

**Mississippi Department of Mental Health
2025 Consumer Satisfaction Survey**

Final Report
January 28, 2026

Report prepared by:
**Survey Research Laboratory
Social Science Research Center
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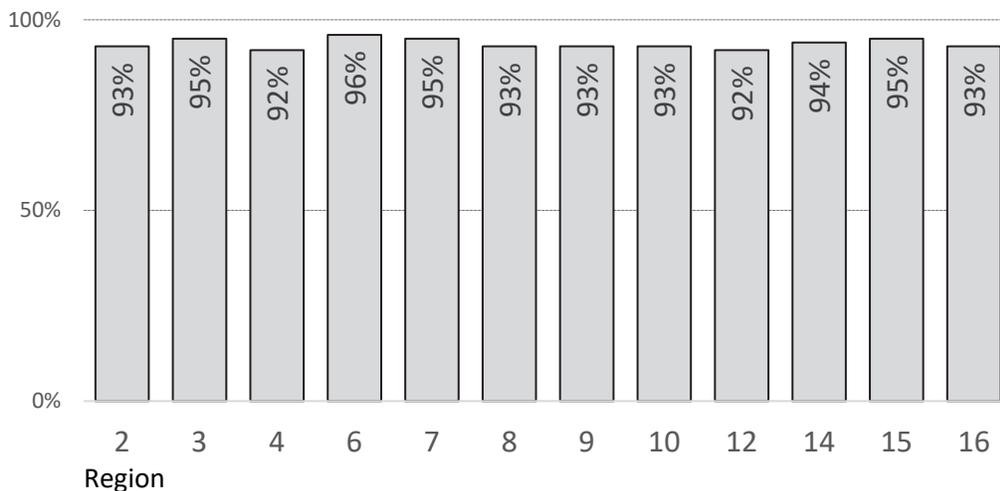
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Executive Summary

Since 2016, the Mississippi Department of Mental Health has contracted with the Survey Research Laboratory at Mississippi State University to administer the annual Consumer Satisfaction Survey for both adult and youth consumers of 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 2025 administration of the Consumer Satisfaction Survey. For all 12 Community Mental Health regions across the state, results indicate a high level of satisfaction among adult consumers and the parents/guardians of youth consumers (see Figure 1).

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



In addition to measuring *General Satisfaction with Services*, the survey questionnaire provides measures for seven other domains: *Access to Services*, *Quality of Services*, *Cultural Sensitivity*, *Treatment Outcomes*, *Participation in Treatment*, *Social Connectedness*, and *Overall Functioning*. For the adult consumers, the two domains with the highest satisfaction scores were: *Access to Services* and *Quality of Services*. For the youth consumers, the two domains with the highest satisfaction scores were: *Social Connectedness* (Feelings of connection with friends and family and a sense of community belonging) 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 both the adult and youth consumers were: *Treatment Outcomes* and *Overall Functioning* (The level of functioning following treatment).

Survey Methodology

In 2025, 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 the regional community mental health directors for both adult and youth services throughout the state. MDMH also provided the total number of adults and youths who received mental health services in each of the 12 Community Mental Health regions during 2024.

For the 2025 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 2024. 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 12 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 ten weeks, from the beginning of October to mid-December 2025. 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 1,656 adult consumers and 750 youth consumers (see Tables 1 and 2). The state-level response rates for the adult and youth survey administrations were 69.0% and 69.1%, 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 2024)	Target Sample Size ≈ 5%	Valid Surveys Returned
2	3,638	180	103
3	3,313	165	100
4	4,348	220	180
6	6,797	330	252
7	3,258	165	153
8	5,631	275	219
9	5,067	245	0
10	4,763	240	227
12	6,882	335	203
14	558	30	27
15	2,635	130	127
16	1,673	85	65
Total:	48,563	2,400	1,656

Figure 2
 Adult Consumer Satisfaction Survey
 Response Rate by Region

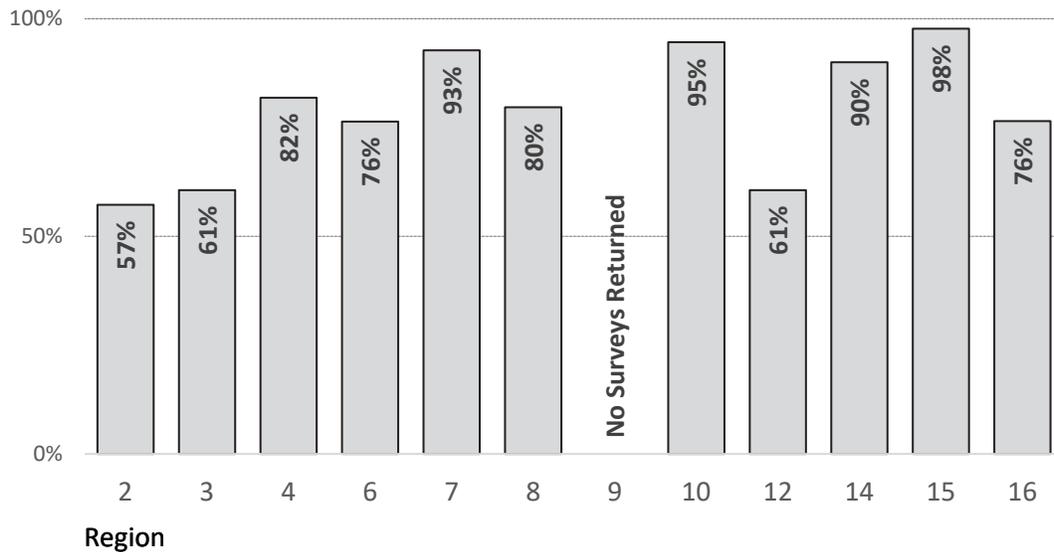
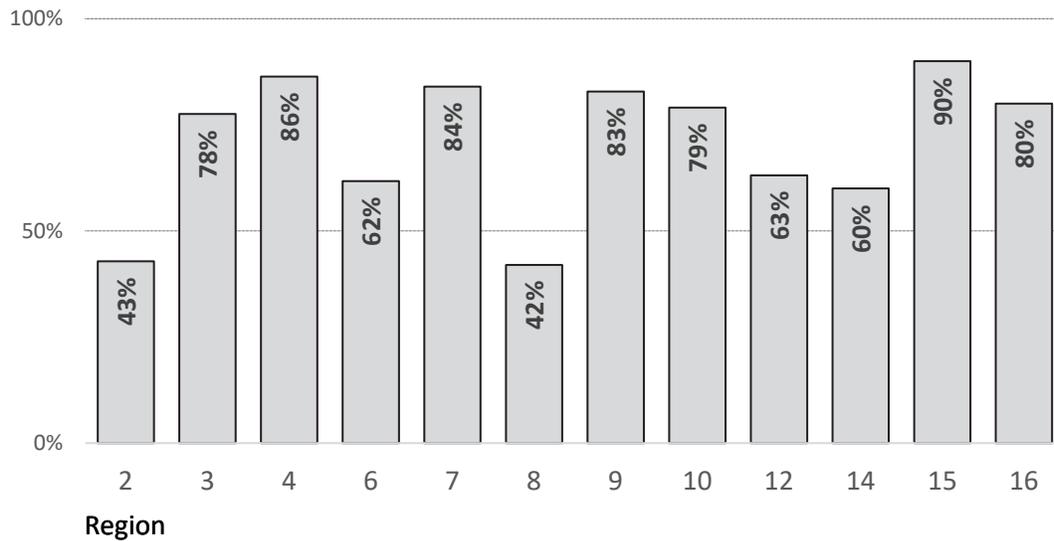


Table 2
 Youth Consumer Satisfaction Survey
 Sample Counts by Region

Region	Consumers Served (in 2024)	Target Sample Size ≈ 5%	Valid Surveys Returned
2	1,344	70	30
3	4,110	205	159
4	2,177	110	95
6	2,341	115	71
7	1,046	50	42
8	2,954	150	63
9	1,411	70	58
10	2,126	105	83
12	2,569	130	82
14	142	10	6
15	958	50	45
16	425	20	16
Total:	21,603	1,085	750

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 1,656 adult consumers with a mean age of 46.9 ($SD = 14.8$). With regard to race, 57% of the adult consumers identified as Black, 39% as White, and 4% as another race. For ethnicity, 3% of the respondents identified as Hispanic. For gender, 56% of adult consumers identified as female and 44% 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.

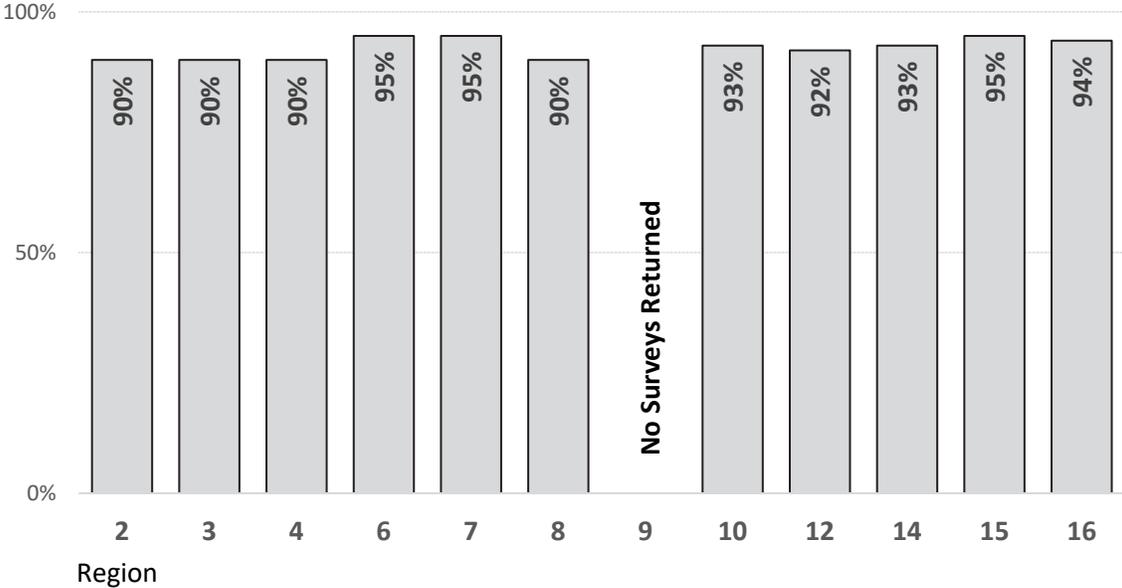
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final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

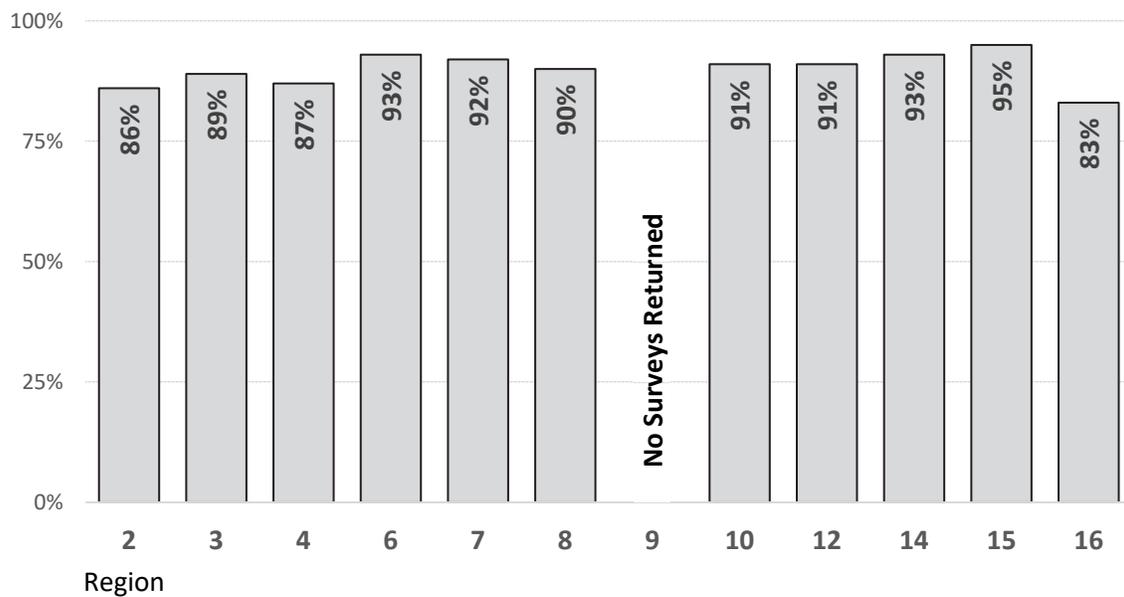


Domain 2: Perception of Access to Services

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 of Adult Consumers Expressing Positive Perception of Access to Services by Region

