

SECTION 404 (2) (d)  
SERVICE OUTCOMES  
FY 2007

# **2007 Michigan Consumer Survey**

**MHSIP Consumer Satisfaction Survey  
in ACT Teams**

**Youth Satisfaction Survey for Families  
in Home-based Programs**

**September, 2007**

## **2007 Consumer Survey Results Michigan**

Since 1998 in response to federal reporting requirements, the Michigan Department of Community Health (MDCH) has commissioned an annual statewide consumer satisfaction survey of adults with mental illness using the Mental Health Statistics Improvement Program (MHSIP) 28-item questionnaire. Consumers were randomly sampled from the pool of consumers who had received services during the previous year.

In order to enhance the use of statewide satisfaction results at the state and local level, a new approach to the evaluation of consumer satisfaction was implemented in 2007. During April 2007, each PIHP was asked to oversee and conduct satisfaction surveys on a smaller scale among all of their Assertive Community Treatment programs. In addition, PIHPs were also asked to conduct consumer satisfaction surveys among children receiving services in home-based care.

For adults with mental illness, the MHSIP 28-item Consumer Survey remained the required instrument. For children and adolescents, the MHSIP 26-item Youth Services Survey for Families was employed for the first time in Michigan. Both instruments are used by states across the nation and have normative data available to aid interpretation of survey results. These surveys are shown in the Attachment.

All persons receiving services from the ACT and home-based programs during June 2007 were asked to participate in the survey process. Each PIHP appointed one individual from among its quality improvement staff as a member of the Consumer Satisfaction Sub-Committee. This Sub-Committee, headed by MDCH staff, worked with PIHPs to organize, collect, clean, and generally prepare satisfaction data for electronic transmission to MDCH where it was analyzed and reported back to the local level.

### **Data Collection and Processing**

Survey data was collected over a 2-week period anytime during June, 2007. All data collection, however, was required to be completed by June 29, 2007 and transmitted to MDCH no later than Monday, August 3, 2007. A standardized EXCEL file structure was developed by the Implementation Group for use by all CMHSPs and PIHPs. Agencies cleaned and prepared the data prior to sending it to MDCH.

During the 2-week data collection period in June, MHSIP satisfaction surveys were hand-delivered by ACT team staff to eligible consumers during regularly scheduled (home) visits. ACT members were provided with a set of “bullet” or “talking points” designed to explain to consumers the nature and purpose of the survey, procedures for completing and returning survey forms, procedures for protecting the anonymity of respondents, how data will be analyzed, reported, and used, and finally, how consumers may learn about the results.

Consumers had the option of handing the form back to the ACT member after placing it in a sealed envelope; or alternatively, the consumer could return the survey in a pre-addressed, stamped envelope.

Home-based program staff offered the YSS survey to one parent of **each** child/adolescent who has a face-to-face home-based services contact during the two week period in June 2007. If more than one child in the home is receiving services, then the parent was **asked** to complete one survey for each child. If the parent was willing to complete only a single survey, then the parent was instructed to select their responses to reflect the average or typical experience for all their children.

Home-based program staff were provided with a set of “bullet” or “talking points” designed to explain to consumers the nature and purpose of the survey, procedures for completing and returning survey forms, procedures for protecting the anonymity of respondents, how data will be analyzed, reported, and used, and finally, how consumers may learn about the results.

Parents had the option of handing the form back to the home-based program member after placing it in a sealed envelope; or alternatively, the parent could return the survey in a pre-addressed, stamped envelope.

### **Response Rates**

The MHSIP survey was offered to all 3,436 adult consumers who received ACT services during the month of June. Of these, 2,249 responded to the survey for a state-wide response rate of 65.4 percent. The MHSIP questionnaires were distributed among 80 ACT teams. The average response rate per team was 66 percent with a minimum response rate of 11.5% and a maximum response rate of 100%.

The YSS survey was offered to all families that had a child with serious emotional disturbance in a home-based program. Data were received for 81 home-based programs. However, response rate information was provided for only 76 of these programs. Response rates were unavailable for four (out of seven) programs in the CMH Affiliation for Mid-Michigan. The average response rate per team for the 76 programs reporting response rates, was 67.4 percent with a minimum response rate of 7.7% and a maximum response rate of 100%.

### **Scoring Protocols**

#### 28-item MHSIP Consumer Survey

Scores for the 28-item Consumer Survey for Adults are reported in two ways.

1. Subscale means. There are five subscales in the survey. These subscales are: general satisfaction, access to care, quality of care, participation in treatment planning, and outcomes of care. To obtain individual subscale scores, each response is assigned the following numerical values:

- a. Strongly agree = 1
- b. Agree = 2
- c. Neutral = 3
- d. Disagree = 4
- e. Strongly Disagree = 5

For each respondent, 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.

- 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 less than or equal to 2.5 are classified as being “in agreement”. The number of respondents “in agreement” is then divided by the total number of respondents with the result multiplied by 100.

