

*Youth Services Survey for Youth  
(YSS-Youth)*

*Superior Region Summary Report  
for the  
November 2003 Data Collection Period*

**CHILDREN & YOUTH PERFORMANCE OUTCOMES**



**Broad-Based Evaluation  
Consumer Perception Survey**

**AUGUST 2004**

Prepared by:  
Performance Outcomes and Quality  
Improvement Unit  
California Department of Mental Health (DMH)  
Systems of Care  
1600 9<sup>th</sup> Street  
Sacramento CA 95814

**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

**Consumer Demographic & Descriptive Items**  
*Summary Report*

The following tables highlight demographic items that were collected on the YSS-Youth, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of YSS-Youth consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Youth portion of the survey. **Out of 677 Superior Region YSS-Youth Surveys submitted, a total of 617 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)**

A total of 677 YSS-Youth Surveys were submitted for the Superior Region.

**REGION**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Superior Region	677	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your gender?” – 44.6% identified themselves as Female, 53.5% as Male and 1.9% as Other. Additionally, 6.2% of the consumers did not respond to this item.

**What is your gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	258	41.8	44.6	44.6
	Male	310	50.2	53.5	98.1
	Other	11	1.8	1.9	100.0
	Total	579	93.8	100.0	
Missing	9	38	6.2		
Total		617	100.0		

**AGE CATEGORY**

For the consumers who responded to the question – “What is your date of birth?” – 6.3% were under age 13, 20.1% were age 13, 19.0% were age 14, 17.8% were age 15, 17.1% were age 16, 14.0% were age 17, 3.8% were age 18-21 and 2.0% were older than 21. Additionally, 9.7% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	35	5.7	6.3	6.3
	13	112	18.2	20.1	26.4
	14	106	17.2	19.0	45.4
	15	99	16.0	17.8	63.2
	16	95	15.4	17.1	80.3
	17	78	12.6	14.0	94.3
	18-21	21	3.4	3.8	98.0
	over 21	11	1.8	2.0	100.0
	Total	557	90.3	100.0	
Missing	System	60	9.7		
Total		617	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long have you received services here?” – 4.0% reported that it was their first visit; 6.1% reported that they had had more than one visit, but that they had received services for less than one month; 13.8% reported having received services for 1-2 months; 16.9% reported having received services for 3-5 months; 17.5% reported receiving services for 6 months to 1 year and 41.8% reported receiving services for more than one year. Additionally, 38.7% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	15	2.4	4.0	4.0
	> 1 visit, but < one month	23	3.7	6.1	10.1
	1 to 2 months	52	8.4	13.8	23.8
	3 to 5 months	64	10.4	16.9	40.7
	6 months to 1 year	66	10.7	17.5	58.2
	More than 1 year	158	25.6	41.8	100.0
	Total	378	61.3	100.0	
Missing	9	239	38.7		
Total		617	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Youth Survey, 19.0% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin”.

**Are you of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	414	67.1	81.0	81.0
	Yes	97	15.7	19.0	100.0
	Total	511	82.8	100.0	
Missing	Unknown	106	17.2		
Total		617	100.0		

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Youth Survey, 71.5% of the consumers identified themselves as being “White / Caucasian”.

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	176	28.5	28.5	28.5
	Yes	441	71.5	71.5	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 4.5% of the consumers identified themselves as being “Black / African American”.

**Is your race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	589	95.5	95.5	95.5
	Yes	28	4.5	4.5	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 1.1% of the consumers identified themselves as being “Asian”.

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	610	98.9	98.9	98.9
	Yes	7	1.1	1.1	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 17.3% of the consumers identified themselves as being “American Indian / Alaskan Native”.

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	510	82.7	82.7	82.7
	Yes	107	17.3	17.3	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 1.9% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander”.

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	605	98.1	98.1	98.1
	Yes	12	1.9	1.9	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 14.3% of the consumers identified themselves as being “Other”.

**Is your race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	529	85.7	85.7	85.7
	Yes	88	14.3	14.3	100.0
	Total	617	100.0	100.0	

On the YSS-Youth Survey, 2.6% of the consumers identified themselves as being “Unknown”.