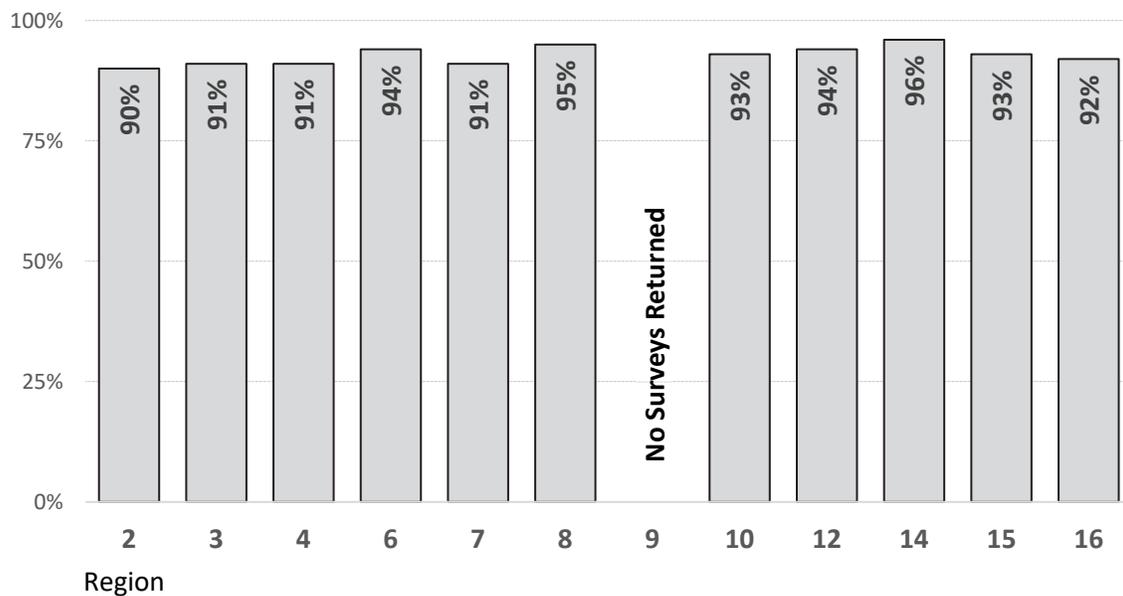


Domain 3: Perception of Quality and Appropriateness of Services

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

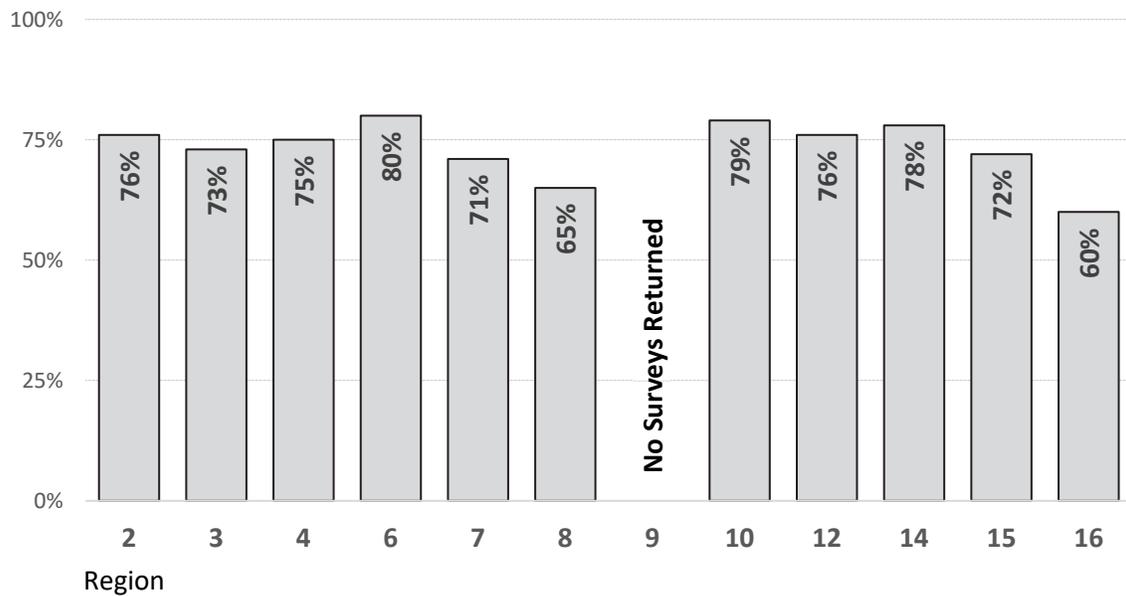


Domain 4: Perception of Outcomes

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

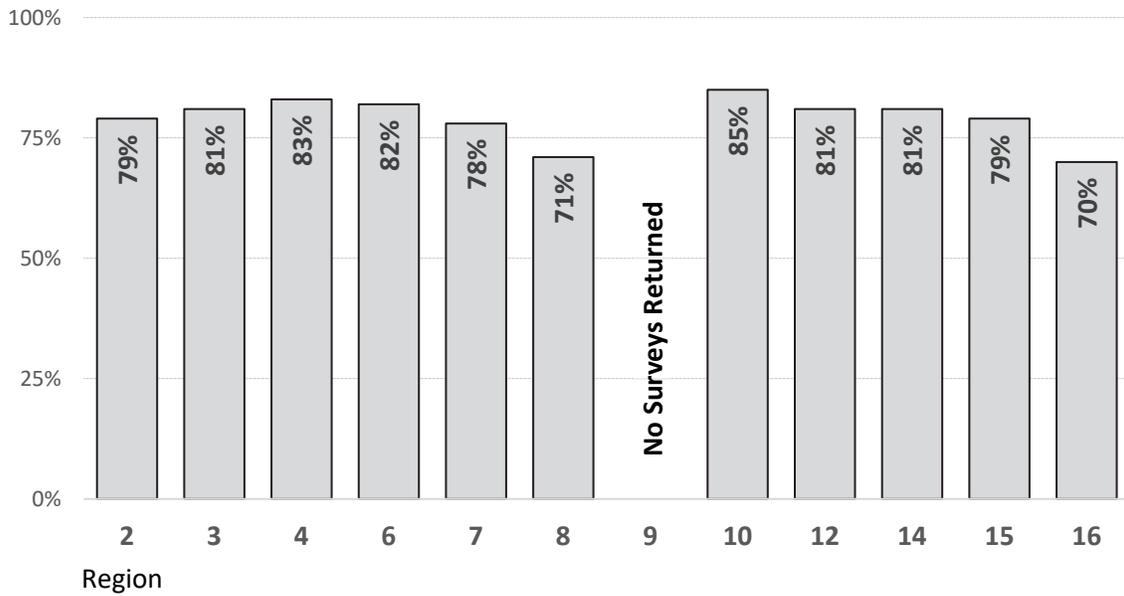


Domain 5: Perception of Participation in Treatment

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 of Adult Consumers Expressing Positive Perceptions of Participation in Treatment by Region

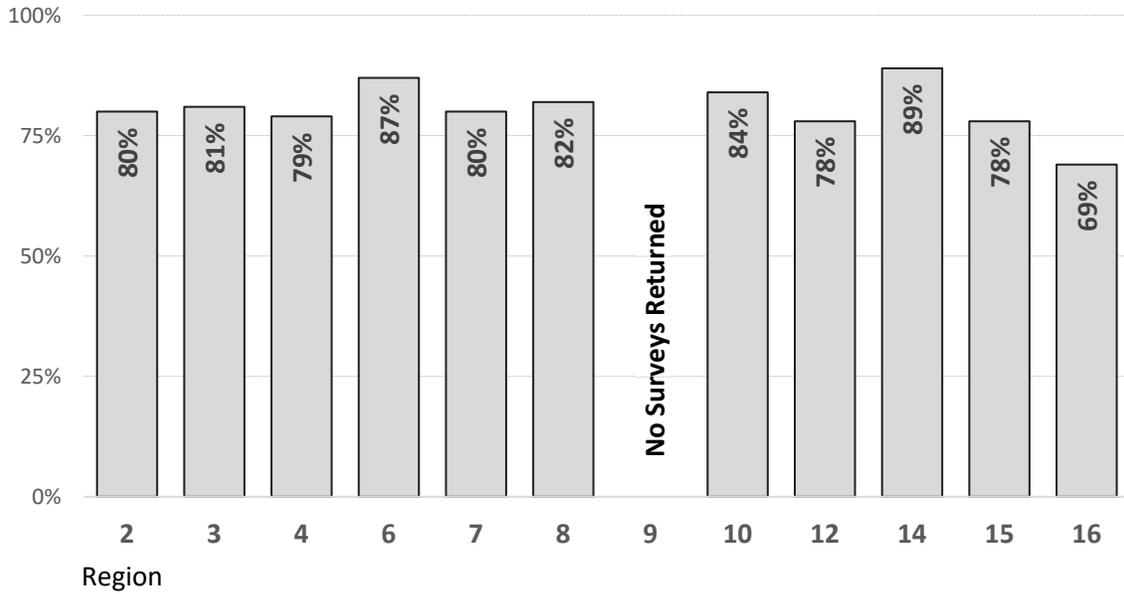


Domain 6: Social Connectedness

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 of Adult Consumers Expressing Positive Perceptions of Social Connectedness by Region

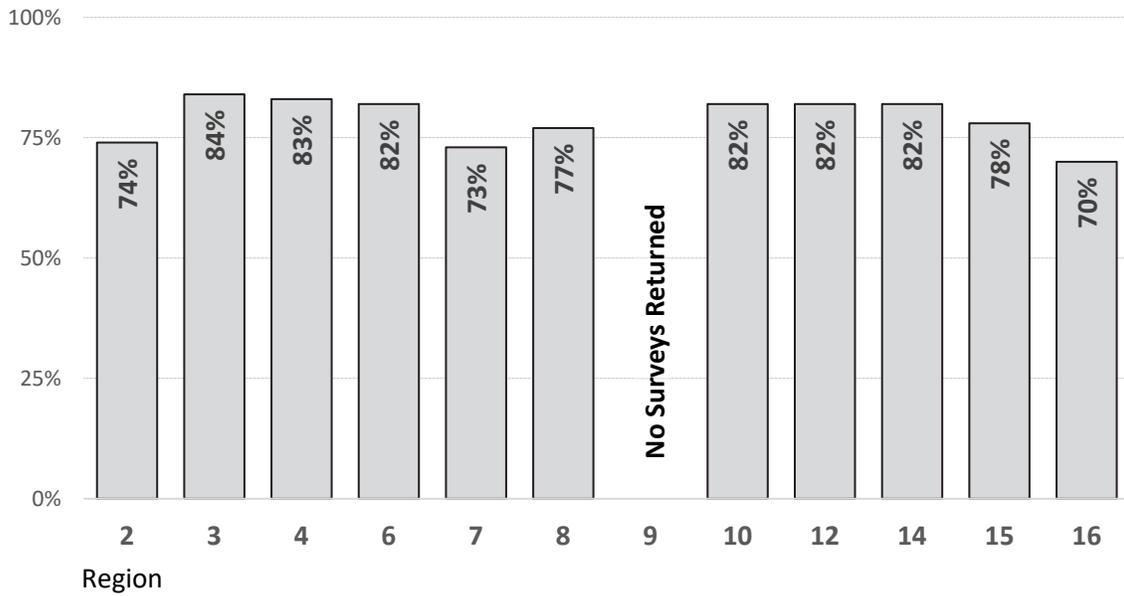


Domain 7: Perception of Overall Functioning

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

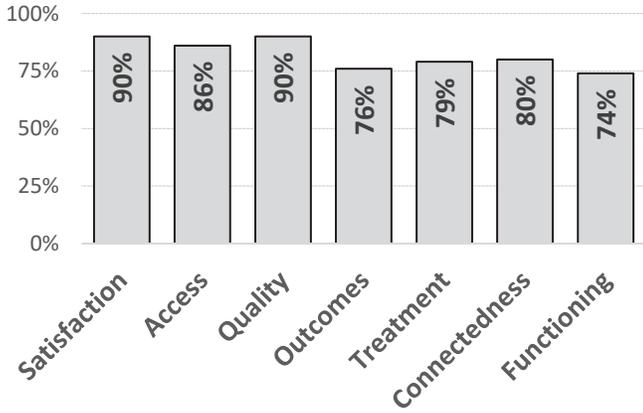
- 1) “I now do things that are more meaningful to me.”
- 2) “I am better able to take care of my needs.”
- 3) “I am better able to handle things when they go wrong.”
- 4) “I am better able to do things that I want to do.”