#### 26-item YSS for Families

Scores were reported as both subscale means and percentage in agreement.. There are six subscales in the YSS survey. Each response in the YSS is assigned the following numerical values:

- a. Strongly agree = 5
- b. Agree = 4
- c. Neutral = 3
- d. Disagree = 2
- e. Strongly Disagree = 1

For the percentage in agreement score, individual mean scores greater than or equal to 2.5 are classified as being “in agreement”.

#### **Analyses**

Means and standard deviations for the 5 MHSIP and 6 YSS subscales are provided at the state-level, the PIHP-level, and the individual ACT team level and home-based program level. The percentage of respondents in agreement and disagreement will be provided at the state-level, the PIHP-level, and the individual ACT team level and home-based program level.

#### MHSIP Survey – ACT Teams

The state-wide analyses in Section I show that the 2007ACT team means for each of the 5 domains are higher than the individual-level results from 2005. For 2007, the most positive

response was on General Satisfaction and the least positive response was for Outcomes of Care. All 5 ACT team average scores show high satisfaction with a range between strongly agree (1) and agree (2).

While the ACT team means for each PIHP in Section II show overall satisfaction, there is somewhat of a range for each domain score across the 18 PIHPs. The mean ACT score for **General Satisfaction** ranges from 1.43 (Macomb) to 1.987 (Saginaw). The ranges for the other domains were as follows: **Access to Care** 1.482 (Lifeways) to 2.087 (Saginaw), **Quality of Care** 1.539 (Macomb) to 2.097 (Saginaw), **Participation in Treatment Planning** 1.586 (Macomb) to 2.263 (CEI), **Outcomes of Care** 1.798 (Northwest Affiliation) to 2.183 (Saginaw).

The means scores on each of the 5 subscales for each of the 80 ACT teams are shown in Section III. The rankings for each subscale across the 80 teams are shown in Section IV.

### YSS for Families – Home-Based

The state-wide analyses in Section I show that the 2007 home-based team means for each of the 6 domains. The most positive response was on Cultural Sensitivity and the least positive response was for Outcomes of Care. Five of the six home-based team average scores show high satisfaction with a range between strongly agree (5) and agree (4). The average team score for Outcomes of Care was between agree (4) and undecided (3).

While the home-based team means for each PIHP in Section II show overall satisfaction, there is somewhat of a range for each domain score across the 18 PIHPs. The mean home-based team score for **Access to Care** ranges from 4.774 (network180) to 4.275 (Lakeshore). The ranges for the other domains are as follows: **Treatment Plan Participation** 4.652 (Southwest) to 4.111 (network180), **Cultural Sensitivity** 4.798 (Macomb) to 4.2 (Lakeshore), **Appropriateness of Care** 4.635 (Southwest) to 3.962 (Macomb), and **Social Connectedness** 4.35 (Southwest) to 3.77 (Macomb). The average score for **Outcomes of Care** fell below agree (4) for all PIHPs except Genesee with a range from 4.0 (Genesee) to 2.896 (Macomb).

The means scores on each of the six subscales for each of the 81 home-based teams are shown in Section III.

# **MHSIP/ACT**

## **Section I: State-Wide Results for All ACT Teams**



# **MHSIP/ACT**

## **Section II: PIHP-Level Results for All ACT Teams**



<b>Standard Deviation</b>	0.224	0.245	0.213	0.185	0.146
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Results for PIHP\$ = Lifeways

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	2	2	2	2	2
<b>Arithmetic Mean</b>	1.540	1.482	1.540	1.628	1.961
<b>Standard Deviation</b>	0.180	0.080	0.116	0.182	0.147

Results for PIHP\$ = Macomb

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	3	3	3	3	3
<b>Arithmetic Mean</b>	1.430	1.533	1.539	1.586	1.832
<b>Standard Deviation</b>	0.130	0.068	0.161	0.077	0.153

Results for PIHP\$ = Network 180

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	2	2	2	2	2
<b>Arithmetic Mean</b>	1.871	1.853	1.876	1.898	2.018
<b>Standard Deviation</b>	0.306	0.157	0.110	0.144	0.038

Results for PIHP\$ = Northcare

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	7	7	7	7	7
<b>Arithmetic Mean</b>	1.751	1.736	1.787	1.906	2.030
<b>Standard Deviation</b>	0.190	0.096	0.129	0.166	0.226

Results for PIHP\$ = Northern Affiliation

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	4	4	4	4	4
<b>Arithmetic Mean</b>	1.778	1.876	1.844	1.892	2.119
<b>Standard Deviation</b>	0.262	0.332	0.268	0.247	0.496

Results for PIHP\$ = Northwest Affiliation

	General Satisfaction	Access to Care	Quality and Appropriateness of Care	Participation in Treatment Planning	Outcomes of Care
<b>N of Cases</b>	4	4	4	4	4
<b>Arithmetic Mean</b>	1.696	1.847	1.760	1.707	1.798
<b>Standard Deviation</b>	0.259	0.132	0.228	0.143	0.200



