

Virginia Public Mental Health Consumer Survey Report - 2021

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Executive Summary

The Social Science Research Center (SSRC) at Old Dominion University (ODU) conducted the Virginia Mental Health Consumer Survey from August, 2021 to November, 2021. It should be noted that the survey was completed during continuing COVID-19 pandemic conditions. A total of 346 Mental Health Statistics Improvement Program (MHSIP) surveys were completed by adult consumers and a total of 275 Youth Services Surveys for Families (YSS-F) were completed by families. This report summarizes the survey data from both adults and families.

For adult consumers the following data points are noted:

- The majority of consumers liked the services they received (89%).
- The Access, Quality, and General Satisfaction domain scores were highest compared to the other domain scores (86%, 85%, and 82%, respectively).
- The Function and Outcome domain scores were the lowest (69% and 67%, respectively).
- Eighty-seven percent of adult consumers reported they were given information about their rights.
- Eighty-eight percent of consumers indicated services were available at times that were good for them.
- Ninety percent of adult consumers indicated that staff respected their wishes about who is and is not to be given information about their treatment.
- The majority of consumers reported that they would recommend the agency to a friend or family member (87%).
- More than half of adult consumers report that they do better in social situations (58%),
- About two-thirds of adult consumers reported getting along better with family (65%).
- Just under two-thirds consumers indicated that they feel they belong in their community (62%).

For families with children the following data points are noted:

- The majority of consumers were satisfied with the services their child received (82%).
- The Cultural Sensitivity, Participation in Treatment, and Access domain scores were highest compared to the other domain scores (89%, 83%, and 83% respectively).
- The Outcomes and Function domain scores were the lowest (55% for each).
- Eighty-nine percent of parents participated in their child's treatment.

- Ninety-three percent of parents reported that the staff spoke with them in a way that they were able to understand.
- Eighty percent of parents reported that they have people they can talk to about their child's problems.
- Eighty-four percent of consumers reported services were available at times that were convenient for their family.
- More than half of parents reported their child is better at handling daily life (58%).
- Just about two-thirds of parents reported that their child gets along better with friends and other people (63%).
- Less than two-thirds of parents reported that they are satisfied with their family life right now (59%).

Purpose and Methodology

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) conducts a survey of consumers receiving services through one of the Community Services Boards (CSBs). The purpose is two-fold: one, to gather input from consumers who use, or have used the public mental health services, and second, to gather input that is required for Virginia to maintain its eligibility for funding through the Mental Health Community Services Block Grant to the States. The grant requires certain National Outcome Measures (NOMS) data to be reported, and the survey collects some of this data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

The Social Science Research Center (SSRC) at Old Dominion University (ODU) conducted a mail survey of adult consumers and families with children receiving services. A second survey packet was sent to non-responding consumers.

	Wave 1 Completed Surveys	Wave 2 Completed Surveys	Total Completed Surveys	Bad Address	Final Response Rate
Adult Consumer Survey (MHSIP) (n=2,509)	229	117	346	327 ¹	15.9%
Youth Services Survey for Families (YSS-F) (n=2,500)	185	90	275	205	12.0%

¹ There were 287 surveys returned as undeliverable plus 40 cases in Arlington without mailing addresses.

2021 MHSIP Adult Survey Results – Frequency Report

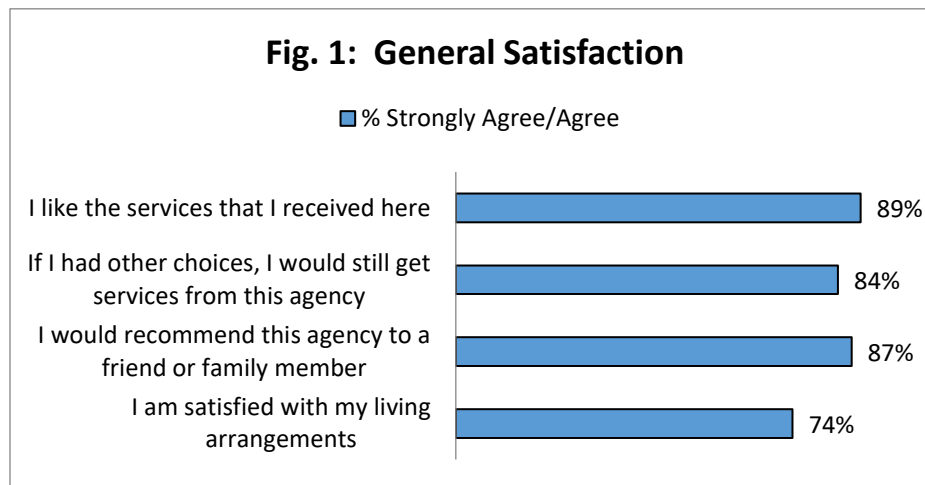
Community Services Board	Number of Consumers	Number of Consumers Responding	CSB % of Total Completes
Alexandria	39	5	1.4%
Alleghany Highlands	17	3	0.9%
Arlington	43	9	2.6%
Blue Ridge	94	12	3.5%
Chesapeake	65	8	2.3%
Chesterfield	65	10	2.9%
Colonial	30	8	2.3%
Crossroads	47	5	1.4%
Cumberland Mountain	49	13	3.8%
Danville-Pittsylvania	28	6	1.7%
Dickenson	19	2	0.6%
District 19	49	3	0.9%
Eastern Shore	39	8	2.3%
Fairfax	136	26	7.5%
Goochland/Powhatan	14	4	1.2%
Hampton/Newport News	154	24	6.9%
Hanover	20	2	0.6%
Harrisonburg/Rockingham	46	4	1.2%
Henrico	66	9	2.6%
Highlands	69	15	4.3%
Horizon	122	18	5.2%
Loudoun	41	5	1.4%
Middle Peninsula/Northern Neck	44	9	2.6%
Mount Rogers	109	10	2.9%
New River Valley	88	9	2.6%
Norfolk	46	6	1.7%
Northwestern	92	18	5.2%
Piedmont	90	7	2.0%
Planning District 1	63	11	3.2%
Portsmouth	30	5	1.4%
Prince William	61	7	2.0%
Rappahannock Area	93	6	1.7%
Rappahannock Rapidan	26	7	2.0%
Region 10	70	15	4.3%
Richmond	122	8	2.3%
Rockbridge	20	4	1.2%
Southside	27	5	1.4%
Valley	53	5	1.4%

Community Services Board	Number of Consumers	Number of Consumers Responding	CSB % of Total Completes
Virginia Beach	104	9	2.6%
Western Tidewater	46	6	1.7%

General Satisfaction Domain Results

The majority of adults responded favorably to questions about their general satisfaction with the services they received.

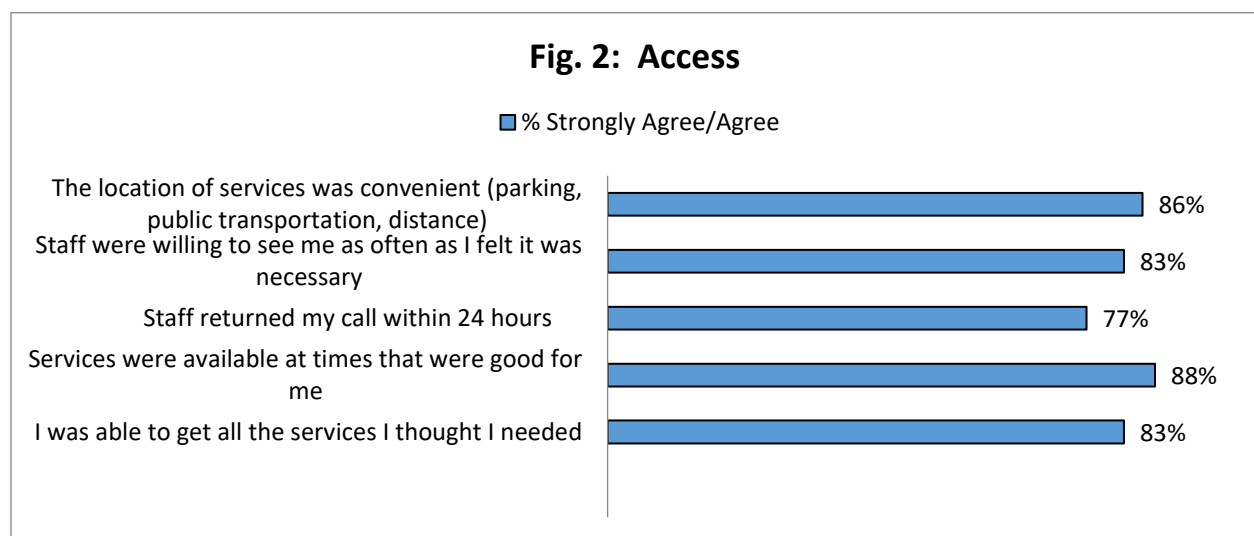
- ♦ 89% indicated they liked the services that they received.
- ♦ 87% said they would recommend the agency to a friend or family member.
- ♦ 84% said if they had other choices they would still get services from this agency.



