

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

*Central Valley Region Summary Report  
for the  
November 2004 Data Collection Period*

**CHILDREN & YOUTH PERFORMANCE OUTCOMES**



**Broad-Based Evaluation  
Consumer Perception Survey**

**MARCH 2005**

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 data on consumer perception of mental health services, 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 1-15, 2004 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhitws.cahwnet.gov/>.*

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

The following tables reflect aggregated REGIONAL data and highlight the YSS-Youth Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 1-15, 2004, survey period. Results of YSS-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 2,149 Central Valley Region YSS-Youth Surveys, a total of 1,792 had at least one response to the YSS-Youth section.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (CENTRAL VALLEY REGION)**

A total of 2,149 YSS-Youth Surveys were submitted for the Central Valley Region.

**Region**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Central Valley Region	2149	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your gender?” – 46.2% identified themselves as Female, 53.0% as Male and 0.7% as Other. Additionally, 9.0% of the consumers did not respond to this item.

**What is your gender?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	754	42.1	46.2	46.2
Male	865	48.3	53.0	99.3
Other	12	.7	.7	100.0
Total	1631	91.0	100.0	
No Response	161	9.0		
Total	1792	100.0		

### AGE CATEGORY\*

For the consumers who responded to the question – “What is your date of birth?” – 12.9% were under age 13, 14.6% were age 13, 16.3% were age 14, 17.4% were age 15, 18.6% were age 16, 11.4% were age 17, 6.2% were age 18-21 and 2.5% were older than 21. Additionally, 12.2% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	203	11.3	12.9	12.9
	13	230	12.8	14.6	27.5
	14	257	14.3	16.3	43.9
	15	273	15.2	17.4	61.2
	16	293	16.4	18.6	79.8
	17	180	10.0	11.4	91.3
	18-21	97	5.4	6.2	97.5
	over 21	40	2.2	2.5	100.0
	Total	1573	87.8	100.0	
No Response		219	12.2		
Total		1792	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; 5.9% reported that they had had more than one visit, but that they had received services for less than one month; 14.2% reported having received services for 1-2 months; 22.2% reported having received services for 3-5 months; 23.5% reported receiving services for 6 months to 1 year; and 30.2% reported receiving services for more than one year. Additionally, 33.1% 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	48	2.7	4.0	4.0
	> 1 visit, but < one month	71	4.0	5.9	9.9
	1 to 2 months	170	9.5	14.2	24.1
	3 to 5 months	266	14.8	22.2	46.3
	6 months to 1 year	282	15.7	23.5	69.8
	More than 1 year	362	20.2	30.2	100.0
	Total	1199	66.9	100.0	
No Response		593	33.1		
Total		1792	100.0		

\* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Youth Survey, 30.2% 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	888	49.6	49.6	49.6
	Yes	542	30.2	30.2	79.8
	Unknown	362	20.2	20.2	100.0
	Total	1792	100.0	100.0	

**RACE**

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race 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.

On the YSS-Youth Survey, 47.4% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	942	52.6	52.6	52.6
	Yes	850	47.4	47.4	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 16.8% of the consumers identified themselves as being “Black / African American.”

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1491	83.2	83.2	83.2
	Yes	301	16.8	16.8	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 2.9% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1740	97.1	97.1	97.1
	Yes	52	2.9	2.9	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 9.7% 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	1619	90.3	90.3	90.3
	Yes	173	9.7	9.7	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 1.5% 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	1765	98.5	98.5	98.5
	Yes	27	1.5	1.5	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 20.8% of the consumers identified themselves as being of another race.

**Other Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1419	79.2	79.2	79.2
	Yes	373	20.8	20.8	100.0
	Total	1792	100.0	100.0	

On the YSS-Youth Survey, 3.9% of the consumers were not able to identify their race.

**Unknown Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1722	96.1	96.1	96.1
	Yes	70	3.9	3.9	100.0
	Total	1792	100.0	100.0	

## LANGUAGE OF SURVEY

On the YSS-Youth Survey, 98.5% of the consumers responded using the English version of the YSS-Youth Survey; 1.5% used the Spanish version and 0.1% used the Tagalog version of the YSS-Youth Survey. Additionally, 1.0% of the surveys received did not indicate the language of the survey.

