

Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), annually administers a survey to a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the Youth Satisfaction Survey for Families (YSSF) to conduct a region wide perception of care survey to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to MSHN for regional analysis. The survey outcomes will be compared to the previous year's Perception of Care Reports and is reported to MSHN's Quality Improvement Council (QIC) and available to stakeholders on the MSHN Website and upon request.

Methodology

The population group included all individuals 17 years or younger who received services between June 1, 2020 and July 30, 2020. The raw data was required to be received by MSHN no later than August 28, 2020. MSHN prepared an analysis, which includes comparison data between CMHSPs. Accommodations were made as a result of the regulatory changes related to the COVID Pandemic. The accommodations include modifications of the distribution method to include face to face, mailed, or phone surveys. Caution should be taken when using this data to make decisions.

Changes made to the methodology include the following:

- FY2012 MDHHS QIC decided that PIHPs can opt to assign numerical identifiers to the YSSF in order to identify the respondents. MSHN does not require the use of identifiers.
- FY2019/20 The population group was expanded to include all youth individuals and families served

Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number distributed. The number of surveys distributed was determined using three different methods; number mailed, the number offered, the unique number of individuals served during the time period. The process used for distribution may skew the response rates. Figure 1 indicates the return rate for each CMHSP where data was available prior to August 28th, 2020. Any surveys received after August 28th, 2020 were not included in the results.

Figure 1. MSHN and CMHSP Participants Return Rate

YSSF	2013	2014	2015	2016/17	2019/20**		
	Response Rates	Response Rates	Response Rates	Response Rates	Response Rates	Number Distributed	Received
MSHN	32%	22%	40%	33%	17%	4963	839
BABH	15%	28%	15%	30%	13%	513	68
CEI	37%	9%	63%	10%	9%	970	91
CMHCM	24%	31%	41%	39%	5%	572	27
GIHN	95%	42%	31%	70%	23%	455	104
HBH	10%	100%	38%	41%	9%	81	7
The Right Door	*	52%	35%	46%	11%	518	58
Lifeways	15%	34%	33%	36%	59%	307	180
MCN	20%	32%	34%	39%	9%	185	16
NCMH	*	100%	21%	23%	65%	285	185
Saginaw	13%	59%	30%	29%	8%	884	72
Shiawassee	43%	10%	40%	79%	11%	120	13
TBHS	56%	56%	77%	75%	25%	73	18

*No data available **All youth programs (OPT/CSM/HBS) included in the results.

Data Analysis

YSSF – There are seven subscales included in the survey. Each subscale has multiple questions related to the subscale topic. The subscales are as follows: quality and appropriateness (satisfaction with service), access to care, family participation in treatment planning, outcomes of care, cultural sensitivity of staff, social connectedness, and social functioning. Those questions that have a “blank” are removed from the sample.

1. Subscale Means-To obtain individual subscale scores, each response is assigned the following numerical values:

Strong Agree = 5

Agree = 4

Neutral = 3

Disagree = 2

Strongly Disagree = 1

For each respondent the scores for each item in the subscale are summed, then divided by the total number of items in the subscale. The result is a mean score for each individual respondent that may vary between 1 and 5. To obtain the program mean, individual means are summed and then divided by the total number of respondents.

Individual records missing more than 1/3 of total responses (blanks, or invalid response) are removed from the report. Within the subscales, if an individual is missing 1 or more of the included questions (blanks, or invalid responses) they are removed from the scoring for that specific subscale. The individuals’ valid responses are not removed from calculating the

response totals to individual questions in Attachment A; even if they were removed from the subscale.

2. Percentage of Respondents in Agreement (by subscale)-Individual subscale means are computed for each respondent with valid data using the protocol described in section 1. Individual mean scores greater than or equal to 3.50 are classified as being “in agreement.” The total number of respondents “in agreement” is then divided by the total number of respondents with the result multiplied by 100.

The results are analyzed as follows:

PIHP and CMHSP

- By Subscale
- By Subscale Line Item

Survey Findings

MSHN’s percentage of agreement for each subscale for 2020/2019 scored above the desired threshold for five out of seven subscales. Figure 2a demonstrates the ranking of each subscale. MSHN scored the highest in the “Perception of Cultural Sensitivity” and “Perception of Access”. Each subscale scored above the desired threshold of 80% except the “Perception of Outcomes of Services” and “Perception of Social Functioning”.