## **MHSIP/ACT**

### **Section III: ACT Means on the Five MHSIP Subscales**

Mean MHSIP Scores Reported by ACT Team

Case	GENSAT	ACCESS	QUALITY	TXPLAN	OUTCOMES	PIHP\$
1	1.636	1.97	1.889	1.857	2.023	Access Alliance
2	1.308	1.25	1.633	1.654	1.569	Access Alliance
3	1.775	1.645	1.614	1.662	1.915	Access Alliance
4	1.667	1.756	1.711	1.781	1.979	Access Alliance
5	1.509	1.558	1.686	1.579	1.688	Access Alliance
6	1.803	1.817	1.908	1.932	2.154	Central Michigan
7	1.733	2.015	1.792	2.409	2.703	CMH of Mid-Michigan
8	2	1.75	1.746	1.912	2.094	CMH of Mid-Michigan
9	2.022	2.346	2.323	2.467	2.25	CMH of Mid-Michigan
10	1.414	1.444	1.46	1.515	1.702	Detroit-Wayne
11	1.731	1.739	1.671	1.875	2.059	Detroit-Wayne
12	1.565	1.65	1.747	1.691	2.082	Detroit-Wayne
13	1.642	1.716	1.712	1.703	2.157	Detroit-Wayne
14	1.643	1.633	1.564	1.72	1.883	Detroit-Wayne
15	1.949	1.887	1.734	1.972	1.698	Detroit-Wayne
16	1.505	1.548	1.568	1.565	1.733	Detroit-Wayne
17	1.389	1.319	1.495	1.333	1.875	Detroit-Wayne
18	1.412	1.469	1.747	1.733	1.95	Detroit-Wayne
19	1.731	1.744	1.802	1.823	1.86	Detroit-Wayne
20	1.586	1.672	1.654	1.759	2.229	Detroit-Wayne
21	1.5	1.742	1.583	1.636	2.433	Detroit-Wayne
22	1.69	1.821	1.709	1.94	1.714	Detroit-Wayne
23	1.6	1.786	1.795	1.964	2.08	Detroit-Wayne
24	1.822	1.958	1.968	1.935	2.364	Detroit-Wayne
25	1.429	1.571	1.278	1.577	2.05	Detroit-Wayne
26	1.407	1.519	1.444	1.583	1.511	Detroit-Wayne
27	1.784	1.719	1.673	1.882	1.911	Genesee
28	1.917	1.852	1.842	2.036	1.828	Genesee
29	1.815	1.833	1.698	1.529	1.708	Genesee
30	1.778	1.812	1.783	1.771	1.997	Genesee
31	1.765	1.866	1.803	1.909	2.085	Lakeshore
32	1.593	1.658	1.467	1.658	1.908	Lakeshore
33	2.038	2.147	1.861	2.019	2.197	Lakeshore
34	1.413	1.425	1.458	1.5	1.857	Lifeways
35	1.667	1.538	1.622	1.757	2.065	Lifeways
36	1.379	1.459	1.41	1.523	1.692	Macomb
37	1.333	1.547	1.489	1.563	1.81	Macomb
38	1.577	1.592	1.719	1.671	1.995	Macomb
39	2.087	1.964	1.953	2	2.045	Network 180
40	1.654	1.742	1.798	1.796	1.991	Network 180
41	1.706	1.729	1.681	1.719	2.182	Northcare
42	1.593	1.656	1.874	1.861	2.35	Northcare
43	1.905	1.798	1.794	2.024	1.991	Northcare
44	2.111	1.867	1.644	2.083	1.975	Northcare

