Child-Family Mental Health Consumer Survey 2015 Tool Kit

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Submitted by

Rose L. Krebill-Prather, Ph.D.
Research Associate

Kent J. Miller, M.A.
Project Manager

SESRC

Social and Economic Sciences Research Center
Washington State University
PO Box 644014
Pullman, WA 99164-4014
(509)-335-1511
FAX: 509-335-0116
krebill@wsu.edu

WASHINGTON STATE UNIVERSITY

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Prepared for:

Division of Behavioral Health and Recovery
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About This Tool Kit

The SESRC created the 2015 Child/Family Consumer Survey (CFCS) Tool Kit using the same reporting format that was developed by The Washington Institute for Mental Health Research and Training (WIMHRT). The SESRC used this approach so that there will be continuity from year to year when reviewing the survey results. In some places throughout the report, the SESRC relied on what WIMHRT had written to describe the background and other aspects of the purpose for the annual survey and the Tool Kit. WIMHRT's goal and now the SESRC's goal in creating this Tool Kit is so users of the Tool Kit have what is needed in order to access and interpret data collected from Washington State's Child/Family Consumer Survey – 2015 (CFCS).

As was done in previous years, this Tool Kit includes an overview of the study, scale descriptions, data tables, a description of the data sources, a description of the target sample, data collection procedures including the instruments that were used to collect the data, and SPSS syntax used to recode variables and create data tables. The quantitative data collected for this report are present in Appendix A, Parts 1 and 2. Part 1 contains tables of indicators broken out by RSN, while Part 2 contains tables of pertinent demographics. The File Information Document, presented in Appendix B, includes the codebook for all of the variables (fields) that reside in the CFCS data file (CFCS2015.sav).

There are two main ways to use the Tool Kit. The first is to use it as a reference and locate needed information on the printed tables in the Descriptive Statistics document. The "List of Tables and Figures" on page viii, and the "Scale Descriptions" presented in Table 3 can be used to locate needed information. This scale description table provides a brief description of each scale and its location in the Descriptive Statistics document.

Although the Descriptive Statistics tables in Appendix A contain the majority of information that will be needed from the CFCS, there are instances when additional analyses will need to be conducted using the raw data. Hence, a second way to use the Tool Kit is to have access to the SPSS (or SAS) data file (CFCS2015.sav) and conduct independent data runs. The File Information document in Appendix B, along with standard SPSS software components, provides adequate documentation for accessing information from the Child/Family Survey data file. All individual identifying information has been removed from the data set to comply with issues of confidentiality. Conducting independent runs from the data file requires that your agency have the necessary software and expertise. References to necessary information can be obtained from the Tool Kit.

The purpose of this Tool Kit is to maximize its use among those working in the mental health field in Washington State. The survey data provide information about this state's mental health consumer population. In 2015, 4,093 youth consumers and primary caregivers of child consumers were invited to participate in the survey; all had received at least one of hour of service from one of Washington State's mental health providers during a six month period, May through October 2014. Of those invited to participate, 1,250 completed or partially completed the survey. Changes reported in each of the annual "Updates" below, also apply to the years that follow.

Annual Updates

2015 Update

This is the first year the survey was conducted by the Social and Economic Sciences Research Center at Washington State University (SESRC). The SESRC strived to follow the standards and protocols set by WIMHRT, while adapting processes to conform to the SESRC standards and protocols for conducting surveys. The option to complete an online version of the questionnaire was added in 2015. The SESRC has followed the same Toolkit Report format used in previous years so that ongoing comparison from year to year can be made.

2014 Update

This year, the ProviderOne data system continued to work well, and WIMHRT received contact data from DBHR with the sampling frame, which was very helpful in efficiently contacting the sampled respondents. North Central Washington and Cowlitz County RSN were merged with other RSNs, as noted below in the 2013 update. As a result, this year's tables report the current 11 RSNs. In this toolkit, Spokane County RSN (SP) incorporates North Central Washington RSN (NC) from prior year's toolkits, and Southwest Washington Behavioral Health (CL) incorporates Cowlitz County RSN (CO).

2013 Update

The ProviderOne data system worked well this year. It was the first year since WIMHRT has been doing the survey that it did not contact provider agencies or RSNs to obtain additional contact information for survey clients. The sample this year, as in previous years, was selected from consumers who had received at least one hour of service.

Beginning October 1, 2012 the number of RSNs was reduced from 13 to 11. North Central Washington RSN and Spokane County RSN were consolidated into a multi-county RSN known as Spokane County RSN. Clark, Cowlitz, and Skamania counties were combined to form one RSN called Southwest Washington Behavioral Health. This change had no appreciable impact on the reporting in the 2013 Child and Family Survey report.

2012 Update

Many of the problems encountered with the ProviderOne data system in 2011 were corrected in 2012. The sampling frame received from DBHR was more complete in 2012, resulting in a more complete picture of the served client population, better contact information, and higher completion rates. The sample in 2012, as in previous years, was selected from consumers who had received at least one hour of service.

2011 Update

The 2011 survey year was met with difficulties and challenges that had not been issues in prior years. The major issue was establishing a complete sampling frame that contained all of the consumers who received publicly funded mental health services within the identified time frame (April through October, 2010). In 2011, DBHR sourced the sampling frame from ProviderOne, a new centralized payment database that contains all Medicaid funded service encounters in Washington state. The sampling frame was markedly incomplete, not containing any clients at all for one RSN and drastically reduced numbers for three others. It was therefore necessary to go directly to four RSNs to obtain client lists so that the sampling frame could be pieced together (by combining data from DBHR and data from the four RSNs). The distributions of key demographic indicators within the final sampling frame closely matched the distributions found in previous years, providing some evidence that the 2011 sampling frame represented the desired population. That said, because WIMHRT had to piece this together from multiple sources, there was no way of knowing if this sampling frame was a true representation of the entire consumer population served within the identified time frame.

A second database was obtained from DBHR well after the sample had been drawn and the survey begun. This second database was more complete. While helpful, this second database did not reconcile well with data that WIMHRT received directly from the four agencies; some clients in the DBHR database were not in the RSN database and vice versa. There were mismatches in agency identifiers as well, which negatively impacted obtaining sampled consumer contact information from agencies.

Two other problems occurred. There was a much higher proportion of missing data for ethnicity in the ProviderOne database than WIMHRT had encountered in previous years. A second problem was that the reported service hours were much different than what had occurred in previous years. WIMHRT was not sure of the source of this problem and elected to leave service hour reports out of the report, in order to avoid confusion.

2009-2010 Updates

Occasionally, changes were made in the sampling methodology, to the survey, or in the reporting of the data. In 2009, two items were added to the youth and family surveys regarding medical visits and medication use. A change was also made in sampling. In addition to drawing the regular 10% sample, the less populated RSNs were oversampled by an extra 10%. RSNs whose completed response sizes would likely be fewer than 30 respondents were oversampled. Six RSNs were oversampled for the Family Survey: CD, GH (GH received an extra 20% in 2009 and 10% in 2010),NC, PE, SW, and TI. Three RSNs were oversampled for the Adult Survey: CD, GH, and NC. In 2009, PE also received an additional oversample at the RSN's request. Due to budget restrictions, PE did not receive an additional oversample in 2010.

When analysis was done across the entire state sample, responses in the oversampled RSNs were usually provided with "weights" to adjust for any potential biases that may exist across RSNs. In the report however, only "unweighted" responses were reported. This was

done to avoid confusion and to reduce the number of necessary tables. Using weights changes the N sizes for each RSN, depending upon the specific oversample for that RSN. Hence, reporting weights would necessitate using separate tables when reporting RSN-only data versus statewide data. Not only would this require many more tables, it would be confusing to readers. WIMHRT conducted several analyses on both the Adult and Family/Youth data and found *very little difference* between the unweighted and weighted data. Possible explanations for this include the small number of weighted RSNs and the fact that there is little difference between consumers across RSNs. Therefore, the decision was to report only unweighted data. Weighted data are available upon request. The 2009 sample, as in previous years, was selected from consumers who had received at least one hour of service.

2008 Update

In 2008, tables were added in Section X, Sample Representativeness, to show comparison data between non-respondents and respondents within the drawn sample and the breakdown of sample characteristics by RSN.

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I. Introduction

The Mental Health Statistical Improvement Program (MHSIP) consumer survey was developed and proposed as one of several Instruments to measure the domains, concerns and indicators of the MHSIP Consumer-Oriented Report Card, which was developed by a task force of consumers, family members, researchers, and federal, state, and local mental health agency representatives in April 1996. The consumer survey was specifically designed to measure concerns that were important to consumers in the areas of Access, Quality/Appropriateness, Outcomes, Overall Satisfaction and Participation in Treatment Planning.

The MHSIP survey has been developed across the states through various federal grant initiatives, including the Five-State and Sixteen-State Performance Indicator studies sponsored by SAMHSA's Center for Mental Health Services (CMHS). These initiatives have attempted to construct a more uniform and standardized methodology and format for reporting of performance measures across the states. This has led to the development of the Data Infrastructure Grant and Uniform Reporting System (URS) tables.

Since 2007, the MHSIP survey has also included the National Outcome Measures (NOMs) that are integral to the mission of SAMHSA. Because of the importance of these measures, The National Association of State Mental Health Program Directors Research Institute (NRI) has been working with states and territories to assure that the methodology used to collect survey data reflects best practices with regard to survey research.

The MHSIP Consumer Survey is now being implemented in 55 states/territories for the adult survey and 54 states/territories for youth surveys. States use similar instruments but vary widely in their sampling techniques and survey methods. In particular, many states still collect MHSIP data through convenience sampling, rather than by using random sampling techniques. Convenience sampling limits generalizability of results because survey respondents may not represent the consumer population. Washington State is one of the few states that have always used stratified random sampling for both the adult and family/youth surveys.[1]

The Child and Family Consumer Survey – 2015 is a statewide survey designed to examine quality issues related to Washington State's delivery of publicly funded mental health services. The Centers for Medicare and Medicaid Services (CMS) currently requires each state's Mental Health Authority to obtain and analyze outcomes as part of the empirical evidence needed to demonstrate that the Prepaid Health Plans (PHPs) are delivering a coordinated system of inpatient and outpatient care for that state's younger consumers of

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[1]For a detailed history of MHSIP see <u>Sampling And The MHSIP Consumer Surveys: Techniques, Models, Issues.</u> Smith and Ganju, 2008; Lutterman T, Ganju V, Schacht L, Shaw R, Monihan K, et.al. <u>Sixteen State Study on Mental Health Performance Measures</u>. DHHS Publication No.(SMA)03-3835. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, 2003

mental health services. In Washington State, the State Mental Health Authority resides in the Division of Behavioral Health and Recovery (DBHR) of the Department of Social and Health Services (DSHS).

The 2015 Child and Family (CFCS) Survey (the eleventh child and family consumer survey) was administered simultaneously with the 2015 ACS (the twelfth adult consumer survey) and represents the nineteenth and twentieth surveys conducted to address CMS requirements. All twenty surveys were designed to obtain individual information from persons receiving services from the publicly funded mental health system. The first was the Statewide Sample Based Outcome Survey (SbOS), conducted from January 1998 through January 1999. The SbOS consisted of face-to-face interviews with individuals drawn from the Mental Health Division service rolls (MHD-CIS database); that survey obtained concurrent information from case managers about the functioning status of the identified persons.

The second study conducted to meet this federal requirement was the Children with Special Needs Survey 2001 (CSNS), which collected data from March through May 2001. The CSNS consisted of telephone interviews with 1,046 consumers between the ages of 13 and 20 years, and with the primary caregivers of children under 13 years of age. This sample included youth that received mental health services from April 2000 through September 2000 and were classified as children with special needs.

Since 2001, the methodologies used to identify the sample and the methods of administering the survey have been very similar. Table 1 shows what kind of survey (adult or family/child), the service dates of consumers surveyed, date of each survey, and number of completed surveys.

The current project is the first Child/Family Consumer Survey conducted by the Social and Economic Sciences Research Center. This survey was conducted between May and August 2015. It consisted of 1,250 completed and partially completed surveys with consumers between the ages of 13 and under 21 years old and primary caregivers of those children under age 13. These consumers had received at least one hour of publicly funded mental health services between May 1 and October 31, 2014.