Percent of Adult Consumers Expressing Positive Perceptions for Level of Functioning by Region

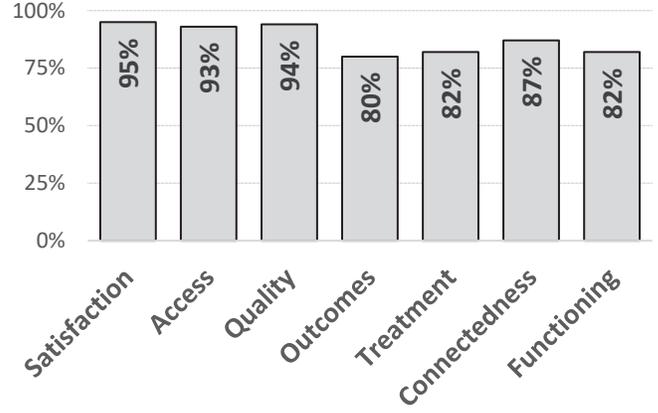


Adult Survey Results: Region by Domain Measures

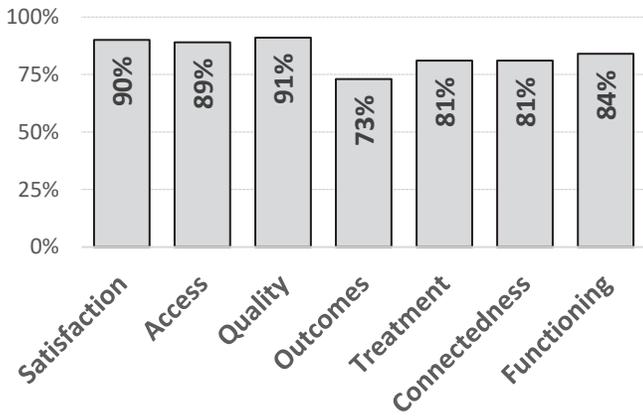
Region 2 – Adult Consumers



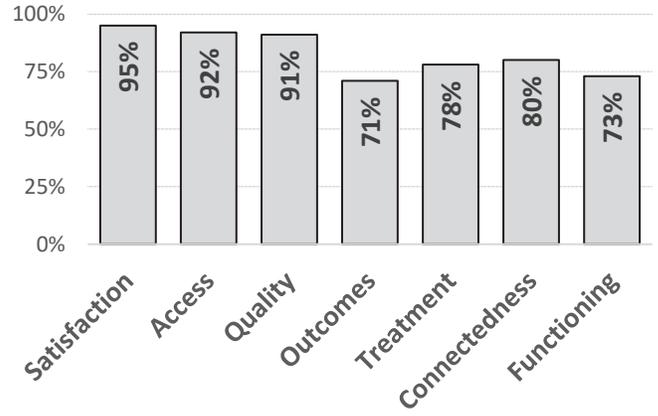
Region 6 – Adult Consumers



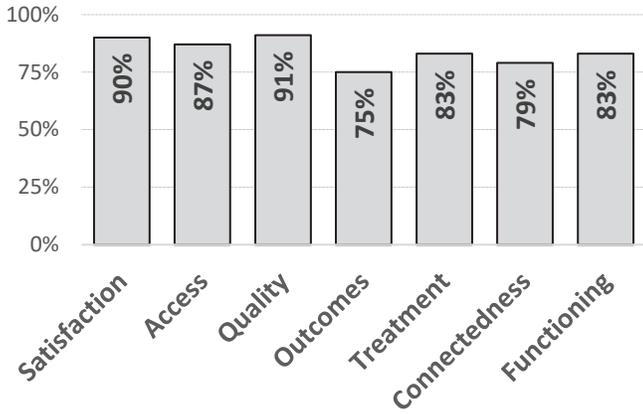
Region 3 – Adult Consumers



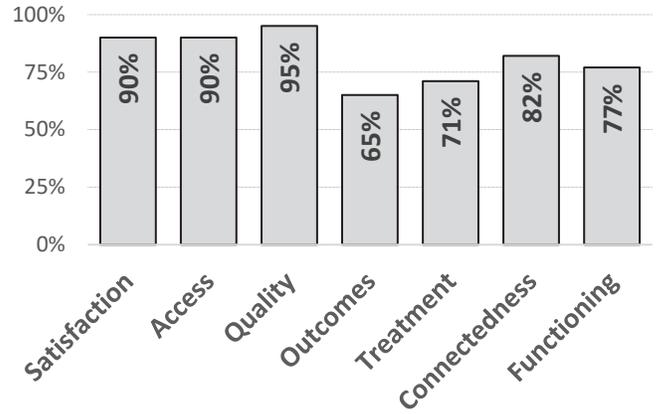
Region 7 – Adult Consumers



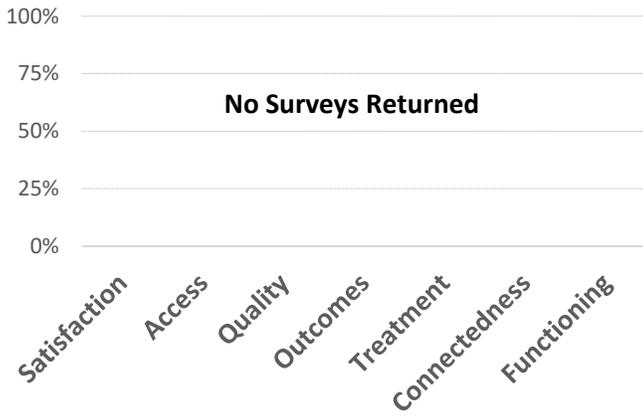
Region 4 – Adult Consumers



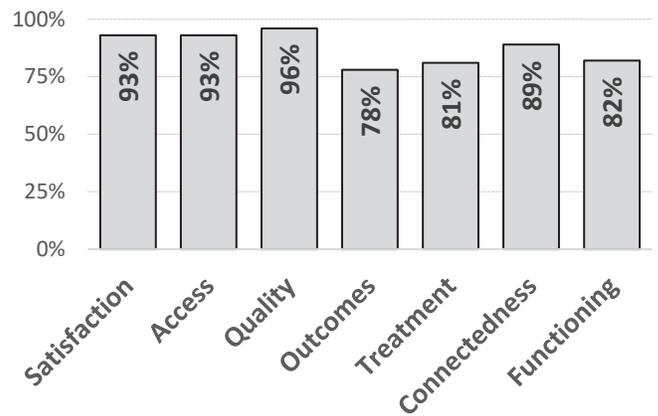
Region 8 – Adult Consumers



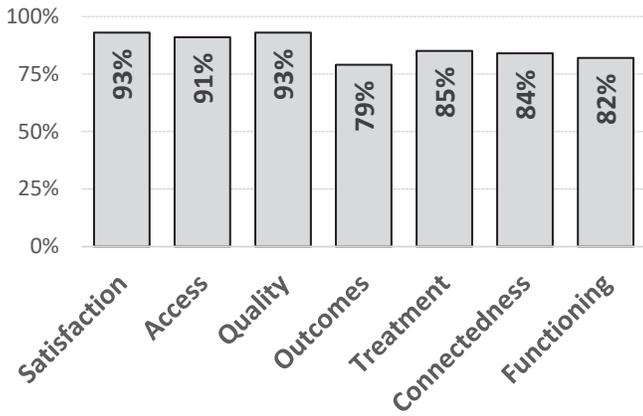
Region 9 – Adult Consumers



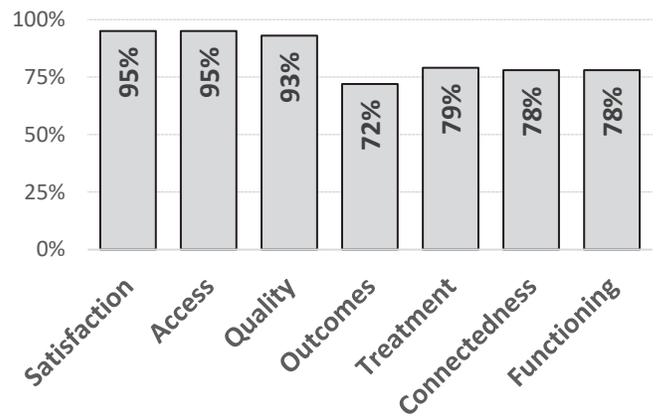
Region 14 – Adult Consumers



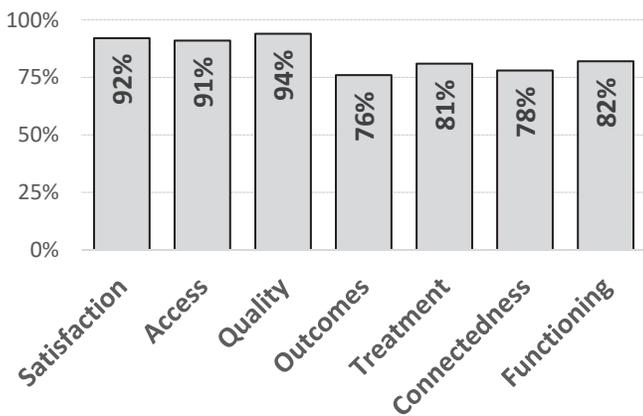
Region 10 – Adult Consumers



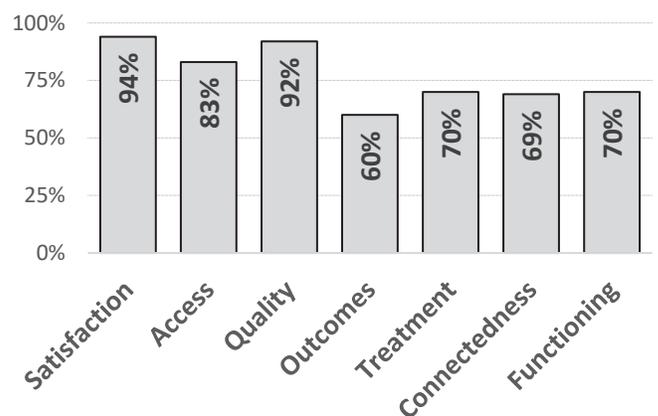
Region 15 – Adult Consumers



Region 12 – Adult Consumers



Region 16 – Adult Consumers



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 750 youth consumers with a mean age of 12.0 ($SD = 3.7$). With regard to race, 57% of the youth consumers identified as Black, 37% as White, and 6% as another race. For ethnicity, 4% of the respondents identified as Hispanic. For gender, 47% of the youth consumers identified as female and 53% 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.

