

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), administered an annual 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 for Home Based Services (HBS), Outpatient Therapy (OPT), and Case Management (CSM). The data obtained by each CMHSP was provided to MSHN for regional analysis and was used to determine any areas that may benefit from quality improvement efforts to increase satisfaction and improve services. The survey results were reported to MSHN's Quality Improvement Council (QIC), the Regional Consumer Advisory Council, and is available to stakeholders on the MSHN Website and upon request.

Methodology

The population group included individuals 17 years or younger who received services between June 1, 2021 and July 30, 2021. The raw data was required to be received by MSHN no later than August 31, 2021. MSHN prepared an analysis, which included comparison data between the CMHSP participants.

Changes made to the methodology include the following:

- FY2019/20
 - The population group was expanded to include all youth individuals and families served.
 - As a result of the pandemic and emergency orders, accommodations were made in the distribution methods by allowing mailed survey, phone surveys, electronic surveys, and face to face when available.

Seven subscales were included in the survey. Each subscale included 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. Questions with a response choice of "blank" were removed from the sample. 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

Individuals missing more than 1/3 of total responses (blanks, or invalid response) are excluded from the calculations. Subscale line items that include a blank result in all subscale line items to be excluded from the calculations of that subscale. Note that the number of responses included

in the subscale average/mean and subscale percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the subscale.

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 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 31, 2021.

Figure 1. MSHN and CMHSP Participants Return Rate

YSSF	2013	2014	2015	2016/17	2019/20**	2020/21**		
	Response Rates	Response Rates	Response Rates	Response Rates	Response Rates	Response Rates	Distributed/ Served	Received
MSHN	32%	22%	40%	33%	17%	15%	3783	575
BABH	15%	28%	15%	30%	13%	14%	390	54
CEI	37%	9%	63%	10%	9%	2%	861	17
CMHCM	24%	31%	41%	39%	5%	9%	565	51
GIHN	95%	42%	31%	70%	23%	10%	224	22
HBH	10%	100%	38%	41%	9%	21%	58	12
The Right Door	*	52%	35%	46%	11%	21%	165	34
Lifeways	15%	34%	33%	36%	59%	42%	389	163
MCN	20%	32%	34%	39%	9%	6%	149	9
NCMH	*	100%	21%	23%	65%	39%	188	74
Saginaw	13%	59%	30%	29%	8%	8%	531	41
Shiawassee	43%	10%	40%	79%	11%	12%	137	16
TBHS	56%	56%	77%	75%	25%	65%	126	82

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

Survey Findings

MSHN’s percentage of agreement for each subscale for FY21 scored above the desired threshold for five out of seven subscales. Figure 2 demonstrates the performance of each subscale compared to the previous year. MSHN scored the highest in the “Perception of Cultural Sensitivity”, “Perception of Access”, and “Perception of Participation in Treatment”. Each subscale scored above the desired threshold of 80% except the “Perception of Outcomes of Services” and “Perception of Social Functioning”.

Figure 2. MSHN Subscale Ranking Percentage of Agreement

Subscale	MSHN 2013	MSHN 2014	MSHN 2015	MSHN 2016/17	MSHN 2019/20**	U.S 2020	MSHN 2021**
Perception of Cultural Sensitivity	98%	99%	97%	98%	98%	94.6%	99%
Perception of Access	90%	92%	90%	90%	95%	89.2%	96%
Perception of Participation in Treatment	95%	95%	96%	95%	94%	89.4%	93%
Perception of Social Connectedness	92%	92%	84%	88%	92%	88.4%	92%
Appropriateness	90%	92%	90%	90%	87%	89.2%	89%
Functioning	-	69%	61%	66%	65%	-	71%
Outcomes	63%	65%	60%	65%	62%	74.6%	68%

**All programs (OPT/CSM/HBS) included in the results.

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 calculates the percentage of those who demonstrated a 3.50 or above (Figure 3 and Appendix A). The second method as demonstrated in Figure 4 provides the mean of each question. A score of 3.50 or higher indicates agreement with the statement.