Table 1. History of Consumer Surveys

Survey	Survey Year	Service Dates	Survey Date Range	Completions
Adult Consumer Survey	2002	May – Oct 2001	Feb – Jun 2002	2,241
	2004	Jun – Nov 2003	Apr – Jun 2004	1,932
	2006	Jun – Nov 2005	Mar – Jun 2006	1,448
	2007	Aug 2006 – Jan 2007	May – Aug 2007	1,500
	2008	Jul – Dec 2007	Apr – Jul 2008	1,404
	2009	Apr – Sep 2008	Mar – May 2009	1,565
	2010	Jan – Jun 2009	Mar – May 2010	1,413
	2011	Apr – Sep 2010	Feb – Apr 2011	1,322
	2012	May – Oct 2011	Mar – Jun 2012	1,433
	2013	May – Oct 2012	Feb – May 2013	1,334
	2014	May – Oct 2013	Feb – May 2014	1,225
	2015	May – Oct 2014	May – August 2015	1,686
Child & Family Consumer Survey	2002	Nov 2001 – Apr 2002	Aug – Sep 2002	1,314
	2005	June – Nov 2004	Mar – Jun 2005	1,086
	2007	Aug 2006 – Jan 2007	May – Aug 2007	908
	2008	Jul – Dec 2007	Apr – Jul 2008	859
	2009	Apr – Sep 2008	Mar – May 2009	882
	2010	Jan – Jun 2009	Mar – May 2010	888
	2011	Apr – Oct 2010	Feb – Apr 2011	514
	2012	May – Oct 2011	Mar – Jun 2012	1,038
	2013	May – Oct 2012	Feb – May 2013	924
	2014	May – Oct 2013	Feb – May 2014	890
	2015	May – Oct 2014	May – August 2015	1,250

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II. The Survey and Methodology

Most items chosen for the survey instruments are recommended by MHSIP (Mental Health Statistics Improvement Program). There are 36 MHSIP items that inquire about the respondent's perceptions of:

- general satisfaction with services,
- voice in service delivery,
- satisfaction with staff,
- perception of outcome of services,
- access to services,
- staff sensitivity to culture,
- social connectedness, and
- functioning.

Social connectedness (see the Mail Survey, items 28-31, Appendix D) and functioning (see the Mail Survey, item 27, Appendix D) were added in the 2007 survey year and did not appear in earlier surveys. The MHSIP survey items correspond to the information needed for Washington State's Performance Indicator Project. Those items also satisfy other federal reporting requirements, including Federal Block and Data Infrastructure Grants.

In addition to the satisfaction domains listed above, the survey also asked questions related to criminal justice involvement (See items 49-51 in the Family Mail Questionnaire, and 55-57 in the Youth Mail Questionnaire, Appendix D) and school attendance (See items 41-44 in the Family Mail Questionnaire, 46-49 in the Youth Mail Questionnaire, Appendix D). There was a five-item mental illness stigma scale for the youth consumers only (See items 32-36 in the Youth Mail Questionnaire, Appendix D). The stigma scale assesses the respondents' perceived discrimination based upon their mental illness (Ritsher, Otilingam, & Grajales, 2003)[2]. This stigma scale was not included in the family survey as personal perceptions about stigmatization could not be collected via the parent/guardian.

Demographic questions are also included, to collect information on living situation, age, race, gender, and whether the consumer has been to a medical doctor recently or is currently receiving Medicaid health insurance. Finally, respondents are asked three open-ended questions about what they liked most and least about the services that they or their children had received, and if they have any comments to make. These items provide an opportunity for respondents to comment on their received services or on the survey itself.

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[2] Ritsher, J. B., Otilingam, P.G., & Grajales, M. (2003). Internalized stigma of mental illness: Psychometric properties of a new measure. *Psychiatry Research*, 121, 31-49.

Letters and Scripts

Several letters and scripts were used during the course of the survey. These included:

(1) An invitation letter to sampled consumers and/or the guardians, informing them of the survey. This letter was printed in both English and Spanish and provided an opportunity to consent or to refuse participation, and to verify their contact information. In addition, the online survey URL and the respondent's unique online survey access code were also included in the letter for those respondents who preferred to complete the survey on the web (Appendix C);

(2) Statement of Professional Ethics and A Pledge of Confidentiality. Project staff and interviewers reviewed and signed these materials prior to surveying (Appendix C);

(3) Scripts for the telephone interviews, including an introductory script, an answering machine script and a survey script (Appendix D); and

(4) Mail surveys (Appendix D). Occasionally consumers were unable or unwilling to conduct telephone interviews or complete the survey online and requested that a survey be mailed to them.

III. The Sample

The CFCS sample was drawn from the DBHR's Consumer Information System (CIS) and the Health Care Authority's ProviderOne database. The child and family sample targeted individual's younger than 21 years of age who received publicly funded mental health services between May and October 31, 2014

To draw the sample, the following steps were conducted:

(1) A total of 30,200 consumers met the study inclusion criteria for age and service. This group is referred to as the "sampling frame."

(2) Each RSN population was stratified into age groups (under 13 and 13 through 20 years of age), and minority status (minority, non-minority); this stratification was done to ensure proportionate representation of these characteristics in the finished sample.

(3) Once stratified into proportionate groups, a 10% random sample was drawn from each group to produce a "probability proportionate to size (pps)" stratified random sample of mental health consumers. This sample is referred to as the "drawn sample."

(4) This sampling procedure resulted in a total statewide sample of 3,020 individuals for the 10% sample.

(5) In a pps sample, there is a wide disparity between sample sizes from larger and smaller RSNs. Ultimately, the sample sizes drawn from the smaller RSNs are initially too small to obtain usable results. To remedy this, "oversamples" are drawn from the 6 smallest RSNs, which increases their sample sizes (CD, GH, PE, SP, TI & TM). Estimates of the number of oversamples needed were based upon obtaining at least 40 completions in each of the smallest RSNs. An additional 1,073 individuals were oversampled from these six RSNs, resulting in an overall drawn sample of 4,093 consumers.

IV. Obtaining Contact Information

Contact information was obtained directly from DBHR. These data were provided to SESRC for the sole purpose of contacting clients for the survey. Once the survey was completed, contact data were separated from the response data to ensure confidentiality and anonymity.

Other contact information came from consumers themselves. They had received a letter prior to the study, informing them that they had been chosen to participate in a study and that researchers would be attempting to contact them (see the "Invitation Letter" in Appendix C). Consumers were asked to confirm the telephone number printed on the letter and to call the SESRC toll-free number if the contact information was incorrect or to arrange a time for an interview. When a consumer called the toll-free number, their information (ID#, telephone number, and availability) was recorded and an interviewer returned the consumer's call to schedule or complete an interview.

V. Survey Data Collection

Computer Assisted Telephone Interview (CATI) Surveying

The primary data collection was conducted via a telephone survey (see Section II above, "The Survey and Methodology"). The SESRC Data Collection Unit manages a 50-station Computer Assisted Telephone Interview (CATI) system. The interviewer team for the CFCS15 was comprised of approximately 33 part-time employees. The team included both experienced interviewers, who had worked for the SESRC on other surveys, as well as new employees who were hired and trained for this project.

Prior to the survey period, all interviewers received six to eight hours of training. Interviewer training included the process of interviewing clients by phone, the basics of proper/standardized interviewing, use of the SESRC VOXCO CATI system, as well as

discussion of the schedule and goals of the study. Confidentiality protocols and procedures were covered and a confidentiality agreement was signed by each interviewer.

Following the training periods, supervisors provided daily oversight of interviewer productivity and performed on-the-spot training as context specific issues arose (i.e., disposition assignment, how many messages to leave at a number, how to handle inquiries about the study, etc.) or as interviewers raised concerns that warranted ad-hoc training. Spanish bilingual interviewers were available during the course of the study.

All telephone calls were made during normal daytime and evening hours, with multiple call-backs made in order to reach respondents. Calls were made at different times of the day and on different days of the week in order to maximize the likelihood of reaching respondents at a time convenient for them. Up to 10 call attempts were made on each working/eligible number in the sample. Approximately 5% of interviews were monitored for quality assurance purposes.

Online Survey Option

The CATI questionnaire was programmed into a web-based format using the SESRC web-based tool. SESRC's secure web-based data collection procedure relies on unique access codes and/or PIN numbers to ensure survey responses are confidential. Only respondents selected for the study will have access to the survey. The program rejects duplicate ID numbers. Web-based survey data are saved question by question to preserve all data in progress throughout the data collection period. The MS Sequel Server database allows for multiple users of the web survey simultaneously. Web-based surveys are programmed to work on a wide array of platforms and browser types to accommodate the vast majority of respondent computers and web browsers.

To minimize the burden for respondents, the online version allowed the respondents to exit the survey at any time and return to complete it later. Upon returning to the survey homepage, the respondents will be able to re-enter their access code and pick up where they left off. The online survey allows respondents to review their individual responses by clicking on a specialized "back" button.

Using a mixed mode survey data collection strategy, the survey URL and unique access code for each respondent was offered in the invitation letter sent approximately one week before the telephone calling began. If respondents opted to complete the web version prior to the start of phoning, they were removed from the calling pool. For those respondents who were reached by telephone, the telephone survey mode was offered. If at the time of the phone call a respondent indicated he/she is unable to complete the survey by phone, he/she was offered the survey URL and unique access code as an alternative way to complete the survey. An email message with the survey URL and access code was sent at the time of the phone call to those respondents opting for the internet. If the respondent

requested a paper version of the survey, one was mailed to the respondent along with a cover letter and postage paid return envelope. Respondents who indicated they will complete the online or paper survey were re-contacted by telephone if their completed survey was not received via the alternative mode within 1-2 weeks after being offered.

VI. Disposition of Sample

Of the 4,093 consumers in the total drawn sample, 1,250 completed or partially completed the survey yielding a 30.5% completion rate. Table 2 provides information on the disposition of each of the potential participants in the drawn sample. A breakdown of this table by RSN can be found in Appendix E.

Caution should be taken when comparing this completion rate with those reported by other surveys. We report the most conservative rate and include the entirety of the drawn sample in the denominator (completions/total drawn sample); many surveys inflate their response rate by removing subpopulations (deemed "ineligible") from the drawn sample and thus reducing the denominator. Comparisons to other reported response rates can be calculated with reference to the complete dispositions reported in Appendix E.

Table 2. Disposition of Sample

		%	N
	Incorrect Number	24.7	1011
	Language Barrier	0.2	7
C	Unavailable	1.4	59
F	Refusals	8.3	341
C			
S	Completions	27.0	1144
	Partial Completions	2.6	106
2	No Mental Health Services	3.4	139
0	Deceased	0.0	1
1	No Answer	30.4	1244
5	Other	1.1	41
	Total	**100**	**4093**

Correct contact information could *not* be obtained for 1,011 clients or 24.7% of the sample despite using multiple sources of contact data. Slightly more clients, 1,244 or 30.4% of the sample, never answered our calls, and it is likely that correct contact information was also unavailable for them. Only 8.3% of the drawn sample refused to participate in the survey. For more information about the process used by the researchers to locate contact data for the persons randomly chosen to participate in this survey, see Section IV above

VII. The Dataset

The dataset for the CFCS2015 is in SPSS (Statistical Package for the Social Sciences) format. A data dictionary for the data set appears in the File Information Document present in Appendix B. The variable (field) names, variable labels, and value labels appear in the File Information Document the same as they appear in the file "CFCS2015.SAV." The variable names and labels are self-explanatory, identifying demographics, services, etc. Other variable names are the same as the corresponding question numbers on the instruments. To ensure that higher levels of satisfaction are indicated by higher values, the directionality of the variables was recoded. Refer to the Telephone Survey document in Appendix D for the original directionality of variables.

VIII. Open-Ended Questions

Three questions in the MHSIP survey provide respondents the opportunity to offer feedback on topics of their choosing. These questions are: (*i*) "What two things do you like the *most* about the mental health services you received?"; (*ii*) "What two things do you like the *least* about the mental health services you received?"; and *(iii)* "Do you have some comments you would like to make about any of the questions or about services that you have received or that were not covered by the survey?"

The responses to open-ended questions were entered (typed) by interviewers as the respondents answered, and were read back to the respondents by the interviewers, in order to ensure accuracy. The text comments have been compiled and minimally edited, in order to preserve the comments as close as possible to what was given by the respondents.