Access Domain Results

Questions asked about access to services resulted in overall positive responses from adult consumers.

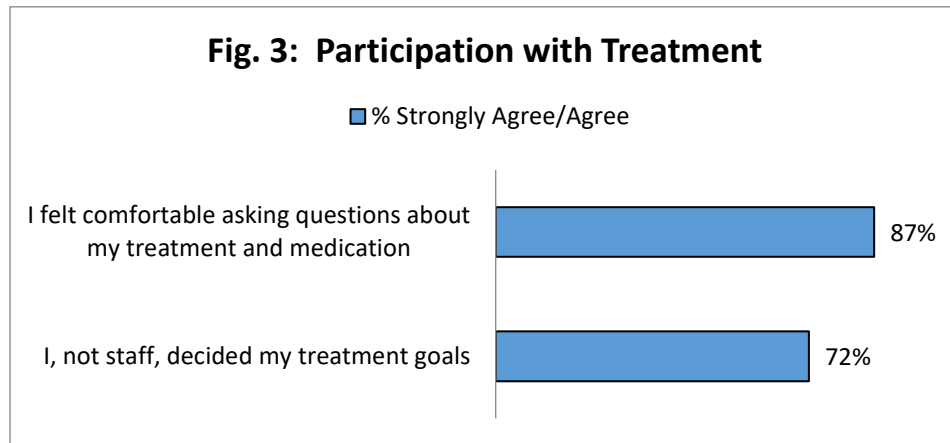
- ♦ 88% indicated services were available at times that were good for them.
- ♦ 86% said the location of services was convenient (parking, public transportation, distance).



Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable, though there was some variation between the questions.

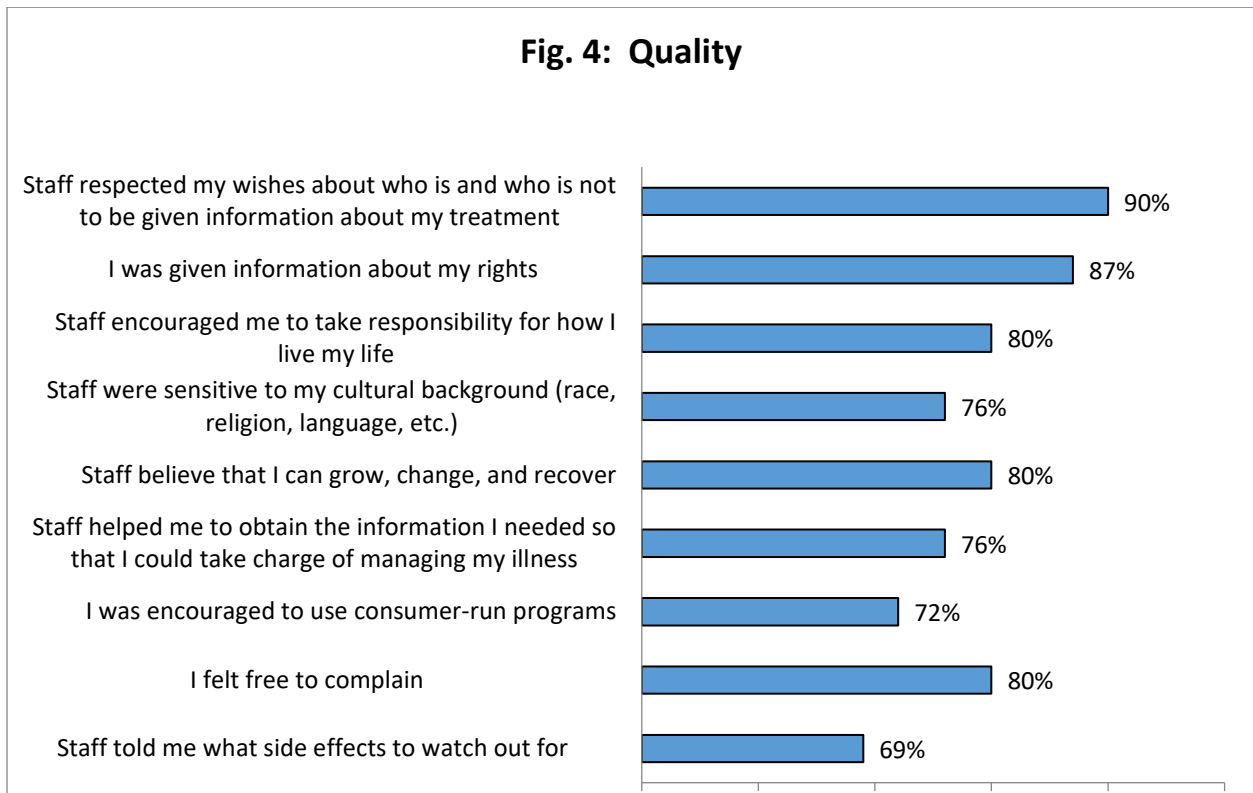
- ♦ 87% indicated they felt comfortable asking questions about their treatment and medication.
- ♦ 72% said they, not staff, decided their treatment goals.



Quality Domain Results

Respondents were asked a series of questions about the quality of services received. Overall, the majority of respondents responded favorably to these questions; however, there is some variation among the items.

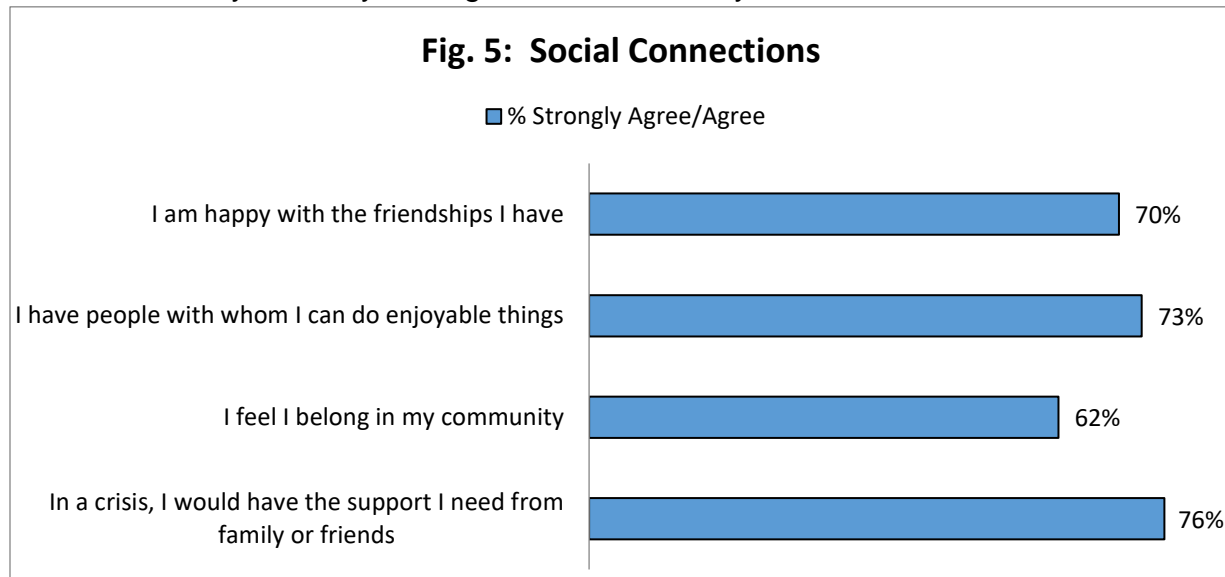
- ♦ 90% said staff respected my wishes about who is and who is not to be given information about my treatment.
- ♦ 80% said staff encouraged them to take responsibility for how they live their life.
- ♦ 80% indicated the staff believe that I can grow, change, and recover.
- ♦ 76% indicated that staff were sensitive to their cultural background.
- ♦ 72% said staff encouraged them to use consumer-run programs.
- ♦ 69% indicated staff told them what medication side effects to watch out for.