45	1.593	1.593	1.654	1.722	1.667	Northcare
46	1.667	1.812	1.956	2.111	1.875	Northcare
47	1.682	1.694	1.907	1.825	2.17	Northcare
48	1.495	1.601	1.606	1.611	1.847	Northern Affiliation
49	1.707	1.764	1.62	1.76	1.569	Northern Affiliation
50	2.125	2.359	2.095	2.125	2.639	Northern Affiliation
51	1.783	1.78	2.056	2.071	2.42	Northern Affiliation
52	1.824	1.755	1.659	1.706	2.094	Northwest Affiliation
53	2	2.033	2.062	1.9	1.656	Northwest Affiliation
54	1.481	1.75	1.528	1.667	1.729	Northwest Affiliation
55	1.481	1.852	1.792	1.556	1.714	Northwest Affiliation
56	1.774	1.704	1.87	1.776	2.006	Oakland
57	1.8	1.741	1.631	1.755	1.904	Oakland
58	1.377	1.579	1.5	1.386	1.721	Oakland
59	1.563	1.756	1.683	1.464	1.856	Oakland
60	2.111	2.167	2.093	2.167	2	Oakland
61	1.738	1.833	1.701	1.75	1.75	Oakland
62	1.556	1.474	1.648	1.577	1.591	Oakland
63	1.987	2.087	2.097	2.077	2.183	Saginaw
64	1.652	1.909	1.809	2.15	1.841	Southeast Michigan
65	1.84	1.92	1.811	1.75	1.731	Southeast Michigan
66	2.094	2.073	1.905	2.167	2.083	Southeast Michigan
67	1.75	1.8	1.944	2.136	2.016	Southeast Michigan
68	1.4	1.567	1.622	1.4	2.125	Southeast Michigan
69	1.583	1.931	1.956	2	2.071	Southwest Michigan
70	1.974	1.941	1.862	1.955	2.226	Southwest Michigan
71	1.479	1.933	1.829	2.1	1.688	Southwest Michigan
72	1.714	1.833	2.051	2.286	1.933	Southwest Michigan
73	1.867	1.883	1.722	1.778	2.396	Thumb Alliance
74	1.542	1.659	1.626	1.674	1.917	Thumb Alliance
75	1.517	1.517	1.414	1.425	1.571	Thumb Alliance
76	2.264	2.198	1.978	2.25	2.094	Venture BH
77	1.793	1.756	1.829	1.931	2.158	Venture BH
78	1.596	1.602	1.661	1.857	1.92	Venture BH
79	1.928	1.989	1.924	1.894	2.066	Venture BH
80	1.409	1.553	1.563	1.659	1.848	Venture BH

## **MHSIP/ACT**

### **Section IV: Rankings for Each ACT Team on the Five MHSIP Subscales**

Ranking of ACT Team MHSIP Scores

Case	GENSAT	ACCESS	QUALITY	TXPLAN	OUTCOMES	PIHP\$
1	33	70	63	46.5	49	Access Alliance
2	1	1	23	19	2.5	Access Alliance
3	53	23	17	22	35	Access Alliance
4	39	43	38	42	41	Access Alliance
5	19	14	34	15	8.5	Access Alliance
6	59	52	66	56	64	Central Michigan
7	48	72	47.5	79	80	CMH of Mid-Michigan
8	71.5	39.5	43	54	61	CMH of Mid-Michigan
9	73	79	80	80	73	CMH of Mid-Michigan
10	11	4	6	7	12	Detroit-Wayne
11	46.5	34	30	49	52	Detroit-Wayne
12	24	24	44.5	26	57	Detroit-Wayne
13	34	31	39	27	65	Detroit-Wayne
14	35	22	13	30	31	Detroit-Wayne
15	68	62	42	61	11	Detroit-Wayne
16	18	12	14	12	19	Detroit-Wayne
17	5	2	9	1	29.5	Detroit-Wayne
18	9	6	44.5	32	39	Detroit-Wayne
19	46.5	38	52	44	28	Detroit-Wayne
20	27	28	26.5	37	72	Detroit-Wayne
21	17	36.5	15	18	78	Detroit-Wayne
22	42	53	37	58	14.5	Detroit-Wayne
23	32	47	50	60	56	Detroit-Wayne
24	61	68	72	57	75	Detroit-Wayne
25	12	16	1	13.5	51	Detroit-Wayne
26	7	9	4	16	1	Detroit-Wayne
27	56	32	31	50	34	Genesee
28	66	57.5	58	66	22	Genesee
29	60	55	35	9	13	Genesee
30	54	50.5	46	39	45	Genesee
31	51	59	53	53	59	Lakeshore
32	29	26	7	20	33	Lakeshore
33	74	76	59	64	70	Lakeshore
34	10	3	5	6	27	Lifeways
35	39	10	19.5	36	53	Lifeways
36	4	5	2	8	10	Macomb
37	2	11	8	11	21	Macomb
38	25	18	40	24	44	Macomb
39	75	69	69	62.5	50	Network 180
40	37	36.5	51	43	42.5	Network 180
41	43	33	32	29	68	Northcare
42	29	25	62	48	74	Northcare
43	65	48	49	65	42.5	Northcare
44	77.5	60	24	69	40	Northcare
45	29	19	26.5	31	7	Northcare
46	39	50.5	70.5	71	29.5	Northcare
47	41	29	65	45	67	Northcare
48	16	20	16	17	24	Northern Affiliation

