26312

Youth Services Survey (YSS)

for youth ages 12-18

ENG YOUTH

County Code

Youth's CSI Client Number

Youth's Social Security Number

Youth's Date of Birth

Youth's Ethnic Group

- ○ Caucasian
- ○ Hispanic
- ○ African-Amer
- ○ Asian
- ○ Other

Please help our agency make services better by answering some questions about the services you received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence current or future services you receive. Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below.

For each survey item below, please fill in the circle that corresponds to your choice.
Please fill in the circle completely.

Example: Correct ● Incorrect ✗ ✓

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Overall, I am satisfied with the services I received.	○	○	○	○	○
2. I helped to choose my services.	○	○	○	○	○
3. I helped to choose my treatment goals.	○	○	○	○	○
4. The people helping me stuck with me no matter what.	○	○	○	○	○
5. I felt I had someone to talk to when I was troubled.	○	○	○	○	○
6. I participated in my own treatment.	○	○	○	○	○
7. I received services that were right for me.	○	○	○	○	○
8. The location of services was convenient.	○	○	○	○	○
9. Services were available at times that were convenient for me.	○	○	○	○	○
10. I got the help I wanted.	○	○	○	○	○
11. I got as much help as I needed.	○	○	○	○	○
12. Staff treated me with respect.	○	○	○	○	○
13. Staff respected my family's religious / spiritual beliefs.	○	○	○	○	○
14. Staff spoke with me in a way that I understood.	○	○	○	○	○
15. Staff were sensitive to my cultural / ethnic background.	○	○	○	○	○
As a result of the services I received:					
16. I am better at handling daily life.	○	○	○	○	○
17. I get along better with family members.	○	○	○	○	○
18. I get along better with friends and other people.	○	○	○	○	○
19. I am doing better in school and/or work.	○	○	○	○	○
20. I am better able to cope when things go wrong.	○	○	○	○	○
21. I am satisfied with my family life right now.	○	○	○	○	○

Molly Brunk, 1999. This instrument was developed as part of the State Indicator Project funded by the Center for Mental Health Services (CMHS). It was adapted from the Family Satisfaction Questionnaire used with the CMHS Comprehensive Community Mental Services for Children and their Families Program and the MHSIP Consumer Survey.