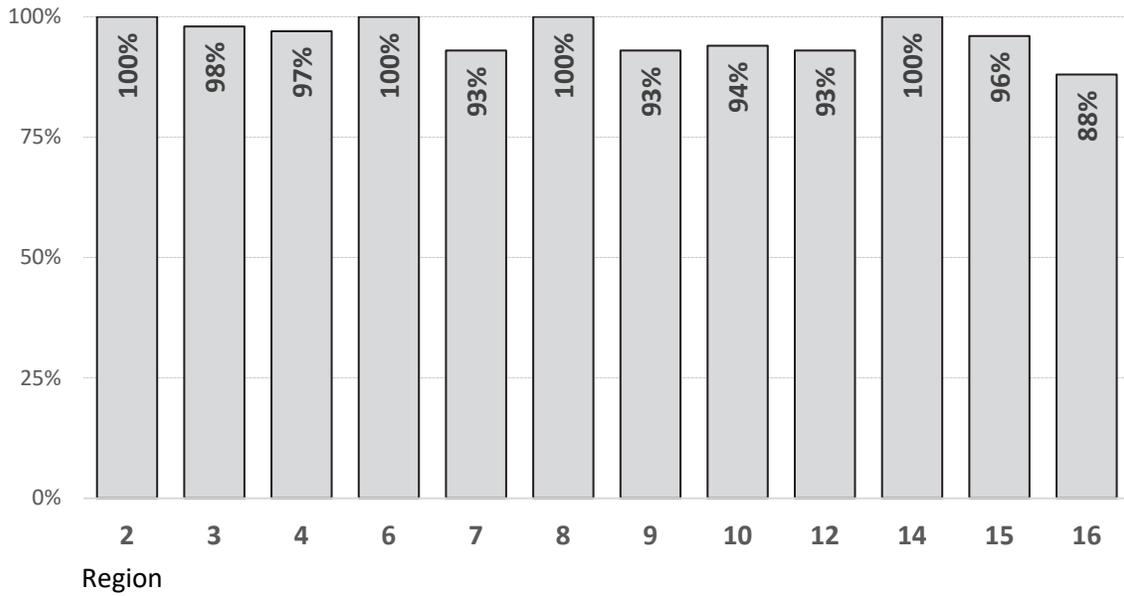
Each domain score is based on the summation of the responses to the domain-specific survey items where: Strongly Agree = 1, Agree = 2, Neutral = 3, Disagree = 4, and Strongly Disagree = 5. The resulting summation is then divided by the total number of items comprising the domain. This yields a final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

