1235	63.5	82.8	100.0
	Total	1492	76.7	100.0	
Missing	System	453	23.3		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1036	53.3	54.2	54.2
	2 Agree	668	34.3	34.9	89.1
	3 Neutral	138	7.1	7.2	96.3
	4 Disagree	47	2.4	2.5	98.7
	5 Strongly disagree	24	1.2	1.3	100.0
	Total	1913	98.4	100.0	
Missing	System	32	1.6		
Total		1945	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	1103	56.7	57.0	57.0
	2 Agree	661	34.0	34.2	91.2
	3 Neutral	109	5.6	5.6	96.8
	4 Disagree	43	2.2	2.2	99.1
	5 Strongly disagree	18	.9	.9	100.0
	Total	1934	99.4	100.0	
Missing	System	11	.6		
Total		1945	100.0		

Q16 Staff returned my calls within 24 hours.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	995	51.2	51.6	51.6
	2 Agree	612	31.5	31.7	83.4
	3 Neutral	230	11.8	11.9	95.3
	4 Disagree	68	3.5	3.5	98.8
	5 Strongly disagree	23	1.2	1.2	100.0
	Total	1928	99.1	100.0	
Missing	System	17	.9		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1111	57.1	57.4	57.4
	2 Agree	654	33.6	33.8	91.2
	3 Neutral	119	6.1	6.1	97.3
	4 Disagree	37	1.9	1.9	99.2
	5 Strongly disagree	15	.8	.8	100.0
	Total	1936	99.5	100.0	
Missing	System	9	.5		
Total		1945	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	1063	54.7	55.0	55.0
	2 Agree	671	34.5	34.7	89.8
	3 Neutral	132	6.8	6.8	96.6
	4 Disagree	47	2.4	2.4	99.1
	5 Strongly disagree	18	.9	.9	100.0
	Total	1931	99.3	100.0	
Missing	System	14	.7		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	907	46.6	47.4	47.4
	2 Agree	618	31.8	32.3	79.7
	3 Neutral	265	13.6	13.9	93.6
	4 Disagree	87	4.5	4.5	98.1
	5 Strongly disagree	36	1.9	1.9	100.0
	Total	1913	98.4	100.0	
Missing	System	32	1.6		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1112	57.2	57.6	57.6
	2 Agree	637	32.8	33.0	90.5
	3 Neutral	148	7.6	7.7	98.2
	4 Disagree	21	1.1	1.1	99.3
	5 Strongly disagree	14	.7	.7	100.0
	Total	1932	99.3	100.0	
Missing	System	13	.7		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1050	54.0	54.3	54.3
	2 Agree	673	34.6	34.8	89.0
	3 Neutral	135	6.9	7.0	96.0
	4 Disagree	55	2.8	2.8	98.9
	5 Strongly disagree	22	1.1	1.1	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	877	45.1	45.4	45.4
	2 Agree	681	35.0	35.2	80.6
	3 Neutral	261	13.4	13.5	94.1
	4 Disagree	83	4.3	4.3	98.4
	5 Strongly disagree	31	1.6	1.6	100.0
	Total	1933	99.4	100.0	
Missing	System	12	.6		
Total		1945	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	1129	58.0	58.3	58.3
	2 Agree	640	32.9	33.0	91.3
	3 Neutral	124	6.4	6.4	97.7
	4 Disagree	26	1.3	1.3	99.1
	5 Strongly disagree	18	.9	.9	100.0
	Total	1937	99.6	100.0	
Missing	System	8	.4		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1027	52.8	53.1	53.1
	2 Agree	638	32.8	33.0	86.1
	3 Neutral	191	9.8	9.9	96.0
	4 Disagree	55	2.8	2.8	98.8
	5 Strongly disagree	23	1.2	1.2	100.0
	Total	1934	99.4	100.0	
Missing	System	11	.6		
Total		1945	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	1100	56.6	56.7	56.7
	2 Agree	657	33.8	33.9	90.6
	3 Neutral	128	6.6	6.6	97.2
	4 Disagree	35	1.8	1.8	99.0
	5 Strongly disagree	20	1.0	1.0	100.0
	Total	1940	99.7	100.0	
Missing	System	5	.3		
Total		1945	100.0		