Figure 2a. MSHN 2020/19 Subscale Ranking

Subscale	MSHN
Perception of Cultural Sensitivity	98%
Perception of Access	95%
Perception of Participation in Treatment	94%
Perception of Social Connectedness	92%
Appropriateness	87%
Functioning	65%
Outcomes	62%

In addition to the subscale score, a score is calculated to determine agreement with the individual question. This is completed using two methods. The first method is by calculating those who responded with “agree-4” or strongly agree-5” (Figure 2b and Figure 3). This excludes those responses with “neutral-3” that neither affects the data positively or negatively. MSHN demonstrated a range of 53% to 98% for 2019/20. The score of each subscale since 2013 is demonstrated in Figure 2b.

The second method as demonstrated in Figure 4 provides the mean or average of each question which includes the “neutral-3” response. A score of 3.50 or higher indicates agreement with the statement. MSHN received a score of 3.50 or higher indicating agreement with all statements (Figure 4). The variability demonstrated in the two different methods is an indicator of the number of “neutral” that are included within the responses.

Figure 2b. MSHN Longitudinal Data by Subscale and Subscale Line Item (Percent of Strongly Agree and Agree)
Youth – (2013-2017 includes HBS only; beginning 2019 includes all youth programs OPT, CSM, HBS)

	*2013	*2014	*2015	*2016/17	2019/20
Perception of Access	90%	92%	90%	90%	95%
Q8. The location of services was convenient for us.	96%	98%	97%	97%	94%
Q9. Services were available at times that were convenient for us.	96%	95%	95%	96%	92%
Perception of Participation in Treatment	95%	95%	96%	95%	94%
Q2. I helped to choose my child’s services.	91%	90%	92%	90%	92%
Q3. I helped to choose my child’s treatment goals.	98%	96%	97%	97%	94%
Q6. I participated in my child’s treatment.	97%	97%	99%	98%	96%
Perception of Cultural Sensitivity	98%	99%	97%	98%	98%
Q12. Staff treated me with respect.	96%	100%	98%	99%	97%
Q13. Staff respected my family’s religious/spiritual beliefs.	93%	94%	96%	97%	94%
Q14. Staff spoke with me in a way that I understand.	98%	99%	99%	99%	98%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	93%	95%	92%	94%
Appropriateness	90%	92%	90%	90%	87%
Q1. Overall, I am satisfied with the services my child received.	92%	93%	95%	95%	89%
Q4. The people helping my child stuck with us no matter what.	91%	91%	93%	92%	89%
Q5. I felt my child had someone to talk to when she/he was troubled.	88%	90%	92%	89%	85%
Q7. The services my child and/or family received were right for us.	91%	88%	92%	92%	87%
Q10. My family got the help we wanted for my child.	86%	82%	87%	87%	82%
Q11. My family got as much help as we needed for my child.	80%	77%	80%	83%	75%
Perception of Outcome of Services	63%	65%	60%	65%	62%
Q16. My child is better at handling daily life.	65%	69%	64%	68%	64%
Q17. My child gets along better with family.	67%	67%	63%	67%	63%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%	64%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%	53%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%	56%
Q21. I am satisfied with our family life right now.	56%	61%	55%	61%	66%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%	69%
Perception of Social Connectedness	92%	92%	84%	88%	92%
Q23. I know people who will listen and understand me when I need to talk.	88%	88%	85%	88%	89%
Q24. I have people that I am comfortable talking with about my child’s problems.	88%	91%	88%	89%	93%
Q25. In a crisis, I would have the support I need from family or friends.	76%	80%	81%	82%	88%
Q26. I have people with whom I can do enjoyable things.	79%	87%	81%	88%	89%
Perception of Social Functioning	*	69%	61%	66%	65%
Q16. My child is better at handling daily life.	65%	69%	64%	68%	64%
Q17. My child gets along better with family.	67%	67%	63%	67%	63%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%	64%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%	53%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%	56%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%	69%

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Figure 3. MSHN and CMHSP Longitudinal Data of Percentage of Agreement including the neutral responses. Report not completed in 2018.