Figure 3. MSHN YSSF Longitudinal Data by Subscale and Subscale Line Item (2013-2017 includes HBS only; beginning 2019 includes all youth programs OPT, CSM, HBS) (* Subscale added in 2014, **Distributed and collected during COVID-19)

Youth	2013	2014	2015	2016/17	**2019/20	**2020/21
Perception of Access	90%	92%	90%	90%	95%	96%
Q8. The location of services was convenient for us.	96%	98%	97%	97%	94%	97%
Q9. Services were available at times that were convenient for us.	96%	95%	95%	96%	92%	92%
Perception of Participation in Treatment	95%	95%	96%	95%	94%	93%
Q2. I helped to choose my child's services.	91%	90%	92%	90%	92%	93%
Q3. I helped to choose my child's treatment goals.	98%	96%	97%	97%	94%	97%
Q6. I participated in my child's treatment.	97%	97%	99%	98%	96%	87%
Perception of Cultural Sensitivity	98%	99%	97%	98%	98%	99%
Q12. Staff treated me with respect.	96%	100%	98%	99%	97%	97%
Q13. Staff respected my family's religious/spiritual beliefs.	93%	94%	96%	97%	94%	96%
Q14. Staff spoke with me in a way that I understand.	98%	99%	99%	99%	98%	99%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	93%	95%	92%	94%	96%
Appropriateness	90%	92%	90%	90%	87%	89%
Q1. Overall, I am satisfied with the services my child received.	92%	93%	95%	95%	89%	90%
Q4. The people helping my child stuck with us no matter what.	91%	91%	93%	92%	89%	89%
Q5. I felt my child had someone to talk to when she/he was troubled.	88%	90%	92%	89%	85%	81%
Q7. The services my child and/or family received were right for us.	91%	88%	92%	92%	87%	82%
Q10. My family got the help we wanted for my child.	86%	82%	87%	87%	82%	83%
Q11. My family got as much help as we needed for my child.	80%	77%	80%	83%	75%	80%

Youth	2013	2014	2015	2016/17	**2019/ 20	**2020/21
Perception of Outcome of Services	63%	65%	60%	65%	62%	68%
Q16. My child is better at handling daily life.	65%	69%	64%	68%	64%	69%
Q17. My child gets along better with family.	67%	67%	63%	67%	63%	70%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%	64%	69%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%	53%	62%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%	56%	59%
Q21. I am satisfied with our family life right now.	56%	61%	55%	61%	66%	70%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%	69%	71%
Perception of Social Connectedness	92%	92%	84%	88%	92%	92%
Q23. I know people who will listen and understand me when I need to talk.	88%	88%	85%	88%	89%	91%
Q24. I have people that I am comfortable talking with about my child's problems.	88%	91%	88%	89%	93%	93%
Q25. In a crisis, I would have the support I need from family or friends.	76%	80%	81%	82%	88%	86%
Q26. I have people with whom I can do enjoyable things.	79%	87%	81%	88%	89%	89%
Perception of Social Functioning	*	69%	61%	66%	65%	71%
Q16. My child is better at handling daily life.	65%	69%	64%	68%	64%	69%
Q17. My child gets along better with family.	67%	67%	63%	67%	63%	70%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%	64%	69%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%	53%	62%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%	56%	59%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%	69%	71%

Figure 4. The mean score for each subscale on scale from 1-5 with 5 being “Strongly Agree”.

Subscale	MSHN 2020	MSHN 2021
Perception of Cultural Sensitivity	4.60	4.66
Perception of Access	4.50	4.56
Perception of Participation in Treatment	4.47	4.43
Perception of Social Connectedness	4.33	4.38
Appropriateness	4.31	4.27
Functioning	3.70	3.80
Outcomes	3.70	3.80

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 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 include the following:

- Perception of Cultural Sensitivity
- Perception of Access
- Participation in Treatment
- Social Connectedness
- Appropriateness

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

- Q14. Staff spoke with me in a way that I understand (4.70)
- Q12. Staff treated me with respect (4.70)
- Q13. Staff respected my family's religious/spiritual beliefs (4.63)
- Q15. Staff were sensitive to my cultural/ethnic background (4.62)
- Q8. The location of services was convenient for us. (4.61)

Growth areas to consider include areas that perform below the 80% for subscales or below 3.50 in the subscale line items indicating disagreement. In the absence of scores below 80% or below a score of 3.50 for the subscale line item, consideration should be given to the questions that are ranked the lowest or 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 (68% an increase from 62%)
- Perception of Social Functioning (71% an increase from 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 (3.83 an increase from 3.75)
- Q19. My child is doing better in school and/or work (3.78 an increase from 3.57)
- Q20. My child is better able to cope when things go wrong (3.63 an increase from 3.55)

Recommendations

- Distribute the 2020/21 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), 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.
- Evaluate methodology to incorporate a length of time open to treatment to complete survey.

