

# **YSS-F/YSS Consumer Survey Technical Report Fiscal Year 2013**

**A Report from the Colorado Department of Human Services**

**Office of Behavioral Health, Community Programs**



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## About this Report

In 2012, the Colorado Office of Behavioral Health (OBH) conducted its tenth annual Youth Services Survey for Families (YSS-F) Survey and the third year for the Youth Services Survey (YSS) with a focus on services provided in State Fiscal Year 2013 (July 1, 2012 - June 30, 2013). Consistent with national trends in performance measurement, OBH administers the YSS-F/YSS Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This report, to be disseminated to all mental health centers, describes data collection, sample selection, and results of this year's surveys. OBH is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the YSS-F/YSS surveys as one way of meeting this ongoing goal.

It is important to note that the YSS-F/YSS Surveys were modeled after the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey. The MHSIP survey was developed at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. Other seminal aims of these surveys are the inclusion of consumers' and families' feedback and the promotion of consumer and family-oriented services through data. OBH has a vested interest in promoting these values in Colorado as the state moves toward a recovery-oriented behavioral health system. Continuing the national-state MHSIP/YSS-F/YSS partnership is key to this endeavor. As evidence of the weight that OBH has placed on the promotion of consumer-driven services, it is notable that the MHSIP, YSS-F, and YSS have been incorporated into multiple levels of operations, including a federal grant application and statewide mental health center contracts. The YSS-F/YSS surveys continue to provide an excellent opportunity for OBH to partner on both national and statewide levels to shape future services through data.

Thank you to all who assisted in the data collection of the YSS-F/YSS survey. Agency collaboration is instrumental to the success of the survey and OBH acknowledges and appreciates the hard work of the mental health centers and clinics in this process. OBH would also like to extend a special thanks to Angie Lawson, Ph.D. for her help on this report.

## What are the YSS-F and YSS Surveys?

A modification of the MHSIP survey for adults, the YSS-F assesses caregivers' perceptions of behavioral health services for their children (aged 17 and under; see Appendix A for survey). The YSS survey allows adolescents aged 15-17 to rate their services themselves. Respondents complete items pertaining to demographic (e.g. age, gender) and other pertinent information (e.g. medication, police encounters) about themselves or their child. Respondents then use a Likert scale, ranging from strongly agree to strongly disagree to answer 21 items that compose the five following domains:

- Access: six items that assess perceptions about service accessibility
- Participation: two items that assess perceptions of consumer involvement in treatment
- Cultural Sensitivity: four items that assess perception of cultural sensitivity
- Quality/Appropriateness: nine items that assess perceptions of quality and appropriateness
- Outcomes: eight items that assess perceptions of outcomes as a result of services

The results for both surveys are combined into one analysis. All data throughout this report is a combination of YSS-F and YSS data. OBH distributes the YSS-F and YSS surveys in both English and Spanish.

## Survey Procedures

A convenience sample has been used since 2008 where surveys were given directly to consumers when they arrived for their appointment, meaning that these consumers were currently receiving services. In previous survey administrations, the surveys were mailed to current and discharged consumers (prior to FY2009). Additionally, consumers who chose to complete the YSS-F or YSS survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenient stores. All consumers were included in the survey regardless of payor source. This was different from previous years that included only the consumers who were classified as indigent or receiving Medicaid in the sample. For more information on Payor Source, please see Appendix B.

## Sample

The Office used a convenience sampling method whereby each of the 17 community mental health centers and the two specialty clinics, Asian Pacific and Servicios de la Raza, were provided with surveys to hand out to consumers who were

receiving services during a three week period between October 8, 2012 and October 26, 2012. Consumers who were attending a first appointment or an intake were excluded from the sample.

### **Survey Administration**

OBH contracted with the State of Colorado Central Services, Integrated Document Solutions (IDS), to prepare, mail, receive, and enter data for the FY2013 survey periods. IDS mailed a pre-determined number of YSS-F/YSS packets (including a cover letter, survey, and a lottery ticket to enter the gift card drawing) to each of the 17 community mental health centers and the two specialty clinics. During the three-week data collection period, caregivers of youth consumers (youth 0-17 years) and youth consumers (15-17 years) were offered the opportunity to complete the YSS-F or YSS survey and a lottery ticket for entering a gift card drawing. Respondents could choose to mail the survey directly to IDS in a postage-paid return envelope or could drop (completed and refused) surveys in a secure box located at the center. At the end of the data collection period, centers shipped all surveys collected to IDS where they were sorted and processed. Data from the completed surveys were then entered and forwarded to OBH by IDS.

### **Results**

The unit of analysis for this report is at a state level. Although OBH previously computed domain scores at the agency level, this approach was stopped because it undermined OBH's goal to foster a collaborative and learning environment amongst Colorado's public mental health system. Rather, scores are computed at a state level and individual agencies are given the data for their specific agency for further analysis.

### **Response Rate**

This year, each agency reported the number of clients with scheduled appointments during the YSS-F/YSS survey period. Response rate was calculated by taking the number of surveys completed from each agency divided by the number of clients scheduled for appointments. When calculating response rate in this way, it is assumed that every client was offered the survey and either declined or accepted. The Office received a total of 1,085 completed or partially completed YSS-F and 393 YSS surveys. Following national standards, only YSS-F surveys that were for consumers under 18 years of age (n=1,052) and YSS surveys for consumers between 15 and 17 years of age (n=270) were included in the analyses (N=1,322). Using these standards, 10% of the completed surveys were eliminated from analyses. Soon after the survey administration, agencies were asked for the number of clients that were seen during the survey period. All agencies responded and 10,735 youth consumers were reportedly seen during the 3-week survey period, representing a 12.3% response rate (see Appendix D). This percentage is higher than FY2012 (FY2012, 8.5%; FY2010/2011, 85.0%), which reflects the higher return of completed surveys than prior years (FY2012, 675; FY2010/2011, 700).

### **Respondent Demographics**

The majority of the YSS-F/YSS respondents<sup>1</sup> were female (55.3%), compared to 44.1% males, with 0.2% identifying as "transgender," 0.2% identifying as "other," and 0.2% choosing "prefer not to answer." Regarding age, 8.2% of respondents were 0-5 years old, 42.1% were 6-11 years old, 23.9% were 12-14 years old, and 25.8% were 15-17 years old. See Appendix E for demographic data.

**Race and Ethnicity:** Following national guidelines, race and ethnicity were separated into two questions on the survey. Hispanic/Latino(a) was the sole choice for ethnicity, and 34.5% of respondents endorsed this item. About 7.7% of respondents preferred not to answer about ethnicity and 7.44% left the item blank. Race had the following choices: American Indian/Alaska Native, White/Caucasian, Black/African American, Native Hawaiian/Pacific Islander, Asian, Other, and Prefer Not to Answer (PNTA). Almost six percent of respondents chose PNTA. If a respondent chose more than one race, their racial identification was coded as Multiracial. The majority of respondents identified with only one racial group (89.9%). Most respondents identified as White/Caucasian (70.9%) followed by Multiracial and Other (10.1% and 5.1% respectively; see Appendix E).

**Language:** Respondents were also asked about language fluency. Most of the respondents were fluent in only English (85.8%), and 0.9% were fluent in Spanish only. Of the many languages spoken, 11.7% of respondents were bilingual.

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<sup>1</sup> Although parents/guardians comprised the majority of actual respondents, the term 'respondents' herein refers to clients for whom YSS-F/YSS data was reported – that is, for the youth who received the services.