		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Appropriateness	2013	90%	64%	86%	91%	97%	100%	93%	90%	91%	100%	100%	100%	91%
	2014	92%	80%	93%	92%	100%	79%	91%	93%	87%	100%	90%	100%	94%
	2015	90%	93%	86%	85%	92%	83%	89%	91%	85%	80%	94%	86%	98%
	2016/17	90%	97%	90%	91%	81%	86%	88%	91%	85%	80%	100%	89%	98%
	**2019/20	87%	79%	80%	79%	87%	86%	88%	94%	88%	95%	85%	77%	100%
Access	2013	98%	93%	99%	100%	97%	100%	100%	96%	100%	100%	100%	100%	97%
	2014	98%	93%	100%	96%	100%	100%	96%	97%	93%	100%	100%	100%	100%
	2015	96%	100%	94%	97%	96%	90%	100%	96%	95%	100%	83%	93%	97%
	2016/17	97%	98%	97%	95%	95%	93%	98%	97%	90%	100%	100%	98%	100%
	**2019/20	95%	93%	94%	92%	98%	86%	100%	98%	81%	96%	93%	85%	100%
Outcome of Services	2013	63%	77%	86%	100%	59%	100%	93%	90%	100%	100%	100%	100%	97%
	2014	65%	53%	73%	55%	79%	57%	62%	63%	71%	40%	70%	67%	74%
	2015	60%	67%	71%	49%	59%	51%	56%	56%	61%	66%	62%	67%	64%
	2016/17	65%	71%	73%	65%	49%	45%	45%	66%	59%	63%	86%	55%	80%
	**2019/20	62%	55%	47%	38%	70%	50%	62%	67%	60%	75%	56%	62%	73%
Cultural Sensitivity	2013	98%	86%	96%	98%	97%	100%	100%	97%	100%	60%	100%	100%	91%
	2014	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%
	2015	97%	100%	96%	98%	96%	100%	100%	95%	96%	95%	100%	93%	99%
	2016/17	98%	100%	100%	100%	93%	100%	100%	95%	97%	100%	100%	95%	100%
	**2019/20	98%	96%	98%	98%	100%	100%	97%	99%	100%	100%	95%	100%	100%
Participation in Treatment	2013	95%	46%	55%	59%	81%	0%	64%	57%	64%	100%	100%	60%	75%
	2014	95%	93%	91%	98%	100%	93%	96%	96%	87%	80%	90%	100%	94%
	2015	96%	100%	94%	94%	92%	100%	98%	96%	98%	100%	100%	90%	99%
	2016/17	95%	98%	95%	99%	92%	100%	98%	94%	93%	89%	100%	92%	96%
	**2019/20	94%	93%	94%	96%	91%	71%	97%	97%	94%	96%	95%	77%	100%
Social Connectedness	2013	92%	77%	86%	100%	94%	100%	93%	90%	100%	100%	100%	100%	97%
	2014	92%	93%	86%	94%	100%	86%	91%	97%	93%	60%	90%	67%	89%
	2015	84%	93%	79%	85%	94%	90%	87%	83%	81%	80%	100%	70%	89%
	2016/17	88%	84%	88%	89%	87%	68%	72%	90%	87%	67%	75%	85%	88%
	**2019/20	92%	91%	86%	83%	95%	100%	90%	97%	94%	97%	91%	92%	100%
Social Functioning	*2013	*	*	*	*	*	*	*	*	*	*	*	*	*
	2014	69%	60%	73%	60%	82%	50%	71%	66%	79%	40%	90%	67%	76%
	2015	61%	71%	73%	50%	61%	53%	59%	55%	62%	67%	67%	68%	64%
	2016/17	66%	71%	74%	65%	51%	43%	46%	67%	60%	63%	83%	56%	80%
	**2019/20	65%	56%	53%	52%	72%	43%	66%	70%	60%	76%	61%	62%	73%

(* Subscale not collected in 2013; added in 2014, **Distributed and collected during COVID-19)

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Figure 4. The mean score for each subscale line item

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Access													
Q8. The location of services was convenient for us.	4.53	4.35	4.49	4.37	4.47	4.57	4.60	4.63	4.63	4.65	4.53	3.85	4.80
Q9. Services were available at times that were convenient for us.	4.46	4.41	4.40	4.31	4.35	4.14	4.60	4.60	4.38	4.44	4.47	3.92	4.80
Perception of Participation in Treatment													
Q2. I helped to choose my child's services.	4.37	4.18	4.28	4.31	4.23	4.29	4.50	4.50	4.25	4.44	4.45	4.00	4.73
Q3. I helped to choose my child's treatment goals.	4.47	4.25	4.50	4.42	4.24	4.14	4.55	4.66	4.63	4.60	4.43	3.85	4.73
Q6. I participated in my child's treatment.	4.56	4.44	4.52	4.54	4.39	4.29	4.50	4.68	4.56	4.65	4.71	4.31	4.67
Perception of Cultural Sensitivity													
Q12. Staff treated me with respect.	4.66	4.49	4.70	4.67	4.54	4.57	4.60	4.76	4.75	4.74	4.60	4.46	4.93
Q13. Staff respected my family's religious/spiritual beliefs.	4.57	4.41	4.60	4.42	4.46	4.57	4.43	4.68	4.75	4.73	4.57	4.08	4.93
Q14. Staff spoke with me in a way that I understand.	4.65	4.47	4.63	4.62	4.53	4.57	4.60	4.73	4.73	4.68	4.74	4.54	4.93
Q15. Staff were sensitive to my cultural/ethnic background.	4.54	4.41	4.64	4.37	4.38	4.57	4.40	4.64	4.69	4.64	4.67	4.08	4.73
Appropriateness													
Q1. Overall, I am satisfied with the services my child received.	4.40	4.18	4.28	4.15	4.28	4.00	4.43	4.59	4.06	4.59	4.50	3.85	4.87
Q4. The people helping my child stuck with us no matter what.	4.48	4.28	4.44	4.37	4.42	4.29	4.36	4.66	4.50	4.64	4.35	4.00	4.93
Q5. I felt my child had someone to talk to when she/he was troubled.	4.35	4.21	4.36	4.02	4.37	4.14	4.28	4.45	4.25	4.49	4.37	3.85	4.73
Q7. The services my child and/or family received were right for us.	4.37	4.10	4.23	4.17	4.29	4.14	4.34	4.60	4.13	4.50	4.51	3.69	4.73
Q10. My family got the help we wanted for my child.	4.22	3.99	4.03	3.94	4.06	3.71	4.24	4.47	4.31	4.43	4.22	3.62	4.73
Q11. My family got as much help as we needed for my child.	4.08	3.88	3.85	3.77	3.88	3.57	4.16	4.30	4.13	4.38	4.12	3.54	4.73