49	44	45	18	38	2.5	Northern Affiliation
50	79	80	78	72	79	Northern Affiliation
51	55	46	75	67	77	Northern Affiliation
52	62	41	28	28	61	Northwest Affiliation
53	71.5	73	76	52	6	Northwest Affiliation
54	14.5	39.5	11	23	17	Northwest Affiliation
55	14.5	57.5	47.5	10	14.5	Northwest Affiliation
56	52	30	61	40	47	Oakland
57	58	35	22	35	32	Oakland
58	3	17	10	2	16	Oakland
59	23	43	33	5	26	Oakland
60	77.5	77	77	75.5	46	Oakland
61	49	55	36	33.5	20	Oakland
62	22	7	25	13.5	5	Oakland
63	70	75	79	68	69	Saginaw
64	36	63	54	74	23	Southeast Michigan
65	63	64	55	33.5	18	Southeast Michigan
66	76	74	64	75.5	58	Southeast Michigan
67	50	49	68	73	48	Southeast Michigan
68	6	15	19.5	3	63	Southeast Michigan
69	26	65	70.5	62.5	55	Southwest Michigan
70	69	67	60	59	71	Southwest Michigan
71	13	66	56.5	70	8.5	Southwest Michigan
72	45	55	74	78	38	Southwest Michigan
73	64	61	41	41	76	Thumb Alliance
74	21	27	21	25	36	Thumb Alliance
75	20	8	3	4	4	Thumb Alliance
76	80	78	73	77	61	Venture BH
77	57	43	56.5	55	66	Venture BH
78	31	21	29	46.5	37	Venture BH
79	67	71	67	51	54	Venture BH
80	8	13	12	21	25	Venture BH

## **YSS/Home-Based**

### **Section I: State-Wide Results for All Home-Based Programs**



## **YSS/Home-Based**

### **Section II: PIHP-Level Results for All Home-Based Programs**



	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	9	9	9	9	9
Arithmetic Mean	4.438	4.283	4.494	4.229	3.395
Standard Deviation	0.189	0.134	0.099	0.126	0.336

	Social Connectedness
N of Cases	9
Arithmetic Mean	3.983
Standard Deviation	0.219

Results for PIHP\$ = Genesee

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	3	3	3	3	3
Arithmetic Mean	4.621	4.481	4.642	4.491	4.009
Standard Deviation	0.328	0.170	0.313	0.452	0.867

	Social Connectedness
N of Cases	3
Arithmetic Mean	4.367
Standard Deviation	0.560

Results for PIHP\$ = Lakeshore BH

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	2	2	2	2	2
Arithmetic Mean	4.275	4.289	4.200	3.966	3.418
Standard Deviation	0.177	0.220	0.247	0.189	0.329

	Social Connectedness
N of Cases	2
Arithmetic Mean	3.837
Standard Deviation	0.477

Results for PIHP\$ = Lifeways

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	2	2	2	2	2
Arithmetic Mean	4.717	4.566	4.711	4.349	3.215
Standard Deviation	0.105	0.025	0.216	0.062	0.101

	Social Connectedness
N of Cases	2
Arithmetic Mean	4.024
Standard Deviation	0.066

Results for PIHP\$ = Macomb

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	2	2	2	2	2
Arithmetic Mean	4.279	4.402	4.798	3.962	2.896
Standard Deviation	0.395	0.098	0.286	0.416	0.257

	Social Connectedness
N of Cases	2
Arithmetic Mean	3.770
Standard Deviation	0.382

Results for PIHP\$ = Network 180

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	3	3	3	3	3
Arithmetic Mean	4.774	4.489	4.687	4.134	3.079
Standard Deviation	0.109	0.426	0.190	0.359	0.722

	Social Connectedness
N of Cases	3
Arithmetic Mean	4.025
Standard Deviation	0.319

Results for PIHP\$ = Network 180

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	1	1	1	1	1
Arithmetic Mean	4.583	4.111	4.292	4.500	3.476
Standard Deviation	.	.	.	.	.

	Social Connectedness
N of Cases	1
Arithmetic Mean	4.250
Standard Deviation	.

Results for PIHP\$ = Northcare

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	6	6	6	6	6
Arithmetic Mean	4.707	4.404	4.638	4.330	3.579
Standard Deviation	0.105	0.245	0.168	0.327	0.370

	Social Connectedness
N of Cases	6
Arithmetic Mean	3.969

Standard Deviation 0.233

Results for PIHP\$ = Northern Affiliation

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	3	3	3	3	3
Arithmetic Mean	4.401	4.352	4.419	4.230	3.469
Standard Deviation	0.044	0.081	0.053	0.129	0.114

	Social Connectedness
N of Cases	3
Arithmetic Mean	4.097
Standard Deviation	0.054

Results for PIHP\$ = Northwest Affiliation

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	5	5	5	5	5
Arithmetic Mean	4.525	4.446	4.591	4.249	3.545
Standard Deviation	0.327	0.123	0.265	0.402	0.453

	Social Connectedness
N of Cases	5
Arithmetic Mean	4.212
Standard Deviation	0.275

Results for PIHP\$ = Oakland

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	4	4	4	4	4
Arithmetic Mean	4.658	4.393	4.622	4.354	3.677
Standard Deviation	0.138	0.155	0.091	0.186	0.249

	Social Connectedness
N of Cases	4
Arithmetic Mean	4.192
Standard Deviation	0.089

Results for PIHP\$ = Saginaw

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
N of Cases	2	2	2	2	2
Arithmetic Mean	4.571	4.352	4.519	4.455	3.815
Standard Deviation	0.129	0.190	0.119	0.100	0.239