**Disability:** Of the FY2013 YSS-F/YSS respondents, 41.2% or 500 respondents reported having at least one disability. Of that group with at least one disability, 67.8% identified as a person with one disability, while 32.2% identified as a person with two or more disabilities (5.6% of respondents chose not to answer regarding disability). There were 52.8% that reported having no disability. Regarding the type of disability reported, 22.3% identified as a person with a learning disability, 13.1% identified as a person with a developmental disability, 3.6% identified as a person with a physical disability, and 1.5% and 1.4% identified as individuals with deafness or blindness (respectively). Another 1.8% identified as a person with a traumatic brain injury, and 11.0% identified as a person with some other type of disability.

**Place of Residence:** Regarding place of residence, 43.5% of respondents reported living within 5 miles of the mental health agency, followed by 31.1% who lived 6-10 miles away, 17.0% who lived 11-20 miles away, and 8.3% who were more than 20 miles away.

**Criminal Background:** For respondents who had been in services for less than 12 months, a small minority (4.0%) reported having been arrested since beginning treatment with a slightly higher proportion (5.3%) indicating having been arrested in the 12 months prior to that time frame. Respondents who had been in services for more than 12 months were similar with 6.6% indicating having been arrested in the past 12 months and 3.8% indicating having been arrested in the 12 months prior to that time frame.

**Payor Source:** On this year's survey, there were two ways of collecting data regarding respondents' payor source. There was a specific item on the survey: "Do you currently receive Medicaid" with a yes/no answer. In addition, agency staff was asked to mark the payor source of the respondent on the survey when handing it to them. According to respondents answering the survey question, 86.1% were currently receiving Medicaid at the time of survey completion (with only 3.5% of respondents missing data on this item). The data from agency staff are not seen as reliable as over 35% were missing. See Appendix C for more detail on payor source.

**Health Services Utilization and Treatment Duration:** Among this year's YSS-F/YSS respondents, 73.9% indicated having seen a physician or nurse for a health check-up, physical exam, or for an illness during the past year. Another 4.7% were seen in Emergency Departments. Just under half of the respondents (49.8%) indicated that they were prescribed medication for emotional/behavioral problems from the mental health center. Regarding number of sessions in the past six months, many respondents, 33.4% reported being early in treatment with only attending 1-5 sessions. Another 25.6% of respondents reported attending 6-11 sessions at the time of survey completion. Approximately 30% of respondents attended between 12 and 24 sessions. Only 9.7% reported attending 26 or more sessions.

**Consumer Input for Future Survey:** On this year's survey, there was a question asking YSS-F respondents for input into future surveys. Specifically, the question was, "In the future, would you like to complete this survey online?" Over 65% of respondents indicated they would like to do so. For FY2014, an online survey option will be available to consumers.

**FY 2012 and 2013 Demographic Comparison:** In terms of comparing YSS-F respondent demographics from year to year, the demographics of FY2013 are similar to FY2012, demonstrating that the populations are highly comparable with the exception of gender. See Figures 1 and 2.

Figure 1. Gender of respondents by percentage, FY2012-FY2013

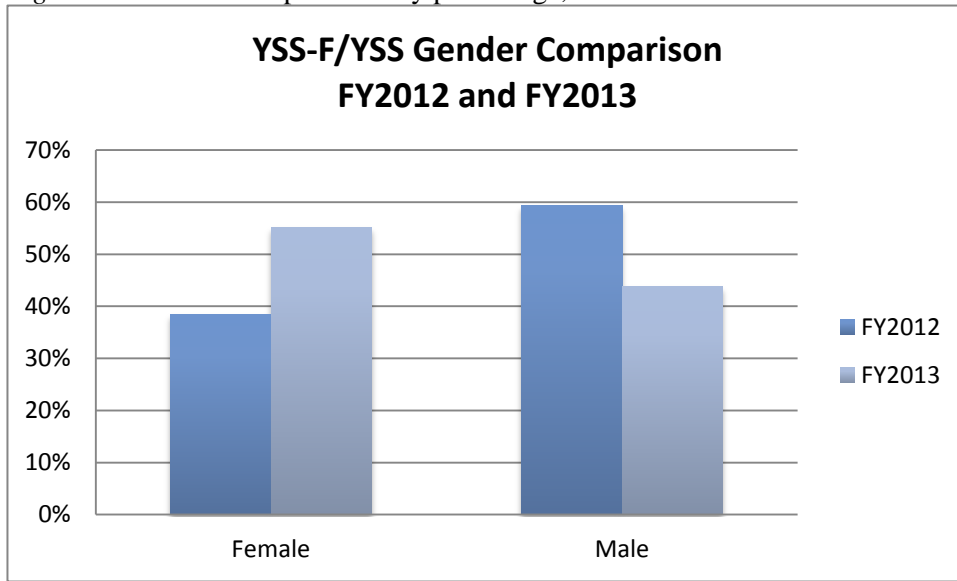
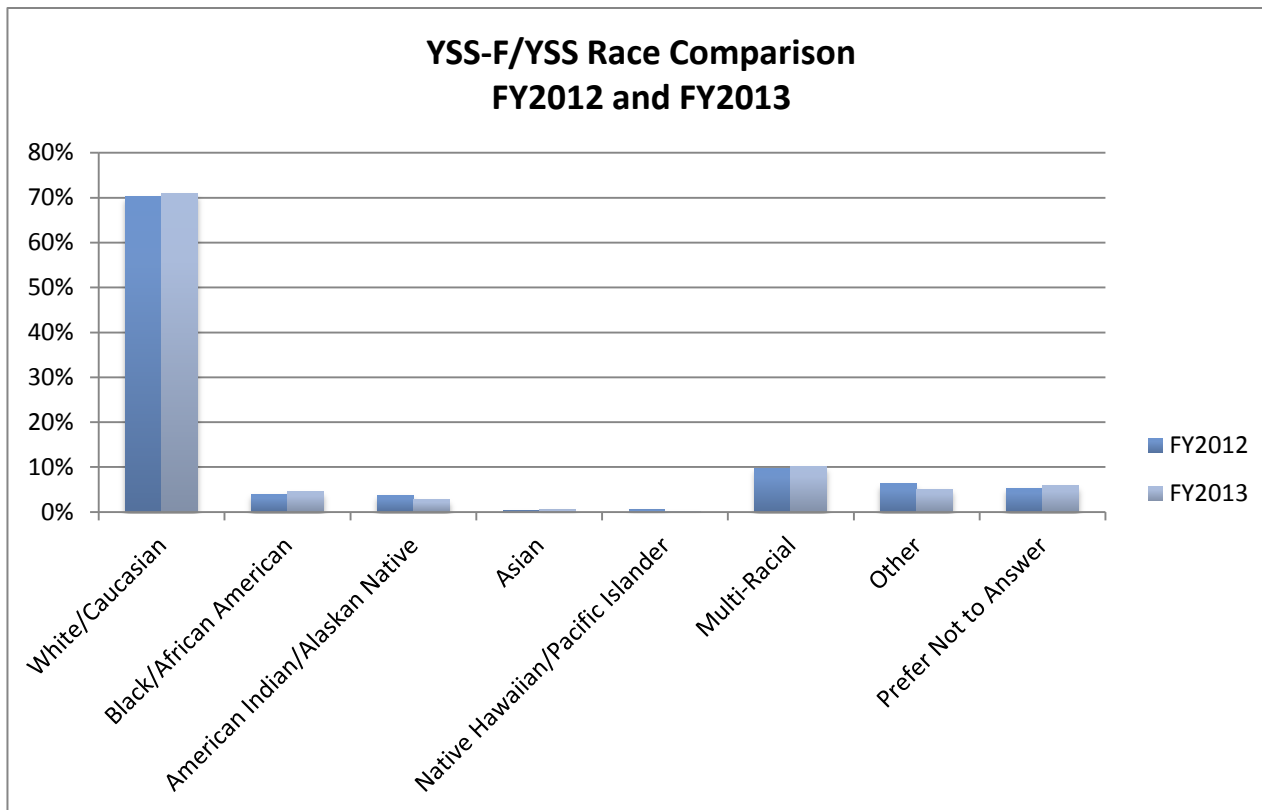


Figure 2. Race of respondents by percentage, FY2012-FY2013



## **YSS-F/YSS Respondents Compared to the CCAR population**

The YSS-F/YSS respondents' demographics were examined in comparison to demographics for the CCAR population. The CCAR measure is a more complete and thus more representative sample of people receiving mental health services within the state. Therefore, the samples were compared to explore whether the YSS-F/YSS sample is representative of this larger group. Statistical comparisons were not made as the sample sizes vary greatly in size and the instruments measure demographics slightly differently and are completed by different people (the MHSIP is self-report and the CCAR is clinician report). Instead, the comparison was a general overall looking at trends of demographic similarity.