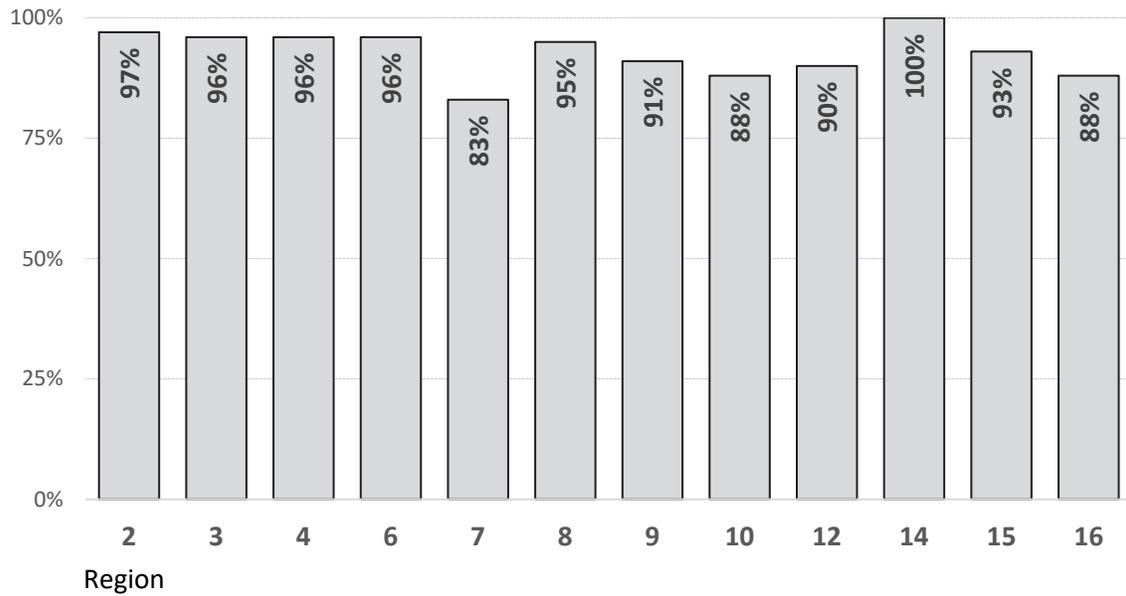


Domain 2: Perception of Access to Services

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

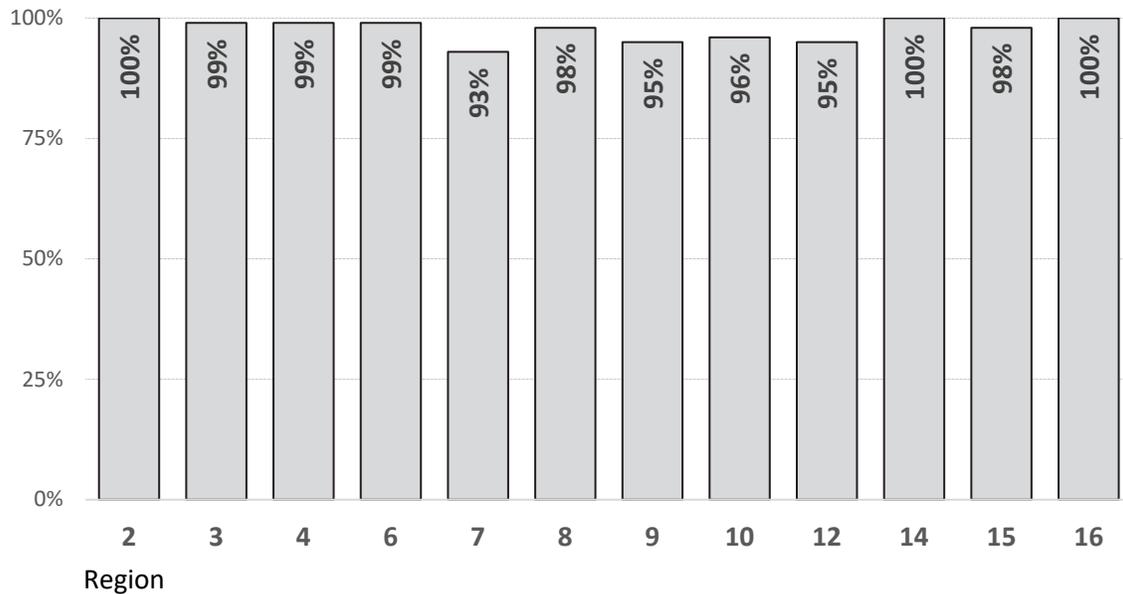


Domain 3: Cultural Sensitivity

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

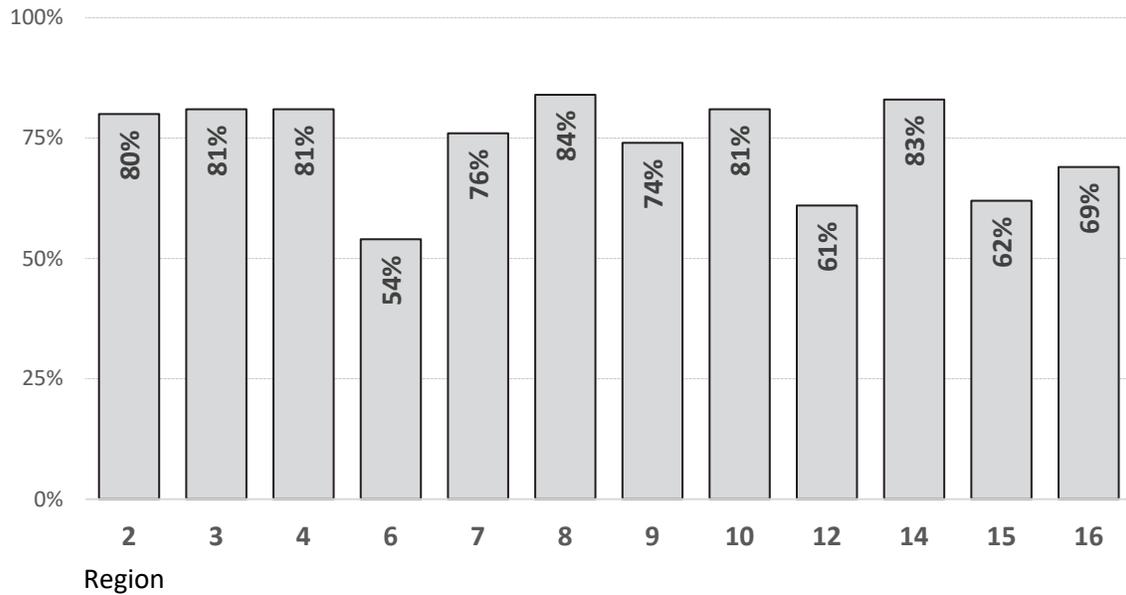


Domain 4: Outcomes of Services

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

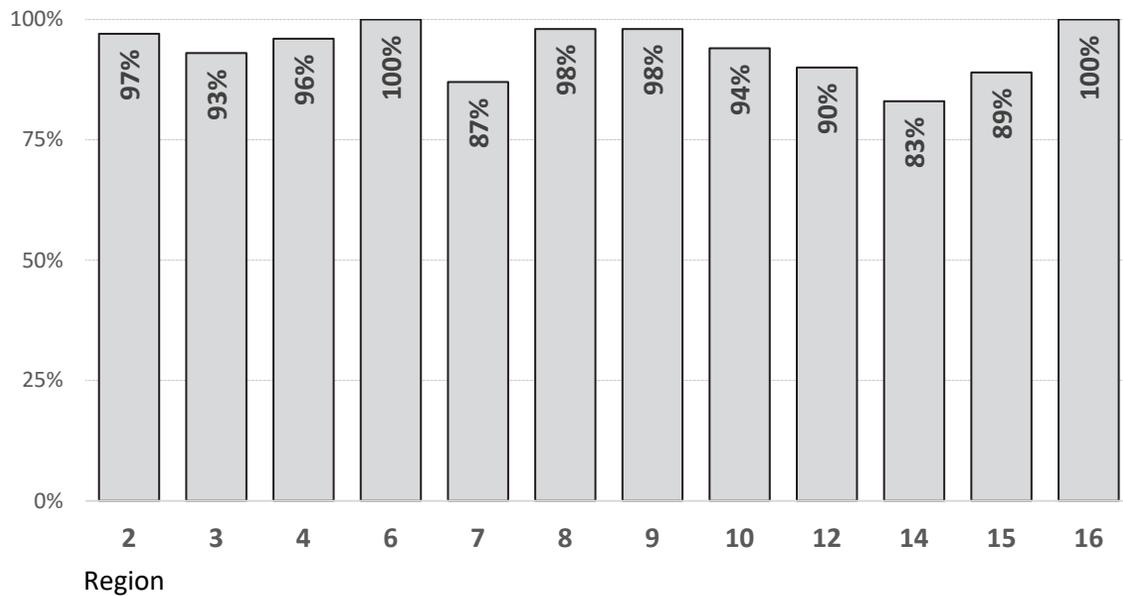


Domain 5: Participation in Treatment Planning

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

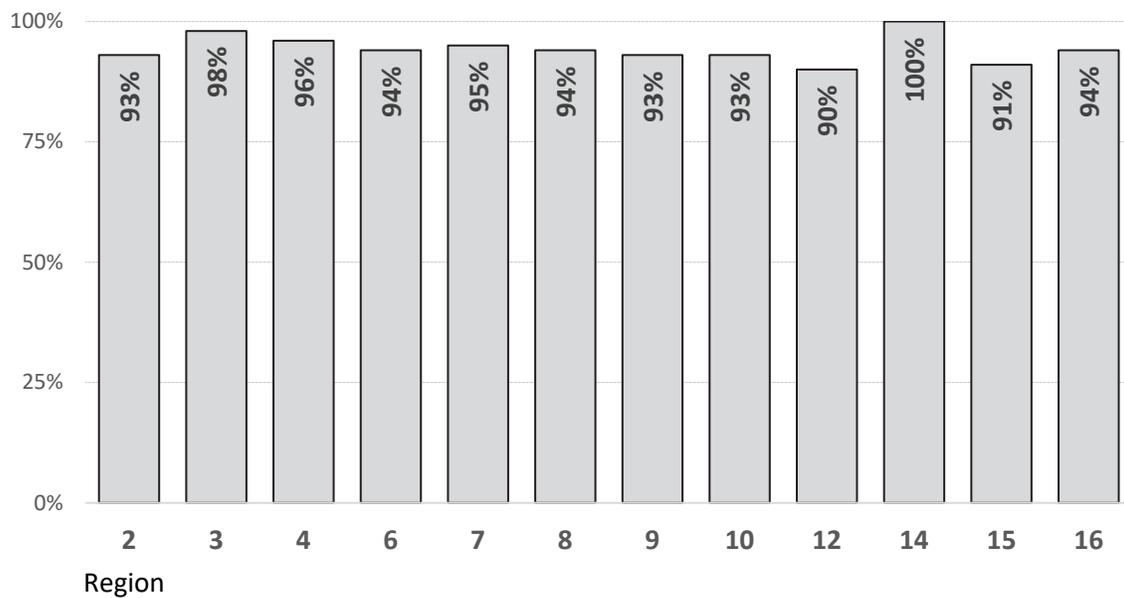


Domain 6: Social Connectedness

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

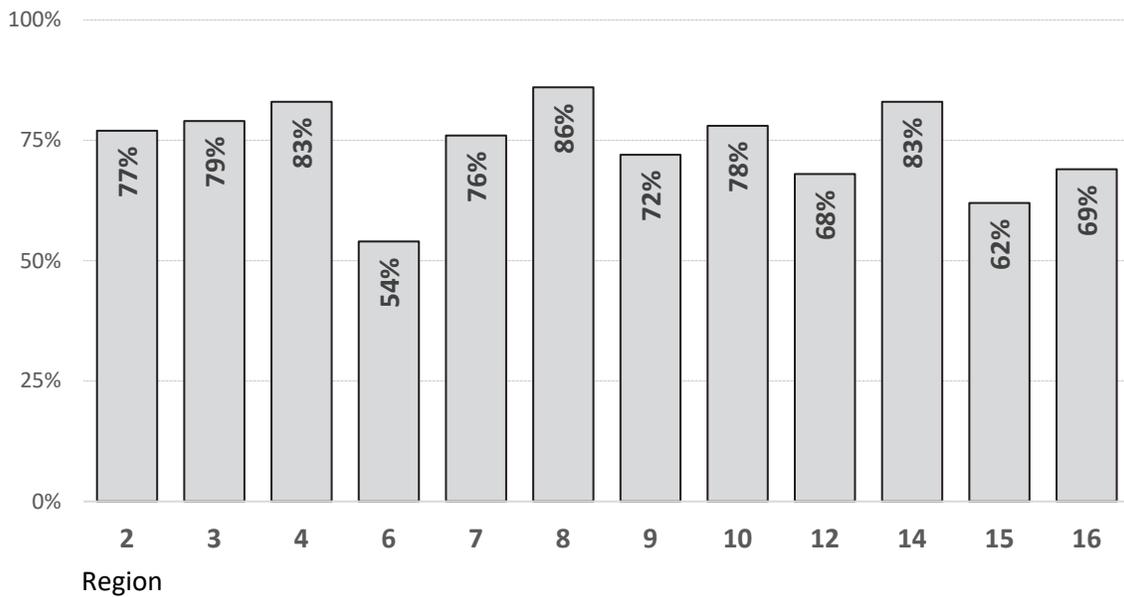


Domain 7: Perception of Overall Functioning

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

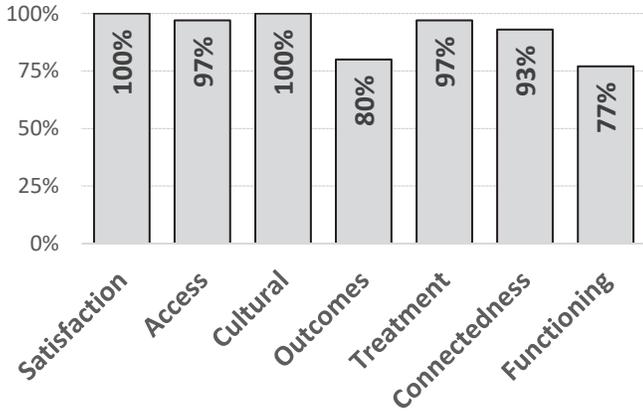
- 1) “My child is better able to do things she or he wants to do.”
- 2) “My child is better at handling daily life.”
- 3) “My child gets along better with family members.”
- 4) “My child gets along better with friends and other people.”
- 5) “My child is doing better in school and/or at work.”
- 6) “My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

Percent Parents Expressing Positive Perceptions for Level of Functioning by Region