	Social Connectedness

<b>N of Cases</b>	2
<b>Arithmetic Mean</b>	4.120
<b>Standard Deviation</b>	0.361

Results for PIHP\$ = Southeast Michigan

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
<b>N of Cases</b>	4	4	4	4	4
<b>Arithmetic Mean</b>	4.671	4.509	4.716	4.391	3.719
<b>Standard Deviation</b>	0.226	0.158	0.292	0.223	0.533

	Social Connectedness
<b>N of Cases</b>	4
<b>Arithmetic Mean</b>	4.130
<b>Standard Deviation</b>	0.265

Results for PIHP\$ = Southwest Affiliation

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
<b>N of Cases</b>	6	6	6	6	6
<b>Arithmetic Mean</b>	4.733	4.652	4.775	4.635	3.943
<b>Standard Deviation</b>	0.151	0.145	0.163	0.234	0.381

	Social Connectedness
<b>N of Cases</b>	6
<b>Arithmetic Mean</b>	4.350
<b>Standard Deviation</b>	0.346

Results for PIHP\$ = Thumb Alliance

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
<b>N of Cases</b>	4	4	4	4	4
<b>Arithmetic Mean</b>	4.470	4.427	4.451	4.250	3.506
<b>Standard Deviation</b>	0.214	0.105	0.333	0.206	0.047

	Social Connectedness
<b>N of Cases</b>	4
<b>Arithmetic Mean</b>	4.026
<b>Standard Deviation</b>	0.172

Results for PIHP\$ = Venture BH

	Access to Care	TX Plan Participation	Cultural Sensitivity	Appropriateness of Care	Outcomes of Care
<b>N of Cases</b>	7	7	7	7	7
<b>Arithmetic Mean</b>	4.561	4.335	4.545	4.241	3.438
<b>Standard Deviation</b>	0.300	0.268	0.301	0.289	0.236

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	Social Connectedness
<b>N of Cases</b>	7
<b>Arithmetic Mean</b>	4.119
<b>Standard Deviation</b>	0.355

## **YSS/Home-Based**

### **Section III: Home-Based Program Means on the Six YSS Subscales**

## Mean YSS Scale Scores Reported by Home-based Program

Case	PIHP\$	ACCESS	TXPART	CULTURE	APPROP	OUTCOMES	SOCIALCON
1	Access Alliance	4.429	4.429	4.411	3.976	3.242	3.964
2	Access Alliance	4	4.619	4.5	3.69	2.796	4.5
3	Access Alliance	4.536	4.31	4.429	4	2.949	3.929
4	Access Alliance	4.605	4.333	4.544	4.382	3.777	3.934
5	Access Alliance	4.232	4.321	4.213	4.143	3.312	3.911
6	Central Michigan	4.667	4.444	4.625	4.722	3.857	4.333
7	Central Michigan	4.682	4.394	4.614	4.212	3.727	3.909
8	Central Michigan	4.9	4.8	5	4.767	3.686	4.65
9	Central Michigan	4.717	4.533	4.543	4.224	3.587	4.55
10	Central Michigan	4.557	4.39	4.579	4.329	3.971	4.136
11	Central Michigan	4.333	4.444	4.333	4.278	3.667	4.333
12	CMH of Mid-Michigan	4.741	4.259	4.606	4.136	3.646	3.796
13	CMH of Mid-Michigan	4.622	4.411	4.643	4.382	3.615	4.17
14	CMH of Mid-Michigan	4.875	4.528	4.83	4.703	4.186	4.326
15	CMH of Mid-Michigan	5	4.667	5	5	3.714	5
16	CMH of Mid-Michigan	4.75	4.467	4.637	4.316	3.195	3.813
17	CMH of Mid-Michigan	3.75	3.778	4.25	3.389	3.619	4.333
18	CMH of Mid-Michigan	4.694	4.71	4.71	4.628	4.081	4.452
19	Detroit-Wayne	4.543	4.333	4.615	4.326	3.701	3.81
20	Detroit-Wayne	4.667	4.37	4.417	4.222	3.873	4.361
21	Detroit-Wayne	4.688	4.083	4.531	4.306	3	3.656
22	Detroit-Wayne	4.102	4.196	4.426	4.212	3.486	4.154
23	Detroit-Wayne	4.5	4.25	4.536	3.938	3.041	3.844
24	Detroit-Wayne	4.308	4.385	4.458	4.348	3.773	4.14
25	Detroit-Wayne	4.455	4.515	4.386	4.317	3.032	3.925
26	Detroit-Wayne	4.286	4.143	4.667	4.222	3.367	3.857
27	Detroit-Wayne	4.391	4.275	4.409	4.167	3.279	4.098
28	Genesee	4.425	4.333	4.425	4.333	3.636	4.163
29	Genesee	4.438	4.444	4.5	4.139	3.39	3.938
30	Genesee	5	4.667	5	5	5	5
31	Lakeshore BH	4.15	4.133	4.025	3.833	3.186	3.5
32	Lakeshore BH	4.4	4.444	4.375	4.1	3.651	4.175
33	Lifeways	4.792	4.583	4.864	4.306	3.143	3.977
34	Lifeways	4.643	4.548	4.558	4.393	3.286	4.071
35	Macomb	4.558	4.472	4.596	4.256	3.077	4.04
36	Macomb	4	4.333	5	3.667	2.714	3.5
37	Network 180	4.9	4.867	4.9	4.3	2.4	3.95
38	Network 180	4.583	4.111	4.292	4.5	3.476	4.25
39	Network 180	4.714	4.571	4.536	4.381	3.837	3.75
40	Network 180	4.708	4.028	4.625	3.722	3	4.375