Social Connections Domain Results

Results were not quite as favorable when respondents were asked questions about social connections, especially in regards to feeling they belong in their community.

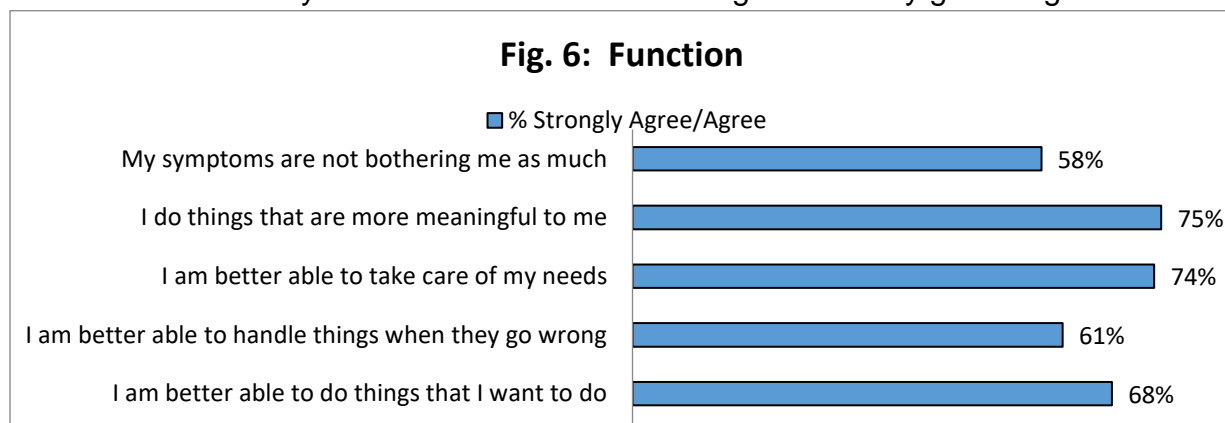
- ♦ 76% indicated that in a crisis they would have the support they need from family or friends.
- ♦ 73% indicated they have people with whom they can do enjoyable things.
- ♦ 62% said they feel they belong in their community.



Function Domain Results

Respondents were asked a series of questions about functioning as a result of services they received.

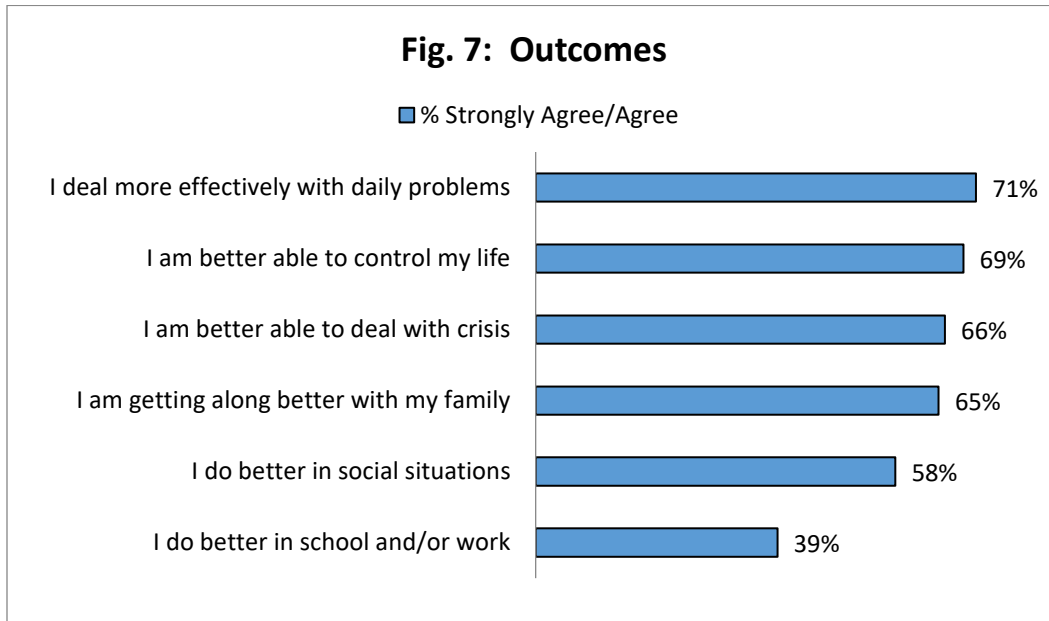
- ♦ 75% indicated they do things that are more meaningful to them.
- ♦ 74% said they are better able to take care of their needs.
- ♦ 61% indicated they are better able to handle things when they go wrong.



Outcomes Domain Results

Responses to questions about the outcomes of services received had varying results.

- ♦ 71% indicated they deal more effectively with daily problems.
- ♦ 69% said they are better able to control their life.
- ♦ 65% said they are getting along better with their family.
- ♦ 39% said they do better in school and/or work*.



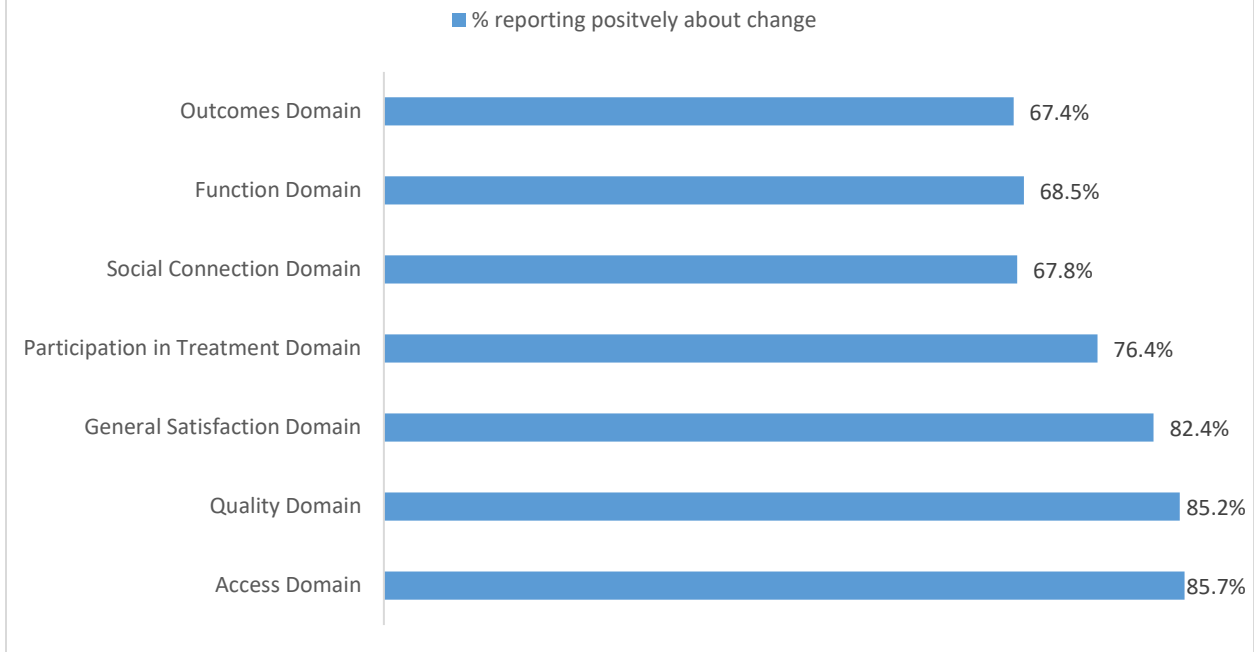
*32.1% of consumers responded “Does not apply” to this survey item.