The two samples were compared on gender, age, race, and ethnicity. In general, the two samples are demographically similar: older children (6-14) are the primary age group served and the population identifies as White/Caucasian. Respondents identifying as Hispanic/Latino(a) in both samples was similar with 31.9% on the YSS-F/YSS and 35.5% on the CCAR. The only noticeable difference is within gender, as the YSS-F/YSS respondents represented more girls being served (54.8%) than the CCAR population (44.5%). See Appendix F for YSS-F/CCAR demographic data.

## **Overall Domain Results**

OBH computes domain scores reflecting the percentage of agreement versus disagreement for the State of Colorado. Agreement is defined as a mean that ranges from 1 to 2.49 whereas disagreement is defined as a mean that ranges from 2.50 to 5. Respondents who do not answer at least 2/3 of domain items do not receive a domain score. This method of computation follows national recommendations. Figure 3 represents the YSS-F/YSS questions by each domain.



Figure 3. YSS-F/YSS Domain Items

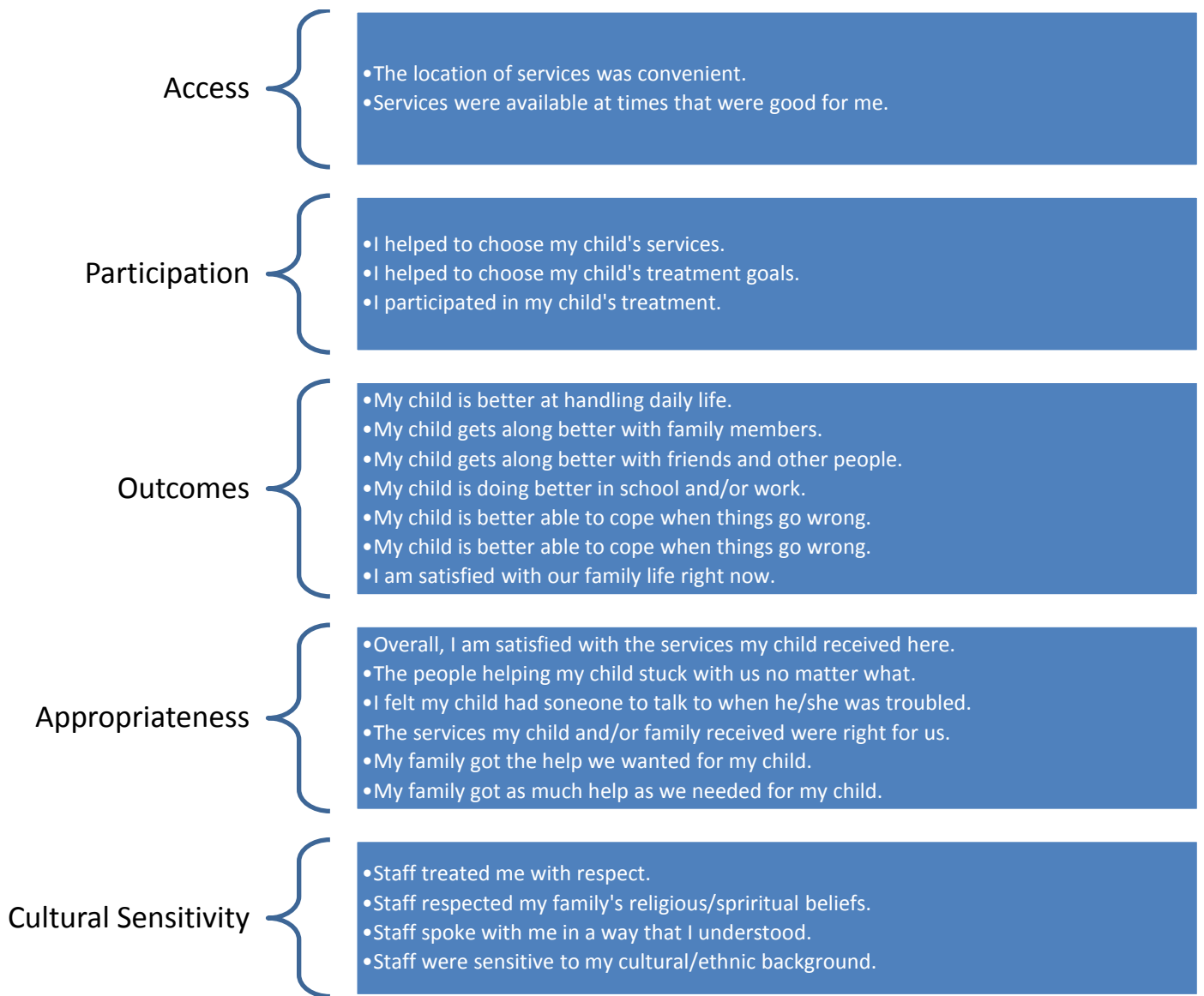


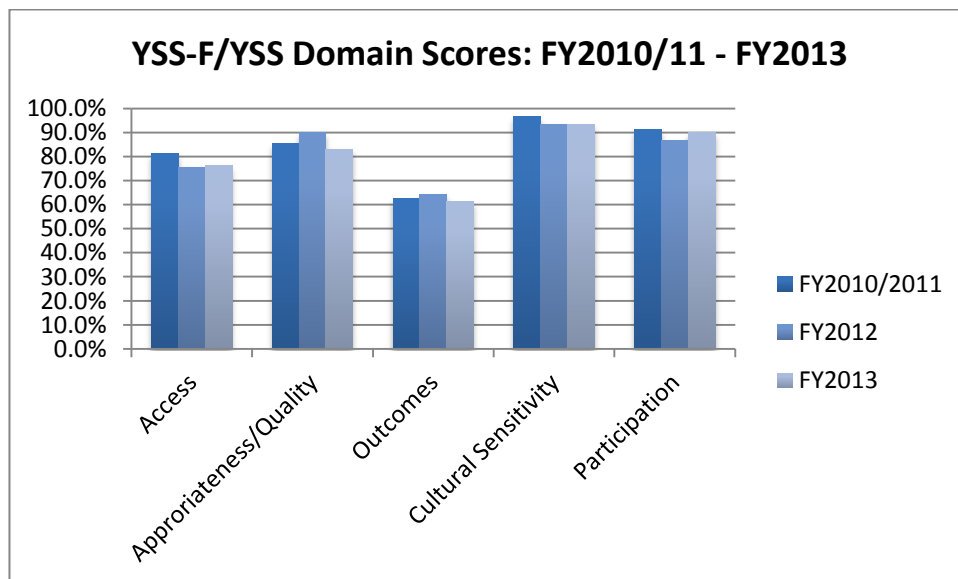
Table 1 presents summary results in percentages with confidence intervals (95%) for the total scores for FY2013 as well as for 2012 and 2010/11. Looking at the trends over time, FY2013 levels of agreement remained relatively stable for all domains compared to FY2012 and FY2010/2011. Please refer to Appendix G where percentages of endorsement for the full 5-point Likert scale are presented by item within each domain.