Q26 I was given information about my rights.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1072	55.1	55.4	55.4
	2 Agree	651	33.5	33.6	89.0
	3 Neutral	135	6.9	7.0	96.0
	4 Disagree	56	2.9	2.9	98.9
	5 Strongly disagree	21	1.1	1.1	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	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	1074	55.2	55.6	55.6
	2 Agree	667	34.3	34.5	90.1
	3 Neutral	135	6.9	7.0	97.1
	4 Disagree	35	1.8	1.8	98.9
	5 Strongly disagree	21	1.1	1.1	100.0
	Total	1932	99.3	100.0	
Missing	System	13	.7		
Total		1945	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	895	46.0	46.8	46.8
	2 Agree	641	33.0	33.5	80.3
	3 Neutral	276	14.2	14.4	94.7
	4 Disagree	78	4.0	4.1	98.7
	5 Strongly disagree	24	1.2	1.3	100.0
	Total	1914	98.4	100.0	
Missing	System	31	1.6		
Total		1945	100.0		

Q29 I deal more effectively with daily problems.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	773	39.7	39.9	39.9
	2 Agree	774	39.8	40.0	79.9
	3 Neutral	294	15.1	15.2	95.1
	4 Disagree	67	3.4	3.5	98.6
	5 Strongly disagree	27	1.4	1.4	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	100.0		

Q30 I am better able to control my life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	809	41.6	41.8	41.8
	2 Agree	780	40.1	40.3	82.1
	3 Neutral	259	13.3	13.4	95.5
	4 Disagree	57	2.9	2.9	98.4
	5 Strongly disagree	30	1.5	1.6	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	100.0		

Q31 I am better able to deal with crises.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	731	37.6	37.8	37.8
	2 Agree	718	36.9	37.1	74.8
	3 Neutral	352	18.1	18.2	93.0
	4 Disagree	101	5.2	5.2	98.2
	5 Strongly disagree	34	1.7	1.8	100.0
	Total	1936	99.5	100.0	
Missing	System	9	.5		
Total		1945	100.0		

Q32 I get along better with family.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	809	41.6	41.7	41.7
	2 Agree	643	33.1	33.2	74.9
	3 Neutral	354	18.2	18.3	93.1
	4 Disagree	92	4.7	4.7	97.9
	5 Strongly disagree	41	2.1	2.1	100.0
	Total	1939	99.7	100.0	
Missing	System	6	.3		
Total		1945	100.0		

Q33 I do better in social situations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	685	35.2	35.5	35.5
	2 Agree	691	35.5	35.8	71.3
	3 Neutral	389	20.0	20.2	91.5
	4 Disagree	123	6.3	6.4	97.8
	5 Strongly disagree	42	2.2	2.2	100.0
	Total	1930	99.2	100.0	
Missing	System	15	.8		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	621	31.9	33.2	33.2
	2 Agree	531	27.3	28.4	61.7
	3 Neutral	589	30.3	31.5	93.2
	4 Disagree	82	4.2	4.4	97.6
	5 Strongly disagree	45	2.3	2.4	100.0
	Total	1868	96.0	100.0	
Missing	System	77	4.0		
Total		1945	100.0		

Q35 My symptoms are not bothering me as much.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	653	33.6	33.7	33.7
	2 Agree	696	35.8	36.0	69.7
	3 Neutral	376	19.3	19.4	89.1
	4 Disagree	154	7.9	8.0	97.1
	5 Strongly disagree	56	2.9	2.9	100.0
	Total	1935	99.5	100.0	
Missing	System	10	.5		
Total		1945	100.0		

Q36 My housing situation has improved.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	759	39.0	39.4	39.4
	2 Agree	638	32.8	33.1	72.5
	3 Neutral	399	20.5	20.7	93.2
	4 Disagree	85	4.4	4.4	97.6
	5 Strongly disagree	46	2.4	2.4	100.0
	Total	1927	99.1	100.0	
Missing	System	18	.9		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1089	56.0	56.1	56.1
	2 Agree	674	34.7	34.7	90.9
	3 Neutral	141	7.2	7.3	98.1
	4 Disagree	24	1.2	1.2	99.4
	5 Strongly disagree	12	.6	.6	100.0
	Total	1940	99.7	100.0	
Missing	System	5	.3		
Total		1945	100.0		