Statewide Domain Results – MHSIP

Eighty-five percent of consumers reported positively about the quality domain, which included statements that measured many issues surrounding quality of services including consumer rights, staff respect, staff sensitivity to cultural backgrounds, the use of consumer-run programs and awareness of side effects. The access domain measured whether the location and time of services is convenient to the consumer, staff response time and access to all needed services. Eighty-six percent of consumers reported positively about the access domain.

The general satisfaction domain statements measured consumers' overall satisfaction with services, living arrangements and also if they would recommend the services to a friend or family member and 82 percent of consumers reported positively about general satisfaction. The participation in treatment domain measured how comfortable consumers are participating in services as well as their involvement in determining treatment goals. Seventy-six percent of consumers reported positively about participation. Sixty-eight percent of consumers reported positively about the social connection domain measures of support of family and friends, friendships and belonging in the community. Function domain statements measured consumers' ability to handle issues as well as their needs and only 69 percent of consumers reported positively about function. Sixty-seven percent of consumers reported positively about outcomes regarding their ability to control their life, get along with family and their ability to do better in work/school and other social settings.

Fig. 8: 2021 MHSIP Domain Scores



2021 Youth Services Survey for Families Survey Results
Frequency Report

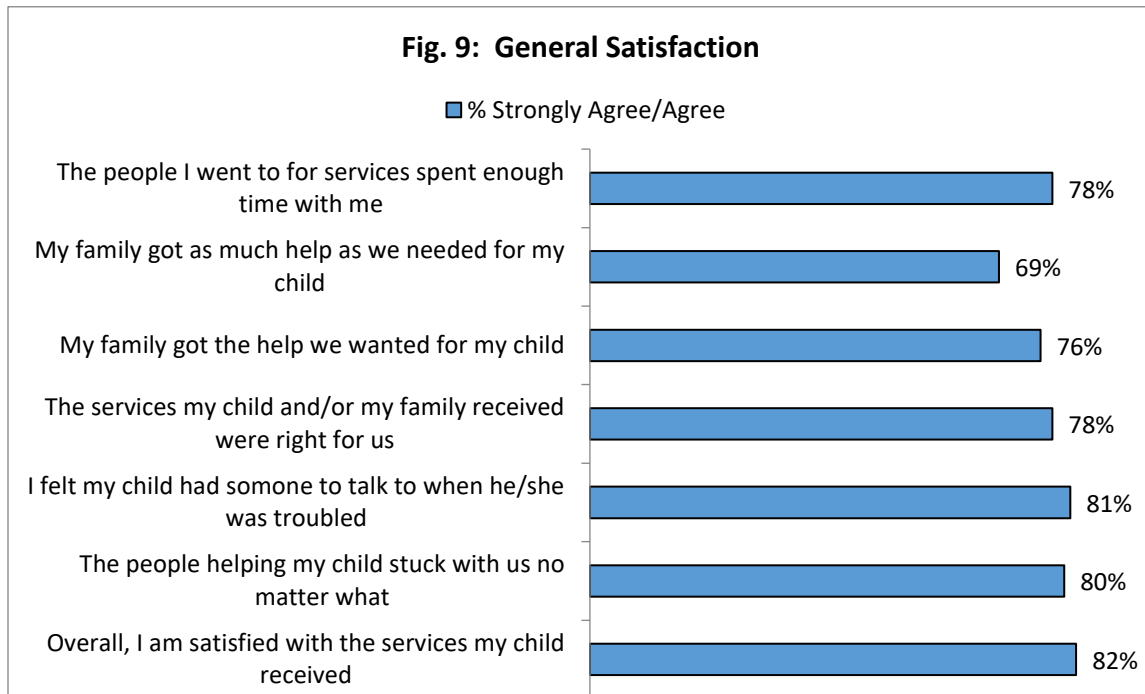
Community Services Board	Number of Consumers	Number of Consumers Responding	CSB % of Total Completes
Alexandria	22	4	1.5%
Alleghany Highlands	13	5	1.8%
Arlington	22	1	0.4%
Blue Ridge	52	6	2.2%
Chesapeake	38	5	1.8%
Chesterfield	40	6	2.2%
Colonial	47	8	2.9%
Crossroads	24	1	0.4%
Cumberland Mountain	77	13	4.7%
Danville-Pittsylvania	34	0	0.0%
Dickenson	9	1	0.4%
District 19	20	1	0.4%
Eastern Shore	26	4	1.5%
Fairfax	110	13	4.7%
Goochland/Powhatan	8	4	1.5%
Hampton/Newport News	167	12	4.4%
Hanover	25	3	1.1%
Harrisonburg/Rockingham	74	8	2.9%
Henrico	61	5	1.8%
Highlands	84	14	5.9%
Horizon	200	19	6.9%
Loudoun	25	1	0.4%
Middle Peninsula/Northern Neck	74	6	2.2%
Mount Rogers	167	21	7.6%
New River Valley	239	28	10.2%
Norfolk	17	2	.07%
Northwestern	84	10	3.6%
Piedmont	113	13	4.7%
Planning District 1	70	6	2.2%
Portsmouth	3	0	0.0%
Prince William	69	4	1.5%
Rappahannock Area	91	10	3.6%
Rappahannock Rapidan	14	1	0.4%
Region 10	88	14	5.1%
Richmond	65	1	0.4%
Rockbridge	19	0	0.0%
Southside	28	4	1.5%

Community Services Board	Number of Consumers	Number of Consumers Responding	CSB % of Total Completes
Valley	59	10	3.6%
Virginia Beach	41	4	1.5%
Western Tidewater	81	7	2.5%

General Satisfaction Domain Results

The majority of parents responded favorably to questions about their general satisfaction with the services their child has received.

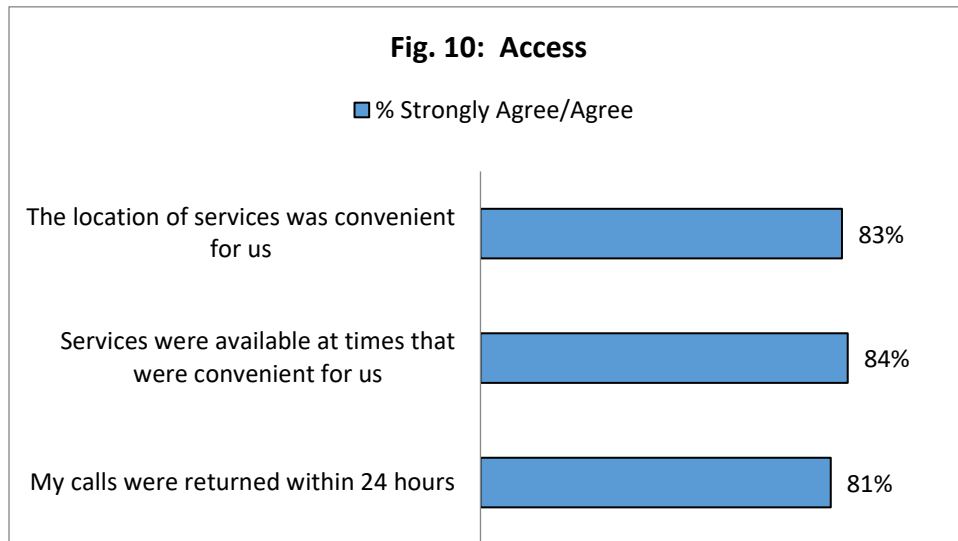
- ♦ 82% said they are satisfied with the services their child has received.
- ♦ 81% indicated that they felt their child had someone to talk to when he/she was troubled.
- ♦ 80% said the people helping their child stuck with them no matter what.
- ♦ 78% said the people they went to for services spent enough time with them.
- ♦ 76% said their family got the help they wanted for their child.