Table 1. Valid Percent Agreement by Fiscal Year

Fiscal Year	Access	Cultural Sensitivity	Outcomes	Participation	Appropriateness
2010/2011	81.4	96.6	62.5	91.2	85.4
(95% CI)	(78.5-84.3)	(95.2-98.0)	(58.8-66.2)	(89.3-93.2)	(82.8-88.0)
(n)	(554)	(595)	(406)	(636)	(591)
2012	75.7	93.6	64.4	86.9	90.0
(95% CI)	(72.8-78.5)	(91.9-95.3)	(61.2-67.6)	(87.0-92.0)	(84.7-89.1)
(n)	(867)	(815)	(854)	(857)	(869)
2013	76.2	93.2	61.3	90.0	83.2
(95% CI)	(73.8-78.4)	(91.7-94.4)	(58.6-63.9)	(88.3-91.6)	(81.0-85.1)
(n)	(1001)	(1219)	(788)	(1165)	(1082)

Due to consistent methodology, it is possible to begin to examine trends in domain scores from year to year. Figure 4 illustrates that the domain scores for these three years are consistent and follow the same overall trend in percent agreement.

Figure 4. Percent Agreement for Domain Scores for YSS-F/YSS, FY2010/11 through FY2013



### Moderators of Domain Agreement

A moderator is a variable that influences the direction or strength of an outcome. Before choosing an appropriate inferential test, normality tests were conducted on the domain variables. These tests indicated that the data did not meet assumptions of normality. Due to this finding, the Kruskal-Wallis Test, the nonparametric alternative to the analysis of variance (ANOVA) test, was conducted to examine the effects of a number of demographic variables that could impact the levels of agreement. Due to the number of tests conducted, an alpha level of .001 was utilized. Specifically, the variables of gender, age group, ethnicity, race, sexual orientation, length of treatment, distance to center, disability status, language, and Medicaid status were examined with relation to domain agreement. Due to the large differences in sample size between “Prefer Not to Answer” and the other response choices for some of the questions, the demographic variables were analyzed without this response choice.

Percent of agreement for some domains was found to be impacted by the following demographic variables: Age Group, Disability, Language, Distance from Agency, and Medicaid Status (see Tables 2-11 below<sup>2</sup>).

## Gender

No statistically significant effects were demonstrated for gender in any of the domains.

Table 2. *Valid Percent Agreement by Gender*

Gender ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Girl (706)	77	83	60	91	93
Boy (562)	76	85	64	89	94

Note. The reported *n* of each gender category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Age Group

The Kruskal-Wallis Test results found that age group had a statistically significant effect on Participation [ $X^2(3)=43.845$   $p=.000$ ]. Posthoc analyses revealed that differences were found between all groups except for between 0-5 years old and 6-11 years old and between 12-14 years old and 15-17 years old for Participation. Respondents with children under 12 had higher percentages of agreement compared to those with children 12 and older for Participation.

Table 3. *Valid Percent Agreement by Age Group*

Age Group ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
0-5 (103)	85	87	55	<b>94</b>	95
6-11 (541)	77	84	60	<b>94</b>	92
12-14 (307)	74	82	58	<b>88</b>	93
15-17 (335)	74	82	67	<b>84</b>	94

Note. The reported *n* of each age group category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Race

No statistically significant effects were demonstrated for race in any of the domains.

Table 4. *Valid Percent Agreement by Race*

Race ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
American Indian/Alaska Native (32)	88	84	53	91	94
Black/African American (51)	85	88	63	96	98
White/Caucasian (801)	75	83	61	90	93
Other (57)	72	88	77	95	91
Multiracial (111)	78	81	60	87	93

Note. The reported *n* of each racial category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

<sup>2</sup> Please note that all response choices with 10 or fewer respondents for percent agreement in any domain were excluded from tables.

## Ethnicity

No statistically significant effects were demonstrated for ethnicity in any of the domains. The Mann-Whitney U Test, the nonparametric alternative to the t-test, was utilized to test for differences between ethnicity groups, as there were only two response choices. An alpha level of .01 was used for the Mann-Whitney U Tests, as there is a lower chance of a Type I error (an error in detecting a statistically significant difference when there is none).

Table 5. *Valid Percent Agreement by Ethnicity*

Ethnicity ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Hispanic (413)	79	84	63	90	95
Non-Hispanic (686)	75	84	61	91	93

Note. The reported *n* of each ethnicity category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Sexual Orientation

No statistically significant effects were demonstrated for sexual orientation in any of the domains.

Table 6. *Valid Percent Agreement by Sexual Orientation*

Sexual Orientation ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Heterosexual (822)	76	83	62	90	94
Bisexual (35)	71	83	51	82	91
Other (66)	72	84	58	94	94

## Length of Treatment

No statistically significant effects were demonstrated for length of treatment in any of the domains.

Table 7. *Valid Percent Agreement by Length of Treatment*

Length of Treatment ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
< 1 Month (132)	78	79	53	87	92
1-5 Months (342)	78	84	61	89	93
6 Months to 1 Year (284)	75	86	64	90	94
> 1 Year (431)	75	83	62	92	92

Note. The reported *n* of each length of treatment category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Distance from Agency

In examining distance from agencies, significant differences were found in Access [ $\chi^2(3)=112.271$ ,  $p=.000$ ]. Specifically, posthoc analyses revealed that respondents who lived 0-5 miles away from a mental health center had significantly higher levels of agreement on the Access domain as compared to all other respondents who lived further away.

Table 8. *Valid Percent Agreement by Distance from Agency*

Distance From Agency ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
0-5 Miles (552)	<b>88</b>	85	62	91	95
6-10 Miles (394)	<b>72</b>	85	59	90	92
11-20 Miles (219)	<b>60</b>	76	61	89	93
20+ Miles (105)	<b>62</b>	84	65	88	92

Note. The reported *n* of each distance from agency category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Disability

The Kruskal-Wallis Test results found that disability had statistically significant effects on levels of agreement for Quality/Appropriateness [ $X^2(8)=20.435$ ,  $p=.009$ ], Outcome [ $X^2(8)=43.721$ ,  $p=.000$ ], and Participation [ $X^2(8)=22.313$ ,  $p=.004$ ]. Posthoc analyses demonstrated that differences were found between the No Disability group and the Multiple Disability group as well as between the Multiple Disability group and the Other Disability group for Quality/Appropriateness, with Multiple Disability having lower percentages of agreement compared to the other groups. In Outcome and Participation, statistically significant differences were found between the No Disability group and the Multiple Disability group, with higher levels of agreement for the No Disability group.

Table 9. *Valid Percent Agreement by Disability*

Disability ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Developmental (53)	65	79	60	89	93
Learning (144)	08	86	69	93	97
None (623)	78	86	66	90	94
Multiple Disabilities (158)	69	72	46	86	90
Other (103)	76	84	54	96	93

Note. The reported *n* of each disability category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Language

The Kruskal-Wallis Test results found that language had a statistically significant effect on Outcome [ $X^2(4)=26.504$ ,  $p=.000$ ]. Posthoc analyses demonstrated that a statistically significant difference was found between the Bilingual group and the English group, with the Bilingual group reporting a higher percentage of agreement than the English group.