41	Northcare	4.75	4.083	4.563	4.5	3.821	3.875
42	Northcare	4.722	4.704	4.722	4.685	4.127	4.333
43	Northcare	4.722	4.222	4.792	4.185	3.048	3.917
44	Northcare	4.5	4.333	4.375	3.75	3.571	3.625
45	Northcare	4.75	4.417	4.813	4.458	3.536	4.063
46	Northcare	4.8	4.667	4.563	4.4	3.371	4
47	Northern Affiliation	4.423	4.359	4.432	4.321	3.341	4.115
48	Northern Affiliation	4.35	4.267	4.361	4.083	3.557	4.139
49	Northern Affiliation	4.429	4.429	4.464	4.286	3.51	4.036
50	Northwest Affiliation	5	4.429	4.958	4.738	4.122	4.571
51	Northwest Affiliation	4.292	4.389	4.5	4.056	3.607	4.188
52	Northwest Affiliation	4.5	4.576	4.722	4.258	3.506	4.114
53	Northwest Affiliation	4.167	4.278	4.25	3.694	2.857	3.833
54	Northwest Affiliation	4.667	4.556	4.523	4.5	3.631	4.354
55	Oakland	4.5	4.182	4.557	4.467	3.85	4.125
56	Oakland	4.722	4.556	4.75	4.481	3.635	4.306
57	Oakland	4.597	4.419	4.556	4.386	3.341	4.118
58	Oakland	4.813	4.417	4.625	4.083	3.881	4.219
59	Saginaw	4.662	4.486	4.603	4.526	3.984	4.375
60	Saginaw	4.48	4.218	4.435	4.385	3.646	3.865
61	Southeast Michigan	4.6	4.733	4.9	4.433	3.357	3.9
62	Southeast Michigan	4.6	4.429	4.357	4.131	3.622	4.133
63	Southeast Michigan	4.485	4.374	4.606	4.333	3.398	3.985
64	Southeast Michigan	5	4.5	5	4.667	4.5	4.5
65	Southwest Affiliation	4.667	4.639	4.687	4.611	3.738	4.104
66	Southwest Affiliation	4.711	4.632	4.658	4.544	3.887	4.103
67	Southwest Affiliation	4.692	4.654	4.66	4.327	3.423	4.221
68	Southwest Affiliation	5	4.667	5	5	4.571	5
69	Southwest Affiliation	4.55	4.433	4.675	4.533	4.071	4.2
70	Southwest Affiliation	4.778	4.889	4.969	4.796	3.968	4.472
71	Thumb Alliance	4.25	4.381	4	4.064	3.51	3.821
72	Thumb Alliance	4.406	4.333	4.453	4.144	3.482	3.953
73	Thumb Alliance	4.761	4.576	4.795	4.536	3.571	4.205
74	Thumb Alliance	4.462	4.417	4.558	4.256	3.462	4.125
75	Venture BH	4.692	4.556	4.708	4.447	3.459	4.204
76	Venture BH	5	4.524	5	4.476	3.735	4.821
77	Venture BH	4.1	4.067	4	3.767	3.486	3.95
78	Venture BH	4.3	3.933	4.5	3.933	3.143	3.65
79	Venture BH	4.658	4.298	4.611	4.333	3.429	4.066

80	Venture BH	4.45	4.667	4.475	4.517	3.686	4.05
81	Venture BH	4.727	4.303	4.523	4.212	3.13	4.091

**APPENDIX**

**Consumer Satisfaction Survey**

**Youth Satisfaction Survey for Families**

## CONSUMER SATISFACTION SURVEY

In order to provide the best mental health services possible, we'd like to know what you think about the Assertive Community Treatment (ACT) team services you have received during the last **six** months, the people who provided these services to you, and the results that have been achieved. There are no right or wrong answers to the questions in this survey. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question does not apply to you, then fill in the "NA" circle for "not applicable." Your answers will remain strictly confidential.