The open-ended responses were coded by survey staff into a specific category or categories that were developed by WIMHRT and used in previous years. To ensure accuracy, cross-coder validation was used. For this dataset, the comments were coded initially. A second coder verified that the codes matched the definitions developed for the project. Categorized open-ended data are briefly summarized in Appendix F.

Responses were assigned one or more of the following categories: (*i*) Services; (*ii*) Support; (*iii*) Group Therapy; (*iv*) Medications; (*v*) Access, related to time, convenience, or cost; (*vi*) Office or General Staff; *(vii)* Therapy or Case Management Staff; *(viii)* Environment; *(ix)* Medical Staff; *(x)* Stigma, Bias, Discrimination, Fairness, or Respect; and *(xi)* Location (Access) related to place, distance, or transportation; (*xii*) Staff Turnover; (*xiii*) Fear of Other Patients; (*xiv*) Did not Like Anything; (*xv*) Liked Everything; (*xvi*) Needs Immediate Attention; (*xvii*) Other; (*xviii*) Tone or comment.

IX. Scale Descriptions

This section describes how the individual survey items are combined into scales to measure the eight performance indicators of interest: (*i*) consumer general satisfaction with services, (*ii*) consumer perception of appropriateness/quality of services, (*iii*) consumer perception of participation in treatment goals, (*iv*) consumer perception of outcomes of services, (*v*) consumer perception of access to services *(vi)* NOMS functioning, *(vii)* NOMS Social Connectedness and (*viii*) stigma. Variable names in the dataset and data descriptions for key demographic and special needs categories are also presented.

To construct scales, items from the survey instruments were combined to form constructs that measure the indicators of interest. Specific items measuring each construct were taken from the 16-state MHSIP study and modified to fit with ongoing performance indicator projects at the DSHS Mental Health Division. Functioning and social connectedness scales were also created as part of SAMHSA's National Outcome Measures (NOMS). These constructs were then tested for reliability with this population. The reliability of the scales was tested using Cronbach's Alpha, a common measure of internal consistency for scaled items. Alphas of .70 or higher are considered to be a reliable scale.

Both the stigma and social connectedness scales are reported as well. The functioning scale consisted of one item and thus, reliability tests were not conducted on this item. Variable names in the dataset and data descriptions for key demographic and special needs categories are also presented.

Table 3 shows the scales, the items that make up each scale, and the Cronbach's Alpha associated with each scale. The alphas associated with each scale are mostly moderate to high. The Access to Service scale is low (.55) because it is comprised of only two items. Nonetheless, this scale is retained in the analysis.

Table 3. Scales[*]

General Satisfaction (p. A-13)   Alpha =0.91

Q1.   Overall, I am satisfied with the services I received.
Q8.   While receiving mental health services, the services I received were right for me.
Q11.   If I need services in the future, I would use these services again.
Q12.   While receiving mental health services, I got the help I wanted.
Q13.   While receiving mental health services, I got as much help as I needed.

Voice in Service Delivery (i.e., Participation in Treatment) (p. A-13)   Alpha =0.72

Q2.   While receiving mental health services, I helped to choose my services.
Q3.   While receiving mental health services, I helped to choose my treatment goals.
Q7.   While receiving mental health services, I was actively involved in my treatment.

Satisfaction with Staff (p. A-14)   Alpha =0.84

Q4.   While receiving mental health services, the people helping me stuck with me no matter what.
Q5.   While receiving mental health services, I felt I had someone to talk to when I was troubled.
Q6.   While receiving mental health services, the people helping me listened to what I had to say.
Q15.   While receiving mental health services, staff treated me with respect.
Q18.   While receiving mental health services, staff spoke with me in a way that I understood.

Perception of Outcome of Services (p. A-14)   Alpha =0.87

Q21.   As a result of the services I received, I am better at handling daily life.
Q22.   As a result of the services I received, I get along better with family members.
Q23.   As a result of the services I received, I get along better with friends and other people.
Q24.   As a result of the services I received, I am doing better in school and/or work.
Q25.   As a result of the services I received, I am better able to cope when things go wrong.
Q26.   As a result of the services I received, I am satisfied with my family life right now.

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[*]The items in this table are verbatim from the "youth" version of the survey – used when speaking directly to consumers. The items appear differently in the alternate "family" version of the survey – used when speaking to the primary caregiver for consumers under the age of 13. Items in the family version differ slightly in their wording; for example, any references to "I" or "me" are replaced with "my child." See Appendix D for both versions of the instrument. The item numbers above correspond with survey and not as labeled in the dataset.

Access to Services (p. A-15)   Alpha =0.55

Q9.   While receiving mental health services, the location of services was convenient for me.
Q10.   While receiving mental health services, services were available at times that were convenient for me.

Cultural Sensitivity of Staff (p. A-15)   Alpha =0.85

Q15.   While receiving mental health services, staff treated me with respect.
Q17.   While receiving mental health services, staff respected my family's religious/spiritual beliefs.
Q18.   While receiving mental health services, staff spoke with me in a way that I understood.
Q19.   While receiving mental health services, staff was sensitive to my cultural/ethnic background.

Appropriateness of Services (p. A-16)   Alpha =0.91

Q1.   Overall, I am satisfied with the services I received.
Q4.   While receiving mental health services, the people helping me stuck with me no matter what.
Q5.   While receiving mental health services, I felt I had someone to talk to when I was troubled.
Q8.   While receiving mental health services, I received services that were right for me.
Q12.   While receiving mental health services, I got the help I wanted.
Q13.   While receiving mental health services, I got as much help as I needed.

Functioning (NOMS) (p. A-17)   Alpha =NA

Q27.   I am better able to do things that I want to do.

Social Connectedness (NOMS) (p. A-17)   Alpha =0.79

Q28.   I know people who will listen and understand me when I need to talk.
Q29.   I have people that I am comfortable talking with about my problems.
Q30.   In a crisis, I would have the support I need from family or friends.
Q31.   I have people with whom I can do enjoyable things.

Stigma (p. A-16)   Alpha =0.87

Q32.   People discriminate against me because I have a mental illness.
Q33.   Others think I can't achieve much in life because I have a mental illness.
Q34.   People ignore me or take me less seriously just because I have a mental illness.
Q35.   People often patronize me, or treat me like a child, just because I have a mental illness.
Q36.   Nobody would be interested in getting close to me because I have a mental illness.

X. Sample Representativeness

To assess the representativeness of the completed sample, a comparison was made between the completed sample, the "drawn" sample, and the "sampling frame", from which the sample was drawn.[3]   Thus we have three distinct groups:

(*i*) the sampling frame from which the sample was drawn; (*ii*) the drawn sample that includes the oversample; and (*iii*) the respondent sample that includes those consumers who were actually interviewed, including the oversample.

Figure 1. Sample Breakdown from Sampling Frame to Respondent Sample
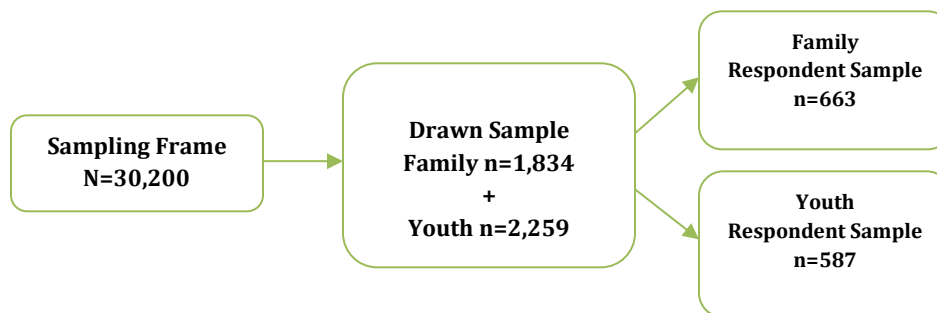
The respondent sample includes both the completed surveys (N=1,144) and the partially completed surveys (N=106). Partially completed surveys pertain to those cases where respondents started the survey, but for various reasons did not complete the survey to the end. In these 106 partially completed surveys, some respondents answered only a few questions, while others dropped out later in the survey. Because the partially completed respondents are included in the results, there will be a varying number of valid cases for each of the variables summarized

The varying amount of missing data (nonresponse) for each variable depends on the number of partially completed cases that have dropped out as well as other item nonresponse cases (where a respondent left a particular question blank, while continuing with other questions in the survey). Most of the partially completed cases will have dropped out before reaching the last section of the survey, "Section 2-About You," or the demographic questions.

Tables 4 allows us to compare the sampling frame, the drawn sample, and the respondent sample by RSN. Tables 5 and 6 show average service hours received and three key demographic variables (age, gender, and minority status). These variables are presented for the sampling frame, the total drawn sample (10% sample + oversample), and the total respondent sample. Due to missing values, totals for each variable do not necessarily equal the total numbers for each group. In addition, family and youth responses have been separated for comparison between the drawn and respondent samples. The fit between

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[3] The sample frame is the actual list of the population being studied, which in this case was provided by DBHR.

the sampling frame and the randomly chosen drawn sample is good, as would be expected from a random sampling procedure.

Table 7 displays the average age and service hours by sample group and RSN. Tables 8-10 display percentages of gender, ethnicity, and minority status by RSN within the sample frame, drawn sample, and respondent sample. The data reported in these tables were provided by the DBHR-CIS database or self-reported by consumers.

Table 4. Sample by RSN

RSN	Sampling Frame Number	Sampling Frame Percent	Drawn Sample Number	Drawn Sample Percent	Respondent Sample Number	Respondent Sample Percent
1 Spokane	3895	12.9%	391	9.6%	141	11.3%
2 King	7924	26.2%	794	19.4%	235	18.8%
3 NorthSound	3648	12.1%	367	9.0%	119	9.5%
4 Greater Columbia	4584	15.2%	460	11.2%	152	12.2%
5 Peninsula	930	3.1%	285	7.0%	71	5.7%
6 Thurston Mason	1019	3.4%	282	6.9%	84	6.7%
7 Pierce	3270	10.8%	330	8.1%	100	8.0%
8 Grays Harbor	299	1.0%	261	6.4%	71	5.7%
9 Southwest	3591	11.9%	361	8.8%	105	8.4%
10 Chelan Douglas	645	2.1%	272	6.6%	81	6.5%
11 Timberlands	395	1.3%	290	7.1%	91	7.3%
Total	30200	100.0%	4093	100.0%	1250	100.0%

Table 5. Age and Service Hours by Sample Group

		Age at last Service Mean	Service Hours Mean	Service Hours N
Sampling Frame		13.13	11.01	30,200
Drawn Sample	Family	9.04	11.22	1,834
	Youth	16.23	10.98	2,259
Respondent Sample	Family	8.69	12.60	663
	Youth	15.82	10.93	587

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Table 6. Gender, Ethnicity, and Minority Status by Sample Group*

			Sampling Frame	Drawn			Respondent		
				Family	Youth	Combined	Family	Youth	Combined
Gender	Female	N	14343	699	1233	1932	253	357	610
		%	47.5	38.1	54.6	47.2	38.2	60.8	48.8
	Male	N	15857	1135	1026	2161	410	230	640
		%	52.5	61.9	45.4	52.8	61.8	39.2	51.2
	Total N		30200	1834	2259	4093	663	587	1250
Ethnicity	Native Am/ AK Native	N	632	34	55	89	12	17	29
		%	2.1	1.9	2.4	2.2	2.0	3.3	2.6
	Asian/Pacific Islander	N	694	17	55	72	4	17	21
		%	2.3	0.9	2.4	1.8	0.7	3.3	1.9
	African Am/ Black	N	2214	107	146	253	24	25	49
		%	7.4	5.9	6.5	6.2	4.0	4.8	4.4
	Hispanic/ Latino	N	8793	528	611	1139	102	117	219
		%	29.2	28.9	27.1	27.9	17.2	22.4	19.6
	White, Non-Hispanic	N	15601	990	1243	2233	326	262	588
		%	51.8	54.2	55.2	54.8	54.9	50.2	52.7
	Other	N	527	31	32	63	30	23	53
		%	1.8	1.7	1.4	1.5	5.1	4.4	4.7
	Multiple	N	1629	119	109	228	96	61	157
		%	5.4	6.5	4.8	5.6	16.2	11.7	14.1
	Total N		30090	1826	2251	4077	594	522	1116
Minority	Minority	N	11356	634	781	1415	224	207	431
		%	37.6	34.6	34.6	34.6	33.8	35.3	34.5
	Not Minority	N	18844	1200	1478	2678	439	380	419
		%	62.4	65.4	65.4	65.4	66.2	64.7	65.5
	Total N		30200	1834	2259	4093	663	587	1250

*The total number in this and succeeding tables will be less than the respondent sample (N=1,144) due to varying amounts of missing data on each variable.