Access Domain Results

Questions asked about access to services resulted in overall positive responses from families.

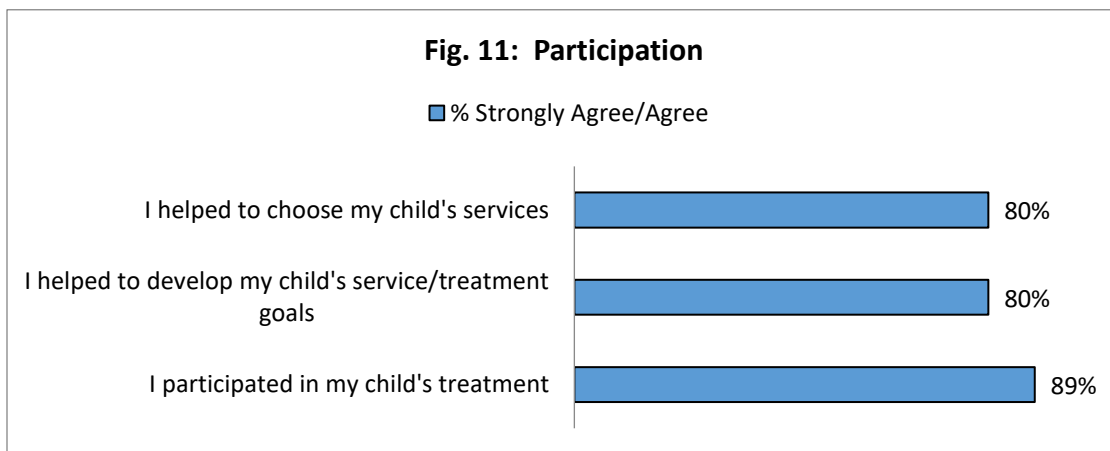
- ♦ 84% said services were available at times that were convenient for their family.
- ♦ 83% indicated the location of services was convenient for their family.
- ♦ 81% of families indicated their calls were returned within 24 hours.



Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable.

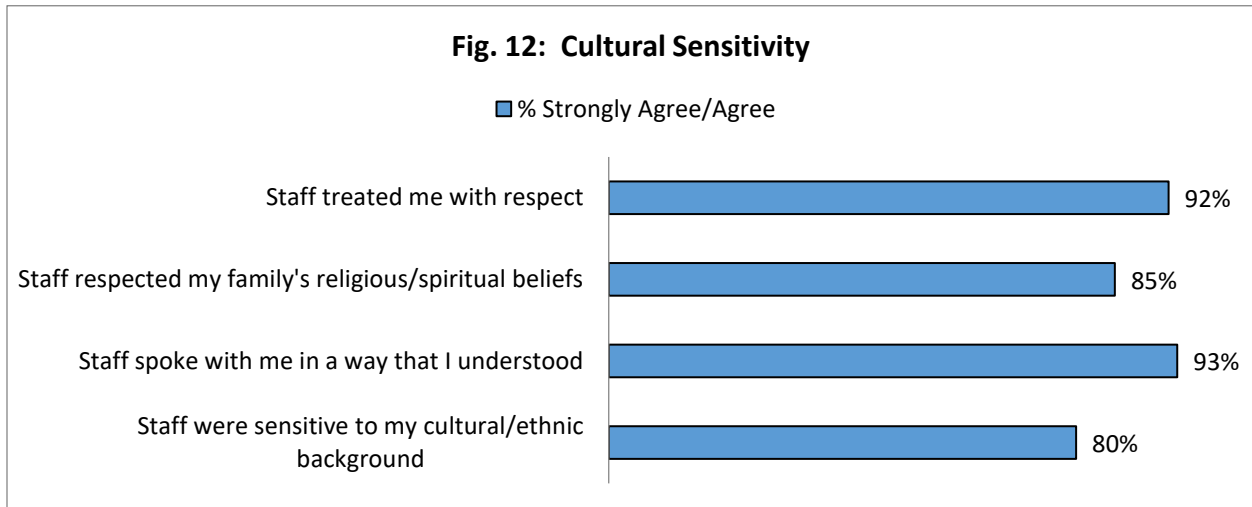
- ♦ 89% said they participated in their child's treatment.
- ♦ 80% said they helped to choose their child's services.
- ♦ 80% said they helped develop their child's treatment goals.



Cultural Sensitivity Domain Results

Respondents were asked a series of questions related to the staff's cultural sensitivity. Overall, the majority of respondents responded favorably to these questions.

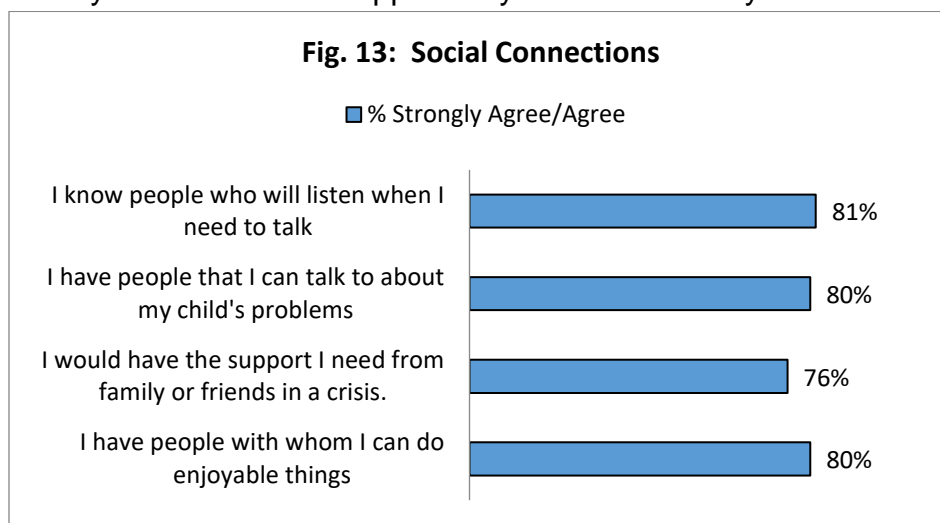
- ♦ 93% said staff spoke to them in a way that was understandable.
- ♦ 92% indicated staff treated them with respect.
- ♦ 85% said staff respected their family's religious/spiritual beliefs.
- ♦ 80% reported staff were sensitive to their cultural/ethnic background.



Social Connections Domain Results

Respondents were asked questions about social connections. Responses were relatively consistent for this series of questions.