**Is your race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	601	97.4	97.4	97.4
	Yes	16	2.6	2.6	100.0
	Total	617	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Youth Survey, 99.8% of the consumers responded using the English version of the YSS-Youth Survey and 0.2% used the Spanish version. *Note: The YSS-Youth Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	616	99.8	99.8	99.8
	Spanish	1	.2	.2	100.0
	Total	617	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Youth Survey, 97.5 % of the consumers responded that the services they received were provided in the language they preferred and 96.5% responded that written information was available in their preferred language. Additionally, 8.4% and 7.8% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	14	2.3	2.5	2.5
	Yes	551	89.3	97.5	100.0
	Total	565	91.6	100.0	
Missing	Unknown	52	8.4		
Total		617	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	3.2	3.5	3.5
	Yes	549	89.0	96.5	100.0
	Total	569	92.2	100.0	
Missing	Unknown	48	7.8		
Total		617	100.0		

**JUVENILE JUSTICE SYSTEM INVOLVEMENT**

For the November 2003 survey period, 91.0% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 6.3% of the consumers did not respond to this item.

**In the past MONTH, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	526	85.3	91.0	91.0
	1 arrest	35	5.7	6.1	97.1
	2 arrests	9	1.5	1.6	98.6
	3 arrests	6	1.0	1.0	99.7
	4 or more arrests	2	.3	.3	100.0
	Total	578	93.7	100.0	
Missing	9	39	6.3		
Total		617	100.0		

**SCHOOL ATTENDANCE**

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 42.2% indicated 1 day or less, 12.8% indicated 2 days, 16.5% indicated 3-5 days, 7.3% indicated 6-10 days, 4.9% indicated more than 10 days, 9.0% did not remember and 7.3% indicated that the question did not apply to them or that they were not in school. Additionally, 6.6% of the consumers did not respond to this item.

**How often were you absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	243	39.4	42.2	42.2
	2 days	74	12.0	12.8	55.0
	3-5 days	95	15.4	16.5	71.5
	6-10 days	42	6.8	7.3	78.8
	More than 10 days	28	4.5	4.9	83.7
	Do not remember	52	8.4	9.0	92.7
	Not Applicable / Not In School	42	6.8	7.3	100.0
	Total	576	93.4	100.0	
Missing	9	41	6.6		
Total		617	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 60.1% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	246	39.9	39.9	39.9
	Yes	371	60.1	60.1	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 3.9% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	593	96.1	96.1	96.1
	Yes	24	3.9	3.9	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 1.3% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	609	98.7	98.7	98.7
	Yes	8	1.3	1.3	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 9.9% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	556	90.1	90.1	90.1
	Yes	61	9.9	9.9	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 2.1% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	604	97.9	97.9	97.9
	Yes	13	2.1	2.1	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 11.3% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	547	88.7	88.7	88.7
	Yes	70	11.3	11.3	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 6.8% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	575	93.2	93.2	93.2
	Yes	42	6.8	6.8	100.0
	Total	617	100.0	100.0	

For the November 2003 survey period, 6.8% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	575	93.2	93.2	93.2
	Yes	42	6.8	6.8	100.0
	Total	617	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 31.0% of the consumers were reported to have Refused to complete the survey, 3.4% were reported to have an Impairment, and 65.5% were marked as having an “Other” reason for not completing the survey. Additionally, 3.3% of the YSS-Youth Surveys were missing a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	18	30.0	31.0	31.0
	Impairment	2	3.3	3.4	34.5
	Other	38	63.3	65.5	100.0
	Total	58	96.7	100.0	
Missing		2	3.3		
Total		60	100.0		

## **Youth Services Survey for Youth (YSS)**

### *Summary Report*

#### **About the Youth Services Survey for Youth (YSS-Youth)**

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Youth is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Youth represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the November 2003 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Youth subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Youth averages and the YSS-Youth subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Youth Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