Table 7. Age and Service Hours by Sample Group and RSN

				SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
C F C S 2 0 1 5	**Sampling Frame**		Age	Mean	13.30	13.12	12.93	13.11	13.72	13.34	13.30	13.39	12.87	12.39	13.54
				N	3,895	7,924	3,648	4,584	930	1,019	3,270	299	3,591	645	395
			Service Hours	Mean	14.50	9.67	12.52	7.12	18.89	9.36	10.50	9.85	13.35	7.72	10.01
				N	3,895	7,924	3,648	4,584	930	1,019	3,270	299	3,591	645	395
	Drawn Sample	Family	Age	Mean	9.42	9.16	9.06	8.87	9.16	8.89	8.83	9.10	9.04	8.70	9.09
				N	159	339	168	196	140	139	135	119	164	136	139
			Service Hours	Mean	17.43	8.93	10.17	7.12	22.67	9.56	9.59	12.41	12.59	7.79	9.24
				N	159	339	168	196	140	139	135	119	164	136	139
		Youth	Age	Mean	16.32	16.22	16.03	16.28	16.96	16.15	15.95	16.11	16.22	15.76	16.52
				N	232	455	199	264	145	143	195	142	197	136	151
			Service Hours	Mean	15.48	9.48	11.36	6.86	17.37	10.07	10.34	7.85	15.84	8.18	10.02
				N	232	455	199	264	145	143	195	142	197	136	151
	Respondent Sample	Family	Age	Mean	9.14	9.51	9.06	9.09	9.27	8.60	9.21	9.30	9.11	8.82	8.80
				N	66	118	66	75	41	52	48	46	57	45	49
			Service Hours	Mean	21.57	9.23	10.78	7.77	29.18	9.19	10.20	19.57	11.56	8.31	9.23
				N	66	118	66	75	41	52	48	46	57	45	49
		Youth	Age	Mean	16.13	16.43	15.98	16.29	17.07	16.47	15.85	16.16	15.85	15.56	16.17
				N	75	117	53	77	30	32	52	25	48	36	42
			Service Hours	Mean	15.10	8.54	11.87	7.25	9.58	13.67	11.90	10.35	17.55	7.27	9.27
				N	75	117	53	77	30	32	52	25	48	36	42

Table 8. Sample Frame: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	N	1,836	3,762	1,866	2,065	437	468	1,604	129	1,705	301	170
		%	47.1	47.5	51.2	45.0	47.0	45.9	49.1	43.1	47.5	46.7	43.0
	Male	N	2,059	4,162	1,782	2,519	493	551	1,666	170	1,886	344	225
		%	52.9	52.5	48.8	55.0	53.0	54.1	50.9	56.9	52.5	53.3	57.0
	Total N		3,895	7,924	3,648	4,584	930	1,019	3,270	299	3,591	645	395
Ethnicity	Native Am/ AK Native	N	163	107	78	119	31	22	47	7	45	6	7
		%	4.2	1.4	2.2	2.6	3.3	2.2	1.4	2.3	1.3	0.9	1.8
	Asian/Pacific Islander	N	38	435	55	24	11	12	70	3	43	1	2
		%	1.0	5.5	1.5	0.5	1.2	1.2	2.1	1.0	1.2	0.2	0.5
	African Am/ Black	N	138	1320	97	71	33	51	384	7	102	4	7
		%	3.6	16.7	2.7	1.6	3.6	5.0	11.8	2.3	2.9	0.6	1.8
	Hispanic/ Latino	N	744	2558	864	2380	123	177	728	61	725	374	59
		%	19.4	32.3	23.8	52.0	13.3	17.4	22.3	20.4	20.3	58.0	14.9
	White, Non-Hispanic	N	2620	2754	2127	1901	654	680	1741	205	2370	247	302
		%	68.3	34.8	58.6	41.5	70.5	66.7	53.3	68.6	66.3	38.3	76.5
	Other	N	72	187	131	36	9	10	45	2	30	4	1
		%	1.9	2.4	3.6	0.8	1.0	1.0	1.4	0.7	0.8	0.6	0.3
	Multiple	N	63	561	275	46	67	67	249	14	261	9	17
		%	1.6	7.1	7.6	1.0	7.2	6.6	7.6	4.7	7.3	1.4	4.3
	Total N		3,838	7,922	3,627	4,577	928	1,019	3,264	299	3,576	645	395
Minority	Minority	N	935	4,462	1,252	1,778	205	238	1,238	64	900	224	60
		%	24.0	56.3	34.3	38.8	22.0	23.4	37.9	21.4	25.1	34.7	15.2
	Not Minority	N	2,960	3,462	2,396	2,806	725	781	2,032	235	2,691	421	335
		%	76.0	43.7	65.7	61.2	78.0	76.6	62.1	78.6	74.9	65.3	84.8
	Total N		3,895	7,924	3,648	4,584	930	1,019	3,270	299	3,591	645	395

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Table 9. Drawn Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	N	176	385	191	204	119	133	171	106	194	135	118
		%	45.0	48.5	52.0	44.3	41.8	47.2	51.8	40.6	53.7	49.6	40.7
	Male	N	215	409	176	256	166	149	159	155	167	137	172
		%	55.0	51.5	48.0	55.7	58.2	52.8	48.2	59.4	46.3	50.4	59.3
	Total N		391	794	367	460	285	282	330	261	361	272	290
Ethnicity	Native Am/ AK Native	N	16	9	6	15	10	9	4	6	5	2	7
		%	4.2	1.1	1.6	3.3	3.5	3.2	1.2	2.3	1.4	0.7	2.4
	Asian/Pacific Islander	N	2	38	3	4	4	3	8	3	5	1	1
		%	0.5	4.8	0.8	0.9	1.4	1.1	2.4	1.1	1.4	0.4	0.3
	African Am/ Black	N	14	137	12	8	8	15	37	7	8	0	7
		%	3.7	17.3	3.3	1.7	2.8	5.3	11.2	2.7	2.2	0.0	2.4
	Hispanic/ Latino	N	75	257	93	228	31	48	79	57	71	152	48
		%	19.6	32.4	25.5	49.8	10.9	17.0	23.9	21.8	19.9	55.9	16.6
	White, Non-Hispanic	N	259	278	212	194	202	183	175	172	241	108	209
		%	67.6	35.0	58.1	42.4	70.9	64.9	53.0	65.9	67.5	39.7	72.1
	Other	N	8	23	13	4	2	3	4	2	0	3	1
		%	2.1	2.9	3.6	0.9	0.7	1.1	1.2	0.8	0.0	1.1	0.3
	Multiple	N	9	52	26	5	28	21	23	14	27	6	17
		%	2.3	6.5	7.1	1.1	9.8	7.4	7.0	5.4	7.6	2.2	5.9
	Total N		383	794	365	458	285	282	330	261	357	272	290
Minority	Minority	N	94	447	126	179	70	70	125	61	91	95	57
		%	24.0	56.3	34.3	38.9	24.6	24.8	37.9	23.4	25.2	34.9	19.7
	Not Minority	N	297	347	241	281	215	212	205	200	270	177	233
		%	76.0	43.7	65.7	61.1	75.4	75.2	62.1	76.6	74.8	65.1	80.3
	Total N		391	794	367	460	285	282	330	261	361	272	290

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Table 10. Respondent Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	N	65	122	59	70	30	42	53	24	58	41	46
		%	46.1	51.9	49.6	46.1	42.3	50.0	53.0	33.8	55.2	50.6	50.5
	Male	N	76	113	60	82	41	42	47	47	47	40	45
		%	53.9	48.1	50.4	53.9	57.7	50.0	47.0	66.2	44.8	49.4	49.5
	Total N		141	235	119	152	71	84	100	71	105	81	91
Ethnicity	Native Am/ AK Native	N	3	3	2	3	3	4	0	4	1	2	4
		%	2.4	1.4	1.9	2.4	4.9	5.3	0.0	6.1	1.1	2.8	4.8
	Asian/Pacific Islander	N	1	9	0	1	3	0	4	0	1	0	2
		%	0.8	4.3	0.0	0.8	4.9	0.0	4.2	0.0	1.1	0.0	2.4
	African Am/ Black	N	2	32	3	2	0	2	5	1	2	0	0
		%	1.6	15.3	2.8	1.6	0.0	2.6	5.3	1.5	2.2	0.0	0.0
	Hispanic/ Latino	N	22	55	14	56	2	4	14	2	8	38	4
		%	17.3	26.3	13.0	44.1	3.3	5.3	14.7	3.0	8.8	52.8	4.8
	White, Non-Hispanic	N	74	68	66	45	45	50	47	47	66	22	58
		%	58.3	32.5	61.1	35.4	73.8	65.8	49.5	71.2	72.5	30.6	69.0
	Other	N	5	14	5	6	2	2	4	4	5	2	4
		%	3.9	6.7	4.6	4.7	3.3	2.6	4.2	6.1	5.5	2.8	4.8
	Multiple	N	20	28	18	14	6	14	21	8	8	8	12
		%	15.7	13.4	16.7	11.0	9.8	18.4	22.1	12.1	8.8	11.1	14.3
	Total N		127	209	108	127	61	76	95	66	91	72	84
Minority	Minority	N	32	140	38	62	15	20	38	12	28	32	14
		%	22.7	59.6	31.9	40.8	21.1	23.8	38.0	16.9	26.7	39.5	15.4
	Not Minority	N	109	95	81	90	56	64	62	59	77	49	77
		%	77.3	40.4	68.1	59.2	78.9	76.2	62.0	83.1	73.3	60.5	84.6
	Total N		141	235	119	152	71	84	100	71	105	81	91

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APPENDIX A

Descriptive Statistics, Survey Respondents

A-2

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How to Read the Tables

Most tables show "percentage distributions" of consumer self-reported data, with the percentages totaling down columns. The Total indicates the total number of respondents who provided data for the indicator; percentages represent portions of the total respondents for which data were available.

For Satisfaction Scales, higher numbers are indicative of greater levels of satisfaction, 1 being equal to Very Dissatisfied and 5 being equal to Very Satisfied. Mean scores represent the average scale score for all respondents within the indicator, such as RSN or Gender. For scale construction details see Table 4 on page 9.

NOTE: TABLES ARE REPORTED WITH UNWEIGHTED DATA.