(* Subscale not collected in 2013; added in 2014, **Distributed and collected during COVID-19)

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Figure 4. (Continued) The mean score for each subscale line item

Perception of Outcome of Services	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q16. My child is better at handling daily life.	3.75	3.49	3.51	3.45	3.92	3.43	3.79	3.88	3.50	4.01	3.65	3.54	4.07
Q17. My child gets along better with family.	3.73	3.56	3.57	3.42	3.88	3.29	3.64	3.85	3.69	3.96	3.65	3.46	4.13
Q18. My child gets along better with friends and other people.	3.75	3.65	3.50	3.38	3.88	3.57	3.76	3.83	3.75	4.06	3.66	3.62	4.00
Q19. My child is doing better in school and/or work.	3.57	3.49	3.28	3.18	3.77	3.71	3.43	3.72	3.38	3.61	3.64	3.62	3.80
Q20. My child is better able to cope when things go wrong.	3.55	3.34	3.42	3.15	3.57	3.43	3.62	3.73	3.40	3.66	3.58	3.31	3.93
Q21. I am satisfied with our family life right now.	3.76	3.51	3.45	3.40	3.94	3.50	3.64	3.89	3.56	4.17	3.71	3.54	3.93
Q22. My child is better able to do things he or she wants to do.	3.82	3.68	3.68	3.52	3.97	3.29	3.78	3.92	3.50	3.96	3.87	3.69	3.87
Perception of Social Connectedness	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q23. I know people who will listen and understand me when I need to talk.	4.34	4.14	4.26	4.02	4.31	3.86	4.17	4.56	4.44	4.52	4.36	4.08	4.33
Q24. I have people that I am comfortable talking with about my child's problems.	4.41	4.31	4.32	4.06	4.33	4.14	4.21	4.63	4.44	4.61	4.37	4.17	4.47
Q25. In a crisis, I would have the support I need from family or friends.	4.30	4.09	4.07	3.83	4.41	4.29	4.34	4.48	4.38	4.48	4.31	4.00	4.20
Q26. I have people with whom I can do enjoyable things.	4.28	4.08	4.20	3.83	4.35	4.43	4.24	4.42	4.19	4.53	4.23	4.08	4.27
Perception of Social Functioning	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q16. My child is better at handling daily life.	3.75	3.49	3.51	3.45	3.92	3.43	3.79	3.88	3.50	4.01	3.65	3.54	4.07
Q17. My child gets along better with family.	3.73	3.56	3.57	3.42	3.88	3.29	3.64	3.85	3.69	3.96	3.65	3.46	4.13
Q18. My child gets along better with friends and other people.	3.75	3.65	3.50	3.38	3.88	3.57	3.76	3.83	3.75	4.06	3.66	3.62	4.00
Q19. My child is doing better in school and/or work.	3.57	3.49	3.28	3.18	3.77	3.71	3.43	3.72	3.38	3.61	3.64	3.62	3.80
Q20. My child is better able to cope when things go wrong.	3.55	3.34	3.42	3.15	3.57	3.43	3.62	3.73	3.40	3.66	3.58	3.31	3.93
Q22. My child is better able to do things he or she wants to do.	3.82	3.68	3.68	3.52	3.97	3.29	3.78	3.92	3.50	3.96	3.87	3.69	3.87

(* Subscale not collected in 2013; added in 2014, **Distributed and collect during COVID-19)

Summary

The Youth Satisfaction Survey for Families was completed by each CMHSP Participant. Each survey was scored separately for comparison purposes. The survey consisted of the following subscales: perception of access, perception of access, perception participation treatment, perception of cultural sensitivity, appropriateness, perception of outcomes of services, perception of social connectedness, perception of social functioning.