Table 10. *Valid Percent Agreement by Language*

Language ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
English (1097)	76	83	59	90	93
Bilingual (150)	84	85	77	90	97

Note. The reported *n* of each language category reflects the smallest number of total respondents on any one domain. The number of respondents across domains fluctuated by a small amount.

## Medicaid Status

A significant difference was found between scores on the Outcome domain by self-reported Medicaid status using a significance level of .01 ( $U=79,088.5$ ,  $p=.004$ ). The Mann-Whitney U Test, the nonparametric alternative to the t-test, was utilized to test for differences between ethnicity groups, as there were only two response choices. An alpha level of .01 was used for the Mann-Whitney U Tests, as there is a lower chance of a Type I error (an error in detecting a statistically significant difference when there is none).

Table 11. *Valid Percent Agreement by Self-reported Medicaid Status*

Medicaid Status ( <i>n</i> )	Access	Quality/Appropriateness	Outcomes	Participation	Cultural Sensitivity
Medicaid (1070)	76	82	<b>60</b>	90	93
Non-Medicaid (171)	78	87	<b>70</b>	90	94

## Qualitative Comments

Two open-ended survey questions queried caregivers about the most and least helpful aspects of services delivered to the caregiver and the child. In response to these questions, approximately 29% of respondents provided written comments regarding what was most helpful and 42% of respondents provided written feedback for how to improve services. OBH provides this qualitative data to each site's executive director and consumer and family affairs officer.

The responses to the open-ended question of "What two things do you like most about the services you receive?" were reviewed for common themes. The following themes were found from the responses:

- Positive relationships with therapist
  - Specific therapists were named many times as one of the things the respondents liked most about the services. Data would seem to support the well-established research finding that the relationship between therapist and consumer is instrumental to satisfaction and outcome<sup>3</sup>.
    - "Being able to talk to someone about my struggles in life. To get emotions out and to have better communication."
- Concrete ideas and strategies
  - Caregivers' comments demonstrated an appreciation for concrete ideas and strategies that could help their child. For example, coping strategies were named numerous times. Others appreciated specific ideas that could be used in the home to manage behaviors. Some stated that the ideas and strategies were specifically targeted to their child and his/her environment.
- Access to medication
  - Many respondents remarked that having access to medication for their child was one of the things they liked most about the services. Beyond access, others had positive perceptions about working with the psychiatrist to adjust medication as needed.

The responses to the open-ended question of "What two things do you like least about the services you receive?" were also reviewed for common themes. The following themes were found within the responses:

- Nothing
  - Many respondents reflected that they were quite satisfied with services and could not think of anything to improve.
- Access issues
  - Respondents wanted better access in terms of extended hours (i.e., outside of the school day). Some reported that they perceived a need for more staff members to increase access. Others wanted a location closer to their home.
- More collaboration
  - Some respondents noted a desire to have more communication between therapist and center staff. Caregivers expressed a desire to participate more in their child's treatment/therapy sessions.

## Discussion and Implications

In 2013, OBH conducted its tenth annual YSS-F/third annual YSS survey, illuminating caregiver and youth perceptions of behavioral health services received. Analyses were conducted at the state level. Although the sample may not be representative of the entire population of mental health consumers (i.e., consumers who have left treatment and those who

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<sup>3</sup> Horvath, A. O., & Bedi, R. P. (2002). The alliance. In J. C. Norcross (Ed.), *Psychotherapy relationships that work: Therapist contributions and responsiveness to patients* (pp. 37-69). New York: Oxford University Press. Horvath A.O. and Symonds B.D. (1991). Relation between working alliance and outcome in psychotherapy: A meta-analysis. *Journal of Counseling Psychology* 38 (2), 139-149.

did not fill out the survey), the data do provide rich information regarding consumers' perceptions of care while engaged in treatment. These results can be a part of a larger framework of data used to inform future mental health services.

The fact that demographic data and domain scores are similar between FY2012 and FY2013 suggests that the survey is capturing a consistent sample of consumers and that consumer perception of services are largely stable. Similar to prior years, the Outcomes domain demonstrated the lowest levels of agreement. However, it is important to note that despite outcome scores being lower than other domains, two-thirds of respondent still rate outcome positively. One possible explanation for the consistent finding of lower Outcome domain levels of agreement is that caregivers of youth/youth who are currently receiving services are not able to assess outcomes as well as they could had they completed treatment. Another explanation could be that most respondents are able to easily identify their opinions about components of treatment, but have a harder time identifying how those components translate into impacting their lives/child's life, as many factors not measured by the survey continue to impact them as well. In summary, the FY2013 YSS-F/YSS provides valuable data regarding caregiver perceptions and will be used to inform change and highlight strengths for the state as a whole.

*For information regarding this report please contact Adrienne Jones, at the Office of Behavioral Health, 3824 W. Princeton Circle, Denver, CO 80236, 303-866-7435/adrienne.jones@state.co.us.*

## Appendix A: YSS-F Survey

For Office Use Only: PAYOR CODE (Check all that apply):

I N D C H P M D M R T P I S P N O

### YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F)

Please help our agency make services better by answering some questions about the services your child received **OVER THE LAST 6 MONTHS**. Your answers are confidential and will not influence the services you or your child receives. Please indicate if you **Strongly Disagree, Disagree, Are Neutral, Agree, or Strongly Agree** with each of the statements below. Put a cross (X) in the box that best describes your answer. Thank you!!!

Put a cross (X) in the box that best describes your answer. Thank You!!!		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1.	Overall, I am satisfied with the services my child received.	1	2	3	4	5	9
2.	I helped to choose my child's services.	1	2	3	4	5	9
3.	I helped to choose my child's treatment goals.	1	2	3	4	5	9
4.	The people helping my child stuck with us no matter what.	1	2	3	4	5	9
5.	I felt my child had someone to talk to when he/she was troubled.	1	2	3	4	5	9
6.	I participated in my child's treatment.	1	2	3	4	5	9
7.	The services my child and/or family received were right for us.	1	2	3	4	5	9
8.	The location of services was convenient for us.	1	2	3	4	5	9
9.	Services were available at times that were convenient for us.	1	2	3	4	5	9
10.	My family got the help we wanted for my child.	1	2	3	4	5	9
11.	My family got as much help as we needed for my child.	1	2	3	4	5	9
12.	Staff treated me with respect.	1	2	3	4	5	9
13.	Staff respected my family's religious/spiritual beliefs.	1	2	3	4	5	9
14.	Staff spoke with me in a way that I understood.	1	2	3	4	5	9
15.	Staff were sensitive to my cultural/ethnic background.	1	2	3	4	5	9
<b>As a result of the services my child and/or family received:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>I am Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
16.	My child is better at handling daily life.	1	2	3	4	5	9
17.	My child gets along better with family members.	1	2	3	4	5	9
18.	My child gets along better with friends and other people.	1	2	3	4	5	9
19.	My child is doing better in school and/or work.	1	2	3	4	5	9
20.	My child is better able to cope when things go wrong.	1	2	3	4	5	9
21.	I am satisfied with our family life right now.	1	2	3	4	5	9
22.	My child is better able to do things he or she wants to do.	1	2	3	4	5	9
<b>Other than my child's service providers:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>I am Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
23.	I know people who will listen and understand me when I need to talk.	1	2	3	4	5	9
24.	In a crisis, I would have the support I need from family and friends.	1	2	3	4	5	9
25.	I have people that I am comfortable talking with about my child's problems.	1	2	3	4	5	9
26.	I have people with whom I can do enjoyable things.	1	2	3	4	5	9



The following two questions request your feedback regarding your experience of treatment. We value your comments, however answering is OPTIONAL. If you decide to provide feedback, please DO NOT include your name or any information that would identify you. Your comments will be shared with the center exactly as they are written. If you would like to speak with the Consumer/Family Affairs Complaints/Grievance officer for the State of Colorado, please call Donna Stains at 303-866-7191.