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1747	97.5	98.5	98.5
	Spanish	26	1.5	1.5	99.9
	Tagalog	1	.1	.1	100.0
	Total	1774	99.0	100.0	
No Response		18	1.0		
Total		1792	100.0		

## PREFERRED LANGUAGE

On the YSS-Youth Survey, 97.0% of the consumers responded that the services they received were provided in the language they preferred and 96.4% responded that written information was available in their preferred language. Additionally, 9.3% and 10.4% 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	48	2.7	3.0	3.0
	Yes	1577	88.0	97.0	100.0
	Total	1625	90.7	100.0	
No Response		167	9.3		
Total		1792	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	58	3.2	3.6	3.6
	Yes	1548	86.4	96.4	100.0
	Total	1606	89.6	100.0	
No Response		186	10.4		
Total		1792	100.0		

**JUVENILE JUSTICE SYSTEM INVOLVEMENT**

For the November 2004 survey period, 94.3% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 7.7% 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	1559	87.0	94.3	94.3
	1 arrest	67	3.7	4.1	98.3
	2 arrests	10	.6	.6	98.9
	3 arrests	10	.6	.6	99.5
	4 or more arrests	8	.4	.5	100.0
	Total	1654	92.3	100.0	
No Response		138	7.7		
Total		1792	100.0		

**SCHOOL ATTENDANCE**

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 42.0% indicated 1 day or less, 12.0% indicated 2 days, 15.9% indicated 3-5 days, 4.9% indicated 6-10 days, 4.8% indicated more than 10 days, 11.2% did not remember and 9.3% indicated that the question did not apply to them or that they were not in school. Additionally, 8.6% 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	688	38.4	42.0	42.0
	2 days	196	10.9	12.0	54.0
	3-5 days	260	14.5	15.9	69.9
	6-10 days	80	4.5	4.9	74.8
	More than 10 days	78	4.4	4.8	79.5
	Do not remember	183	10.2	11.2	90.7
	Not Applicable / Not In School	152	8.5	9.3	100.0
	Total	1637	91.4	100.0	
No Response		155	8.6		
Total		1792	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.

For the November 2004 survey period, 56.6% 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	778	43.4	43.4	43.4
	Yes	1014	56.6	56.6	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 5.0% 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	1703	95.0	95.0	95.0
	Yes	89	5.0	5.0	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 1.9% 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	1758	98.1	98.1	98.1
	Yes	34	1.9	1.9	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 14.0% 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	1542	86.0	86.0	86.0
	Yes	250	14.0	14.0	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 2.3% 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	1751	97.7	97.7	97.7
	Yes	41	2.3	2.3	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 7.7% 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	1654	92.3	92.3	92.3
	Yes	138	7.7	7.7	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 5.8% 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	1688	94.2	94.2	94.2
	Yes	104	5.8	5.8	100.0
	Total	1792	100.0	100.0	

For the November 2004 survey period, 7.5% 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	1658	92.5	92.5	92.5
	Yes	134	7.5	7.5	100.0
	Total	1792	100.0	100.0	

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

Out of 2,149 surveys received, 24 (1.1%) were not completed by the consumers. 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, 27.6% of the consumers were reported to have Refused the survey, 6.3% were reported to have had an Impairment, 2.4% did not have a survey available in their Language and 63.7% were marked as having an “Other” reason for non-completion. Additionally, 6.7% of the YSS-Youth Surveys that were not completed did not have a “Reason” response.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	92	25.8	27.6	27.6
	Impairment	21	5.9	6.3	33.9
	Language	8	2.2	2.4	36.3
	Other	212	59.4	63.7	100.0
	Total	333	93.3	100.0	
No Response		24	6.7		
Total		357	100.0		

## **Youth Services Survey for Youth (YSS-Youth)** *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, their families, and mental health advocates. 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 2004 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, for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Youth averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. 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 no response). The results are highlighted in yellow.

The average scores for each of the YSS-Youth subscales are reported below.

## 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, 21.2% reported that they were Very Satisfied, 47.1% reported they were Satisfied, 22.3% were Neutral, 6.3% were Somewhat Dissatisfied and 3.2% were Dissatisfied. Additionally, for 6.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	53	3.0	3.2	3.2
	Somewhat Dissatisfied	106	5.9	6.3	9.5
	Neutral	375	20.9	22.3	31.7
	Satisfied	792	44.2	47.1	78.8
	Very Satisfied	356	19.9	21.2	100.0
	Total	1682	93.9	100.0	
No Response		110	6.1		
Total		1792	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, 35.0% reported that they were Very Satisfied, 49.8% reported they were Satisfied, 11.8% were Neutral, 1.8% were Somewhat Dissatisfied and 1.5% were Dissatisfied. Additionally, for 8.2% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	25	1.4	1.5	1.5
	Somewhat Dissatisfied	30	1.7	1.8	3.3
	Neutral	194	10.8	11.8	15.1
	Satisfied	820	45.8	49.8	65.0
	Very Satisfied	576	32.1	35.0	100.0
	Total	1645	91.8	100.0	
No Response		147	8.2		
Total		1792	100.0		

**PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation of Treatment Planning” subscale, 19.2% reported that they were Very Satisfied, 47.6% reported they were Satisfied, 23.2% were Neutral, 8.3% were Somewhat Dissatisfied and 1.7% were Dissatisfied. Additionally, for 3.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Participation in Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	30	1.7	1.7	1.7
	Somewhat Dissatisfied	143	8.0	8.3	10.0
	Neutral	401	22.4	23.2	33.3
	Satisfied	821	45.8	47.6	80.8
	Very Satisfied	331	18.5	19.2	100.0
	Total	1726	96.3	100.0	
No Response		66	3.7		
Total		1792	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 17.5% reported that they were Very Satisfied, 49.4% reported they were Satisfied, 25.4% were Neutral, 5.9% were Somewhat Dissatisfied and 1.8% were Dissatisfied. Additionally, for 5.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	31	1.7	1.8	1.8
	Somewhat Dissatisfied	100	5.6	5.9	7.7
	Neutral	433	24.2	25.4	33.1
	Satisfied	841	46.9	49.4	82.5
	Very Satisfied	298	16.6	17.5	100.0
	Total	1703	95.0	100.0	
No Response		89	5.0		
Total		1792	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 24.5% reported that they were Very Satisfied, 50.7% reported they were Satisfied, 18.0% were Neutral, 4.6% were Somewhat Dissatisfied and 2.2% were Dissatisfied. Additionally, for 2.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	38	2.1	2.2	2.2
	Somewhat Dissatisfied	81	4.5	4.6	6.8
	Neutral	316	17.6	18.0	24.8
	Satisfied	890	49.7	50.7	75.5
	Very Satisfied	429	23.9	24.5	100.0
	Total	1754	97.9	100.0	
No Response		38	2.1		
Total		1792	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 3.92; 1,682 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.20; 1,645 responses), Participation in Treatment Planning (indicated by a subscale score of 3.75; 1,726 responses), Outcomes (indicated by a subscale score of 3.79; 1,703 responses) and services generally (General Satisfaction; indicated by a subscale score of 3.96; 1,754 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	1682	1.00	5.00	3.92	.90
Average: Perception of Cultural Sensitivity	1645	1.00	5.00	4.20	.75
Average: Perception of Participation in Treatment Planning	1726	1.00	5.00	3.75	.87
Average: Outcomes	1703	1.00	5.00	3.79	.81
Average: General Satisfaction	1754	1.00	5.00	3.96	.83
Valid N (listwise)	1489				



**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  American Indian / Alaskan Native  Unknown
- Black / African American  Native Hawaiian / Other Pacific Islander
- Asian  Other
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	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

*EXAMPLE: Date of birth on April 30, 1987:*

1. Write in your date of birth → **04 - 30 - 1987**

2. Fill in the corresponding circles

0	●	○	○	○	○	○	○
1	○	○	○	○	○	○	○
2	○	○	○	○	○	○	○
3	○	○	○	○	○	○	○
4	○	○	○	○	○	○	○
5	○	○	○	○	○	○	○
6	○	○	○	○	○	○	○
7	○	○	○	○	○	○	○
8	○	○	○	○	○	○	○
9	○	○	○	○	○	○	○

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 professional interviewer helped me.
- A mental health advocate / volunteer helped me.  My clinician / case manager helped me.
- Another mental health consumer helped me.  A staff member other than my clinician or case manager helped me.
- A member of my family helped me.  Someone else helped me. Who?: \_\_\_\_\_

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

**FOR OFFICE USE ONLY:**

**REQUIRED Information:**

County Code: □□

**Date of Survey Administration:**

□□ - □□ - □□□□

**Reason (if applicable):**

Ref  Imp  Lan  Oth

**Make sure the same CSI County Client Number is written on all pages of this survey.**

□□□□□□□□□□

CSI County Client Number  
\*\*\*Must be entered on EVERY page\*\*\*

**Optional County Questions:**

County Question #1 (mark only ONE bubble):

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

County Question #2 (mark only ONE bubble):

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

County Question #3 (mark only ONE bubble):

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

27039