The subscales in which MSHN performed above the 80% standard included the following:

- Perception of Cultural Sensitivity (98%)
- Perception of Access (95%)
- Participation in Treatment (94%)
- Social Connectedness (92%)
- Appropriateness (87%)

The subscale line items (questions) that scored the highest include:

- Q12. Staff treated me with respect (4.66)
- Q14. Staff spoke with me in a way that I understand (4.65)
- Q13. Staff respected my family's religious/spiritual beliefs (4.57)
- Q6. I participated in my child's treatment (4.56)
- Q15. Staff were sensitive to my cultural/ethnic background (4.54)

Growth areas to consider include areas that perform below the 80% for subscales or below 3.50 in the subscale line items indicating disagreement or room for improvement. In the absence of scores below 80% for the subscale or 3.50 for the subscale line item consideration should be given to the questions that offer the most opportunity for improvement or that have demonstrated a decrease since the previous year.

Subscales where MSHN did not score above the desired performance included the following:

- Perception of Outcomes of Services (62%)
- Perception of Social Functioning (65%)

No subscale line items (questions) scored below a 3.50. the following question scored the lowest indicating room for improvement:

- Q17. My child gets along better with family (3.75)
- Q19. My child is doing better in school and/or work (3.57)
- Q20. My child is better able to cope when things go wrong (3.55)

Recommendations

- Distribute the 2019/20 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), Clinical Leadership Committee (CLC), Regional Consumer Advisory Committee (RCAC)
- Each CMHSP to review internally to establish an action plan identifying growth areas, barriers, interventions, and process to monitor effectiveness of interventions.
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan, identifying regional barriers, relevant regional interventions, with measures of effectiveness.
- Improvement plan to include increase of response rates, including reviewing of the distribution methods to determine most effective method, streamline surveys to decrease survey fatigue.
- QIC to monitor for effectiveness of regional and local improvement plans.

Attachment A MSHN and CMHSP participants percentage of agreement for subscale and subscale line item

Attachment B MSHN and CMHSP average for each subscale line item

Completed by: Sandy Gettel Quality Manager MSHN

Date: September 20, 2020

1st Review by MSHN QIC

Date: September 24, 2020

2nd Review by MSHN QIC

Date: October 22, 2020

Reviewed by MSHN Clinical Leadership Committee

Date: October 22, 2020

Reviewed by MSHN Regional Advisory Council

Date: October 9, 2020

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Attachment A

Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Appropriateness	Subscale Average %	90%	97%	90%	91%	81%	86%	88%	91%	85%	80%	100%	89%	98%
1. Overall, I am satisfied with the services my child received.	% Agreement	95%	95%	96%	93%	90%	100%	96%	95%	90%	100%	100%	95%	100%
	# Agree	354	18	53	57	27	7	22	73	26	5	2	21	51
	# Valid Respondents	371	19	55	61	30	7	23	77	29	5	2	22	51
4. The people helping my child stuck with us no matter what.	% Agreement	93%	95%	91%	92%	90%	71%	95%	95%	90%	100%	100%	95%	96%
	# Agree	345	18	48	55	27	5	21	72	26	5	2	21	48
	# Valid Respondents	371	19	53	60	30	7	22	76	29	5	2	22	50
5. I felt my child had someone to talk to when she/he was troubled.	% Agreement	90%	95%	87%	92%	93%	86%	91%	87%	83%	80%	100%	91%	96%
	# Agree	334	18	48	56	26	6	21	67	24	4	2	20	49
	# Valid Respondents	371	19	55	61	28	7	23	77	29	5	2	22	51
7. The services my child and/or family received were right for us.	% Agreement	92%	95%	93%	97%	83%	86%	87%	94%	83%	80%	100%	91%	100%
	# Agree	343	18	51	59	25	6	20	72	24	4	2	20	51
	# Valid Respondents	371	19	55	61	30	7	23	77	29	5	2	22	51
10. My family got the help we wanted for my child.	% Agreement	87%	89%	91%	87%	73%	86%	83%	88%	83%	60%	100%	82%	98%
	# Agree	323	16	50	53	22	6	19	67	24	3	2	18	49
	# Valid Respondents	371	18	55	61	30	7	23	76	29	5	2	22	50
11. My family got as much help as we needed for my child.	% Agreement	84%	89%	80%	85%	63%	86%	74%	87%	79%	60%	100%	77%	98%
	# Agree	310	17	44	52	19	6	17	66	23	3	2	17	49
	# Valid Respondents	371	19	55	61	30	7	23	76	29	5	2	22	50
Perception of Access	Subscale Average %	97%	98%	97%	95%	95%	93%	98%	97%	90%	100%	100%	98%	100%
8. The location of services was convenient for us.	% Agreement	97%	100%	98%	97%	97%	100%	95%	95%	90%	100%	100%	95%	100%
	# Agree	366	19	54	59	29	7	22	73	26	5	2	21	51
	# Valid Respondents	379	19	55	61	30	7	23	77	29	5	2	22	51
9. Services were available at times that were convenient for us.	% Agreement	96%	95%	96%	93%	93%	86%	100%	99%	90%	100%	100%	100%	100%
	# Agree	365	18	53	57	28	6	22	76	26	5	2	22	51
	# Valid Respondents	379	19	55	61	30	7	22	77	29	5	2	22	51