27. What has been the most helpful thing about the services you and your child received over the last 6 months?

28. What would improve services here?

**Please answer the following questions to let us know how your child is doing.**

29. Approximately how many mental health sessions has your child attended through this Center in the **past six months (26 weeks), not including today?**

0                      1-5                      6-11                      12-18                      19-25                      26+

30. Does your child currently receive Medicaid or CHP+ : (Please choose one.):      Yes      No

30a. What other form of insurance does your child have (Mark all that apply):

Medicare      Third Party Insurance (not Medicaid)      No Insurance       Don't Know

30b. What form of payment best describes your child's payment plan for services here (Please choose one.):

Sliding Scale                      Medicaid/Medicare Co-Pay                      Self-Pay  
 Third Party Insurance Co-Pay                      No Payment                      Don't Know

31. Is your child currently living with you?                      Yes      No

32. Has your child lived in any of the following places in the last 6 months? (CHECK ALL THAT APPLY)

With one or both parents With another family member Foster home  
Therapeutic foster home Crisis shelter  
Homeless shelter

Other:

Group home  
Residential treatment center  
Hospital  
Local jail or detention facility  
State correctional facility  
Runaway/homeless/on the streets

33. In the last year, did your child see a medical doctor (or nurse) for a health check up or because your child was sick? (Check one)  
Yes, in a clinic, office, or home visit      Yes, but only in a hospital emergency room      No      Do not remember

34. Is your child being prescribed medication from this Center? Yes      No

34a. If YES, did the doctor or nurse tell you and/or your child what side effects to watch for?

Yes      No

35. Is someone other than a parental figure requiring that your child attend mental health sessions (e.g. social services, court-ordered)?      Yes      No

**Please answer the following questions to let us know a little about your child.**

36. Child's Current Age:

37. Ethnicity:      My child is Hispanic/Latino/a      My child is not  
Hispanic/Latino/a      I prefer not to answer

38. Race: (Mark all that apply)

American Indian/Alaska Native (Tribal Affiliation \_\_\_\_\_ )

Asian

Black/African American

Other:

White/Caucasian

I prefer not to answer

Native Hawaiian/Pacific Islander

39. Child's Gender:      Girl      Boy      Transgender      Other: \_\_\_\_\_ I prefer not to answer

40. In which language(s) is your child fluent? (Mark all that apply)

English

Russian

Chinese (Mandarin or Cantonese)

Spanish

Italian

Japanese

American Sign Language

Polish

Tagalog

German

Vietnamese

Other:

French  
Arabic

Korean

I prefer not to answer

41. Do you identify your child as any of the following? (Mark all that apply)

- Person who is deaf or hard of hearing
- Person who is blind or partially sighted
- Person with a physical disability
- Person with a developmental disability
- Person with a learning disability
- Person with a traumatic brain injury
- None
- Other
- I prefer not to answer

42. With which sexual orientation does your child most closely identify?

- |              |                        |
|--------------|------------------------|
| Heterosexual | Other: _____           |
| Lesbian/Gay  | I prefer not to answer |
| Bisexual     |                        |

43. Approximate distance from your home to this mental health center (Please check one):

- |            |             |
|------------|-------------|
| 0-5 miles  | 11-20 miles |
| 6-10 miles | 20+ miles   |

44. How long has your child received mental health services from this Center?

- a. Less than 1 month
- b. 1-5 months
- c. 6 months to 1 year (continue to Question 45)
- d. Longer than 1 year (Skip to Question 51) \_\_\_\_\_

45. Was your child arrested since beginning to receive mental health services from this Center? Yes No

46. Was your child arrested during the 12 months prior to that? Yes No

47. Since your child began to receive mental health services from this Center, have their encounters with the police...
- a. been reduced (for example, he/she has not been arrested, hassled by police, taken by police to a shelter or crisis program)
  - b. stayed the same
  - c. increased
  - d. not applicable (He/she had no police encounters this year or last year.)

48. Was your child expelled or suspended from school since beginning services from this Center? Yes No

49. Was your child expelled or suspended from school during the 12 months prior to that? Yes No

50. Since starting to receive services from this Center, the number of days my child was in school is..

- a. Greater
- b. About the same
- c. Less
- d. Does not apply (please select why this does not apply)
  - i. child did not have a problem with attendance before starting services
  - ii. child is too young to be in school
  - iii. child was expelled from school
  - iv. child is home schooled
  - v. child dropped out of school
  - vi. Other:

51. Was your child arrested during the last 12 months?      Yes      No

52. Was your child arrested during the 12 months prior to that?      Yes      No

53. Over the last year, have your child's encounters with the police...

- a. been reduced (for example, he/she has not been arrested, hassled by police, taken by police to a shelter or crisis program)
- b. stayed the same
- c. increased
- d. not applicable (He/she had no police encounters this year or last year)

54. Was your child expelled or suspended from school during the last 12 months?

Yes      No

55. Was your child expelled or suspended from school during the 12 months prior to that?      Yes      No

56. Since starting to receive services from this Center, the number of days my child was in school is..

- a. Greater
- b. About the same
- c. Less
- d. Does not apply (please select why this does not apply)
  - i. child did not have a problem with attendance before starting services
  - ii. child is too young to be in school
  - iii. child was expelled from school
  - iv. child is home schooled
  - v. child dropped out of school
  - vi. Other:

**Q57. In the future, would you complete this survey online?      Yes      No**

*Thank you for taking the time to answer these questions!*

## Appendix B: YSS Survey

For Office Use Only: PAYOR CODE (Check all that apply):

I N D C H P M D M R T P I S P N O

### YOUTH SERVICES SURVEY (YSS)

Please help our agency make services better by answering some questions about the services you received **OVER THE LAST 6 MONTHS**. Your answers are confidential and will not influence the services you receive. Please indicate if you **Strongly Disagree, Disagree, Are Neutral, Agree, or Strongly Agree** with each of the statements below. Put a cross (X) in the box that best describes your answer. Thank you!!!

Put a cross (X) in the box that best describes your answer. Thank You!!!		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1.	Overall, I am satisfied with the services I received.	1	2	3	4	5	9
2.	I helped to choose my services.	1	2	3	4	5	9
3.	I helped to choose my treatment goals.	1	2	3	4	5	9
4.	The people helping me stuck with me no matter what.	1	2	3	4	5	9
5.	I felt I had someone to talk to when I was troubled.	1	2	3	4	5	9
6.	I participated in my own treatment.	1	2	3	4	5	9
7.	I received services that were right for me.	1	2	3	4	5	9
8.	The location of services was convenient.	1	2	3	4	5	9
9.	Services were available at times that were convenient for me.	1	2	3	4	5	9
10.	I got the help I wanted	1	2	3	4	5	9
11.	I got as much help as I needed.	1	2	3	4	5	9
12.	Staff treated me with respect.	1	2	3	4	5	9
13.	Staff respected my family's religious/spiritual beliefs.	1	2	3	4	5	9
14.	Staff spoke with me in a way that I understood.	1	2	3	4	5	9
15.	Staff were sensitive to my cultural/ethnic background.	1	2	3	4	5	9
<b>As a result of the services I received:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>I am Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
16.	I am better at handling daily life.	1	2	3	4	5	9
17.	I get along better with family members.	1	2	3	4	5	9
18.	I get along better with friends and other people.	1	2	3	4	5	9
19.	I am doing better in school and/or work.	1	2	3	4	5	9
20.	I am better able to cope when things go wrong.	1	2	3	4	5	9
21.	I am satisfied with my family life right now.	1	2	3	4	5	9
22.	I am better able to do things I want to do.	1	2	3	4	5	9
<b>Other than my service providers:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>I am Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
23.	I know people who will listen and understand me when I need to talk.	1	2	3	4	5	9
24.	In a crisis, I would have the support I need from family and friends.	1	2	3	4	5	9
25.	I have people that I am comfortable talking with about my problems.	1	2	3	4	5	9
26.	I have people with whom I can do enjoyable things.	1	2	3	4	5	9