Completed without assistance

Completed with assistance

	Strongly Agree (SA)	Agree (A)	I am Neutral (N)	Disagree (D)	Strongly Disagree (SD)	Not Applicable (NA)
1. I like the services that I received.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
2. If I had other choices, I would still choose to get services from this mental healthcare provider.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
3. I would recommend this agency to a friend or family member.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
4. The location of services was convenient.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
5. Staff were willing to see me as often as I felt it was necessary.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
6. Staff returned my calls within 24 hours.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
7. Services were available at times that were good for me.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
8. I was able to get all the services I thought I needed.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
9. I was able to see a psychiatrist when I wanted to.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
10. Staff believed that I could grow, change and recover.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
11. I felt comfortable asking questions about my treatment, services, and medication.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
12. I felt free to complain.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
13. I was given information about my rights.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>
14. Staff encouraged me to take responsibility for how I live my life.	(SA) <sub>1</sub>	(A) <sub>2</sub>	(N) <sub>3</sub>	(D) <sub>4</sub>	(SD) <sub>5</sub>	(NA) <sub>9</sub>

15. Staff told me what side effects to watch for.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
17. I, not staff, decided my treatment goals.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
<b>As a direct result of the services I received:</b>	<b>Strongly Agree (SA)</b>	<b>Agree (A)</b>	<b>I am Neutral (N)</b>	<b>Disagree (D)</b>	<b>Strongly Disagree (SD)</b>	<b>Not Applicable (NA)</b>
21. I deal more effectively with daily problems.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
22. I am better able to control my life.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
23. I am better able to deal with crisis.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
24. I am getting along better with my family.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
25. I do better in social situations.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
26. I do better in school and/or work.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
27. My housing situation has improved.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>
28. My symptoms are not bothering me as much.	<input type="radio"/> SA <sub>1</sub>	<input type="radio"/> A <sub>2</sub>	<input type="radio"/> N <sub>3</sub>	<input type="radio"/> D <sub>4</sub>	<input type="radio"/> SD <sub>5</sub>	<input type="radio"/> NA <sub>9</sub>

**Thank you for completing this survey.**

## 28-item MHSIP Consumer Survey for Adults with Mental Illness Subscales and Scoring Protocols

### Subscales

1. General Satisfaction  
Q1, Q2, Q3
2. Access  
Q4, Q5, Q6, Q7, Q8, Q9
3. Quality/Appropriateness  
Q10, Q12, Q13, Q14, Q15, Q16, Q18, Q19, Q20
4. Participation in Treatment Planning  
Q11, Q17
5. Outcomes/Functioning  
Q21, Q22, Q23, Q24, Q25, Q26, Q27, Q28

## YOUTH SERVICES SURVEY FOR FAMILIES

In order to provide the best care possible, we'd like to know what you think about the services your child has received from our agency **over the last 6 months**. There are no right or wrong answers to the questions in this survey. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. All responses will remain strictly confidential.

**Completed without assistance**

**Completed with assistance**

	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
1. Overall, I am satisfied with the services my child received.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
2. I helped to choose my child's services.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
3. I helped to choose the goals in my child's service plan.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
4. The people helping my child stuck with us no matter what.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
5. I felt my child had someone to talk to when he/she was troubled.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
6. I participated in my child's treatment/services.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
7. The services my child and/or family received were right for us.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
8. The location of services was convenient for us.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
9. Services were available at times that were convenient for us.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
10. My family got the help we wanted for my child.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
11. My family got as much help as we needed for my child.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
12. Staff treated me with respect.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
13. Staff respected my family's religious/spiritual beliefs.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>
14. Staff spoke with me in a way that I understood.	(SD) <sub>1</sub>	(D) <sub>2</sub>	(UN) <sub>3</sub>	(A) <sub>4</sub>	(SA) <sub>5</sub>

15. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
<b>As a direct result of the services I received:</b>	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
16. My child is better at handling daily life.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
17. My child gets along better with family members.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
18. My child gets along better with friends and other people.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
19. My child is doing better in school and/or work.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
20. My child is better able to cope when things go wrong.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
21. I am satisfied with our family life right now.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
22. My child is better able to do things he or she wants to do.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
<b>As a result of the services my child and/or family received: please answer for relationships with persons other than your mental health provider(s)</b>	Strongly Disagree (SD)	Disagree (D)	Undecided (UN)	Agree (A)	Strongly Agree (SA)
23. I know people who will listen and understand me when I need to talk.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
24. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>
26. I have people with whom I can do enjoyable things.	<input type="radio"/> SD <sub>1</sub>	<input type="radio"/> D <sub>2</sub>	<input type="radio"/> UN <sub>3</sub>	<input type="radio"/> A <sub>4</sub>	<input type="radio"/> SA <sub>5</sub>

**Thank you for completing this survey.**

## 26-item Youth Services Survey (YSS) for Families Subscales and Scoring Protocols

### Subscales

1. Access  
Q8, Q9
2. Participation in Treatment  
Q2, Q3, Q6
3. Cultural Sensitivity  
Q12, Q13, Q14, Q15
4. Appropriateness  
Q1, Q4, Q5, Q7, Q10, Q11
5. Outcomes  
Q16, Q17, Q18, Q19, Q20, Q21, Q22
6. Social Connectedness  
Q23, Q24, Q25, Q26