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Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS	
Perception of Cultural Sensitivity		Subscale Average %	98%	100%	100%	100%	93%	100%	100%	95%	97%	100%	100%	95%	100%
12. Staff treated me with respect.	% Agreement	99%	100%	100%	100%	93%	100%	100%	97%	100%	100%	100%	95%	100%	
	# Agree	357	19	55	61	28	7	23	75	29	5	2	21	51	
	# Valid Respondents	362	19	55	61	30	7	23	77	29	5	2	22	51	
13. Staff respected my family's religious/spiritual beliefs.	% Agreement	97%	100%	100%	100%	90%	100%	100%	94%	97%	100%	100%	91%	100%	
	# Agree	351	19	55	61	27	7	22	72	28	5	2	20	51	
	# Valid Respondents	362	19	55	61	30	7	22	77	29	5	2	22	51	
14. Staff spoke with me in a way that I understand.	% Agreement	99%	100%	100%	100%	97%	100%	100%	97%	100%	100%	100%	100%	100%	
	# Agree	359	19	55	61	29	7	23	75	29	5	2	22	51	
	# Valid Respondents	362	19	55	61	30	7	23	77	29	5	2	22	51	
15. Staff were sensitive to my cultural/ethnic background.	% Agreement	97%	100%	98%	100%	90%	100%	100%	93%	92%	100%	100%	95%	100%	
	# Agree	350	19	48	60	27	6	22	68	24	5	2	21	49	
	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	49	
Perception of Participation in Treatment		Subscale Average %	95%	98%	95%	99%	92%	100%	98%	94%	93%	89%	100%	92%	96%
2. I helped to choose my child's services.	% Agreement	90%	100%	91%	97%	87%	100%	95%	87%	83%	100%	100%	82%	90%	
	# Agree	341	19	50	58	26	7	21	66	24	5	2	18	46	
	# Valid Respondents	377	19	55	60	30	7	22	76	29	5	2	22	51	
3. I helped to choose my child's treatment goals.	% Agreement	97%	95%	96%	98%	93%	100%	100%	97%	97%	100%	100%	95%	98%	
	# Agree	367	18	53	60	28	7	23	75	28	5	2	21	50	
	# Valid Respondents	377	19	55	61	30	7	23	77	29	5	2	22	51	
6. I participated in my child's treatment.	% Agreement	99%	100%	99%	100%	97%	100%	100%	97%	100%	68%	100%	100%	100%	
	# Agree	370	19	54	61	28	7	23	75	29	3	2	22	51	
	# Valid Respondents	377	19	55	61	30	7	23	75	29	5	2	22	51	