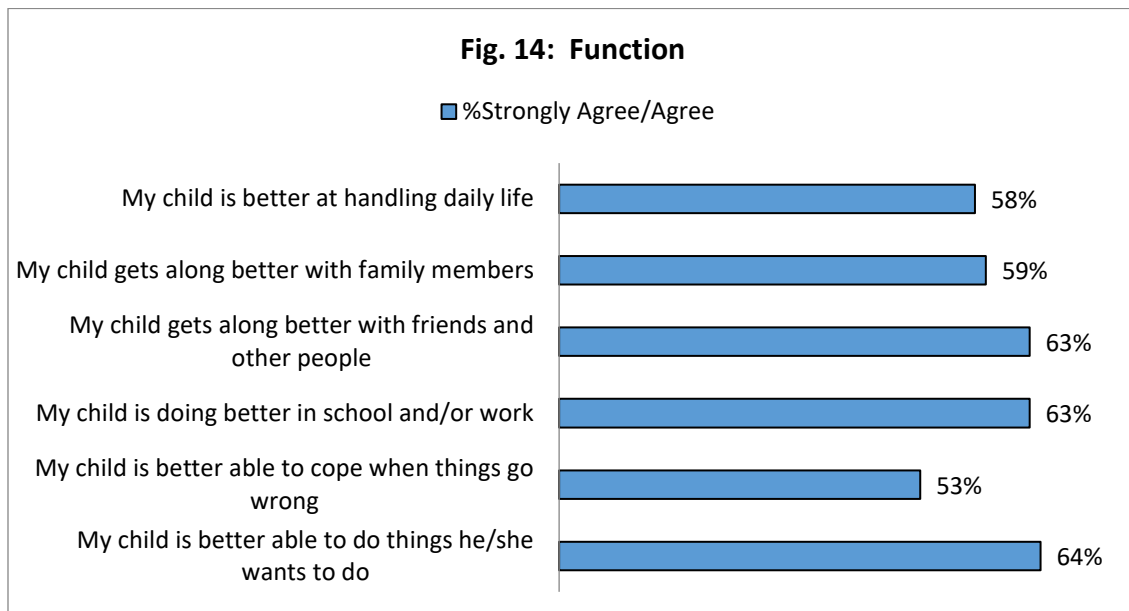
- ♦ 81% indicated they have people who will listen when they need to talk.
- ♦ 80% said they have people whom they can do enjoyable things.
- ♦ 76% said they would have the support they need from family or friends in a crisis.



Function Domain Results

Results were not as favorable when respondents were asked a series of questions about functioning as a result of services received.

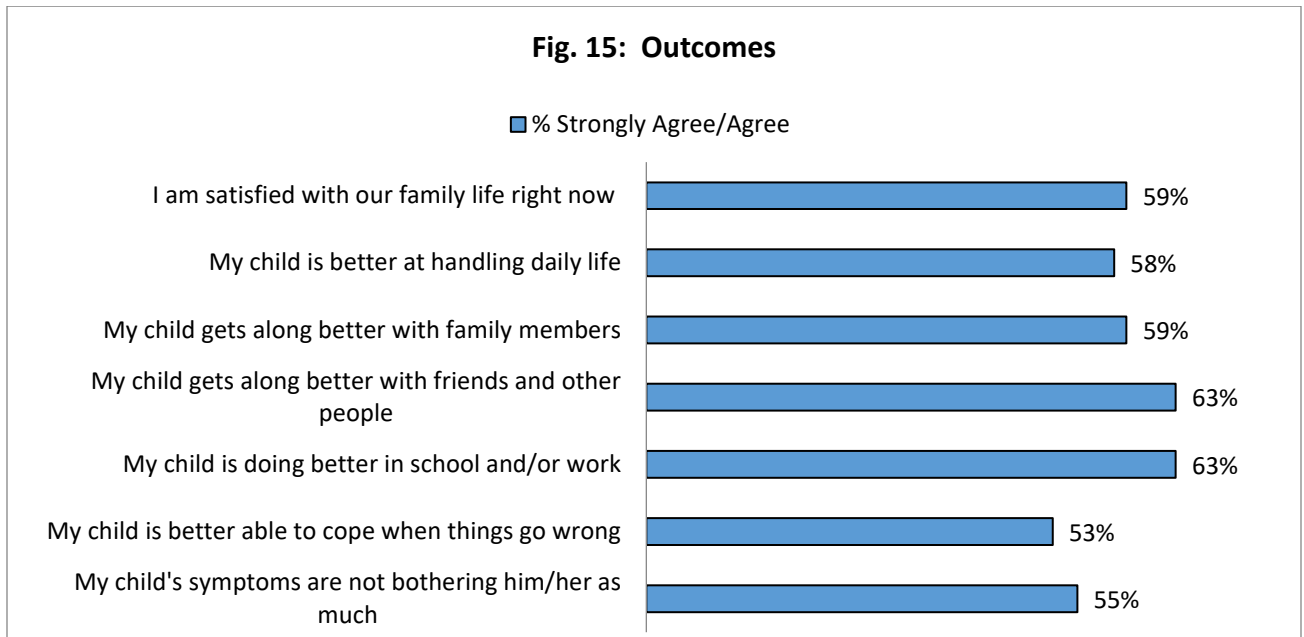
- ♦ 64% indicated their child is better able to do things he/she wants to do.
- ♦ 63% said their child gets along better with friends and other people.
- ♦ 63% said their child is doing better in school and/or work.
- ♦ 59% said their child gets along better with family members.
- ♦ 53% said their child is better able to cope when things go wrong.



Outcomes Domain Results

Responses to questions about the outcomes of services received were similar to functioning domain results.

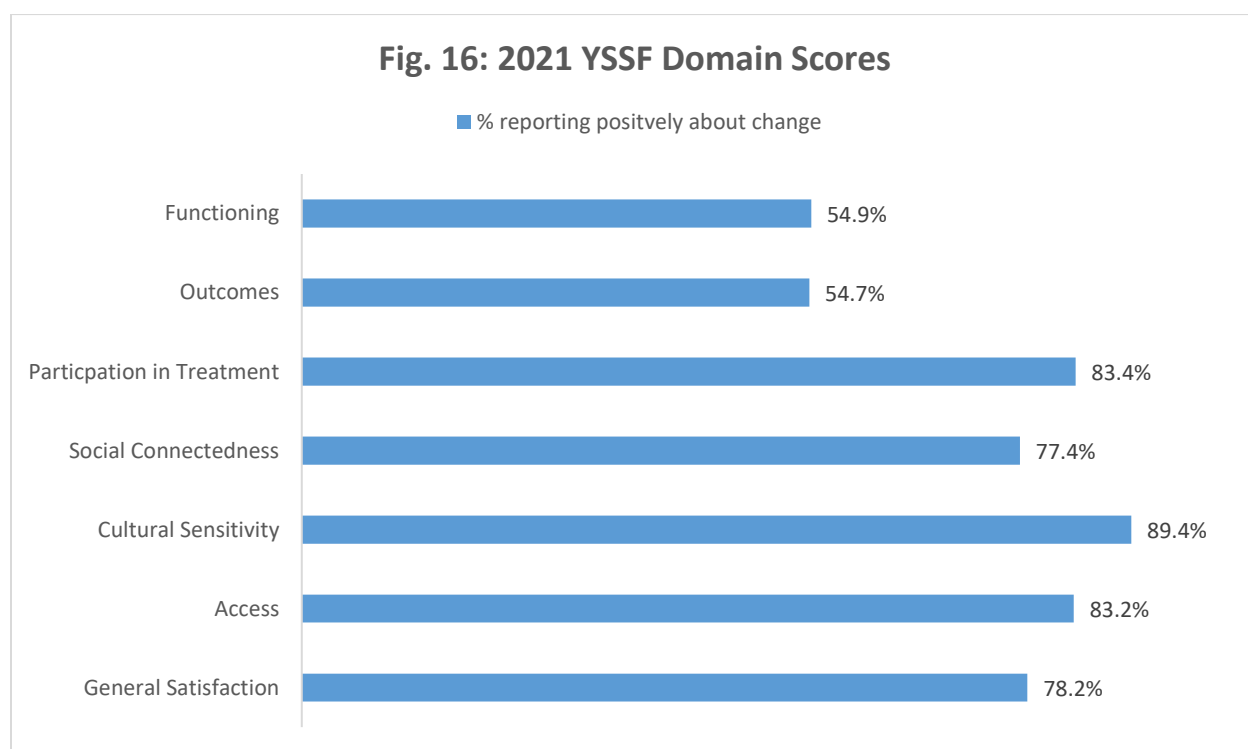
- ♦ 63% said their child gets along better with friends and other people.
- ♦ 59% of parents said they are satisfied with their family life right now.
- ♦ 55% said their child's symptoms are not bothering him/her as much
- ♦ 53% said their child is better able to cope when things go wrong.