Completed by: Sandy Gettel Quality Manager MSHN
Reviewed by MSHN Quality Improvement Council
Reviewed by MSHN Regional Advisory Council

Date: September 20, 2021
Date: September 23, 2021
Date: October 8, 2021

Appendix A. MSHN and CMHSP Longitudinal Data of Percentage of Agreement

(2013-2017 includes HBS only; beginning 2019 includes all youth programs OPT, CSM, HBS)

		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Appropriate-ness	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%
	**2020/21	89%	88%	65%	72%	90%	100%	94%	88%	67%	93%	95%	88%	99%
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%
	**2020/21	96%	94%	94%	90%	95%	100%	97%	97%	78%	95%	100%	100%	99%
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%
	**2020/21	68%	62%	35%	56%	55%	73%	74%	71%	56%	75%	68%	56%	78%
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%
	**2020/21	99%	98%	100%	94%	95%	100%	100%	100%	100%	99%	98%	94%	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%
	**2020/21	93%	94%	94%	92%	91%	100%	97%	87%	78%	96%	98%	94%	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%
	**2020/21	92%	92%	82%	76%	91%	100%	100%	96%	78%	90%	90%	81%	96%
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%
	**2020/21	71%	62%	59%	65%	55%	73%	76%	73%	56%	74%	72%	69%	83%

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

Appendix B. The CMHSP YSS mean score for each subscale and subscale line item Scale from 1-5 with 5 being “Strongly Agree”.

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Access	4.56	4.36	4.47	4.32	4.36	4.71	4.65	4.60	4.00	4.71	4.52	4.31	4.75
Q8. The location of services was convenient for us.	4.61	4.42	4.71	4.41	4.50	4.75	4.71	4.62	4.11	4.77	4.56	4.31	4.78
Q9. Services were available at times that were convenient for us.	4.51	4.30	4.24	4.24	4.23	4.67	4.59	4.58	3.89	4.65	4.49	4.31	4.73
	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Participation in Treatment	4.43	4.24	4.29	4.31	4.24	4.69	4.69	4.20	4.19	4.68	4.47	4.50	4.79
Q2. I helped to choose my child’s services.	4.46	4.13	3.88	4.18	4.27	4.67	4.53	4.57	4.22	4.58	4.29	4.44	4.78
Q3. I helped to choose my child’s treatment goals.	4.60	4.22	4.29	4.31	4.36	4.67	4.74	4.69	4.33	4.77	4.59	4.56	4.80
Q6. I participated in my child’s treatment.	4.23	4.37	4.71	4.45	4.09	4.75	4.79	3.35	4.00	4.70	4.54	4.50	4.79
	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Cultural Sensitivity	4.66	4.36	4.73	4.49	4.43	4.79	4.80	4.67	4.31	4.87	4.56	4.47	4.87
Q12. Staff treated me with respect.	4.70	4.48	4.65	4.49	4.50	4.83	4.76	4.74	4.22	4.84	4.59	4.56	4.89
Q13. Staff respected my family’s religious/spiritual beliefs.	4.63	4.31	4.75	4.44	4.32	4.75	4.79	4.64	4.33	4.89	4.53	4.31	4.85
Q14. Staff spoke with me in a way that I understand.	4.70	4.43	4.82	4.57	4.45	4.83	4.82	4.71	4.33	4.88	4.66	4.56	4.85
Q15. Staff were sensitive to my cultural/ethnic background.	4.62	4.22	4.71	4.46	4.45	4.75	4.82	4.61	4.33	4.88	4.46	4.44	4.86
	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Appropriateness	4.27	4.15	3.59	3.95	4.17	4.71	4.51	4.10	3.78	4.50	4.34	4.23	4.72
Q1. Overall, I am satisfied with the services my child received.	4.42	4.22	3.47	4.06	4.32	4.58	4.59	4.50	4.11	4.53	4.44	4.25	4.73
Q4. The people helping my child stuck with us no matter what.	4.45	4.19	4.12	4.04	4.24	4.83	4.68	4.46	3.78	4.70	4.37	4.31	4.76
Q5. I felt my child had someone to talk to when she/he was troubled.	4.14	4.15	3.76	4.00	4.33	4.83	4.53	3.56	3.78	4.50	4.32	4.13	4.77
Q7. The services my child and/or family received were right for us.	4.12	4.21	3.71	4.04	4.18	4.75	4.47	3.47	3.78	4.47	4.44	4.44	4.76
Q10. My family got the help we wanted for my child.	4.30	4.07	3.29	3.86	4.09	4.67	4.38	4.38	3.67	4.45	4.32	4.25	4.68
Q11. My family got as much help as we needed for my child.	4.20	4.06	3.18	3.71	3.86	4.58	4.44	4.26	3.56	4.34	4.15	4.00	4.64