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Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Outcome of Services	Subscale Average %	65%	71%	73%	65%	49%	45%	45%	66%	59%	63%	86%	55%	80%
16. My child is better at handling daily life.	% Agreement	68%	68%	75%	68%	57%	43%	52%	73%	59%	60%	50%	55%	86%
	# Agree	247	13	41	41	16	3	12	56	17	3	1	12	43
	# Valid Respondents	361	19	55	60	28	7	23	77	29	5	2	22	50
17. My child gets along better with family.	% Agreement	67%	68%	75%	68%	52%	57%	41%	75%	52%	60%	50%	55%	84%
	# Agree	242	13	41	41	15	4	9	57	15	3	1	12	42
	# Valid Respondents	361	19	55	60	29	7	22	76	29	5	2	22	50
18. My child gets along better with friends and other people.	% Agreement	64%	58%	69%	66%	46%	43%	39%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	39	13	3	9	50	19	2	2	11	40
	# Valid Respondents	361	19	55	59	28	7	23	76	29	5	2	22	49
19. My child is doing better in school and/or work.	% Agreement	67%	79%	67%	64%	55%	43%	61%	66%	68%	80%	100%	59%	78%
	# Agree	242	15	37	37	16	3	14	48	19	4	2	13	39
	# Valid Respondents	361	19	55	58	29	7	23	73	28	5	2	22	50
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	67%	58%	52%	14%	48%	57%	45%	60%	100%	55%	70%
	# Agree	212	13	37	35	15	1	11	43	13	3	2	12	35
	# Valid Respondents	361	19	55	60	29	7	23	76	29	5	2	22	50
21. I am satisfied with our family life right now.	% Agreement	61%	68%	65%	62%	47%	57%	35%	62%	54%	60%	100%	55%	78%
	# Agree	222	13	36	37	14	4	8	48	15	3	2	12	39
	# Valid Respondents	361	19	55	60	30	7	23	77	28	5	2	22	50
22. My child is better able to do things he or she wants to do.	% Agreement	68%	68%	82%	67%	60%	57%	43%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	40	18	4	10	52	18	4	2	13	39
	# Valid Respondents	361	19	55	60	30	7	23	76	28	5	2	22	50
Perception of Social Connectedness	Subscale Average %	88%	84%	88%	89%	87%	68%	72%	90%	87%	67%	75%	85%	88%
23. I know people who will listen and understand me when I need to talk.	% Agreement	89%	89%	87%	92%	90%	71%	96%	88%	90%	80%	100%	86%	88%
	# Agree	334	17	48	56	27	5	22	67	26	4	2	18	44
	# Valid Respondents	375	19	55	61	30	7	23	76	29	5	2	21	50
24. I have people that I am comfortable talking with about my child's problems.	% Agreement	90%	89%	85%	93%	97%	57%	19%	92%	83%	80%	100%	86%	86%
	# Agree	336	17	47	57	29	4	21	71	24	4	2	19	44
	# Valid Respondents	375	19	55	61	30	7	23	77	29	5	2	22	51
25. In a crisis, I would have the support I need from family or friends.	% Agreement	82%	68%	84%	85%	80%	57%	83%	90%	79%	60%	50%	82%	76%
	# Agree	307	13	46	52	24	4	19	69	22	3	1	18	39
	# Valid Respondents	375	19	55	61	30	7	23	77	28	5	2	22	51
26. I have people with whom I can do enjoyable things.	% Agreement	89%	89%	87%	87%	80%	86%	91%	90%	93%	60%	50%	86%	96%
	# Agree	333	17	47	53	24	6	21	69	27	3	1	19	48
	# Valid Respondents	375	19	54	61	30	7	23	77	29	5	2	22	50

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Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Social Functioning	Subscale Average %	66%	71%	74%	65%	51%	43%	46%	67%	60%	63%	83%	56%	80%
16. My child is better at handling daily life.	% Agreement	68%	68%	75%	68%	57%	43%	52%	73%	59%	60%	50%	55%	86%
	# Agree	247	13	41	41	16	3	12	56	17	3	1	12	43
	# Valid Respondents	361	19	55	60	28	7	23	77	29	5	2	22	50
17. My child gets along better with family.	% Agreement	67%	68%	75%	68%	52%	57%	41%	75%	52%	60%	50%	55%	84%
	# Agree	242	13	41	41	15	4	9	57	15	3	1	12	42
	# Valid Respondents	361	19	55	60	29	7	22	76	29	5	2	22	50
18. My child gets along better with friends and other people.	% Agreement	64%	58%	69%	66%	46%	43%	39%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	39	13	3	9	50	19	2	2	11	40
	# Valid Respondents	361	19	55	59	28	7	23	76	29	5	2	22	49
19. My child is doing better in school and/or work.	% Agreement	67%	79%	67%	64%	55%	43%	61%	66%	68%	80%	100%	59%	78%
	# Agree	242	15	37	37	16	3	14	48	19	4	2	13	39
	# Valid Respondents	361	19	55	58	29	7	23	73	28	5	2	22	50
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	67%	58%	52%	14%	48%	57%	45%	60%	100%	55%	70%
	# Agree	212	13	37	35	15	1	11	43	13	3	2	12	35
	# Valid Respondents	361	19	55	60	29	7	23	76	29	5	2	22	50
22. My child is better able to do things he or she wants to do.	% Agreement	68%	68%	82%	67%	60%	57%	43%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	40	18	4	10	52	18	4	2	13	39
	# Valid Respondents	361	19	55	60	30	7	23	76	28	5	2	22	50