he following two questions request your feedback regarding your experience of treatment. We value your comments, however answering is **OPTIONAL**. If you decide to provide feedback, please **DO NOT** include your name or any information that would identify you. Your comments will be shared with the center exactly as they are written. If you would like to speak with the Consumer/Family Affairs Complaints/Grievance officer for the State of Colorado, please call Donna Stains at 303-866-7191.

**27. What has been the most helpful thing about the services you received over the last 6 months?**

**28. What would improve the services here?**

**Please answer the following questions to let us know how you are doing.**

29. Approximately how many mental health sessions have you attended through this Center in the **past six months (26 weeks), not including today?**

0	1-5	6-11	12-18	19-25	26+
				Yes	No

30. Do you currently receive Medicaid or CHP+ : (Please choose one.):

30a. What other form of insurance do you have (Mark all that apply):

Medicare      Third Party Insurance (not Medicaid)      No Insurance       Don't Know

30b. What form of payment best describes your payment plan for services here (Please choose one.):

Sliding Scale      Medicaid/Medicare Co-Pay      Self-Pay  
 Third Party Insurance Co-Pay      No Payment      Don't Know

31. Do you currently live with your family?      Yes      No

32. Have you lived in any of the following places in the last 6 months? (CHECK ALL THAT APPLY)

- |                            |                                  |
|----------------------------|----------------------------------|
| With one or both parents   | Group home                       |
| With another family member | Residential treatment center     |
| Foster home                | Hospital                         |
| Therapeutic foster home    | Local jail or detention facility |
| Crisis shelter             | State correctional facility      |
| Homeless shelter           | Runaway/homeless/on the streets  |

Other:

33. In the last year, did you see a medical doctor (or nurse) for a health check up or because you were sick? (Check one)

- |   |  |    |                 |
|---|--|----|-----------------|
| Yes, in a clinic, office, or home visit | Yes, but only in a hospital emergency room | No | Do not remember |
|---|--|----|-----------------|

34. Are you being prescribed medication from this Center? Yes No

34a. If YES, did the doctor or nurse tell you what side effects to watch for?

- |     |    |
|-----|----|
| Yes | No |
|-----|----|

35. Is someone other than a parental figure requiring that you attend mental health sessions (e.g. social services, court-ordered)? Yes No

**Please answer the following questions to let us know a little about you.**

36. Current Age:

37. Ethnicity: I am Hispanic/Latino/a I am not Hispanic/Latino/a I prefer not to answer

38. Race: (Mark all that apply)

- |                                  |                               |
|----------------------------------|-------------------------------|
| Asian                            | American Indian/Alaska Native |
| Black/African American           | Other:                        |
| White/Caucasian                  | I prefer not to answer        |
| Native Hawaiian/Pacific Islander |                               |

39. Gender: Girl Boy Transgender Other: I prefer not to answer

40. In which language(s) are you fluent? (Mark all that apply)

- |                        |            |                                 |
|------------------------|------------|---------------------------------|
| English                | Russian    | Chinese (Mandarin or Cantonese) |
| Spanish                | Italian    | Japanese                        |
|                        | Polish     | Tagalog                         |
| American Sign Language | Vietnamese | Other:                          |
| German                 | Korean     | I prefer not to answer          |
| Arabic                 |            |                                 |

41. Do you identify as any of the following? (Mark all that apply)

- |  |  |
|--|--|
| Person who is deaf or hard of hearing    | Person with a developmental disability |
| Person who is blind or partially sighted | Person with a learning disability      |
| Person with a physical disability        |  |

Person with a traumatic brain injury  
None

Other  
I prefer not to answer

42. With which sexual orientation do you most closely identify?

Heterosexual  
Lesbian/Gay  
Bisexual

Other: \_\_\_\_\_  
I prefer not to answer

43. Approximate distance from your home to this mental health center (Please check one):

0-5 miles

11-20 miles

6-10 miles

20+ miles



44. How long have you received mental health services from this Center?

- a. Less than 1 month
- b. 1-5 months
- c. 6 months to 1 year (continue to Question 45)
- d. Longer than 1 year (Skip to Question 51) \_\_\_\_\_

45. Were you arrested since beginning to receive mental health services from this Center? Yes No

46. Were you arrested during the 12 months prior to that? Yes No

47. Since you began to receive mental health services from this Center, have encounters with the police...

- a. been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- b. stayed the same
- c. increased
- d. not applicable ( I no police encounters this year or last year.)

48. Were you expelled or suspended from school since beginning services from this Center? Yes No

49. Were you expelled or suspended from school during the 12 months prior to that? Yes No

50. Since starting to receive services from this Center, the number of days you were in school is..

- a. Greater
- b. About the same
- c. Less
- d. Does not apply (please select why this does not apply)
  - i. I did not have a problem with attendance before starting services
  - ii. I am too young to be in school
  - iii. I was expelled from school
  - iv. I am home schooled
  - v. I dropped out of school
  - vi. Other:

51. Were you arrested during the last 12 months?

Yes No

52. Were you arrested during the 12 months prior to that? Yes No

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

- a. been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- b. stayed the same
- c. increased
- d. not applicable (I had no police encounters this year or last year)

54. Were you expelled or suspended from school during the last 12 months?

Yes No

55. Were you expelled or suspended from school during the 12 months prior to that?

Yes No

56. Over the last year, the number of days you were in school is..

- a. Greater
- b. About the same
- c. Less
- d. Does not apply (please select why this does not apply)
  - i. I did not have a problem with attendance before starting services
  - ii. I am too young to be in school
  - iii. I was expelled from school
  - iv. I was home schooled
  - v. I dropped out of school
  - vi. Other:

**Q57. In the future, would you complete this survey online? Yes No**

## Appendix C: Payor Status

<b>Number of Payors<sup>4</sup></b>	<b>YSS-F/YSS Respondents</b>	
	<b>%</b>	<b><i>n</i></b>
None	3.1	26
One	94.8	802
Two	2.1	18
<i>Missing</i>	<i>36.1</i>	<i>478</i>
<b>Agency-Reported Primary Insurance</b>	<b>%</b>	<b><i>n</i></b>
Medicaid/CHP+	80.3	679
Indigent	2.0	17
None/Sliding Scale	0.7	6
<i>Missing</i>	<i>36.1</i>	<i>478</i>
<b>Self-Reported Insurance<sup>5</sup></b>	<b>%</b>	<b><i>n</i></b>
Medicaid/CHP+	86.1	1099
No Insurance	20.2	268
<b>Payment Plan for Services</b>	<b>%</b>	<b><i>n</i></b>
Medicaid/Medicare Co-pay	55.1	695
No payment	24.5	309
Sliding scale	2.1	27
Don't know	10.4	131
Self-pay	1.9	24
Third-party co-pay	5.9	75
<i>Missing</i>	<i>4.8</i>	<i>63</i>

<sup>4</sup> This data represents provided payor source for less than 2/3 of the respondents. Over 35% of the data for this question were missing.