Q38 I, not staff, decided my treatment goals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	829	42.6	43.1	43.1
	2 Agree	660	33.9	34.3	77.4
	3 Neutral	305	15.7	15.9	93.3
	4 Disagree	100	5.1	5.2	98.5
	5 Strongly disagree	29	1.5	1.5	100.0
	Total	1923	98.9	100.0	
Missing	System	22	1.1		
Total		1945	100.0		

Q39 I liked the services I received here.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1149	59.1	59.2	59.2
	2 Agree	643	33.1	33.1	92.3
	3 Neutral	115	5.9	5.9	98.2
	4 Disagree	23	1.2	1.2	99.4
	5 Strongly disagree	11	.6	.6	100.0
	Total	1941	99.8	100.0	
Missing	System	4	.2		
Total		1945	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	1075	55.3	55.5	55.5
	2 Agree	638	32.8	32.9	88.4
	3 Neutral	148	7.6	7.6	96.1
	4 Disagree	51	2.6	2.6	98.7
	5 Strongly disagree	25	1.3	1.3	100.0
	Total	1937	99.6	100.0	
Missing	System	8	.4		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1101	56.6	57.0	57.0
	2 Agree	630	32.4	32.6	89.6
	3 Neutral	138	7.1	7.1	96.8
	4 Disagree	42	2.2	2.2	99.0
	5 Strongly disagree	20	1.0	1.0	100.0
	Total	1931	99.3	100.0	
Missing	System	14	.7		
Total		1945	100.0		

Q42 I am happy with the friendships I have.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	939	48.3	48.4	48.4
	2 Agree	677	34.8	34.9	83.3
	3 Neutral	233	12.0	12.0	95.3
	4 Disagree	71	3.7	3.7	99.0
	5 Strongly disagree	20	1.0	1.0	100.0
	Total	1940	99.7	100.0	
Missing	System	5	.3		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	910	46.8	46.9	46.9
	2 Agree	715	36.8	36.9	83.8
	3 Neutral	222	11.4	11.4	95.2
	4 Disagree	67	3.4	3.5	98.7
	5 Strongly disagree	26	1.3	1.3	100.0
	Total	1940	99.7	100.0	
Missing	System	5	.3		
Total		1945	100.0		

Q44 I feel I belong in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	837	43.0	43.2	43.2
	2 Agree	667	34.3	34.4	77.6
	3 Neutral	300	15.4	15.5	93.0
	4 Disagree	90	4.6	4.6	97.7
	5 Strongly disagree	45	2.3	2.3	100.0
	Total	1939	99.7	100.0	
Missing	System	6	.3		
Total		1945	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	935	48.1	48.2	48.2
	2 Agree	658	33.8	33.9	82.1
	3 Neutral	242	12.4	12.5	94.5
	4 Disagree	80	4.1	4.1	98.7
	5 Strongly disagree	26	1.3	1.3	100.0
	Total	1941	99.8	100.0	
Missing	System	4	.2		
Total		1945	100.0		