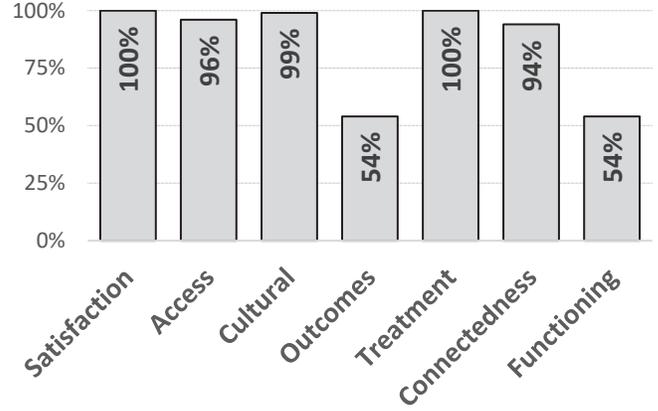


Youth Survey Results: Region by Domain Measures

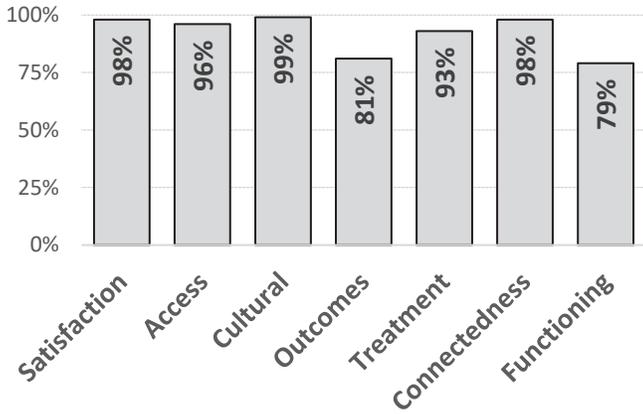
Region 2 – Youth Consumers



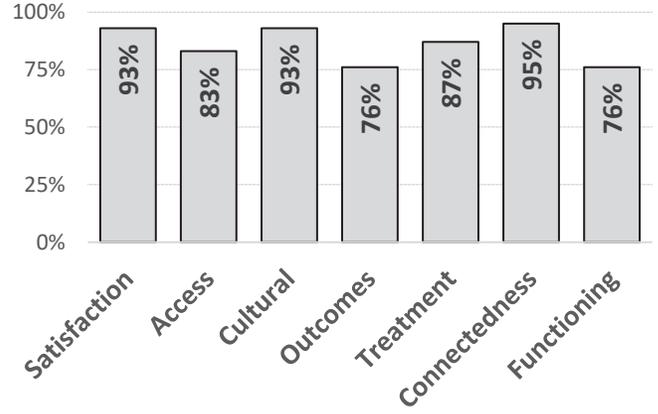
Region 6 – Youth Consumers



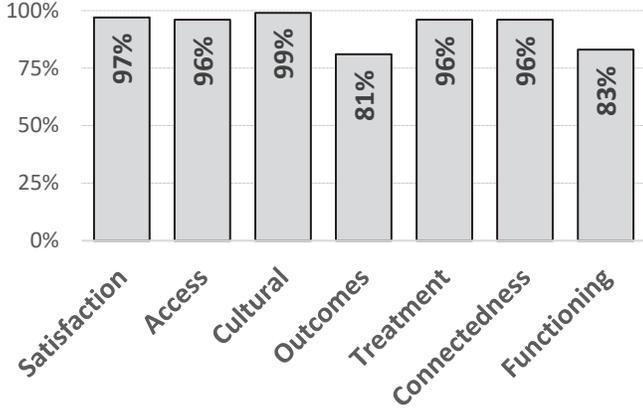
Region 3 – Youth Consumers



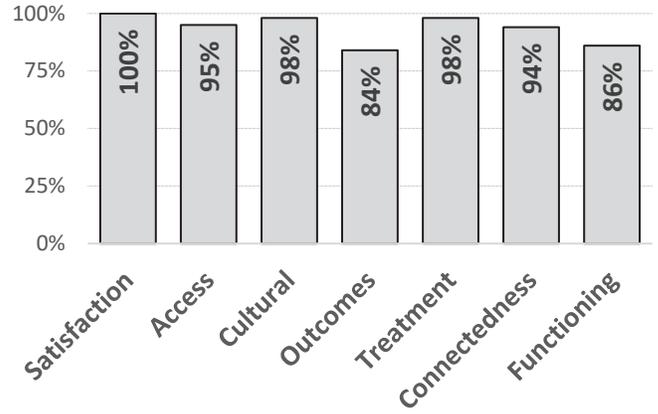
Region 7 – Youth Consumers



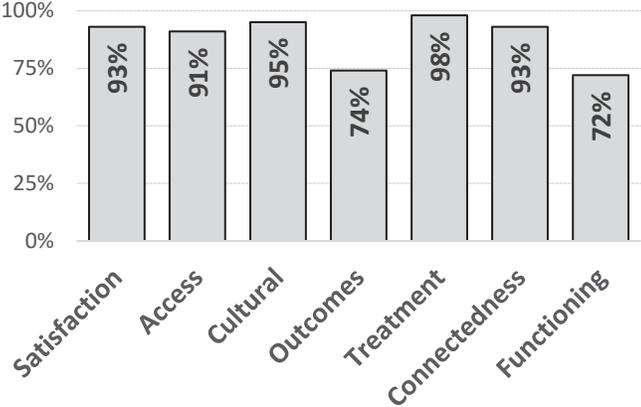
Region 4 – Youth Consumers



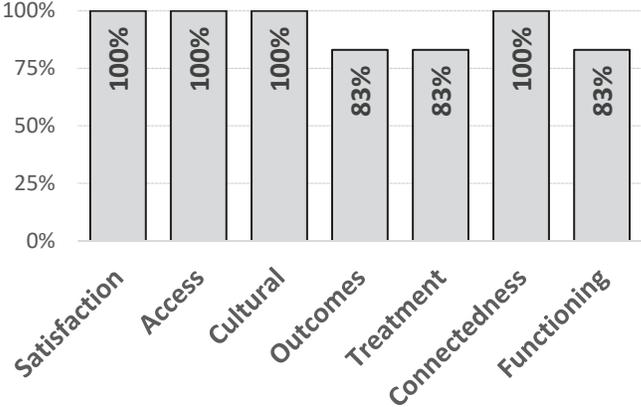
Region 8 – Youth Consumers



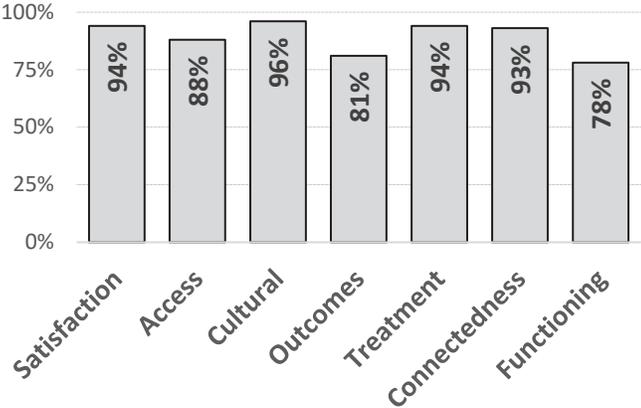
Region 9 – Youth Consumers



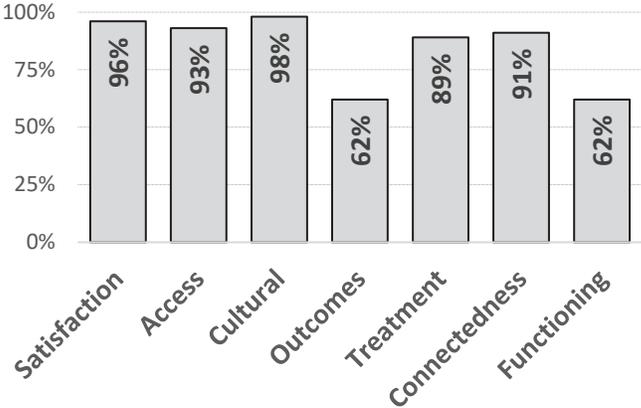
Region 14 – Youth Consumers



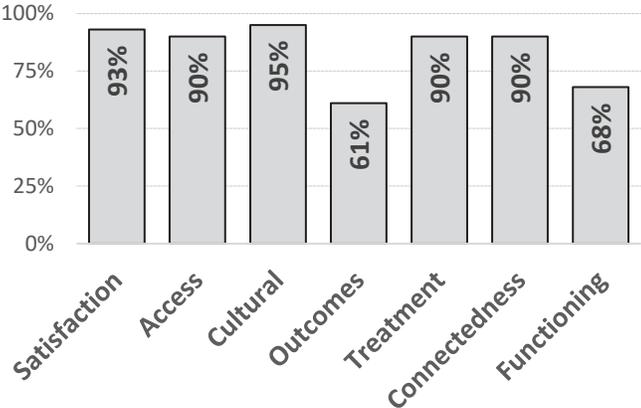
Region 10 – Youth Consumers



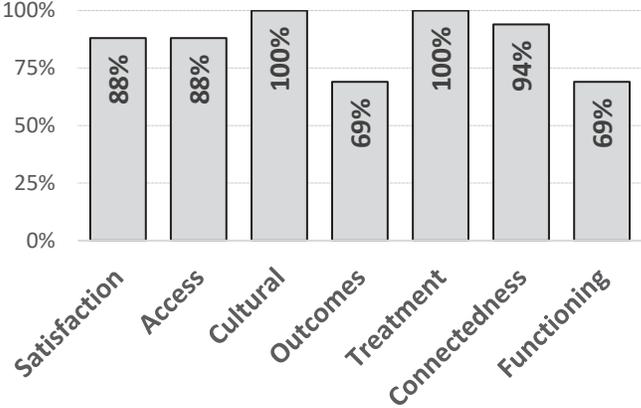
Region 15 – Youth Consumers



Region 12 – Youth Consumers



Region 16 – Youth Consumers



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	25	1.5	1.5	1.5
	2 Asian	8	.5	.5	2.0
	3 Black or African American	942	56.9	57.2	59.2
	4 Native Hawaiian or Pacific Islander	1	.1	.1	59.3
	5 White	653	39.4	39.6	98.9
	6 Other group	18	1.1	1.1	100.0
	Total	1647	99.5	100.0	
Missing	System	9	.5		
Total		1656	100.0		

Q4 Do you consider yourself to be Hispanic or Latinx?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	53	3.2	3.3	3.3
	2 No	1575	95.1	96.7	100.0
	Total	1628	98.3	100.0	
Missing	System	28	1.7		
Total		1656	100.0		

Q5 What is your sex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Female	930	56.2	56.5	56.5
	2 Male	715	43.2	43.5	100.0
	Total	1645	99.3	100.0	
Missing	System	11	.7		
Total		1656	100.0		

Q6 In which region do you receive mental health services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	103	6.2	6.2	6.2
	3	100	6.0	6.0	12.3
	4	180	10.9	10.9	23.1
	6	252	15.2	15.2	38.3
	7	153	9.2	9.2	47.6
	8	219	13.2	13.2	60.8
	10	227	13.7	13.7	74.5
	12	203	12.3	12.3	86.8
	14	27	1.6	1.6	88.4
	15	127	7.7	7.7	96.1
	16	65	3.9	3.9	100.0
	Total	1656	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	1349	81.5	83.8	83.8
	2 Less than 12 months	260	15.7	16.2	100.0
	Total	1609	97.2	100.0	
Missing	System	47	2.8		
Total		1656	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	11	.7	4.2	4.2
	2 No	252	15.2	95.8	100.0
	Total	263	15.9	100.0	
Missing	System	1393	84.1		
Total		1656	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	50	3.0	19.0	19.0
	2 No	213	12.9	81.0	100.0
	Total	263	15.9	100.0	
Missing	System	1393	84.1		
Total		1656	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	70	4.2	26.9	26.9
	2 Stayed the same	18	1.1	6.9	33.8
	3 Increased	3	.2	1.2	35.0
	4 Does not apply	169	10.2	65.0	100.0
	Total	260	15.7	100.0	
Missing	System	1396	84.3		
Total		1656	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	4.2	5.2	5.2
	2 No	1267	76.5	94.8	99.9
	3	1	.1	.1	100.0
	Total	1337	80.7	100.0	
Missing	System	319	19.3		
Total		1656	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	59	3.6	4.4	4.4
	2 No	1276	77.1	95.5	99.9
	3	1	.1	.1	100.0
	Total	1336	80.7	100.0	
Missing	System	320	19.3		
Total		1656	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	114	6.9	8.6	8.6
	2 Stayed the same	73	4.4	5.5	14.1
	3 Increased	19	1.1	1.4	15.5
	4 Does not apply	1120	67.6	84.5	100.0
	Total	1326	80.1	100.0	
Missing	System	330	19.9		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	979	59.1	60.0	60.0
	2 Agree	505	30.5	31.0	91.0
	3 Neutral	101	6.1	6.2	97.2
	4 Disagree	28	1.7	1.7	98.9
	5 Strongly disagree	18	1.1	1.1	100.0
	Total	1631	98.5	100.0	
Missing	System	25	1.5		
Total		1656	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	1010	61.0	61.2	61.2
	2 Agree	511	30.9	31.0	92.1
	3 Neutral	85	5.1	5.1	97.3
	4 Disagree	29	1.8	1.8	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1651	99.7	100.0	
Missing	System	5	.3		
Total		1656	100.0		

Q16 Staff returned my calls within 24 hours.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	892	53.9	54.3	54.3
	2 Agree	498	30.1	30.3	84.7
	3 Neutral	169	10.2	10.3	94.9
	4 Disagree	68	4.1	4.1	99.1
	5 Strongly disagree	15	.9	.9	100.0
	Total	1642	99.2	100.0	
Missing	System	14	.8		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1009	60.9	61.3	61.3
	2 Agree	514	31.0	31.2	92.5
	3 Neutral	86	5.2	5.2	97.8
	4 Disagree	27	1.6	1.6	99.4
	5 Strongly disagree	10	.6	.6	100.0
	Total	1646	99.4	100.0	
Missing	System	10	.6		
Total		1656	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	1000	60.4	60.6	60.6
	2 Agree	506	30.6	30.7	91.3
	3 Neutral	97	5.9	5.9	97.2
	4 Disagree	30	1.8	1.8	99.0
	5 Strongly disagree	17	1.0	1.0	100.0
	Total	1650	99.6	100.0	
Missing	System	6	.4		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	843	50.9	51.4	51.4
	2 Agree	498	30.1	30.4	81.8
	3 Neutral	185	11.2	11.3	93.1
	4 Disagree	91	5.5	5.6	98.7
	5 Strongly disagree	22	1.3	1.3	100.0
	Total	1639	99.0	100.0	
Missing	System	17	1.0		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	987	59.6	60.0	60.0
	2 Agree	510	30.8	31.0	91.0
	3 Neutral	110	6.6	6.7	97.7
	4 Disagree	29	1.8	1.8	99.5
	5 Strongly disagree	9	.5	.5	100.0
	Total	1645	99.3	100.0	
Missing	System	11	.7		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	936	56.5	56.9	56.9
	2 Agree	536	32.4	32.6	89.4
	3 Neutral	113	6.8	6.9	96.3
	4 Disagree	44	2.7	2.7	99.0
	5 Strongly disagree	17	1.0	1.0	100.0
	Total	1646	99.4	100.0	
Missing	System	10	.6		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	830	50.1	50.7	50.7
	2 Agree	531	32.1	32.5	83.2
	3 Neutral	185	11.2	11.3	94.5
	4 Disagree	64	3.9	3.9	98.4
	5 Strongly disagree	26	1.6	1.6	100.0
	Total	1636	98.8	100.0	
Missing	System	20	1.2		
Total		1656	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	1036	62.6	62.8	62.8
	2 Agree	489	29.5	29.7	92.5
	3 Neutral	87	5.3	5.3	97.8
	4 Disagree	20	1.2	1.2	99.0
	5 Strongly disagree	17	1.0	1.0	100.0
	Total	1649	99.6	100.0	
Missing	System	7	.4		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	940	56.8	57.3	57.3
	2 Agree	484	29.2	29.5	86.8
	3 Neutral	164	9.9	10.0	96.8
	4 Disagree	31	1.9	1.9	98.7
	5 Strongly disagree	22	1.3	1.3	100.0
	Total	1641	99.1	100.0	
Missing	System	15	.9		
Total		1656	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	992	59.9	60.2	60.2
	2 Agree	515	31.1	31.3	91.5
	3 Neutral	100	6.0	6.1	97.6
	4 Disagree	22	1.3	1.3	98.9
	5 Strongly disagree	18	1.1	1.1	100.0
	Total	1647	99.5	100.0	
Missing	System	9	.5		
Total		1656	100.0		

Q26 I was given information about my rights.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	926	55.9	56.2	56.2
	2 Agree	558	33.7	33.9	90.0
	3 Neutral	118	7.1	7.2	97.2
	4 Disagree	31	1.9	1.9	99.1
	5 Strongly disagree	15	.9	.9	100.0
	Total	1648	99.5	100.0	
Missing	System	8	.5		
Total		1656	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	940	56.8	57.3	57.3
	2 Agree	528	31.9	32.2	89.5
	3 Neutral	129	7.8	7.9	97.4
	4 Disagree	27	1.6	1.6	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1640	99.0	100.0	
Missing	System	16	1.0		
Total		1656	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	827	49.9	50.6	50.6
	2 Agree	504	30.4	30.8	81.5
	3 Neutral	215	13.0	13.2	94.6
	4 Disagree	65	3.9	4.0	98.6
	5 Strongly disagree	23	1.4	1.4	100.0
	Total	1634	98.7	100.0	
Missing	System	22	1.3		
Total		1656	100.0		