Table A-1. Regional Support Network Abbreviation Reference

Abbreviations in Tables	Regional Support Network (RSN)
CD	Chelan/Douglas
CL	Southwest Washington
GC	Greater Columbia
GH	Grays Harbor
KI	King
NS	North Sound
PE	Peninsula
PI	Pierce
SP	Spokane
TI	Timberlands
TM	Thurston/Mason

Part 1: Indicators by RSN

Table A-2. Gender, Age, and Ethnicity by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	N	65	122	59	70	30	42	53	24	58	41	46
		%	46.1	51.9	49.6	46.1	42.3	50.0	53.0	33.8	55.2	50.6	50.5
	Male	N	76	113	60	82	41	42	47	47	47	40	45
		%	53.9	48.1	50.4	53.9	57.7	50.0	47.0	66.2	44.8	49.4	49.5
	Total N		141	235	119	152	71	84	100	71	105	81	91
Age	Under 6	N	3	11	2	8	4	4	1	3	5	3	6
		%	2.3	5.2	1.9	6.0	6.6	5.3	1.1	4.7	5.2	4.2	7.1
	6 to 13	N	57	93	55	58	30	41	41	38	50	34	40
		%	44.2	44.1	51.9	43.3	49.2	53.9	43.6	59.4	52.1	47.9	47.1
	13 to 16	N	33	46	28	27	10	12	25	9	24	20	19
		%	25.6	21.8	26.4	20.1	16.4	15.8	26.6	14.1	25.0	28.2	22.4
	16 to 18	N	21	28	11	25	7	10	20	12	11	12	12
		%	16.3	13.3	10.4	18.7	11.5	13.2	21.3	18.8	11.5	16.9	14.1
	Over 18	N	15	33	10	16	10	9	7	2	6	2	8
		%	11.6	15.6	9.4	11.9	16.4	11.8	7.4	3.1	6.3	2.8	9.4
	Total N		129	211	106	134	61	76	94	64	96	71	85
Ethnicity	Native Am/ AK Native	N	3	3	2	3	3	4	0	4	1	2	4
		%	2.4	1.4	1.9	2.4	4.9	5.3	0.0	6.1	1.1	2.8	4.8
	Asian/Pacific Islander	N	1	9	0	1	3	0	4	0	1	0	2
		%	0.8	4.3	0.0	0.8	4.9	0.0	4.2	0.0	1.1	0.0	2.4
	African Am/ Black	N	2	32	3	2	0	2	5	1	2	0	0
		%	1.6	15.3	2.8	1.6	0.0	2.6	5.3	1.5	2.2	0.0	0.0
	Hispanic/ Latino	N	22	55	14	56	2	4	14	2	8	38	4
		%	17.3	26.3	13.0	44.1	3.3	5.3	14.7	3.0	8.8	52.8	4.8
	White, Non-Hispanic	N	74	68	66	45	45	50	47	47	66	22	58
		%	58.3	32.5	61.1	35.4	73.8	65.8	49.5	71.2	72.5	30.6	69.0
	Other	N	5	14	5	6	2	2	4	4	5	2	4
		%	3.9	6.7	4.6	4.7	3.3	2.6	4.2	6.1	5.5	2.8	4.8
	Multiple	N	20	28	18	14	6	14	21	8	8	8	12
		%	15.7	13.4	16.7	11.0	9.8	18.4	22.1	12.1	8.8	11.1	14.3
	Total N		127	209	108	127	61	76	95	66	91	72	84

Table A-3. Survey Type by RSN

			Family	Youth	Combined
	SP	N	66	75	141
		%	10.0	12.8	
	KI	N	118	117	235
		%	17.8	19.9	
	NS	N	66	53	119
		%	10.0	9.0	
	GC	N	75	77	152
		%	11.3	13.1	
C	PE	N	41	30	71
F		%	6.2	5.1	
C	TM	N	52	32	84
S		%	7.8	5.5	
	PI	N	48	52	100
2		%	7.2	8.9	
0	GH	N	46	25	71
1		%	6.9	4.3	
5	CL	N	57	48	105
		%	8.6	8.2	
	CD	N	45	36	81
		%	6.8	6.1	
	TI	N	49	42	91
		%	7.4	7.2	
	Total	N	663	587	1250
		%	100.0	100.0	

Table A-4. Satisfaction Scale Scores by RSN – Family

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
General satisfaction	N	64	115	62	68	40	50	44	46	57	42	48	636
	Mean	3.96	3.96	3.75	3.88	3.49	3.19	3.68	3.38	4.09	4.07	3.79	3.79
	Std. Deviation	0.94	0.83	0.93	0.93	0.90	1.28	1.17	1.04	0.84	0.83	1.09	1.00
Satisfaction with staff	N	64	113	61	67	39	48	44	46	57	42	47	628
	Mean	4.20	4.33	4.25	4.06	4.14	3.80	4.03	3.84	4.43	4.26	4.06	4.16
	Std. Deviation	0.74	0.55	0.59	0.81	0.78	0.97	0.93	0.75	0.52	0.59	0.85	0.74
Access to services	N	64	113	59	67	39	47	44	46	57	41	47	624
	Mean	3.95	4.16	4.06	3.90	3.96	4.10	3.94	4.08	4.12	4.24	4.12	4.06
	Std. Deviation	0.76	0.70	0.77	0.92	0.88	0.73	0.90	0.76	0.78	0.70	0.85	0.79
Participation in treatment	N	64	115	62	67	39	49	44	46	57	42	47	632
	Mean	4.16	4.14	4.05	4.12	4.01	3.88	4.11	3.90	4.26	4.12	4.01	4.08
	Std. Deviation	0.83	0.75	0.69	0.74	0.81	0.77	0.76	0.77	0.73	0.73	0.94	0.77
Staff sensitivity to culture	N	64	113	59	66	39	47	44	46	57	40	46	621
	Mean	4.30	4.39	4.40	4.21	4.34	4.01	4.20	4.07	4.53	4.38	4.32	4.30
	Std. Deviation	0.57	0.50	0.47	0.71	0.59	0.83	0.81	0.59	0.46	0.63	0.69	0.63
Appropriateness of services	N	64	115	62	68	40	50	44	46	57	42	48	636
	Mean	3.98	4.00	3.78	3.88	3.57	3.20	3.67	3.38	4.09	4.03	3.77	3.80
	Std. Deviation	0.92	0.73	0.88	0.89	0.88	1.23	1.17	0.99	0.77	0.82	0.95	0.95
Perceived outcomes of service	N	62	111	57	64	39	47	44	46	54	40	47	611
	Mean	3.73	3.79	3.60	3.58	3.38	3.12	3.49	3.41	3.76	3.91	3.63	3.61
	Std. Deviation	0.86	0.82	0.76	0.82	0.85	1.09	0.99	0.84	0.74	0.74	0.79	0.86

Table A-5. Satisfaction Scale Scores by RSN — Youth

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
General satisfaction	N	75	116	53	77	30	32	52	25	47	36	42	585
	Mean	3.85	3.94	3.96	3.99	3.97	4.18	3.85	4.03	3.96	4.16	4.18	3.98
	Std. Deviation	0.84	0.79	0.86	0.71	0.78	0.55	0.82	0.62	0.79	0.53	0.66	0.76
Satisfaction with staff	N	73	115	52	76	29	32	52	25	47	36	42	579
	Mean	4.15	4.23	4.23	4.18	4.02	4.31	4.13	4.27	4.21	4.30	4.30	4.21
	Std. Deviation	0.65	0.61	0.61	0.54	0.77	0.55	0.59	0.49	0.66	0.52	0.60	0.60
Access to services	N	73	115	52	75	28	31	52	24	46	36	41	573
	Mean	4.05	4.02	4.00	3.95	3.98	4.05	3.93	4.15	3.90	4.11	4.11	4.01
	Std. Deviation	0.68	0.68	0.66	0.62	0.75	0.65	0.74	0.60	0.81	0.63	0.74	0.69
Participation in treatment	N	74	115	53	77	29	32	52	25	48	36	42	583
	Mean	3.95	3.90	3.80	3.91	3.88	3.99	3.91	3.99	3.87	3.96	4.07	3.92
	Std. Deviation	0.62	0.70	0.82	0.57	0.62	0.56	0.70	0.56	0.67	0.61	0.63	0.65
Staff sensitivity to culture	N	72	114	52	74	28	31	52	25	46	36	40	570
	Mean	4.20	4.28	4.33	4.23	4.22	4.30	4.16	4.25	4.08	4.34	4.31	4.24
	Std. Deviation	0.57	0.56	0.55	0.46	0.54	0.56	0.55	0.46	0.66	0.61	0.43	0.55
Appropriateness of services	N	75	116	53	77	30	32	52	25	47	36	42	585
	Mean	3.86	3.96	3.97	4.00	3.94	4.18	3.84	4.09	4.02	4.17	4.17	3.99
	Std. Deviation	0.83	0.79	0.82	0.70	0.81	0.55	0.77	0.57	0.73	0.48	0.67	0.74
Perceived outcomes of service	N	70	115	52	74	28	31	52	25	45	36	40	568
	Mean	3.81	3.77	3.80	3.82	3.82	3.76	3.58	3.77	3.81	3.81	3.77	3.77
	Std. Deviation	0.58	0.66	0.82	0.76	0.61	0.57	0.90	0.67	0.60	0.56	0.74	0.69

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Table A-6. Stigma Scale Scores by RSN – Youth

		Stigma		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.16	66	0.64
	KI	2.99	101	0.63
	NS	2.99	43	0.64
	GC	2.92	68	0.74
	PE	2.94	25	0.77
	TM	3.17	31	0.55
	PI	2.81	46	0.77
	GH	3.04	23	0.78
	CL	2.99	43	0.64
	CD	2.96	34	0.59
	TI	2.93	39	0.78
	Total	2.99	519	0.68

Table A-7. NOMS Scale Scores by RSN and Survey Group – Family

		Social Connectedness			Functioning		
		Mean	N	Std. Deviation	Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.96	62	0.73	3.89	61	0.88
	KI	4.01	110	0.73	3.90	109	0.86
	NS	3.98	57	0.61	3.91	56	0.75
	GC	4.04	64	0.73	3.74	62	0.89
	PE	3.94	38	0.75	3.78	36	0.76
	TM	3.77	47	0.84	3.35	46	1.27
	PI	3.96	43	0.72	3.75	40	1.06
	GH	3.92	45	0.69	3.70	43	0.80
	CL	4.10	55	0.72	4.06	52	0.64
	CD	4.13	40	0.65	4.05	40	0.81
	TI	4.07	47	0.47	3.87	45	0.76
	Total	3.99	608	0.71	3.82	590	0.88

Table A-8. NOMS Scale Scores by RSN and Survey Group – Youth

		Social Connectedness			Functioning		
		Mean	N	Std. Deviation	Mean	N	Std. Deviation
	SP	4.12	70	0.55	3.77	70	0.90
	KI	4.00	114	0.65	3.87	113	0.83
C	NS	3.98	52	0.62	3.67	52	0.98
F	GC	4.14	73	0.69	4.03	73	0.76
C	PE	3.90	28	0.74	3.93	28	0.47
S	TM	4.19	31	0.54	3.97	31	0.66
2	PI	3.97	52	0.72	3.65	49	0.90
0	GH	4.24	25	0.48	3.92	25	0.70
1	CL	4.01	45	0.68	3.84	45	0.88
5	CD	4.02	36	0.64	3.97	36	0.70
	TI	3.97	40	0.65	3.80	40	0.88
	Total	4.04	566	0.64	3.85	562	0.83

Table A-9. Total Service Hours – Family, Youth, & Combined

	Family			Youth			Combined		
	Mean	N	Std. Deviation	Mean	N	Std. Deviation	Mean	N	Std. Deviation
CFCS 2015	12.60	663	35.26	10.93	587	14.96	11.82	1250	27.66

Table A-10. Service Hours by RSN – Family, Youth, & Combined

		Family			Youth			Combined		
		Mean	N	Std. Deviation	Mean	N	Std. Deviation	Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	21.57	66	46.40	15.10	75	19.04	18.13	141	34.67
	KI	9.23	118	9.39	8.54	117	7.21	8.88	235	8.36
	NS	10.78	66	9.77	11.87	53	11.21	11.27	119	10.41
	GC	7.77	75	10.16	7.25	77	6.63	7.51	152	8.53
	PE	29.18	41	86.42	9.58	30	7.67	20.90	71	66.24
	TM	9.19	52	11.46	13.67	32	27.37	10.90	84	19.11
	PI	10.20	48	11.45	11.90	52	15.64	11.08	100	13.74
	GH	19.57	46	82.82	10.35	25	15.18	16.32	71	67.14
	CL	11.56	57	10.34	17.55	48	27.01	14.30	105	19.91
	CD	8.31	45	7.20	7.27	36	7.40	7.85	81	7.26
	TI	9.23	49	11.29	9.27	42	8.85	9.25	91	10.18
	Total	12.60	663	35.26	10.93	587	14.96	11.82	1250	27.66

Table A-11. Total Service Hours by Category – Family, Youth, & Combined

			Family	Youth	Combined
C F C S 2 0 1 5	1 to 5	N	245	221	466
		%	37.0	37.6	37.3
	5 to 25	N	373	327	700
		%	56.3	55.7	56.0
	25 to 50	N	26	29	55
		%	3.9	4.9	4.4
	50+ hours	N	19	10	29
		%	2.9	1.7	2.3
	Total N		663	587	1250