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

	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Outcome of Services	3.80	3.70	3.34	3.63	3.44	3.88	3.80	3.88	3.21	4.04	3.75	3.58	3.92
Q16. My child is better at handling daily life.	3.84	3.81	3.35	3.78	3.45	4.00	3.94	3.83	3.00	4.14	3.78	3.50	3.95
Q17. My child gets along better with family.	3.83	3.74	3.65	3.60	3.45	3.92	3.88	3.88	3.44	4.04	3.83	3.56	3.94
Q18. My child gets along better with friends and other people.	3.84	3.74	3.53	3.60	3.41	3.92	3.94	3.86	3.11	4.14	3.85	3.63	4.00
Q19. My child is doing better in school and/or work.	3.78	3.45	3.12	3.65	3.23	3.82	3.79	3.99	3.33	3.93	3.70	3.56	3.90
Q20. My child is better able to cope when things go wrong.	3.63	3.57	2.94	3.50	3.41	3.73	3.65	3.64	3.11	3.84	3.63	3.56	3.79
Q21. I am satisfied with our family life right now.	3.82	3.83	3.29	3.55	3.59	3.91	3.71	3.94	3.22	4.12	3.62	3.44	3.89
Q22. My child is better able to do things he or she wants to do.	3.86	3.74	3.53	3.69	3.55	3.82	3.71	3.98	3.22	4.07	3.85	3.81	3.94
	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Social Connectedness	4.38	4.20	4.07	4.01	4.20	4.67	4.48	4.41	3.64	4.58	4.53	4.14	4.57
Q23. I know people who will listen and understand me when I need to talk.	4.46	4.21	4.29	4.02	4.09	4.67	4.59	4.45	3.44	4.64	5.22	4.06	4.60
Q24. I have people that I am comfortable talking with about my child's problems.	4.46	4.28	4.12	4.04	4.18	4.75	4.68	4.53	3.56	4.70	4.43	4.13	4.66
Q25. In a crisis, I would have the support I need from family or friends.	4.28	4.25	3.76	4.02	4.18	4.58	4.32	4.28	3.78	4.42	4.29	4.19	4.50
Q26. I have people with whom I can do enjoyable things.	4.32	4.06	4.12	3.96	4.36	4.67	4.32	4.36	3.78	4.55	4.20	4.19	4.54
	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Perception of Social Functioning	3.80	3.68	3.35	3.64	3.42	3.87	3.82	3.87	3.20	4.02	3.77	3.60	3.92
Q16. My child is better at handling daily life.	3.84	3.81	3.35	3.78	3.45	4.00	3.94	3.83	3.00	4.14	3.78	3.50	3.95
Q17. My child gets along better with family.	3.83	3.74	3.65	3.60	3.45	3.92	3.88	3.88	3.44	4.04	3.83	3.56	3.94
Q18. My child gets along better with friends and other people.	3.84	3.74	3.53	3.60	3.41	3.92	3.94	3.86	3.11	4.14	3.85	3.63	4.00
Q19. My child is doing better in school and/or work.	3.78	3.45	3.12	3.65	3.23	3.82	3.79	3.99	3.33	3.93	3.70	3.56	3.90
Q20. My child is better able to cope when things go wrong.	3.63	3.57	2.94	3.50	3.41	3.73	3.65	3.64	3.11	3.84	3.63	3.56	3.79
Q22. My child is better able to do things he or she wants to do.	3.86	3.74	3.53	3.69	3.55	3.82	3.71	3.98	3.22	4.07	3.85	3.81	3.94

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

Appendix C. YSS Questions Ranked

Scale 1-5 with 5 being in agreement. Green indicates most agreement; Red indicates the least agreement.