<sup>5</sup> Numbers are not mutually exclusive. This is the more reliable number regarding Medicaid funding. It is answered by the respondent and only 5% of the data was missing. The agency data was provided by staff and over 35% of that data was missing.

## Appendix D: Response Rate by Agency<sup>6</sup>

Agency	Completed Surveys	Number of Youth Consumers Seen	Response Rate
Arapahoe/Douglas	92	1,113	8.3%
Asian Pacific	2	7	28.6%
AspenPointe	146	1,658	8.8%
Aurora	73	1,888	3.9%
Axis Health System	2	91	2.2%
Centennial	43	233	1.9%
Colorado West	31	140	2.2%
Community Reach	144	1,601	9.0%
Jefferson	84	839	10.0%
Touchstone	100	571	17.5%
Mental Health Partners	170	559	30.4%
MHCD	22	102	21.6%
Midwestern	14	393	3.6%
North Range	111	765	14.5%
San Luis Valley	10	187	0.5%
Southeast	8	94	8.5%
Spanish Peaks	177	400	44.3%
West Central	92	94	97.8%
<i>Total</i>	<i>1,322</i>	<i>10,735</i>	<i>12.3%</i>

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<sup>6</sup> These numbers are based on agency-reported numbers of youth seen during the survey time period. One agency was excluded from response rate calculations as they reported seeing no youth consumers during the survey period.

## Appendix E: Demographic Information of FY2013 YSS-F/YSS Respondents

	YSS-F	Respondents
Gender	%	<i>n</i>
Girl	55.5	726
Boy	44.2	578
Transgendered	0.2	>10
Other	0.2	>10
<i>Prefer Not to Answer</i>	0.2	>10
<i>Missing</i>	0.9	12
<b>Race</b>		
American Indian/Alaska Native	2.9	32
Asian	0.5	>10
Black/African American	4.9	53
Native Hawaiian/Pacific Islander	0.2	>10
White/Caucasian	75.4	823
Other	5.4	59
Multi-Racial	10.7	117
<i>Prefer Not To Answer</i>	5.9	68
<i>Missing</i>	12.4	164
<b>Ethnicity</b>		
Hispanic/Latina(o)	37.4	423
Non-Hispanic/Latina(o)	62.6	709
<i>Prefer Not To Answer</i>	7.1	94
<i>Missing</i>	7.4	98
<b>Age</b>		
0-5	8.2	109
6-11	42.1	558
12-14	23.9	316
15-17	25.8	341
<i>Missing</i>	0.0	0
<b>Disability*</b>		
Blind/Partially Sighted	1.4	19
Deaf/Hard of Hearing	1.5	20
Developmental Disability	13.1	173
Learning Disability	22.3	295
Physical Disability	3.6	48
Traumatic Brain Injury	1.8	24
Other	11.0	145
Multiple Disabilities	14.1	161
No Disability	56.1	640
<i>Prefer Not To Answer</i>	5.6	74
<i>Missing</i>	8.4	111
<b>Language*</b>		
English	97.8	1295
Spanish	11.6	153
American Sign Language	0.4	>10
German	0.6	>10
French	0.5	>10
Arabic	0.0	0
Russian	0.3	>10
Italian	0.1	>10
Polish	0.1	>10
Vietnamese	0.1	>10
Korean	0.1	>10
Chinese	0.0	0

Japanese	0.2	>10
Tagalog	0.1	>10
Other	0.6	>10
Bilingual	11.8	154
Multilingual	1.1	14
<i>Prefer Not to Answer</i>	0.5	>10
<i>Missing</i>	0.8	10

\* These are not mutually exclusive categories.

## Appendix F: Comparison of Demographic Information of FY2013 YSS-F/YSS Respondents to FY2013 CCAR Respondents

Gender <sup>7</sup>	YSS-F/YSS Respondents		CCAR Respondents	
	%	<i>n</i>	%	N
Girl/Female	54.8	726	44.5	15,810
Boy/Male	44.1	578	55.5	19,722
Age Group in Years				
0-5 years old	8.2	109	9.8	3,494
6-11 years old	42.1	558	37.4	13,287
12-14 years old	23.9	316	24.9	8,847
15-17 years old	25.8	341	27.9	9,904
Ethnicity				
Hispanic/Latina/o	31.9	423	35.5	12,631
Non-Hispanic/Latina/o	57.8	709	64.5	22,901
Race				
American Indian/Alaska Native	2.9	32	0.8	300
Asian	0.5	>10	0.6	205
Black/African American	4.9	53	6.1	2,156
Native Hawaiian/Pacific Islander	0.2	>10	0.2	62
White/Caucasian	75.4	823	48.7	17,311
Other	5.4	59	2.0	723
Multi-Racial	10.7	117	6.0	2,144

<sup>7</sup> The MHSIP options of “Transgender” and “Other” were removed from this analysis because the CCAR does not have analogous options.

## Appendix G: Percent Endorsement of YSS-F/YSS Domains by Item

### Access Domain Item Endorsement

Access Item (N)	Percent Endorsement				
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
The location of services was convenient for us (1301).	49.9	32.1	11.7	4.6	1.8
Services were available at times that were convenient for us (1306).	45.6	35.5	11.5	5.1	2.4

### Quality/Appropriateness Domain Item Endorsement

Quality/Appropriateness Item (N)	Percent Endorsement				
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
Overall, I am satisfied with the services my child received (1307).	50.7	37.6	9.3	1.7	0.8
The people helping my child stuck with us no matter what (1267).	50.6	33.0	11.8	2.7	1.9
The services my child and/or family received were right for us (1300).	46.0	38.0	13.7	1.5	0.8
I felt my child had someone to talk to when he/she was troubled (1288).	48.2	35.0	12.4	3.5	0.9
My family got the help we wanted for my child (1285).	42.2	36.7	17.1	2.6	1.4
My family got as much help as we needed for my child (1286).	40.5	34.2	20.0	3.8	1.5

**Participation Domain Item Endorsement**

Participation Item (N)	Percent Endorsement				
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
I helped to choose my child's services (1273).	42.6	40.8	11.5	3.8	1.3
I helped to choose my child's treatment goals (1281).	47.9	40.9	8.1	2.3	0.8
I participated in my child's treatment (1289).	54.3	37.7	6.2	1.5	0.3

**Outcome Domain Item Endorsement**

Outcome Item (N)	Percent Endorsement				
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
My child is better at handling daily life (1279).	26.0	41.0	24.7	6.0	2.3
My child gets along better with family members (1269).	23.6	40.1	26.2	7.5	2.6
My child gets along better with friends and other people (1270).	26.4	41.3	25.1	5.5	1.7
My child is doing better in school and/or work (1261).	29.8	34.7	24.8	8.2	2.5
My child is better able to cope when things go wrong (1281).	22.1	40.2	25.1	9.4	3.3
I am satisfied with our family life right now (1282).	21.2	34.5	27.6	11.8	4.9
My child is better able to do things he or she wants to do (1263).	22.9	41.1	26.0	7.4	2.6



**Cultural Sensitivity**

Satisfaction Item (N)	Percent Endorsement				
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
Staff treated me with respect (1304).	67.2	28.7	3.2	0.6	0.3
Staff respected my family's religious/spiritual beliefs (1210).	58.2	30.2	11.1	0.3	0.2
Staff spoke with me in a way that I understood (1306).	62.1	34.2	3.2	0.2	0.2
Staff were sensitive to my cultural/ethnic background (1188).	55.5	31.4	12.4	0.4	0.3