Table A-12. Service Hours Categories by RSN – Combined Samples

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
1 to 5	N	44	84	38	72	23	33	36	31	30	37	38	**466**
	%	31.2	35.7	31.9	47.4	32.4	39.3	36.0	43.7	28.6	45.7	41.8	**37.3**
5 to 25	N	79	143	71	77	42	47	56	37	61	40	47	**700**
	%	56.0	60.9	59.7	50.7	59.2	56.0	56.0	52.1	58.1	49.4	51.6	**56.0**
25 to 50	N	8	6	8	2	3	2	6	1	11	4	4	**55**
	%	5.7	2.6	6.7	1.3	4.2	2.4	6.0	1.4	10.5	4.9	4.4	**4.4**
50+ hours	N	10	2	2	1	3	2	2	2	3	0	2	**29**
	%	7.1	0.9	1.7	0.7	4.2	2.4	2.0	2.8	2.9	0.0	2.2	**2.3**
Total N		141	235	119	152	71	84	100	71	105	81	91	**1250**

Table A-13. Service Hours Categories by RSN – Family

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
1 to 5	N	21	39	22	34	13	22	15	21	15	20	23	245
	%	31.8	33.1	33.3	45.3	31.7	42.3	31.3	45.7	26.3	44.4	46.9	37.0
5 to 25	N	35	75	38	39	24	28	30	23	37	23	21	373
	%	53.0	63.6	57.6	52.0	58.5	53.8	62.5	50.0	64.9	51.1	42.9	56.3
25 to 50	N	3	2	5	1	1	1	2	1	4	2	4	26
	%	4.5	1.7	7.6	1.3	2.4	1.9	4.2	2.2	7.0	4.4	8.2	3.9
50+ hours	N	7	2	1	1	3	1	1	1	1	0	1	19
	%	10.6	1.7	1.5	1.3	7.3	1.9	2.1	2.2	1.8	0.0	2.0	2.9
Total N		66	118	66	75	41	52	48	46	57	45	49	663

Table A-14. Service Hours Categories by RSN – Youth

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 5	1 to 5	N	23	45	16	38	10	11	21	10	15	17	15	221
		%	30.7	38.5	30.2	49.4	33.3	34.4	40.4	40.0	31.3	47.2	35.7	37.6
	5 to 25	N	44	68	33	38	18	19	26	14	24	17	26	327
		%	58.7	58.1	62.3	49.4	60.0	59.4	50.0	56.0	50.0	47.2	61.9	55.7
	25 to 50	N	5	4	3	1	2	1	4	0	7	2	0	29
		%	6.7	3.4	5.7	1.3	6.7	3.1	7.7	0.0	14.6	5.6	0.0	4.9
	50+ hours	N	3	0	1	0	0	1	1	1	2	0	1	10
		%	4.0	0.0	1.9	0.0	0.0	3.1	1.9	4.0	4.2	0.0	2.4	1.7
	Total N		75	117	53	77	30	32	52	25	48	36	42	587

Table A-15. General Satisfaction by RSN

		General satisfaction		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.90	139	0.89
	KI	3.95	231	0.81
	NS	3.85	115	0.90
	GC	3.94	145	0.82
	PE	3.70	70	0.88
	TM	3.58	82	1.16
	PI	3.77	96	1.00
	GH	3.61	71	0.96
	CL	4.03	104	0.82
	CD	4.11	78	0.70
	TI	3.97	90	0.93
	Total	3.88	1221	0.89

Table A-16. Voice in Service Delivery by RSN

		Participation in treatment		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	4.05	138	0.73
	KI	4.02	230	0.74
	NS	4.02	115	0.76
	GC	4.02	144	0.66
	PE	3.95	68	0.73
	TM	3.92	81	0.70
	PI	4.00	96	0.73
	GH	3.93	71	0.70
	CL	4.08	105	0.73
	CD	4.04	78	0.68
	TI	4.04	89	0.80
	Total	4.01	1215	0.72

Table A-17. Satisfaction with Staff by RSN

		Mean	N	Std. Deviation
		Satisfaction with staff		
C F C S 2 0 1 5	SP	4.17	137	0.69
	KI	4.28	228	0.58
	NS	4.28	113	0.60
	GC	4.28	143	0.68
	PE	4.09	68	0.77
	TM	4.00	80	0.86
	PI	4.09	96	0.76
	GH	3.99	71	0.70
	CL	4.33	104	0.59
	CD	4.28	78	0.55
	TI	4.17	89	0.75
	Total	4.18	1207	0.68

Table A-18. Perceived Outcome of Services by RSN

		Mean	N	Std. Deviation
		Perceived outcome of service		
C F C S 2 0 1 5	SP	3.77	132	0.72
	KI	3.78	226	0.74
	NS	3.78	109	0.79
	GC	3.78	138	0.79
	PE	3.57	67	0.78
	TM	3.38	78	0.97
	PI	3.54	96	0.94
	GH	3.54	71	0.80
	CL	3.78	99	0.68
	CD	3.86	76	0.66
	TI	3.70	87	0.76
	Total	3.69	1179	0.79

Table A-19. Access to Services by RSN

		Access to services		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	4.01	137	0.72
	KI	4.09	228	0.69
	NS	4.09	111	0.72
	GC	4.09	142	0.77
	PE	3.97	67	0.82
	TM	4.08	78	0.70
	PI	3.94	96	0.81
	GH	4.10	70	0.71
	CL	4.02	103	0.80
	CD	4.18	77	0.67
	TI	4.11	88	0.80
	Total	4.04	1197	0.74

Table A-20. Staff Sensitivity to Culture by RSN

		Staff sensitivity to culture		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	4.25	136	0.57
	KI	4.34	227	0.53
	NS	4.34	111	0.51
	GC	4.34	140	0.59
	PE	4.29	67	0.57
	TM	4.13	78	0.74
	PI	4.18	96	0.68
	GH	4.13	71	0.55
	CL	4.33	103	0.60
	CD	4.36	76	0.62
	TI	4.32	86	0.58
	Total	4.27	1191	0.59

Table A-21. Appropriateness of Services by RSN

		Appropriateness of services		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.91	139	0.87
	KI	3.98	231	0.76
	NS	3.98	115	0.85
	GC	3.98	145	0.79
	PE	3.73	70	0.86
	TM	3.59	82	1.13
	PI	3.76	96	0.97
	GH	3.63	71	0.92
	CL	4.06	104	0.75
	CD	4.10	78	0.68
	TI	3.95	90	0.85
	Total	3.89	1221	0.86

Table A-22. Stigma Scale by RSN – Youth

		Stigma		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.16	66	0.64
	KI	2.99	101	0.63
	NS	2.99	43	0.64
	GC	2.99	68	0.74
	PE	2.94	25	0.77
	TM	3.17	31	0.55
	PI	2.81	46	0.77
	GH	3.04	23	0.78
	CL	2.99	43	0.64
	CD	2.96	34	0.59
	TI	2.93	39	0.78
	Total	2.99	519	0.68

Table A-23. Social Connectedness (NOMS Scale) by RSN

		Social Connectedness		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	4.04	132	0.64
	KI	4.00	224	0.69
	NS	4.00	109	0.61
	GC	4.00	137	0.71
	PE	3.92	66	0.74
	TM	3.94	78	0.76
	PI	3.96	95	0.72
	GH	4.04	70	0.64
	CL	4.06	100	0.70
	CD	4.08	76	0.64
	TI	4.03	87	0.56
	Total	4.02	1174	0.68

Table A-24. Functioning (NOMS Scale) by RSN

		Functioning		
		Mean	N	Std. Deviation
C F C S 2 0 1 5	SP	3.82	131	0.89
	KI	3.88	222	0.84
	NS	3.88	108	0.87
	GC	3.88	135	0.83
	PE	3.84	64	0.65
	TM	3.60	77	1.10
	PI	3.70	89	0.97
	GH	3.78	68	0.77
	CL	3.96	97	0.76
	CD	4.01	76	0.76
	TI	3.84	85	0.81
	Total	3.84	1152	0.85

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Table A-25. Arrests During Last 12 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 5	Yes	N	7	6	1	7	1	5	6	3	5	6	4	51
		%	5.5	2.8	0.9	5.2	1.6	6.4	6.3	4.5	5.3	8.1	4.7	4.5
	No	N	120	207	107	127	60	73	89	64	89	68	82	1086
		%	94.5	97.2	99.1	94.8	98.4	93.6	93.7	95.5	94.7	91.9	95.3	95.5
	Total N		127	213	108	134	61	78	95	67	94	74	86	1137

Table A-26. Arrests During 12 Months Prior to Last 12 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 5	Yes	N	4	4	3	4	2	3	4	0	2	4	2	32
		%	3.1	1.9	2.8	3.0	3.3	3.9	4.2	0.0	2.1	5.4	2.3	2.8
	No	N	123	209	105	130	58	74	92	67	92	70	84	1104
		%	96.9	98.1	97.2	97.0	96.7	96.1	95.8	100.0	97.9	94.6	97.7	97.2
	Total N		127	213	108	134	60	77	96	67	94	74	86	1136

Table A-27. Encounters with Police during Last 12 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
			Over the last year, encounters with police:											
CFCS 2015	Been Reduced	N	13	15	7	11	6	3	9	6	6	6	9	91
		%	10.2	7.2	6.7	8.6	9.8	3.9	9.7	9.1	6.4	8.5	10.6	8.2
	Stayed the Same	N	8	4	5	6	4	3	1	2	1	4	3	41
		%	6.3	1.9	4.8	4.7	6.6	3.9	1.1	3.0	1.1	5.6	3.5	3.7
	Increased	N	4	7	5	7	4	9	6	4	3	2	5	56
		%	3.1	3.3	4.8	5.5	6.6	11.8	6.5	6.1	3.2	2.8	5.9	5.0
	Doesn't Apply/No Encounters	N	103	183	88	104	47	61	77	54	84	59	68	928
		%	80.5	87.6	83.8	81.3	77.0	80.3	82.8	81.8	89.4	83.1	80.0	83.2
	Total N		128	209	105	128	61	76	93	66	94	71	85	1116

Table A-28. School Expulsion/Suspension During Last 12 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
			Was your child expelled or suspended during the past 12 months?											
CFCS 2015	Yes	N	25	35	22	25	13	15	22	15	11	12	13	208
		%	19.5	16.4	20.8	18.9	21.7	19.7	22.9	22.7	11.7	16.2	15.7	18.4
	No	N	103	178	84	107	47	61	74	51	83	62	70	920
		%	80.5	83.6	79.2	81.1	78.3	80.3	77.1	77.3	88.3	83.8	84.3	81.6
	Total N		128	213	106	132	60	76	96	66	94	74	83	1128

Table A-29. School Expulsion/Suspension During 12 Months Prior to Last 12 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S	Yes	N	28	29	24	23	20	12	19	17	11	13	21	217
		%	21.9	13.8	23.1	17.7	32.8	16.0	20.2	26.2	11.8	18.1	24.4	19.4
2 0 1 5	No	N	100	181	80	107	41	63	75	48	82	59	65	901
		%	78.1	86.2	76.9	82.3	67.2	84.0	79.8	73.8	88.2	81.9	75.6	80.6
	Total N		128	210	104	130	61	75	94	65	93	72	86	1118

Span header: Was your child expelled or suspended during the 12 months prior to that?