Q46 I do things that are more meaningful to me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	887	45.6	46.1	46.1
	2 Agree	724	37.2	37.6	83.6
	3 Neutral	242	12.4	12.6	96.2
	4 Disagree	57	2.9	3.0	99.2
	5 Strongly disagree	16	.8	.8	100.0
	Total	1926	99.0	100.0	
Missing	System	19	1.0		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	843	43.3	43.8	43.8
	2 Agree	739	38.0	38.4	82.1
	3 Neutral	264	13.6	13.7	95.8
	4 Disagree	54	2.8	2.8	98.7
	5 Strongly disagree	26	1.3	1.3	100.0
	Total	1926	99.0	100.0	
Missing	System	19	1.0		
Total		1945	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	700	36.0	36.4	36.4
	2 Agree	746	38.4	38.8	75.1
	3 Neutral	341	17.5	17.7	92.8
	4 Disagree	102	5.2	5.3	98.1
	5 Strongly disagree	36	1.9	1.9	100.0
	Total	1925	99.0	100.0	
Missing	System	20	1.0		
Total		1945	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	828	42.6	43.0	43.0
	2 Agree	708	36.4	36.8	79.8
	3 Neutral	285	14.7	14.8	94.6
	4 Disagree	69	3.5	3.6	98.2
	5 Strongly disagree	34	1.7	1.8	100.0
	Total	1924	98.9	100.0	
Missing	System	21	1.1		
Total		1945	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	6	.7	.7	.7
	2 Asian	1	.1	.1	.8
	3 Black or African American	616	68.6	68.8	69.5
	4 Native Hawaiian or Pacific Islander	3	.3	.3	69.9
	5 White	241	26.8	26.9	96.8
	6 Other group	29	3.2	3.2	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	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	23	2.6	2.7	2.7
	2 Not Spanish, Hispanic, or Latino/a	834	92.9	97.3	100.0
	Total	857	95.4	100.0	
Missing	System	41	4.6		
Total		898	100.0		

Q5 What is the child's gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Girl	403	44.9	45.0	45.0
	2 Boy	492	54.8	54.9	99.9
	3 Other	1	.1	.1	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	857	95.4	97.2	97.2
	2 No	25	2.8	2.8	100.0
	Total	882	98.2	100.0	
Missing	System	16	1.8		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	59	6.6	6.6	6.6
	3	72	8.0	8.0	14.6
	4	50	5.6	5.6	20.2
	6	152	16.9	16.9	37.1
	7	52	5.8	5.8	42.9
	8	67	7.5	7.5	50.3
	9	104	11.6	11.6	61.9
	10	128	14.3	14.3	76.2
	12	136	15.1	15.1	91.3
	14	31	3.5	3.5	94.8
	15	47	5.2	5.2	100.0
	Total	898	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	214	23.8	24.4	24.4
	2 12 months or more	663	73.8	75.6	100.0
	Total	877	97.7	100.0	
Missing	System	21	2.3		
Total		898	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	48	5.3	7.2	7.2
	2 No	615	68.5	92.8	100.0
	Total	663	73.8	100.0	
Missing	System	235	26.2		
Total		898	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	16	1.8	2.4	2.4
	2 No	646	71.9	97.6	100.0
	Total	662	73.7	100.0	
Missing	System	236	26.3		
Total		898	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	23	2.6	3.5	3.5
	2 Stayed the same	18	2.0	2.7	6.3
	3 Increased	15	1.7	2.3	8.5
	4 Does not apply	599	66.7	91.5	100.0
	Total	655	72.9	100.0	
Missing	System	243	27.1		
Total		898	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	2	.2	.9	.9
	2 No	209	23.3	99.1	100.0
	Total	211	23.5	100.0	
Missing	System	687	76.5		
Total		898	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	10	1.1	4.7	4.7
	2 No	202	22.5	95.3	100.0
	Total	212	23.6	100.0	
Missing	System	686	76.4		
Total		898	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	9	1.0	4.3	4.3
	2 Stayed the same	6	.7	2.8	7.1
	3 Increased	4	.4	1.9	9.0
	4 Does not apply	192	21.4	91.0	100.0
	Total	211	23.5	100.0	
Missing	System	687	76.5		
Total		898	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	209	23.3	23.5	23.5
	2 No	608	67.7	68.3	91.8
	3 Does not apply	73	8.1	8.2	100.0
	Total	890	99.1	100.0	
Missing	System	8	.9		
Total		898	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	193	21.5	21.5	21.5
	2 No	635	70.7	70.9	92.4
	3 Does not apply	68	7.6	7.6	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	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	29	3.2	3.2	3.2
	2 No	790	88.0	88.5	91.7
	3 Does not apply	74	8.2	8.3	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	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	40	4.5	4.5	4.5
	2 No	760	84.6	85.1	89.6
	3 Does not apply	93	10.4	10.4	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	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	152	16.9	17.0	17.0
	2 About the same	420	46.8	47.0	64.1
	3 Less	96	10.7	10.8	74.8
	4 Does not apply	225	25.1	25.2	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		688	76.6	76.6	76.6
	1 Child did not have a problem with attendance before starting services	154	17.1	17.1	93.8
	2 Child was too young to be in school	8	.9	.9	94.7
	3 Child was expelled from school	4	.4	.4	95.1
	4 Child is homeschooled	20	2.2	2.2	97.3
	5 Child dropped out of school	2	.2	.2	97.6
	6 Other reason	22	2.4	2.4	100.0
	Total	898	100.0	100.0	