Q29 I deal more effectively with daily problems.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	701	42.3	42.5	42.5
	2 Agree	605	36.5	36.7	79.2
	3 Neutral	237	14.3	14.4	93.6
	4 Disagree	75	4.5	4.6	98.2
	5 Strongly disagree	30	1.8	1.8	100.0
	Total	1648	99.5	100.0	
Missing	System	8	.5		
Total		1656	100.0		

Q30 I am better able to control my life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	718	43.4	43.5	43.5
	2 Agree	586	35.4	35.5	78.9
	3 Neutral	255	15.4	15.4	94.4
	4 Disagree	68	4.1	4.1	98.5
	5 Strongly disagree	25	1.5	1.5	100.0
	Total	1652	99.8	100.0	
Missing	System	4	.2		
Total		1656	100.0		

Q31 I am better able to deal with crises.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	661	39.9	40.0	40.0
	2 Agree	572	34.5	34.6	74.6
	3 Neutral	274	16.5	16.6	91.2
	4 Disagree	115	6.9	7.0	98.1
	5 Strongly disagree	31	1.9	1.9	100.0
	Total	1653	99.8	100.0	
Missing	System	3	.2		
Total		1656	100.0		

Q32 I get along better with family.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	705	42.6	42.6	42.6
	2 Agree	527	31.8	31.9	74.5
	3 Neutral	288	17.4	17.4	92.0
	4 Disagree	89	5.4	5.4	97.3
	5 Strongly disagree	44	2.7	2.7	100.0
	Total	1653	99.8	100.0	
Missing	System	3	.2		
Total		1656	100.0		

Q33 I do better in social situations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	624	37.7	37.7	37.7
	2 Agree	552	33.3	33.4	71.1
	3 Neutral	304	18.4	18.4	89.5
	4 Disagree	127	7.7	7.7	97.2
	5 Strongly disagree	46	2.8	2.8	100.0
	Total	1653	99.8	100.0	
Missing	System	3	.2		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	550	33.2	34.8	34.8
	2 Agree	399	24.1	25.3	60.1
	3 Neutral	503	30.4	31.8	91.9
	4 Disagree	76	4.6	4.8	96.7
	5 Strongly disagree	52	3.1	3.3	100.0
	Total	1580	95.4	100.0	
Missing	System	76	4.6		
Total		1656	100.0		

Q35 My symptoms are not bothering me as much.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	587	35.4	35.6	35.6
	2 Agree	591	35.7	35.9	71.5
	3 Neutral	296	17.9	18.0	89.4
	4 Disagree	117	7.1	7.1	96.5
	5 Strongly disagree	57	3.4	3.5	100.0
	Total	1648	99.5	100.0	
Missing	System	8	.5		
Total		1656	100.0		

Q36 My housing situation has improved.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	697	42.1	42.3	42.3
	2 Agree	474	28.6	28.8	71.1
	3 Neutral	346	20.9	21.0	92.2
	4 Disagree	79	4.8	4.8	97.0
	5 Strongly disagree	50	3.0	3.0	100.0
	Total	1646	99.4	100.0	
Missing	System	10	.6		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	965	58.3	58.4	58.4
	2 Agree	545	32.9	33.0	91.3
	3 Neutral	102	6.2	6.2	97.5
	4 Disagree	25	1.5	1.5	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1653	99.8	100.0	
Missing	System	3	.2		
Total		1656	100.0		

Q38 I, not staff, decided my treatment goals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	723	43.7	44.0	44.0
	2 Agree	529	31.9	32.2	76.2
	3 Neutral	269	16.2	16.4	92.6
	4 Disagree	86	5.2	5.2	97.8
	5 Strongly disagree	36	2.2	2.2	100.0
	Total	1643	99.2	100.0	
Missing	System	13	.8		
Total		1656	100.0		

Q39 I liked the services I received here.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	1040	62.8	62.8	62.8
	2 Agree	511	30.9	30.9	93.7
	3 Neutral	81	4.9	4.9	98.6
	4 Disagree	12	.7	.7	99.3
	5 Strongly disagree	11	.7	.7	100.0
	Total	1655	99.9	100.0	
Missing	System	1	.1		
Total		1656	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	995	60.1	60.3	60.3
	2 Agree	497	30.0	30.1	90.4
	3 Neutral	102	6.2	6.2	96.6
	4 Disagree	34	2.1	2.1	98.7
	5 Strongly disagree	22	1.3	1.3	100.0
	Total	1650	99.6	100.0	
Missing	System	6	.4		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	994	60.0	60.5	60.5
	2 Agree	503	30.4	30.6	91.1
	3 Neutral	103	6.2	6.3	97.4
	4 Disagree	30	1.8	1.8	99.2
	5 Strongly disagree	13	.8	.8	100.0
	Total	1643	99.2	100.0	
Missing	System	13	.8		
Total		1656	100.0		

Q42 I am happy with the friendships I have.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	842	50.8	51.1	51.1
	2 Agree	556	33.6	33.7	84.8
	3 Neutral	183	11.1	11.1	95.9
	4 Disagree	46	2.8	2.8	98.7
	5 Strongly disagree	21	1.3	1.3	100.0
	Total	1648	99.5	100.0	
Missing	System	8	.5		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	809	48.9	49.0	49.0
	2 Agree	574	34.7	34.8	83.8
	3 Neutral	194	11.7	11.8	95.5
	4 Disagree	53	3.2	3.2	98.7
	5 Strongly disagree	21	1.3	1.3	100.0
	Total	1651	99.7	100.0	
Missing	System	5	.3		
Total		1656	100.0		

Q44 I feel I belong in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	771	46.6	46.7	46.7
	2 Agree	513	31.0	31.1	77.8
	3 Neutral	232	14.0	14.1	91.9
	4 Disagree	97	5.9	5.9	97.8
	5 Strongly disagree	37	2.2	2.2	100.0
	Total	1650	99.6	100.0	
Missing	System	6	.4		
Total		1656	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	855	51.6	51.8	51.8
	2 Agree	517	31.2	31.3	83.1
	3 Neutral	169	10.2	10.2	93.3
	4 Disagree	70	4.2	4.2	97.5
	5 Strongly disagree	41	2.5	2.5	100.0
	Total	1652	99.8	100.0	
Missing	System	4	.2		
Total		1656	100.0		

Q46 I do things that are more meaningful to me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	728	44.0	44.4	44.4
	2 Agree	611	36.9	37.2	81.6
	3 Neutral	218	13.2	13.3	94.9
	4 Disagree	70	4.2	4.3	99.1
	5 Strongly disagree	14	.8	.9	100.0
	Total	1641	99.1	100.0	
Missing	System	15	.9		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	723	43.7	44.0	44.0
	2 Agree	622	37.6	37.9	81.9
	3 Neutral	225	13.6	13.7	95.6
	4 Disagree	57	3.4	3.5	99.0
	5 Strongly disagree	16	1.0	1.0	100.0
	Total	1643	99.2	100.0	
Missing	System	13	.8		
Total		1656	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	613	37.0	37.5	37.5
	2 Agree	581	35.1	35.5	73.0
	3 Neutral	310	18.7	18.9	91.9
	4 Disagree	105	6.3	6.4	98.3
	5 Strongly disagree	27	1.6	1.7	100.0
	Total	1636	98.8	100.0	
Missing	System	20	1.2		
Total		1656	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	723	43.7	44.0	44.0
	2 Agree	562	33.9	34.2	78.2
	3 Neutral	261	15.8	15.9	94.0
	4 Disagree	64	3.9	3.9	97.9
	5 Strongly disagree	34	2.1	2.1	100.0
	Total	1644	99.3	100.0	
Missing	System	12	.7		
Total		1656	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	10	1.3	1.3	1.3
	3 Black or African American	426	56.8	57.0	58.3
	4 Native Hawaiian or Pacific Islander	1	.1	.1	58.4
	5 White	278	37.1	37.2	95.6
	6 Other group	33	4.4	4.4	100.0
	Total	748	99.7	100.0	
Missing	System	2	.3		
Total		750	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	27	3.6	3.8	3.8
	2 Not Spanish, Hispanic, or Latino/a	685	91.3	96.2	100.0
	Total	712	94.9	100.0	
Missing	System	38	5.1		
Total		750	100.0		

Q5 What is the child's gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Girl	350	46.7	47.0	47.0
	2 Boy	395	52.7	53.0	100.0
	Total	745	99.3	100.0	
Missing	System	5	.7		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	712	94.9	96.0	96.0
	2 No	30	4.0	4.0	100.0
	Total	742	98.9	100.0	
Missing	System	8	1.1		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2	30	4.0	4.0	4.0	
	3	159	21.2	21.2	25.2	
	4	95	12.7	12.7	37.9	
	6	71	9.5	9.5	47.3	
	7	42	5.6	5.6	52.9	
	8	63	8.4	8.4	61.3	
	9	58	7.7	7.7	69.1	
	10	83	11.1	11.1	80.1	
	12	82	10.9	10.9	91.1	
	14	6	.8	.8	91.9	
	15	45	6.0	6.0	97.9	
	16	16	2.1	2.1	100.0	
	Total		750	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	183	24.4	24.9	24.9
	2 12 months or more	552	73.6	75.1	100.0
	Total	735	98.0	100.0	
Missing	System	15	2.0		
Total		750	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	25	3.3	4.5	4.5
	2 No	529	70.5	95.5	100.0
	Total	554	73.9	100.0	
Missing	System	196	26.1		
Total		750	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	12	1.6	2.2	2.2
	2 No	541	72.1	97.8	100.0
	Total	553	73.7	100.0	
Missing	System	197	26.3		
Total		750	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	28	3.7	5.1	5.1
	2 Stayed the same	17	2.3	3.1	8.1
	3 Increased	11	1.5	2.0	10.1
	4 Does not apply	497	66.3	89.9	100.0
	Total	553	73.7	100.0	
Missing	System	197	26.3		
Total		750	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	5	.7	2.8	2.8
	2 No	174	23.2	97.2	100.0
	Total	179	23.9	100.0	
Missing	System	571	76.1		
Total		750	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	9	1.2	5.0	5.0
	2 No	170	22.7	95.0	100.0
	Total	179	23.9	100.0	
Missing	System	571	76.1		
Total		750	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	1.2	5.1	5.1
	2 Stayed the same	4	.5	2.2	7.3
	3 Increased	3	.4	1.7	9.0
	4 Does not apply	162	21.6	91.0	100.0
	Total	178	23.7	100.0	
Missing	System	572	76.3		
Total		750	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	181	24.1	24.3	24.3
	2 No	497	66.3	66.7	91.0
	3 Does not apply	67	8.9	9.0	100.0
	Total	745	99.3	100.0	
Missing	System	5	.7		
Total		750	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	153	20.4	20.6	20.6
	2 No	523	69.7	70.3	90.9
	3 Does not apply	68	9.1	9.1	100.0
	Total	744	99.2	100.0	
Missing	System	6	.8		
Total		750	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	32	4.3	4.3	4.3
	2 No	645	86.0	86.6	90.9
	3 Does not apply	68	9.1	9.1	100.0
	Total	745	99.3	100.0	
Missing	System	5	.7		
Total		750	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	32	4.3	4.3	4.3
	2 No	634	84.5	85.0	89.3
	3 Does not apply	80	10.7	10.7	100.0
	Total	746	99.5	100.0	
Missing	System	4	.5		
Total		750	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	148	19.7	20.0	20.0
	2 About the same	313	41.7	42.2	62.2
	3 Less	30	4.0	4.0	66.3
	4 Does not apply	250	33.3	33.7	100.0
	Total	741	98.8	100.0	
Missing	System	9	1.2		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Child did not have a problem with attendance before starting services	191	25.5	77.6	77.6
	2 Child was too young to be in school	14	1.9	5.7	83.3
	3 Child was expelled from school	4	.5	1.6	85.0
	4 Child is homeschooled	29	3.9	11.8	96.7
	5 Child dropped out of school	1	.1	.4	97.2
	6 Other reason	7	.9	2.8	100.0
	Total	246	32.8	100.0	
Missing	System	504	67.2		
Total		750	100.0		