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q14. Staff spoke with me in a way that I understand.	4.70	4.43	4.82	4.57	4.45	4.83	4.82	4.71	4.33	4.88	4.66	4.56	4.85
Q12. Staff treated me with respect.	4.70	4.48	4.65	4.49	4.50	4.83	4.76	4.74	4.22	4.84	4.59	4.56	4.89
Q13. Staff respected my family’s religious/spiritual beliefs.	4.63	4.31	4.75	4.44	4.32	4.75	4.79	4.64	4.33	4.89	4.53	4.31	4.85
Q15. Staff were sensitive to my cultural/ethnic background.	4.62	4.22	4.71	4.46	4.45	4.75	4.82	4.61	4.33	4.88	4.46	4.44	4.86
Q8. The location of services was convenient for us.	4.61	4.42	4.71	4.41	4.50	4.75	4.71	4.62	4.11	4.77	4.56	4.31	4.78
Q3. I helped to choose my child’s treatment goals.	4.60	4.22	4.29	4.31	4.36	4.67	4.74	4.69	4.33	4.77	4.59	4.56	4.80
Q9. Services were available at times that were convenient for us.	4.51	4.30	4.24	4.24	4.23	4.67	4.59	4.58	3.89	4.65	4.49	4.31	4.73
Q2. I helped to choose my child’s services.	4.46	4.13	3.88	4.18	4.27	4.67	4.53	4.57	4.22	4.58	4.29	4.44	4.78
Q23. I know people who will listen and understand me when I need to talk.	4.46	4.21	4.29	4.02	4.09	4.67	4.59	4.45	3.44	4.64	5.22	4.06	4.60
Q24. I have people that I am comfortable talking with about my child’s problems.	4.46	4.28	4.12	4.04	4.18	4.75	4.68	4.53	3.56	4.70	4.43	4.13	4.66
Q4. The people helping my child stuck with us no matter what.	4.45	4.19	4.12	4.04	4.24	4.83	4.68	4.46	3.78	4.70	4.37	4.31	4.76
Q1. Overall, I am satisfied with the services my child received.	4.42	4.22	3.47	4.06	4.32	4.58	4.59	4.50	4.11	4.53	4.44	4.25	4.73
Q26. I have people with whom I can do enjoyable things.	4.32	4.06	4.12	3.96	4.36	4.67	4.32	4.36	3.78	4.55	4.20	4.19	4.54
Q10. My family got the help we wanted for my child.	4.30	4.07	3.29	3.86	4.09	4.67	4.38	4.38	3.67	4.45	4.32	4.25	4.68
Q25. In a crisis, I would have the support I need from family or friends.	4.28	4.25	3.76	4.02	4.18	4.58	4.32	4.28	3.78	4.42	4.29	4.19	4.50
Q6. I participated in my child’s treatment.	4.23	4.37	4.71	4.45	4.09	4.75	4.79	3.35	4.00	4.70	4.54	4.50	4.79
Q11. My family got as much help as we needed for my child.	4.20	4.06	3.18	3.71	3.86	4.58	4.44	4.26	3.56	4.34	4.15	4.00	4.64
Q5. I felt my child had someone to talk to when she/he was troubled.	4.14	4.15	3.76	4.00	4.33	4.83	4.53	3.56	3.78	4.50	4.32	4.13	4.77
Q7. The services my child and/or family received were right for us.	4.12	4.21	3.71	4.04	4.18	4.75	4.47	3.47	3.78	4.47	4.44	4.44	4.76
Q22. My child is better able to do things he or she wants to do.	3.86	3.74	3.53	3.69	3.55	3.82	3.71	3.98	3.22	4.07	3.85	3.81	3.94
Q18. My child gets along better with friends and other people.	3.84	3.74	3.53	3.60	3.41	3.92	3.94	3.86	3.11	4.14	3.85	3.63	4.00
Q16. My child is better at handling daily life.	3.84	3.81	3.35	3.78	3.45	4.00	3.94	3.83	3.00	4.14	3.78	3.50	3.95
Q17. My child gets along better with family.	3.83	3.74	3.65	3.60	3.45	3.92	3.88	3.88	3.44	4.04	3.83	3.56	3.94
Q21. I am satisfied with our family life right now.	3.82	3.83	3.29	3.55	3.59	3.91	3.71	3.94	3.22	4.12	3.62	3.44	3.89
Q19. My child is doing better in school and/or work.	3.78	3.45	3.12	3.65	3.23	3.82	3.79	3.99	3.33	3.93	3.70	3.56	3.90
Q20. My child is better able to cope when things go wrong.	3.63	3.57	2.94	3.50	3.41	3.73	3.65	3.64	3.11	3.84	3.63	3.56	3.79