Q20 The location of services was convenient for us.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	457	50.9	50.9	50.9
	2 Agree	388	43.2	43.3	94.2
	3 Neutral	44	4.9	4.9	99.1
	4 Disagree	6	.7	.7	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	897	99.9	100.0	
Missing	System	1	.1		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	435	48.4	48.9	48.9
	2 Agree	389	43.3	43.8	92.7
	3 Neutral	54	6.0	6.1	98.8
	4 Disagree	9	1.0	1.0	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	889	99.0	100.0	
Missing	System	9	1.0		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	485	54.0	54.0	54.0
	2 Agree	360	40.1	40.1	94.1
	3 Neutral	45	5.0	5.0	99.1
	4 Disagree	7	.8	.8	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	898	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	491	54.7	54.8	54.8
	2 Agree	327	36.4	36.5	91.3
	3 Neutral	65	7.2	7.3	98.5
	4 Disagree	10	1.1	1.1	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	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	462	51.4	51.7	51.7
	2 Agree	359	40.0	40.2	91.9
	3 Neutral	58	6.5	6.5	98.4
	4 Disagree	10	1.1	1.1	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	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	447	49.8	49.9	49.9
	2 Agree	383	42.7	42.7	92.6
	3 Neutral	55	6.1	6.1	98.8
	4 Disagree	9	1.0	1.0	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	433	48.2	48.4	48.4
	2 Agree	388	43.2	43.4	91.7
	3 Neutral	59	6.6	6.6	98.3
	4 Disagree	14	1.6	1.6	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	895	99.7	100.0	
Missing	System	3	.3		
Total		898	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	408	45.4	45.8	45.8
	2 Agree	386	43.0	43.4	89.2
	3 Neutral	79	8.8	8.9	98.1
	4 Disagree	14	1.6	1.6	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	890	99.1	100.0	
Missing	System	8	.9		
Total		898	100.0		

Q28 My child is better at handling daily life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	239	26.6	26.6	26.6
	2 Agree	409	45.5	45.5	72.2
	3 Neutral	202	22.5	22.5	94.7
	4 Disagree	38	4.2	4.2	98.9
	5 Strongly disagree	10	1.1	1.1	100.0
	Total	898	100.0	100.0	

Q29 My child gets along better with family members.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	215	23.9	24.0	24.0
	2 Agree	405	45.1	45.3	69.3
	3 Neutral	229	25.5	25.6	94.9
	4 Disagree	41	4.6	4.6	99.4
	5 Strongly disagree	5	.6	.6	100.0
	Total	895	99.7	100.0	
Missing	System	3	.3		
	Total	898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	229	25.5	25.6	25.6
	2 Agree	415	46.2	46.3	71.9
	3 Neutral	211	23.5	23.5	95.4
	4 Disagree	34	3.8	3.8	99.2
	5 Strongly disagree	7	.8	.8	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
	Total	898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	265	29.5	29.7	29.7
	2 Agree	415	46.2	46.5	76.1
	3 Neutral	171	19.0	19.1	95.3
	4 Disagree	33	3.7	3.7	99.0
	5 Strongly disagree	9	1.0	1.0	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	196	21.8	21.9	21.9
	2 Agree	399	44.4	44.5	66.4
	3 Neutral	215	23.9	24.0	90.4
	4 Disagree	77	8.6	8.6	99.0
	5 Strongly disagree	9	1.0	1.0	100.0
	Total	896	99.8	100.0	
Missing	System	2	.2		
Total		898	100.0		

Q33 I am satisfied with our family life right now.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	273	30.4	30.4	30.4
	2 Agree	437	48.7	48.7	79.2
	3 Neutral	143	15.9	15.9	95.1
	4 Disagree	33	3.7	3.7	98.8
	5 Strongly disagree	11	1.2	1.2	100.0
	Total	897	99.9	100.0	
Missing	System	1	.1		
Total		898	100.0		