Table A-30. Number of Days in School During the Last Year by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
			Number of days in school compared to the previous year:											
C F C S 2 0 1 5	Greater	N	39	54	36	36	20	17	31	19	20	20	17	309
		%	30.7	26.1	34.0	27.7	33.3	22.7	33.0	30.2	22.0	27.8	20.0	27.8
	About the Same	N	42	92	34	57	16	19	28	32	45	27	38	430
		%	33.1	44.4	32.1	43.8	26.7	25.3	29.8	50.8	49.5	37.5	44.7	38.7
	Fewer	N	24	40	20	21	15	17	20	4	11	15	15	202
		%	18.9	19.3	18.9	16.2	25.0	22.7	21.3	6.3	12.1	20.8	17.6	18.2
	Don't know	N	10	8	9	8	6	15	7	5	7	5	10	90
		%	7.9	3.9	8.5	6.2	10.0	20.0	7.4	7.9	7.7	6.9	11.8	8.1
	Does Not Apply	N	12	13	7	8	3	7	8	3	8	5	5	79
		%	9.4	6.3	6.6	6.2	5.0	9.3	8.5	4.8	8.8	6.9	5.9	7.1
	Total N		127	207	106	130	60	75	94	63	91	72	85	1110

Table A-31. Living Situation by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Living with One Parent (incl. Step Parent)	N	59	116	48	48	28	31	40	24	43	27	20	484
	%	45.4	54.2	44.4	36.1	45.2	39.7	41.7	35.8	46.2	36.5	23.3	42.4
Living with Both Parents (incl. Step Parent)	N	42	58	26	58	16	21	37	20	38	30	40	386
	%	32.3	27.1	24.1	43.6	25.8	26.9	38.5	29.9	40.9	40.5	46.5	33.8
Living with Other Family Member (not Parent)	N	12	15	15	14	8	15	12	13	7	7	14	132
	%	9.2	7.0	13.9	10.5	12.9	19.2	12.5	19.4	7.5	9.5	16.3	11.6
Foster Home	N	6	3	1	2	3	4	1	5	4	2	5	36
	%	4.6	1.4	0.9	1.5	4.8	5.1	1.0	7.5	4.3	2.7	5.8	3.2
Homeless shelter	N	0	1	0	0	0	0	0	0	0	0	0	1
	%	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
Group home	N	1	1	0	1	0	0	0	0	0	0	0	3
	%	0.8	0.5	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Residential Treatment Center	N	0	0	1	0	0	0	0	0	0	0	0	1
	%	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
Someone Other than Above	N	10	20	17	10	7	7	6	5	1	8	7	98
	%	7.7	9.3	15.7	7.5	11.3	9.0	6.3	7.5	1.1	10.8	8.1	8.6
Total N		130	214	108	133	62	78	96	67	93	74	86	1141

C F C S 2 0 1 5

Table A-32. Medicaid Insured (self-reported) by RSN

			Do you have Medicaid Insurance?											
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 5	Yes	N	95	158	80	94	50	65	67	52	64	53	63	841
		%	88.0	87.8	89.9	89.5	90.9	92.9	89.3	91.2	81.0	89.8	90.0	88.8
	No	N	12	15	8	10	5	3	5	5	13	6	5	87
		%	11.1	8.3	9.0	9.5	9.1	4.3	6.7	8.8	16.5	10.2	7.1	9.2
	Don't know	N	1	7	1	1	0	2	3	0	2	0	2	19
		%	0.9	3.9	1.1	1.0	0.0	2.9	4.0	0.0	2.5	0.0	2.9	2.0
	Total N		108	180	89	105	55	70	75	57	79	59	70	947

Table A-33. Medical Check-up by RSN

			Seen a medical professional for a health check-up or for being sick?											
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 5	Yes	N	111	177	91	114	51	72	79	62	82	57	76	972
		%	87.4	84.3	88.3	89.1	86.4	93.5	84.0	92.5	89.1	78.1	90.5	87.3
	No	N	16	33	12	14	8	5	15	5	10	16	8	142
		%	12.6	15.7	11.7	10.9	13.6	6.5	16.0	7.5	10.9	21.9	9.5	12.7
	Total N		127	210	103	128	59	77	94	67	92	73	84	1114

Table A-34. Marital Status (self-reported among youth 13-21 years old only) by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Single, Never Married	N	66	101	47	68	24	30	49	22	40	32	37	516
	%	95.7	95.3	95.9	95.8	96.0	100.0	100.0	100.0	97.6	100.0	97.4	97.0
Married	N	1	1	2	2	0	0	0	0	0	0	0	6
	%	1.4	0.9	4.1	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1
Separated	N	0	1	0	0	0	0	0	0	0	0	0	1
	%	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
Domestic Partnership	N	2	3	0	1	1	0	0	0	1	0	1	9
	%	2.9	2.8	0.0	1.4	4.0	0.0	0.0	0.0	2.4	0.0	2.6	1.7
Total N		69	106	49	71	25	30	49	22	41	32	38	532

*The response categories 'Divorced' and 'Widowed' are not included in this table because no responses fit into those categories.

Table A-35. School Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S	Yes	N	106	200	102	121	58	68	82	65	85	64	76	1027
		%	80.9	93.5	94.4	92.4	93.5	88.3	88.2	97.0	89.5	87.7	88.4	90.3
	No	N	25	14	6	10	4	9	11	2	10	9	10	110
2 0 1 5		%	19.1	6.5	5.6	7.6	6.5	11.7	11.8	3.0	10.5	12.3	11.6	9.7
	Total N		131	214	108	131	62	77	93	67	95	73	86	1137

Table A-36. Child's Current Grade in School by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Pre-school	N	6	10	8	8	6	7	7	6	3	4	8	73
	%	5.7	5.0	7.8	6.6	10.3	10.6	8.5	9.2	3.5	6.3	10.5	7.1
1	N	5	10	7	7	5	7	7	5	8	4	7	72
	%	4.8	5.0	6.9	5.8	8.6	10.6	8.5	7.7	9.4	6.3	9.2	7.0
2	N	13	12	12	9	7	9	5	3	8	6	1	85
	%	12.4	6.0	11.8	7.4	12.1	13.6	6.1	4.6	9.4	9.5	1.3	8.3
3	N	7	16	11	7	4	6	4	9	6	2	9	81
	%	6.7	8.0	10.8	5.8	6.9	9.1	4.9	13.8	7.1	3.2	11.8	7.9
4	N	12	21	6	12	4	4	3	3	9	5	7	86
	%	11.4	10.5	5.9	9.9	6.9	6.1	3.7	4.6	10.6	7.9	9.2	8.4
5	N	7	19	6	6	5	5	12	11	8	5	6	90
	%	6.7	9.5	5.9	5.0	8.6	7.6	14.6	16.9	9.4	7.9	7.9	8.8
6	N	12	15	9	11	2	2	5	7	7	8	5	83
	%	11.4	7.5	8.8	9.1	3.4	3.0	6.1	10.8	8.2	12.7	6.6	8.1
7	N	6	14	8	6	1	5	8	3	11	2	5	69
	%	5.7	7.0	7.8	5.0	1.7	7.6	9.8	4.6	12.9	3.2	6.6	6.7
8	N	10	16	1	9	3	2	3	3	4	8	8	67
	%	9.5	8.0	1.0	7.4	5.2	3.0	3.7	4.6	4.7	12.7	10.5	6.5
9	N	4	15	16	10	4	3	11	2	7	7	2	81
	%	3.8	7.5	15.7	8.3	6.9	4.5	13.4	3.1	8.2	11.1	2.6	7.9
10	N	9	16	8	18	7	5	6	8	8	3	8	96
	%	8.6	8.0	7.8	14.9	12.1	7.6	7.3	12.3	9.4	4.8	10.5	9.4
11	N	8	13	3	7	4	5	7	3	2	8	6	66
	%	7.6	6.5	2.9	5.8	6.9	7.6	8.5	4.6	2.4	12.7	7.9	6.5
12	N	3	16	5	8	3	5	1	2	3	1	2	49
	%	2.9	8.0	4.9	6.6	5.2	7.6	1.2	3.1	3.5	1.6	2.6	4.8
Higher Education	N	3	7	2	3	3	1	3	0	1	0	2	25
	%	2.9	3.5	2.0	2.5	5.2	1.5	3.7	0.0	1.2	0.0	2.6	2.4
Total N		105	200	102	121	58	66	82	65	85	63	76	1023

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Table A-37. Grades Received in School During Most Recent School Year by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Mostly As	N	21	29	13	18	4	8	12	3	11	12	10	141
	%	16.2	14.3	12.4	14.2	6.5	10.8	12.5	4.5	12.4	16.4	11.6	12.7
Mostly Bs	N	33	38	18	29	9	11	18	8	14	16	12	206
	%	25.4	18.7	17.1	22.8	14.5	14.9	18.8	11.9	15.7	21.9	14.0	18.5
Mostly Cs	N	13	27	11	26	7	5	16	8	10	6	11	140
	%	10.0	13.3	10.5	20.5	11.3	6.8	16.7	11.9	11.2	8.2	12.8	12.6
Mostly Ds	N	2	4	6	5	4	2	3	1	2	4	2	35
	%	1.5	2.0	5.7	3.9	6.5	2.7	3.1	1.5	2.2	5.5	2.3	3.1
Mostly Fs	N	4	6	3	2	1	2	1	4	2	1	4	30
	%	3.1	3.0	2.9	1.6	1.6	2.7	1.0	6.0	2.2	1.4	4.7	2.7
Pass/Satisfactory	N	38	65	35	32	21	31	29	23	35	24	39	372
	%	29.2	32.0	33.3	25.2	33.9	41.9	30.2	34.3	39.3	32.9	45.3	33.5
Fail/Unsatisfactory	N	2	9	4	5	11	4	3	4	4	5	3	54
	%	1.5	4.4	3.8	3.9	17.7	5.4	3.1	6.0	4.5	6.8	3.5	4.9
Other	N	17	25	15	10	5	10	14	16	11	5	5	133
	%	13.1	12.3	14.3	7.9	8.1	13.5	14.6	23.9	12.4	6.8	5.8	12.0
Total N		130	203	105	127	62	74	96	67	89	73	86	1112

CFCS 2015

Table A-38. Highest Grade Completed if Not in School at Time of Survey by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Pre-school	N	2	1	1	2	0	2	1	0	1	2	2	14
	%	8.0	10.0	16.7	16.7	0.0	20.0	7.1	0.0	14.3	20.0	20.0	12.7
1	N	2	0	0	0	0	0	0	1	0	2	0	5
	%	8.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	20.0	0.0	4.5
2	N	0	0	0	1	0	0	0	0	0	1	1	3
	%	0.0	0.0	0.0	8.3	0.0	0.0	0.0	0.0	0.0	10.0	10.0	2.7
3	N	1	0	0	0	1	1	0	0	0	1	1	5
	%	4.0	0.0	0.0	0.0	25.0	10.0	0.0	0.0	0.0	10.0	10.0	4.5
4	N	0	0	0	1	1	2	2	0	0	1	1	8
	%	0.0	0.0	0.0	8.3	25.0	20.0	14.3	0.0	0.0	10.0	10.0	7.3
5	N	0	0	0	0	0	0	0	0	1	0	0	1
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.9
6	N	1	0	0	0	1	0	0	0	1	2	0	5
	%	4.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	14.3	20.0	0.0	4.5
7	N	2	1	0	1	0	1	1	0	0	1	0	7
	%	8.0	10.0	0.0	8.3	0.0	10.0	7.1	0.0	0.0	10.0	0.0	6.4
8	N	0	0	1	2	0	0	1	0	1	0	0	5
	%	0.0	0.0	16.7	16.7	0.0	0.0	7.1	0.0	14.3	0.0	0.0	4.5
9	N	6	2	1	0	0	2	2	1	1	0	2	17
	%	24.0	20.0	16.7	0.0	0.0	20.0	14.3	50.0	14.3	0.0	20.0	15.5
10	N	2	2	0	1	0	0	2	0	1	0	0	8
	%	8.0	20.0	0.0	8.3	0.0	0.0	14.3	0.0	14.3	0.0	0.0	7.3
11	N	1	1	0	3	1	1	2	0	0	0	0	9
	%	4.0	10.0	0.0	25.0	25.0	10.0	14.3	0.0	0.0	0.0	0.0	8.2
12	N	6	3	2	1	0	1	2	0	1	0	3	19
	%	24.0	30.0	33.3	8.3	0.0	10.0	14.3	0.0	14.3	0.0	30.0	17.3
Some Higher Education	N	2	0	1	0	0	0	1	0	0	0	0	4
	%	8.0	0.0	16.7	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	3.6
Total N		25	10	6	12	4	10	14	2	7	10	10	110

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Table A-39. Medication Use (self-reported) by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
CFCS 2015	Yes	N	55	50	46	58	32	37	38	27	32	19	37	431
		%	43.0	23.4	42.6	43.6	52.5	48.1	40.4	40.9	33.3	25.7	43.0	37.9
	No	N	73	164	62	75	29	40	56	39	64	55	49	706
		%	57.0	76.6	57.4	56.4	47.5	51.9	59.6	59.1	66.7	74.3	57.0	62.1
	Total N		128	214	108	133	61	77	94	66	96	74	86	1137

On medication for emotional/behavioral problems?