Appendix D. MSHN and CMHSP YSSF Total Valid Count for Each Question

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q1. Overall, I am satisfied with the services my child received.	574	54	17	50	22	12	34	163	9	74	41	16	82
Q2. I helped to choose my child's services.	572	54	17	51	22	12	34	161	9	74	41	16	81
Q3. I helped to choose my child's treatment goals.	574	54	17	51	22	12	34	163	9	74	41	16	81
Q4. The people helping my child stuck with us no matter what.	573	53	17	51	21	12	34	163	9	74	41	16	82
Q5. I felt my child had someone to talk to when she/he was troubled.	571	54	17	51	21	12	34	160	9	74	41	16	82
Q6. I participated in my child's treatment.	573	54	17	49	22	12	34	163	9	74	41	16	82
Q7. The services my child and/or family received were right for us.	574	53	17	51	22	12	34	163	9	74	41	16	82
Q8. The location of services was convenient for us.	573	53	17	51	22	12	34	163	9	74	41	16	81
Q9. Services were available at times that were convenient for us.	574	54	17	51	22	12	34	162	9	74	41	16	82
Q10. My family got the help we wanted for my child.	573	54	17	50	22	12	34	163	9	74	41	16	81
Q11. My family got as much help as we needed for my child.	573	54	17	51	22	12	34	163	9	73	41	16	81
Q12. Staff treated me with respect.	575	54	17	51	22	12	34	163	9	74	41	16	82
Q13. Staff respected my family's religious/spiritual beliefs.	571	54	16	50	22	12	34	163	9	74	40	16	81
Q14. Staff spoke with me in a way that I understand.	575	54	17	51	22	12	34	163	9	74	41	16	82
Q15. Staff were sensitive to my cultural/ethnic background.	572	54	17	50	22	12	34	163	9	73	41	16	81
Q16. My child is better at handling daily life.	573	53	17	50	22	12	34	163	9	74	41	16	82
Q17. My child gets along better with family.	574	54	17	50	22	12	34	163	9	74	41	16	82
Q18. My child gets along better with friends and other people.	574	54	17	50	22	12	34	163	9	74	41	16	82
Q19. My child is doing better in school and/or work.	564	53	17	49	22	11	34	157	9	74	40	16	82
Q20. My child is better able to cope when things go wrong.	571	54	17	50	22	11	34	163	9	74	41	16	80
Q21. I am satisfied with our family life right now.	568	54	17	49	22	11	34	162	9	73	39	16	82
Q22. My child is better able to do things he or she wants to do.	571	54	17	49	22	11	34	163	9	74	40	16	82
Q23. I know people who will listen and understand me when I need to talk.	572	53	17	50	22	12	34	163	9	73	41	16	82
Q24. I have people that I am comfortable talking with about my child's problems.	572	53	17	50	22	12	34	163	9	74	40	16	82
Q25. In a crisis, I would have the support I need from family or friends.	573	53	17	50	22	12	34	163	9	74	41	16	82
Q26. I have people with whom I can do enjoyable things.	573	53	17	50	22	12	34	163	9	74	41	16	82