Statewide Domain Results – YSSF

Eighty-nine percent of consumers reported positively about the cultural sensitivity domain measures of respect of religious beliefs and cultural background. Eighty-three percent of families reported positively about the access domain including location and time of services being convenient to the consumer, staff response time and access to all needed services. The participation in treatment domain measured consumer participation in services as well as their involvement in determining their child's treatment goals. Eighty-three percent of consumers reported positively about participation.

The general satisfaction domain measured consumers' overall satisfaction with services, family specific services and also support their family receives and 78 percent of consumers reported positively about general satisfaction. Seventy-seven percent of consumers reported positively about the social connection domain which measures the support of family and friends and other relationships. Function domain statements measured consumers' ability to handle issues and only 55 percent of consumers reported positively about function. Only 55 percent of consumers reported positively about outcome measures regarding their child's ability to get along with friends and family and their ability to do better in work/school.



APPENDIX – INDIVIDUAL DOMAIN STATEMENT
PERCENTAGE/FREQUENCY TABLES

ADULTS (MHSIP) - GENERAL SATISFACTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I like the services that I received here.	53.9% (185)	35.0% (120)	6.1% (21)	2.9% (10)	2.0% (7)	0.0% (0)
If I had other choices, I would still get services from this agency.	46.8% (160)	37.1% (127)	7.6% (26)	5.8% (20)	2.0% (7)	0.6% (2)
I would recommend this agency to a friend or family member.	49.0% (167)	38.4% (131)	7.0% (24)	2.9% (10)	2.6% (9)	0.0% (0)
I am satisfied with my living arrangements.	41.3% (141)	32.6% (111)	10.9% (37)	7.6% (26)	5.6% (19)	2.1% (7)

PARTICIPATION IN TREATMENT DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I feel comfortable asking questions about my treatment and medication.	47.8% (164)	38.8% (133)	7.0% (24)	3.2% (11)	2.0% (7)	1.2% (4)
I, not staff, decided my treatment goals.	37.8% (126)	33.6% (112)	17.1% (57)	4.5% (15)	2.4% (8)	4.5% (15)

ACCESS DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The location of services was convenient (parking, public transportation, distance, etc.).	48.5% (164)	37.3% (126)	6.8% (23)	2.4% (8)	1.5% (5)	3.6% (12)
Staff were willing to see me as often as I felt it was necessary.	47.8% (163)	34.9% (119)	10.3% (35)	2.9% (10)	2.6% (9)	1.5% (5)
Staff returned my calls in 24 hours.	40.5% (137)	36.4% (123)	12.4% (42)	4.1% (14)	3.3% (11)	3.3% (11)
Services were available at time that were good for me.	42.8% (146)	45.5% (155)	6.7% (23)	2.6% (9)	2.1% (7)	0.3% (1)
I was able to get all the services I thought I needed.	43.9% (151)	39.2% (135)	7.8% (27)	4.9% (17)	3.2% (11)	0.9% (3)

QUALITY DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Staff believe that I can grow, change and recover.	44.7% (153)	35.4% (121)	12.0% (41)	3.2% (11)	1.5% (5)	3.2% (11)
I feel free to complain.	44.1% (149)	35.5% (120)	11.2% (38)	4.4% (15)	3.0% (10)	1.8% (6)
I was given information about my rights.	51.5% (177)	35.8% (123)	6.7% (23)	3.5% (12)	1.7% (6)	0.9% (3)
Staff encouraged me to take responsibility for how I live my life.	42.0% (141)	38.1% (128)	10.7% (36)	3.6% (12)	1.5% (5)	4.2% (14)
Staff told me what medication side effects to watch out for.	35.8% (122)	33.1% (113)	11.1% (38)	9.4% (32)	3.2% (11)	7.3% (25)
Staff respected my wishes about who is and who is not be given information about my treatment.	51.9% (176)	38.1% (129)	5.3% (18)	2.1% (7)	0.9% (3)	1.8% (6)
Staff were sensitive to my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.).	42.3% (145)	33.2% (114)	12.5% (43)	2.9% (10)	2.0% (7)	7.0% (24)
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	41.0% (139)	35.4% (120)	10.3% (35)	5.6% (19)	1.8% (6)	5.9% (20)
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	38.1% (128)	34.2% (115)	11.0% (37)	6.0% (20)	3.0% (10)	7.7% (26)

FUNCTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
My symptoms are not bothering me as much.	26.1% (89)	32.3% (110)	22.3% (76)	7.9% (27)	7.6% (26)	3.8% (13)
I do things that are more meaningful for me.	35.4% (121)	39.8% (136)	16.4% (56)	2.3% (8)	4.4% (15)	1.8% (6)
I am better able to take care of my needs.	30.1% (103)	44.2% (151)	14.9% (51)	5.0% (17)	3.5% (12)	2.3% (8)
I am better able to handle things when they go wrong.	24.6% (84)	36.7% (125)	24.3% (83)	9.1% (31)	3.8% (13)	1.5% (5)
I am better able to do the things that I want to do.	27.2% (92)	41.1% (139)	18.3% (62)	7.4% (25)	3.8% (13)	2.1% (7)

OUTCOMES DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I deal more effectively with daily problems.	30.7% (106)	40.3% (139)	18.6% (64)	5.5% (19)	3.2% (11)	1.7% (6)
I am better able to control my life.	32.1% (110)	36.4% (125)	18.7% (64)	6.7% (23)	3.5% (12)	2.6% (9)
I am better able to deal with crisis.	31.0% (106)	35.1% (120)	17.8% (61)	8.8% (30)	5.6% (19)	1.8% (6)
I am getting along better with my family.	34.1% (116)	31.2% (106)	16.2% (55)	7.1% (24)	5.9% (20)	5.6% (19)
I do better in social situations.	26.0% (88)	32.2% (109)	22.4% (76)	9.1% (31)	6.5% (22)	3.8% (13)
I do better in school and/or work.	19.0% (62)	20.2% (66)	20.2% (66)	4.0% (13)	4.6% (15)	32.1% (105)

SOCIAL CONNECTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
In a crisis, I would have the support I need from family or friends.	38.7% (132)	37.0% (126)	12.6% (43)	6.2% (21)	4.1% (14)	1.5% (5)
I have people with whom I can do enjoyable things.	35.1% (120)	37.4% (128)	14.6% (50)	7.0% (24)	4.4% (15)	1.5% (5)
I am happy with the friendships I have.	32.4% (110)	37.9% (129)	16.8% (57)	6.8% (23)	3.2% (11)	2.9% (10)
I feel I belong in my community.	27.9% (95)	33.7% (115)	21.1% (72)	8.8% (30)	5.9% (20)	2.6% (9)

Youth and Families (YSSF) - GENERAL SATISFACTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Overall, I am satisfied with the services my child received.	43.4% (119)	38.3% (105)	8.4% (23)	7.7% (21)	2.2% (6)
The people helping my child stuck with us no matter what.	45.4% (123)	34.3% (93)	10.3% (28)	7.4% (20)	2.6% (7)
I felt my child had someone to talk to when he/she was troubled.	39.9% (108)	41.0% (111)	11.8% (32)	5.2% (14)	2.2% (6)
The services my child and/or family received were right for us.	40.3% (110)	37.4% (102)	14.3% (39)	5.5% (15)	2.6% (7)
My family got the help we wanted for my child.	39.3% (107)	36.4% (99)	11.0% (30)	10.7% (29)	2.6% (7)
My family got as much help as we needed for my child.	37.3% (101)	31.7% (86)	13.7% (37)	14.4% (39)	3.0% (8)
The people I went to for services spent enough time with me.	41.9% (114)	35.7% (97)	15.4% (42)	5.5% (15)	1.5% (4)

PARTICIPATION IN TREATMENT DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I helped choose my child's services.	36.0% (98)	44.1% (120)	13.2% (36)	5.1% (14)	1.5% (4)
I helped develop my child's service/treatment goals.	35.9% (97)	44.4% (120)	12.6% (34)	6.7% (18)	0.4% (1)
I participated in my child's treatment.	44.5% (121)	44.1% (120)	8.1% (22)	2.9% (8)	0.4% (1)