**PERCEPTION OF ACCESS TO SERVICES**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 18.5 % reported that they were Very Satisfied, 54.2% reported they were Satisfied, 18.9 % were Neutral, 5.7% were Somewhat Dissatisfied and 2.7% were Dissatisfied. Additionally, 5.5% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	16	2.6	2.7	2.7
	Somewhat Dissatisfied	33	5.3	5.7	8.4
	Neutral	110	17.8	18.9	27.3
	Satisfied	316	51.2	54.2	81.5
	Very Satisfied	108	17.5	18.5	100.0
	Total	583	94.5	100.0	
Missing	System	34	5.5		
Total		617	100.0		

**PERCEPTION OF CULTURAL SENSITIVITY**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 34.1% reported that they were Very Satisfied, 50.9% reported they were Satisfied, 12.8% were Neutral, 1.6% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, 10.2% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	3	.5	.5	.5
	Somewhat Dissatisfied	9	1.5	1.6	2.2
	Neutral	71	11.5	12.8	15.0
	Satisfied	282	45.7	50.9	65.9
	Very Satisfied	189	30.6	34.1	100.0
	Total	554	89.8	100.0	
Missing	System	63	10.2		
Total		617	100.0		

**PERCEPTION OF TREATMENT PLANNING**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 17.2% reported that they were Very Satisfied, 47.3% reported they were Satisfied, 26.7% were Neutral, 7.1% were Somewhat Dissatisfied and 1.7% were Dissatisfied. Additionally, 4.1% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Participation of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	10	1.6	1.7	1.7
	Somewhat Dissatisfied	42	6.8	7.1	8.8
	Neutral	158	25.6	26.7	35.5
	Satisfied	280	45.4	47.3	82.8
	Very Satisfied	102	16.5	17.2	100.0
	Total	592	95.9	100.0	
Missing	System	25	4.1		
Total		617	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 16.3% reported that they were Very Satisfied, 47.3% reported they were Satisfied, 29.5% were Neutral, 5.6% were Somewhat Dissatisfied and 1.4% were Dissatisfied. Additionally, 4.4% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	8	1.3	1.4	1.4
	Somewhat Dissatisfied	33	5.3	5.6	6.9
	Neutral	174	28.2	29.5	36.4
	Satisfied	279	45.2	47.3	83.7
	Very Satisfied	96	15.6	16.3	100.0
	Total	590	95.6	100.0	
Missing	System	27	4.4		
Total		617	100.0		

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 25.2% reported that they were Very Satisfied, 50.1% reported they were Satisfied, 19.8% were Neutral, 4.3% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, 1.6% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	4	.6	.7	.7
	Somewhat Dissatisfied	26	4.2	4.3	4.9
	Neutral	120	19.4	19.8	24.7
	Satisfied	304	49.3	50.1	74.8
	Very Satisfied	153	24.8	25.2	100.0
	Total	607	98.4	100.0	
Missing	System	10	1.6		
Total		617	100.0		

**AVERAGE MHSIP SUBSCALE SCORES**

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 3.94, 583 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.21, 554 responses), their Participation in Treatment Planning (indicated by a subscale score of 3.73, 592 responses), their Outcomes (indicated by a subscale score of 3.76, 590 responses) and were Generally Satisfied with their services (indicated by a subscale score of 3.99, 607 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	583	1.00	5.00	3.94	.84
Average: Perception of Cultural Sensitivity	554	1.00	5.00	4.21	.68
Average: Perception of Participation in Treatment Planning	592	1.00	5.00	3.73	.85
Average: Outcomes	590	1.00	5.00	3.76	.78
Average: General Satisfaction	607	1.00	5.00	3.99	.76
Valid N (listwise)	513				

**YOUTH SERVICES SURVEY (YSS)\*** - for youth ages 13-18

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** *EXAMPLE:* Correct ● Incorrect ✗

**Approximately, how long have you received services here?**

- This is my first visit here.
- I have had more than one visit but I have received services for less than one month.
- 1 - 2 Months
- 3 - 5 Months
- 6 months to 1 year
- More than 1 year