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Attachment B

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q12. Staff treated me with respect.	4.65	4.49	4.70	4.56	4.54	4.57	4.60	4.76	4.75	4.74	4.60	4.46	4.93
Q14. Staff spoke with me in a way that I understand.	4.64	4.47	4.63	4.52	4.53	4.57	4.60	4.73	4.73	4.68	4.74	4.54	4.93
Q13. Staff respected my family's religious/spiritual beliefs.	4.57	4.41	4.60	4.30	4.46	4.57	4.43	4.68	4.75	4.73	4.57	4.08	4.93
Q6. I participated in my child's treatment.	4.56	4.44	4.52	4.48	4.39	4.29	4.50	4.68	4.56	4.65	4.71	4.31	4.67
Q15. Staff were sensitive to my cultural/ethnic background.	4.54	4.41	4.64	4.26	4.38	4.57	4.40	4.64	4.69	4.64	4.67	4.08	4.73
Q8. The location of services was convenient for us.	4.53	4.35	4.49	4.35	4.47	4.57	4.60	4.63	4.63	4.65	4.53	3.85	4.80
Q3. I helped to choose my child's treatment goals.	4.48	4.25	4.50	4.41	4.24	4.14	4.55	4.66	4.63	4.60	4.43	3.85	4.73
Q4. The people helping my child stuck with us no matter what.	4.47	4.28	4.44	4.11	4.42	4.29	4.36	4.66	4.50	4.64	4.35	4.00	4.93
Q9. Services were available at times that were convenient for us.	4.46	4.41	4.40	4.07	4.35	4.14	4.60	4.60	4.38	4.44	4.47	3.92	4.80
Q24. I have people that I am comfortable talking with about my child's problems.	4.42	4.31	4.32	4.04	4.33	4.14	4.21	4.63	4.44	4.61	4.37	4.17	4.47
Q1. Overall, I am satisfied with the services my child received.	4.40	4.18	4.28	3.89	4.28	4.00	4.43	4.59	4.06	4.59	4.50	3.85	4.87
Q2. I helped to choose my child's services.	4.37	4.18	4.28	4.22	4.23	4.29	4.50	4.50	4.25	4.44	4.45	4.00	4.73
Q7. The services my child and/or family received were right for us.	4.37	4.10	4.23	3.89	4.29	4.14	4.34	4.60	4.13	4.50	4.51	3.69	4.73
Q23. I know people who will listen and understand me when I need to talk.	4.35	4.14	4.26	4.00	4.31	3.86	4.17	4.56	4.44	4.52	4.36	4.08	4.33
Q5. I felt my child had someone to talk to when she/he was troubled.	4.35	4.21	4.36	3.70	4.37	4.14	4.28	4.45	4.25	4.49	4.37	3.85	4.73
Q25. In a crisis, I would have the support I need from family or friends.	4.31	4.09	4.07	3.70	4.41	4.29	4.34	4.48	4.38	4.48	4.31	4.00	4.20
Q26. I have people with whom I can do enjoyable things.	4.29	4.08	4.20	3.78	4.35	4.43	4.24	4.42	4.19	4.53	4.23	4.08	4.27
Q10. My family got the help we wanted for my child.	4.21	3.99	4.03	3.56	4.06	3.71	4.24	4.47	4.31	4.43	4.22	3.62	4.73

Attachment B

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q11. My family got as much help as we needed for my child.	4.08	3.88	3.85	3.37	3.88	3.57	4.16	4.30	4.13	4.38	4.12	3.54	4.73
Q22. My child is better able to do things he or she wants to do.	3.82	3.68	3.68	3.30	3.97	3.29	3.78	3.92	3.50	3.96	3.87	3.69	3.87
Q18. My child gets along better with friends and other people.	3.75	3.65	3.50	3.15	3.88	3.57	3.76	3.83	3.75	4.06	3.66	3.62	4.00
Q21. I am satisfied with our family life right now.	3.75	3.51	3.45	3.00	3.94	3.50	3.64	3.89	3.56	4.17	3.71	3.54	3.93
Q16. My child is better at handling daily life.	3.75	3.49	3.51	3.19	3.92	3.43	3.79	3.88	3.50	4.01	3.65	3.54	4.07
Q17. My child gets along better with family.	3.73	3.56	3.57	3.15	3.88	3.29	3.64	3.85	3.69	3.96	3.65	3.46	4.13
Q19. My child is doing better in school and/or work.	3.58	3.49	3.28	3.04	3.77	3.71	3.43	3.72	3.38	3.61	3.64	3.62	3.80
Q20. My child is better able to cope when things go wrong.	3.56	3.34	3.42	2.85	3.57	3.43	3.62	3.73	3.40	3.66	3.58	3.31	3.93