Q34 I helped to choose my child's services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	413	46.0	46.2	46.2
	2 Agree	398	44.3	44.6	90.8
	3 Neutral	64	7.1	7.2	98.0
	4 Disagree	16	1.8	1.8	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	403	44.9	45.0	45.0
	2 Agree	403	44.9	45.0	90.1
	3 Neutral	68	7.6	7.6	97.7
	4 Disagree	18	2.0	2.0	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	895	99.7	100.0	
Missing	System	3	.3		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	437	48.7	48.9	48.9
	2 Agree	377	42.0	42.2	91.1
	3 Neutral	59	6.6	6.6	97.7
	4 Disagree	17	1.9	1.9	99.6
	5 Strongly disagree	4	.4	.4	100.0
	Total	894	99.6	100.0	
Missing	System	4	.4		
Total		898	100.0		

Q37 Staff treated my child and me with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	539	60.0	60.0	60.0
	2 Agree	326	36.3	36.3	96.3
	3 Neutral	30	3.3	3.3	99.7
	4 Disagree	1	.1	.1	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	898	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	498	55.5	55.5	55.5
	2 Agree	348	38.8	38.8	94.3
	3 Neutral	47	5.2	5.2	99.6
	4 Disagree	3	.3	.3	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	897	99.9	100.0	
Missing	System	1	.1		
Total		898	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	524	58.4	58.6	58.6
	2 Agree	341	38.0	38.1	96.8
	3 Neutral	25	2.8	2.8	99.6
	4 Disagree	2	.2	.2	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	894	99.6	100.0	
Missing	System	4	.4		
Total		898	100.0		

Q40 Staff were sensitive to my cultural or ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	475	52.9	53.4	53.4
	2 Agree	314	35.0	35.3	88.8
	3 Neutral	78	8.7	8.8	97.5
	4 Disagree	19	2.1	2.1	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	889	99.0	100.0	
Missing	System	9	1.0		
Total		898	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	435	48.4	48.6	48.6
	2 Agree	401	44.7	44.8	93.4
	3 Neutral	51	5.7	5.7	99.1
	4 Disagree	6	.7	.7	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	895	99.7	100.0	
Missing	System	3	.3		
Total		898	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	435	48.4	48.5	48.5
	2 Agree	396	44.1	44.1	92.6
	3 Neutral	49	5.5	5.5	98.1
	4 Disagree	9	1.0	1.0	99.1
	5 Strongly disagree	8	.9	.9	100.0
	Total	897	99.9	100.0	
Missing	System	1	.1		
Total		898	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	392	43.7	43.9	43.9
	2 Agree	403	44.9	45.1	89.0
	3 Neutral	84	9.4	9.4	98.4
	4 Disagree	11	1.2	1.2	99.7
	5 Strongly disagree	3	.3	.3	100.0
	Total	893	99.4	100.0	
Missing	System	5	.6		
Total		898	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	399	44.4	44.6	44.6
	2 Agree	420	46.8	47.0	91.6
	3 Neutral	64	7.1	7.2	98.8
	4 Disagree	9	1.0	1.0	99.8
	5 Strongly disagree	2	.2	.2	100.0
	Total	894	99.6	100.0	
Missing	System	4	.4		
Total		898	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	291	32.4	32.7	32.7
	2 Agree	433	48.2	48.7	81.3
	3 Neutral	140	15.6	15.7	97.1
	4 Disagree	16	1.8	1.8	98.9
	5 Strongly disagree	10	1.1	1.1	100.0
	Total	890	99.1	100.0	
Missing	System	8	.9		
Total		898	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?

/ /
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 gender?

- Female
- Male
- Other. Please Specify:

6. Please indicate the region where you receive mental health services? If you are unsure, please ask your health provider.

- Region 2
- Region 3
- Region 4
- Region 6
- Region 7
- Region 8
- Region 9
- Region 10
- Region 12
- Region 14
- Region 15

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?