Q19b_txt OPEN-ENDED RESPONSE FOR Q19b

	Frequency
Graduated	2
Just started services	1
Not enrolled	4

Q20 The location of services was convenient for us.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	484	64.5	64.5	64.5
	2 Agree	227	30.3	30.3	94.8
	3 Neutral	31	4.1	4.1	98.9
	4 Disagree	6	.8	.8	99.7
	5 Strongly disagree	2	.3	.3	100.0
	Total	750	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	464	61.9	62.2	62.2
	2 Agree	231	30.8	31.0	93.2
	3 Neutral	40	5.3	5.4	98.5
	4 Disagree	5	.7	.7	99.2
	5 Strongly disagree	6	.8	.8	100.0
		Total	746	99.5	100.0
Missing	System	4	.5		
	Total	750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	483	64.4	64.6	64.6
	2 Agree	236	31.5	31.6	96.1
	3 Neutral	27	3.6	3.6	99.7
	4 Disagree	1	.1	.1	99.9
	5 Strongly disagree	1	.1	.1	100.0
		Total	748	99.7	100.0
Missing	System	2	.3		
	Total	750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	487	64.9	64.9	64.9
	2 Agree	219	29.2	29.2	94.1
	3 Neutral	37	4.9	4.9	99.1
	4 Disagree	5	.7	.7	99.7
	5 Strongly disagree	2	.3	.3	100.0
		Total	750	100.0	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	491	65.5	65.6	65.6
	2 Agree	229	30.5	30.6	96.1
	3 Neutral	23	3.1	3.1	99.2
	4 Disagree	3	.4	.4	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	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	451	60.1	60.2	60.2
	2 Agree	260	34.7	34.7	94.9
	3 Neutral	34	4.5	4.5	99.5
	4 Disagree	1	.1	.1	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	448	59.7	59.8	59.8
	2 Agree	255	34.0	34.0	93.9
	3 Neutral	40	5.3	5.3	99.2
	4 Disagree	5	.7	.7	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	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	429	57.2	57.7	57.7
	2 Agree	265	35.3	35.6	93.3
	3 Neutral	43	5.7	5.8	99.1
	4 Disagree	4	.5	.5	99.6
	5 Strongly disagree	3	.4	.4	100.0
	Total	744	99.2	100.0	
Missing	System	6	.8		
Total		750	100.0		

Q28 My child is better at handling daily life.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	241	32.1	32.2	32.2
	2 Agree	327	43.6	43.7	75.8
	3 Neutral	147	19.6	19.6	95.5
	4 Disagree	32	4.3	4.3	99.7
	5 Strongly disagree	2	.3	.3	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	100.0		

Q29 My child gets along better with family members.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	242	32.3	32.4	32.4
	2 Agree	304	40.5	40.7	73.1
	3 Neutral	172	22.9	23.0	96.1
	4 Disagree	25	3.3	3.3	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	747	99.6	100.0	
Missing	System	3	.4		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	244	32.5	32.5	32.5
	2 Agree	297	39.6	39.6	72.1
	3 Neutral	189	25.2	25.2	97.3
	4 Disagree	19	2.5	2.5	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	750	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	276	36.8	36.8	36.8
	2 Agree	283	37.7	37.7	74.5
	3 Neutral	157	20.9	20.9	95.5
	4 Disagree	30	4.0	4.0	99.5
	5 Strongly disagree	4	.5	.5	100.0
	Total	750	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	223	29.7	29.9	29.9
	2 Agree	283	37.7	37.9	67.7
	3 Neutral	188	25.1	25.2	92.9
	4 Disagree	41	5.5	5.5	98.4
	5 Strongly disagree	12	1.6	1.6	100.0
	Total	747	99.6	100.0	
Missing	System	3	.4		
Total		750	100.0		

Q33 I am satisfied with our family life right now.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	293	39.1	39.1	39.1
	2 Agree	293	39.1	39.1	78.2
	3 Neutral	131	17.5	17.5	95.7
	4 Disagree	19	2.5	2.5	98.3
	5 Strongly disagree	13	1.7	1.7	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	100.0		

Q34 I helped to choose my child's services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	391	52.1	52.4	52.4
	2 Agree	297	39.6	39.8	92.2
	3 Neutral	46	6.1	6.2	98.4
	4 Disagree	11	1.5	1.5	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	746	99.5	100.0	
Missing	System	4	.5		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	387	51.6	51.9	51.9
	2 Agree	306	40.8	41.1	93.0
	3 Neutral	44	5.9	5.9	98.9
	4 Disagree	8	1.1	1.1	100.0
	Total	745	99.3	100.0	
Missing	System	5	.7		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	420	56.0	56.8	56.8
	2 Agree	275	36.7	37.2	93.9
	3 Neutral	38	5.1	5.1	99.1
	4 Disagree	6	.8	.8	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	740	98.7	100.0	
Missing	System	10	1.3		
Total		750	100.0		

Q37 Staff treated my child and me with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	573	76.4	76.4	76.4
	2 Agree	162	21.6	21.6	98.0
	3 Neutral	13	1.7	1.7	99.7
	4 Disagree	1	.1	.1	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	750	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	508	67.7	68.2	68.2
	2 Agree	193	25.7	25.9	94.1
	3 Neutral	42	5.6	5.6	99.7
	4 Disagree	1	.1	.1	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	745	99.3	100.0	
Missing	System	5	.7		
Total		750	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	554	73.9	74.0	74.0
	2 Agree	181	24.1	24.2	98.1
	3 Neutral	13	1.7	1.7	99.9
	4 Disagree	1	.1	.1	100.0
	Total	749	99.9	100.0	
Missing	System	1	.1		
Total		750	100.0		

Q40 Staff were sensitive to my cultural or ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	476	63.5	63.6	63.6
	2 Agree	210	28.0	28.1	91.7
	3 Neutral	53	7.1	7.1	98.8
	4 Disagree	8	1.1	1.1	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	748	99.7	100.0	
Missing	System	2	.3		
Total		750	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	442	58.9	59.1	59.1
	2 Agree	274	36.5	36.6	95.7
	3 Neutral	30	4.0	4.0	99.7
	4 Disagree	2	.3	.3	100.0
	Total	748	99.7	100.0	
Missing	System	2	.3		
Total		750	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	454	60.5	60.8	60.8
	2 Agree	252	33.6	33.7	94.5
	3 Neutral	34	4.5	4.6	99.1
	4 Disagree	6	.8	.8	99.9
	5 Strongly disagree	1	.1	.1	100.0
	Total	747	99.6	100.0	
Missing	System	3	.4		
Total		750	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	412	54.9	55.2	55.2
	2 Agree	265	35.3	35.5	90.8
	3 Neutral	56	7.5	7.5	98.3
	4 Disagree	8	1.1	1.1	99.3
	5 Strongly disagree	5	.7	.7	100.0
	Total	746	99.5	100.0	
Missing	System	4	.5		
Total		750	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	408	54.4	54.9	54.9
	2 Agree	264	35.2	35.5	90.4
	3 Neutral	62	8.3	8.3	98.8
	4 Disagree	7	.9	.9	99.7
	5 Strongly disagree	2	.3	.3	100.0
	Total	743	99.1	100.0	
Missing	System	7	.9		
Total		750	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	317	42.3	42.6	42.6
	2 Agree	315	42.0	42.3	84.9
	3 Neutral	95	12.7	12.8	97.7
	4 Disagree	11	1.5	1.5	99.2
	5 Strongly disagree	6	.8	.8	100.0
	Total	744	99.2	100.0	
Missing	System	6	.8		
Total		750	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 sex?

- Female
- Male

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
- Region 16

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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)

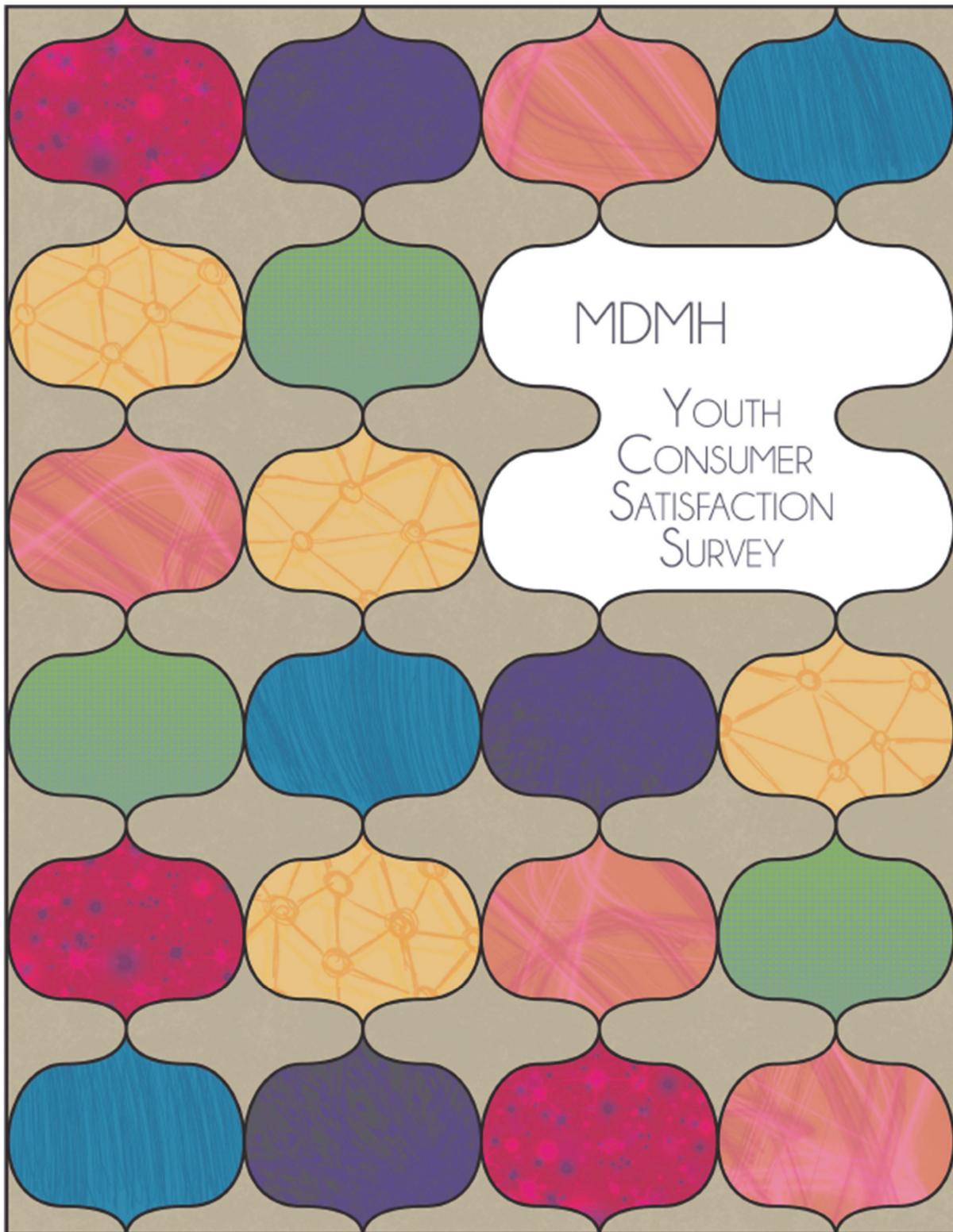
Who completed this questionnaire?

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

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

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

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
- Region 16

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:					
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:					
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:					
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! ●