Please answer the following questions based on the **last 6 months** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree, Disagree, are Undecided, Agree, or Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>					
2. I helped to choose my services.	<input type="radio"/>					
3. I helped to choose my treatment goals.	<input type="radio"/>					
4. The people helping me stuck with me no matter what.	<input type="radio"/>					
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>					
6. I participated in my own treatment.	<input type="radio"/>					
7. I received services that were right for me.	<input type="radio"/>					
8. The location of services was convenient.	<input type="radio"/>					
9. Services were available at times that were convenient for me.	<input type="radio"/>					
10. I got the help I wanted.	<input type="radio"/>					
11. I got as much help as I needed.	<input type="radio"/>					
12. Staff treated me with respect.	<input type="radio"/>					
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>					
14. Staff spoke with me in a way that I understood.	<input type="radio"/>					
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>					

**As a result of the services I received:**

16. I am better at handling daily life.	<input type="radio"/>					
17. I get along better with family members.	<input type="radio"/>					
18. I get along better with friends and other people.	<input type="radio"/>					
19. I am doing better in school and / or work.	<input type="radio"/>					
20. I am better able to cope when things go wrong.	<input type="radio"/>					
21. I am satisfied with my family life right now.	<input type="radio"/>					

22. Please provide comments here and / or on the back of this form, if needed.

We are interested in both positive and negative feedback.

Continued on the Next Page...

- Y - E N -



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

1. What is your gender?  Female  Male  Other
2. Are you of Mexican / Hispanic / Latino origin?  Yes  No  Unknown
3. What is your race? (mark all that apply.)
- White / Caucasian
  - Black / African American
  - Asian
  - American Indian / Alaskan Native
  - Native Hawaiian / Other Pacific Islander
  - Other
  - Unknown

4. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

□□ - □□ - □□□□

0	<input type="radio"/>								
1	<input type="radio"/>								
2	<input type="radio"/>								
3	<input type="radio"/>								
4	<input type="radio"/>								
5	<input type="radio"/>								
6	<input type="radio"/>								
7	<input type="radio"/>								
8	<input type="radio"/>								
9	<input type="radio"/>								

EXAMPLE: Date of birth on April 30, 1987:

1. Write in your date of birth

Date of Birth (mm-dd-yyyy)

04 - 30 - 1987

2. Fill in the corresponding circles

0	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. In the **past MONTH**, how many times have you been arrested for any crimes?

No arrests  1 arrest  2 arrests  3 arrests  4 or more arrests

6. How often were you absent from school during the **last MONTH**?

1 day or less  2 days  3 to 5 days  6 to 10 days  More than 10 days  Not applicable  Not in school  Do not remember

7. Were the services you received provided in the language you prefer?  Yes  No

8. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?  Yes  No

9. Please identify who helped you complete any part of this survey (mark all that apply):

- I did not need any help.
- A mental health advocate / volunteer helped me.
- Another mental health consumer helped me.
- A member of my family helped me.
- A professional interviewer helped me.
- My clinician / case manager helped me.
- A staff member other than my clinician or case manager helped me.
- Someone else helped me. Who?: \_\_\_\_\_

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

**FOR OFFICE USE ONLY:**

Date of Survey Administration:

1 1 - □□ - 2 0 0 3

County Question #1:  01  02  03  04  05  06  07  08  09  10  11  12  13  14  15  16  17  18  19  20

County Question #2:  01  02  03  04  05  06  07  08  09  10  11  12  13  14  15  16  17  18  19  20

County Question #3:  01  02  03  04  05  06  07  08  09  10  11  12  13  14  15  16  17  18  19  20

□□□□□□□□

**CSI County Client Number**

□□□□□□□□

0	<input type="radio"/>								
1	<input type="radio"/>								
2	<input type="radio"/>								
3	<input type="radio"/>								
4	<input type="radio"/>								
5	<input type="radio"/>								
6	<input type="radio"/>								
7	<input type="radio"/>								
8	<input type="radio"/>								
9	<input type="radio"/>								

**Reason:**

Ref  Imp  Lan  Oth

27557