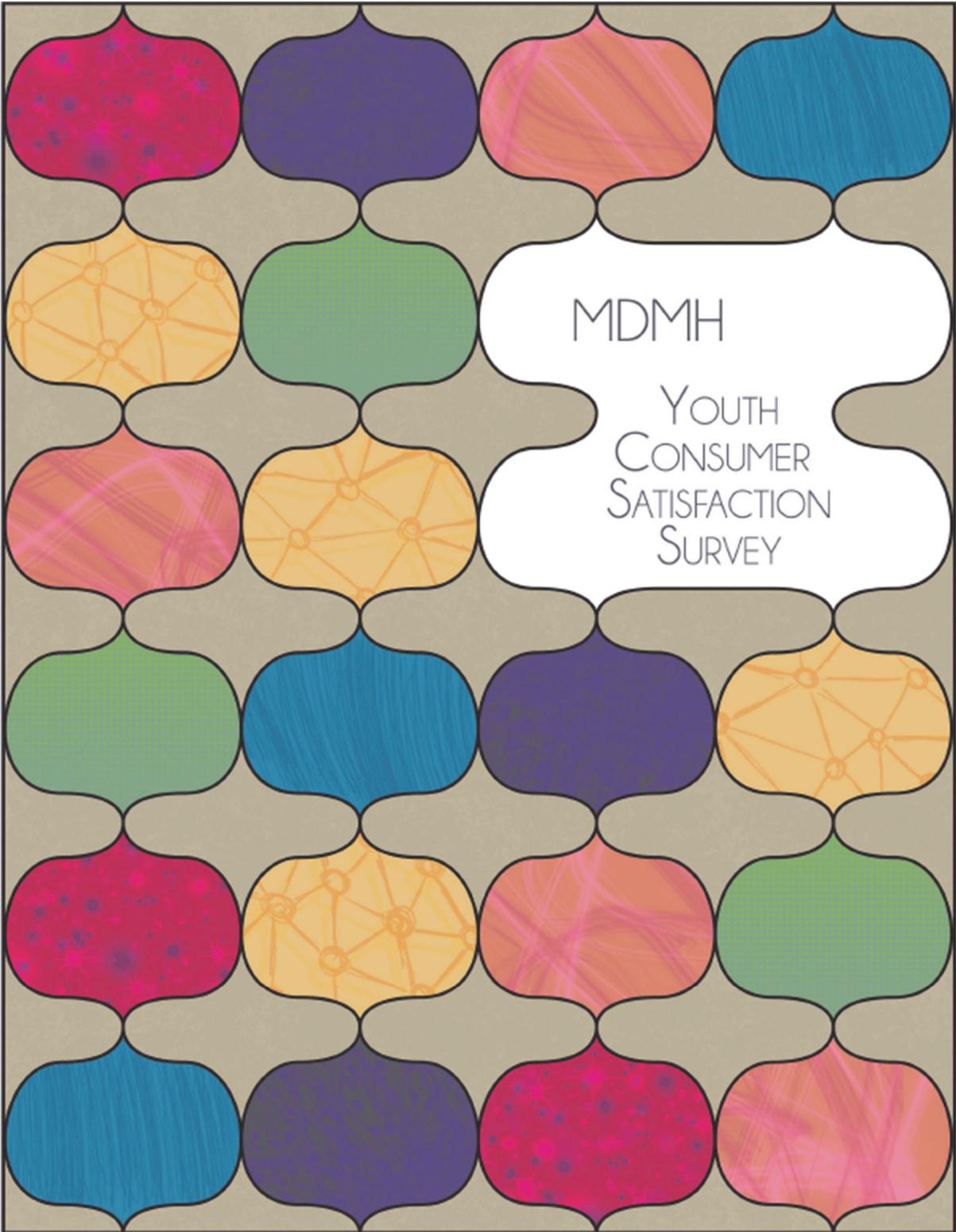
- You, without assistance
- You, with the assistance of a mental health professional

NAME OF MENTAL HEALTH PROFESSIONAL

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



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. Please indicate the region where your child receives mental health services? If you are unsure, please ask your health provider.

- Region 2
 Region 3
 Region 4
 Region 6
 Region 7
 Region 8
 Region 9
 Region 10
 Region 12
 Region 14
 Region 15

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! ●