ACCESS DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The location of services was convenient for us.	49.5% (136)	33.5% (92)	13.1% (36)	3.3% (9)	0.7% (2)
Services were available at times that were convenient for us.	36.9% (100)	46.9% (127)	10.0% (27)	3.7% (10)	2.6% (7)
My calls were returned within 24 hours.	40.3% (110)	40.7% (111)	10.3% (28)	6.2% (17)	2.6% (7)

CULTURAL SENSITIVITY DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Staff treated me with respect.	54.9% (150)	37.4% (102)	7.3% (20)	0.0% (0)	0.4% (1)
Staff respected my family's religious/spiritual beliefs.	48.9% (133)	36.0% (98)	14.0% (38)	0.4% (1)	0.7% (2)
Staff spoke with me in a way that I understood.	54.0% (148)	39.4% (108)	5.8% (16)	0.7% (2)	0.0% (0)
Staff were sensitive to my cultural/ethnic background.	43.1% (116)	36.8% (99)	19.3% (52)	0.7% (2)	0.0% (0)

FUNCTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My child is better at handling daily life.	21.0% (57)	36.5% (99)	23.2% (63)	15.1% (41)	4.1% (11)
My child gets along better with family members.	21.0% (57)	37.9% (103)	26.8% (73)	11.4% (31)	2.9% (8)
My child gets along better with friends and other people.	21.2% (58)	41.6% (114)	25.5% (70)	9.5% (26)	2.2% (6)
My child is doing better in school and/or work.	21.6% (58)	41.3% (111)	23.4% (63)	11.2% (30)	2.6% (7)
My child is better able to cope when things go wrong.	19.2% (52)	33.6% (91)	26.9% (73)	15.1% (41)	5.2% (14)
My child is better able to do the things he or she wants to do.	22.1% (60)	41.9% (114)	24.3% (66)	9.2% (25)	2.6% (7)

OUTCOMES DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with our family life right now.	24.1% (65)	35.2% (95)	22.6% (61)	13.3% (36)	4.8% (13)
My child is better at handling daily life.	21.0% (57)	36.5% (99)	23.2% (63)	15.1% (41)	4.1% (11)
My child gets along better with family members.	21.0% (57)	37.9% (103)	26.8% (73)	11.4% (31)	2.9% (8)
My child gets along better with friends and other people.	21.2% (58)	41.6% (114)	25.5% (70)	9.5% (26)	2.2% (6)
My child is doing better in school and/or work.	21.6% (58)	41.3% (111)	23.4% (63)	11.2% (30)	2.6% (7)
My child is better able to cope when things go wrong.	19.2% (52)	33.6% (91)	26.9% (73)	15.1% (41)	5.2% (14)
My child's symptoms are not bothering him/her as much.	20.1% (54)	34.6% (93)	20.4% (55)	18.2% (49)	6.7% (18)

SOCIAL CONNECTION DOMAIN

Survey Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I know people who will listen when I need to talk.	36.7% (99)	44.4% (120)	14.1% (38)	3.3% (9)	1.5% (4)
I have people I can talk to about my child's problems.	36.7% (99)	43.3% (117)	13.3% (36)	5.2% (14)	1.5% (4)
I would have the support I need from family or friends in a crisis.	37.9% (102)	37.9% (102)	17.1% (46)	4.8% (13)	2.2% (6)
I have people with whom I can do enjoyable things.	37.3% (100)	42.2% (113)	15.3% (41)	3.4% (9)	1.9% (5)

CONSUMER SURVEY 2021



In order to improve services, we need to know what you think about the services you receive at this agency and the people who provide them.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. Choose ONE response. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column), to indicate that this item does not apply to you. Your participation in this survey is voluntary and your answers will be confidential.

Shade Circles Like This--> ●
Not Like This--> ○

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. I like the services that I received here.....	○	○	○	○	○	○
2. If I had other choices, I would still get services from this agency.....	○	○	○	○	○	○
3. I would recommend this agency to a friend or family member.....	○	○	○	○	○	○
4. The location of services was convenient (parking, public transportation, distance, etc.).....	○	○	○	○	○	○
5. Staff were willing to see me as often as I felt it was necessary.....	○	○	○	○	○	○
6. Staff returned my call in 24 hours.....	○	○	○	○	○	○
7. Services were available at times that were good for me.....	○	○	○	○	○	○
8. I was able to get all the services I thought I needed.....	○	○	○	○	○	○
9. Staff believe that I can grow, change, and recover.....	○	○	○	○	○	○
10. I feel comfortable asking questions about my treatment and medication.....	○	○	○	○	○	○
11. I feel free to complain.....	○	○	○	○	○	○
12. I was given information about my rights.....	○	○	○	○	○	○
13. Staff encouraged me to take responsibility for how I live my life.....	○	○	○	○	○	○
14. Staff told me what medication side effects to watch out for.....	○	○	○	○	○	○
15. Staff respected my wishes about who is and who is not to be given information about my treatment.....	○	○	○	○	○	○
16. I, not staff, decided my treatment goals.....	○	○	○	○	○	○
17. Staff were sensitive to my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.).....	○	○	○	○	○	○
18. Staff helped me obtain the information I needed so that I could take charge of managing my illness.....	○	○	○	○	○	○
19. I was encouraged to use consumer run-programs (support groups, drop-in centers, crisis phone line, etc.).....	○	○	○	○	○	○
<u>As a direct result of the services I received:</u>						
20. I deal more effectively with daily problems.....	○	○	○	○	○	○
21. I am better able to control my life.....	○	○	○	○	○	○
22. I am better able to deal with crisis.....	○	○	○	○	○	○
23. I am getting along better with my family.....	○	○	○	○	○	○
24. I do better in social situations.....	○	○	○	○	○	○
25. I do better in school and/or work.....	○	○	○	○	○	○
26. My symptoms are not bothering me as much.....	○	○	○	○	○	○
27. I am satisfied with my living arrangements.....	○	○	○	○	○	○
28. I do things that are more meaningful to me.....	○	○	○	○	○	○



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Additional Items

As a direct result of the services I received:

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Does Not Apply</u>
29. I am better able to take care of my needs.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. I am better able to handle things when they go wrong.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I am better able to do things that I want to do.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. In a crisis, I would have the support I need from family or friends.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. I have people with whom I can do enjoyable things.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. I am happy with the friendships I have.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. I feel I belong in my community.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any other comments you have about this organization and the services you have received:

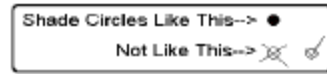
Thank you for taking the time to answer these questions!

YOUTH SERVICES SURVEY FOR FAMILIES (YSS-F 2021)

Instructions:

Please help our agency make services better by answering some questions about the services your child received. Your answers are confidential and will not influence the services you or your child receive.

Please indicate if you Strongly Disagree, Disagree, feel Neutral, Agree, or Strongly Agree with each of the statements below by filling in the circle that best describes your answer. Please do not use a pencil. Please use a black or blue PEN. Fill in the circles completely as in the following example:



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to develop my child's service/treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he or she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and/or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My calls were returned within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The people I went to for services spent enough time with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services my child and/or family received:

18. My child's symptoms are not bothering him/her as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. My child is better able to do things he or she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue on the other side of the page ->
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For the following items, please think about people in your life other than your service providers.

<i>As a result of the services my child and/or family received,</i>	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
26. I know people who will listen when I need to talk.....	○	○	○	○	○
27. I have people I can talk to about my child's problems.....	○	○	○	○	○
28. I would have the support I need from family or friends in a crisis.....	○	○	○	○	○
29. I have people with whom I can do enjoyable things.....	○	○	○	○	○

30. What has been the most helpful thing about the services you and your child received?

31. What would improve services here?

Thank you for taking the time to answer these questions!
Please mail the completed survey in the postage paid envelope that was provided.