Part 2: Indicators by Age, Gender, and Ethnic Group

Table A-40. Client Characteristics

			Family	Youth	Combined
Gender	Female	N	250	325	575
		%	37.9	58.9	47.4
	Male	N	410	227	637
		%	62.1	41.1	52.6
	Total N		660	552	1212
Age	Under 6	N	49	1	50
		%	8.4	0.2	4.4
	6 to 14	N	526	11	537
		%	90.7	2.0	47.6
	14 to 16	N	3	250	253
		%	0.5	45.7	22.4
	16 to 18	N	0	169	169
		%	0.0	30.9	15.0
	18+	N	2	116	118
		%	0.3	21.2	10.5
	Total N		580	547	1127
Ethnicity	Native Am/ AK Native	N	12	17	29
		%	2.0	3.3	2.6
	Asian/Pacific Islander	N	4	17	21
		%	0.7	3.3	1.9
	African Am/ Black	N	24	25	49
		%	4.0	4.8	4.4
	Hispanic/ Latino	N	102	117	219
		%	17.2	22.4	19.6
	White, Non-Hispanic	N	326	262	588
		%	54.9	50.2	52.7
	Other		30	23	53
			5.1	4.4	4.7
	Multiple		96	61	157
			16.2	11.7	14.1
	Total N		594	522	1116

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Table A-41. General Satisfaction by Gender, Age, and Ethnicity

| | | General Satisfaction | | |
		Mean	N	Std. Deviation
Gender	Female	3.88	565	0.90
	Male	3.88	619	0.88
	Total	3.88	1184	0.89
Age	Under 6	3.82	50	0.96
	6 to 14	3.81	537	0.98
	14 to 16	3.93	253	0.73
	16 to 18	4.04	168	0.74
	18+	4.01	118	0.81
	Total	3.89	1126	0.88
Ethnicity	Native Am/AK Native	3.93	29	0.67
	Asian/Pacific Islander	3.96	20	0.60
	African Am/Black	3.78	49	0.95
	Hispanic/Latino	4.06	219	0.67
	White, Non-Hispanic	3.85	587	0.93
	Other	3.64	53	1.16
	Multiple	3.94	157	0.90
	Total	3.89	1114	0.89

Table A-42. Voice in Service Delivery by Gender, Age, and Ethnicity

		Participation in Treatment		
		Mean	N	Std. Deviation
Gender	Female	3.95	564	0.75
	Male	4.07	617	0.69
	Total	4.01	1181	0.72
Age	Under 6	4.07	50	0.80
	6 to 14	4.09	537	0.76
	14 to 16	4.09	253	0.64
	16 to 18	4.09	169	0.64
	18+	3.96	117	0.65
	Total	4.02	1126	0.71
Ethnicity	Native Am/AK Native	4.10	29	0.47
	Asian/Pacific Islander	3.79	21	0.76
	African Am/Black	3.67	49	0.66
	Hispanic/Latino	3.67	219	0.57
	White, Non-Hispanic	4.01	586	0.78
	Other	3.89	53	0.80
	Multiple	4.15	157	0.70
	Total	4.02	1114	0.72

Table A-43. Satisfaction with Staff by Gender, Age, and Ethnicity

		Satisfaction with Staff		
		Mean	N	Std. Deviation
Gender	Female	4.18	562	0.69
	Male	4.19	614	0.67
	Total	4.18	1176	0.68
Age	Under 6	4.08	50	0.78
	6 to 14	4.18	537	0.73
	14 to 16	4.18	253	0.56
	16 to 18	4.18	168	0.59
	18+	4.24	118	0.65
	Total	4.20	1126	0.67
Ethnicity	Native Am/AK Native	4.17	29	0.61
	Asian/Pacific Islander	4.18	20	0.44
	African Am/Black	4.15	49	0.80
	Hispanic/Latino	4.15	219	0.50
	White, Non-Hispanic	4.20	587	0.70
	Other	3.98	53	0.91
	Multiple	4.26	157	0.72
	Total	4.19	1114	0.68

Table A-44. Perceived Outcomes of Services by Gender, Age, and Ethnicity

| | | Perceived Outcomes of Service | | |
		Mean	N	Std. Deviation
Gender	Female	3.66	555	0.77
	Male	3.72	605	0.80
	Total	3.69	1160	0.79
Age	Under 6	3.61	50	0.77
	6 to 14	3.62	535	0.85
	14 to 16	3.62	253	0.71
	16 to 18	3.62	169	0.68
	18+	3.80	118	0.68
	Total	3.69	1125	0.78
Ethnicity	Native Am/AK Native	3.69	29	0.70
	Asian/Pacific Islander	3.72	21	0.63
	African Am/Black	3.53	49	0.80
	Hispanic/Latino	3.53	219	0.68
	White, Non-Hispanic	3.67	585	0.79
	Other	3.48	53	0.93
	Multiple	3.60	157	0.86
	Total	3.69	1113	0.79

Table A-45. Access to Services by Gender, Age, and Ethnicity

| | | Access to Services | | |
		Mean	N	Std. Deviation
Gender	Female	4.02	562	0.73
	Male	4.06	609	0.76
	Total	4.04	1171	0.75
Age	Under 6	4.07	50	0.75
	6 to 14	4.07	537	0.78
	14 to 16	4.07	253	0.63
	16 to 18	4.07	167	0.75
	18+	4.09	118	0.71
	Total	4.05	1125	0.73
Ethnicity	Native Am/AK Native	4.22	29	0.58
	Asian/Pacific Islander	3.93	20	0.78
	African Am/Black	3.69	49	0.74
	Hispanic/Latino	3.69	219	0.62
	White, Non-Hispanic	4.02	586	0.76
	Other	4.01	53	0.74
	Multiple	4.17	157	0.80
	Total	4.05	1113	0.74

Table A-46. Staff Sensitivity to Culture by Gender, Age, and Ethnicity

		Staff Sensitivity to Culture		
		Mean	N	Std. Deviation
Gender	Female	4.24	562	0.63
	Male	4.31	607	0.56
	Total	4.27	1169	0.59
Age	Under 6	4.29	49	0.69
	6 to 14	4.31	537	0.61
	14 to 16	4.31	253	0.53
	16 to 18	4.31	168	0.54
	18+	4.29	118	0.52
	Total	4.28	1125	0.58
Ethnicity	Native Am/AK Native	4.34	29	0.68
	Asian/Pacific Islander	4.06	20	0.48
	African Am/Black	3.92	49	0.66
	Hispanic/Latino	3.92	219	0.50
	White, Non-Hispanic	4.29	586	0.61
	Other	4.26	53	0.55
	Multiple	4.35	157	0.59
	Total	4.28	1113	0.59

Table A-47. Appropriateness of Services by Gender, Age, and Ethnicity

| | | Appropriateness of Services | | |
		Mean	N	Std. Deviation
Gender	Female	3.90	565	0.86
	Male	3.89	619	0.84
	Total	3.90	1184	0.85
Age	Under 6	3.79	50	0.89
	6 to 14	3.82	537	0.93
	14 to 16	3.82	253	0.70
	16 to 18	3.82	168	0.68
	18+	4.02	118	0.82
	Total	3.91	1126	0.84
Ethnicity	Native Am/AK Native	3.90	29	0.68
	Asian/Pacific Islander	4.00	20	0.60
	African Am/Black	3.90	49	0.97
	Hispanic/Latino	3.90	219	0.61
	White, Non-Hispanic	3.88	587	0.88
	Other	3.66	53	1.11
	Multiple	3.93	157	0.88
	Total	3.91	1114	0.85

Table A-48. Stigma Scale by Gender, Age, and Ethnicity – Youth

		Stigma		
		Mean	N	Std. Deviation
Gender	Female	3.07	305	0.69
	Male	2.86	207	0.63
	Total	2.99	512	0.67
Age	Under 6	2.20	1	0.00
	6 to 14	2.88	11	0.59
	14 to 16	2.88	230	0.67
	16 to 18	2.88	156	0.67
	18+	3.05	110	0.72
	Total	2.99	508	0.68
Ethnicity	Native Am/AK Native	3.08	16	0.81
	Asian/Pacific Islander	2.90	16	0.70
	African Am/Black	3.06	22	0.72
	Hispanic/Latino	3.06	108	0.66
	White, Non-Hispanic	3.06	242	0.66
	Other	2.92	22	0.69
	Multiple	2.88	57	0.80
	Total	2.99	483	0.69

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Table A-49. Social Connectedness by Gender, Age, and Ethnicity (NOMS Scale)

| | | Social Connectedness | | |
		Mean	N	Std. Deviation
Gender	Female	3.98	555	0.71
	Male	4.06	602	0.64
	Total	4.02	1157	0.68
Age	Under 6	4.13	50	0.63
	6 to 14	3.97	536	0.72
	14 to 16	3.97	253	0.62
	16 to 18	3.97	169	0.57
	18+	4.03	118	0.74
	Total	4.02	1126	0.68
Ethnicity	Native Am/AK Native	4.22	29	0.51
	Asian/Pacific Islander	3.98	21	0.63
	African Am/Black	3.79	49	0.70
	Hispanic/Latino	3.79	219	0.60
	White, Non-Hispanic	4.01	586	0.70
	Other	3.94	53	0.73
	Multiple	4.11	157	0.68
	Total	4.02	1114	0.68

Table A-50. Functioning by Gender, Age, and Ethnicity (NOMS Scale)

		Functioning		
		Mean	N	Std. Deviation
Gender	Female	3.82	543	0.85
	Male	3.87	591	0.86
	Total	3.84	1134	0.85
Age	Under 6	3.87	46	0.75
	6 to 14	3.83	521	0.88
	14 to 16	3.83	251	0.85
	16 to 18	3.83	168	0.81
	18+	3.94	116	0.81
	Total	3.84	1102	0.85
Ethnicity	Native Am/AK Native	3.97	29	0.68
	Asian/Pacific Islander	3.95	20	0.89
	African Am/Black	3.77	47	1.01
	Hispanic/Latino	3.77	217	0.75
	White, Non-Hispanic	3.79	575	0.88
	Other	3.74	50	0.88
	Multiple	3.89	152	0.90
	Total	3.83	1090	0.86

Table A-51. Arrests during Last 12 Months and 12 Months Prior by Gender, Age, and Ethnicity

			Arrested during the past 12 months			Arrested in the 12 months prior to that		
			Yes	No	Total N	Yes	No	Total N
Gender	Female	N	21	535	556	18	539	557
		%	3.8	96.2		3.2	96.8	
	Male	N	30	551	551	14	565	579
		%	5.2	94.8		2.4	97.6	
	Total	N	51	1086	1137	32	1104	1136
		%	4.5	95.5		2.8	97.2	
Age	Under 6	N	1	48	49	1	48	49
		%	2.0	98.0		2.0	98.0	
	6 to 14	N	2	532	534	1	531	532
		%	0.4	99.6		0.2	99.8	
	14 to 16	N	24	224	248	7	242	249
		%	9.7	90.3		2.8	97.2	
	16 to 18	N	16	149	165	14	151	165
		%	9.7	90.3		8.5	91.5	
	18+	N	8	108	116	9	107	116
		%	6.9	93.1		7.8	92.2	
	Total	N	51	1061	1112	32	1079	1111
		%	4.6	95.4		2.9	97.1	
Ethnicity	Native Am/ AK Native	N	4	25	29	0	29	29
		%	13.8	86.2		0.0	100.0	
	Asian/Pac Islander	N	1	20	21	0	21	21
		%	4.8	95.2		0.0	100.0	
	African Am/ Black	N	1	47	48	1	47	48
		%	2.1	97.9		2.1	97.9	
	Hispanic/ Latino	N	8	209	217	4	213	217
		%	3.7	96.3		1.8	98.2	
	White, Non-Hispanic	N	26	558	584	22	561	583
		%	4.5	95.5		3.8	96.2	
	Other	N	3	50	53	1	52	53
		%	5.7	94.3		1.9	98.1	
	Multiple	N	7	146	153	3	150	153
		%	4.6	95.4		2.0	98.0	
	Total	N	50	1055	1105	31	1073	1104
		%	4.5	95.5		2.8	97.2	

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Table A-52. Encounters with Police by Gender, Age, and Ethnicity

			Over the last year, encounters with police:				Total N
			Been Reduced	Stayed the Same	Increased	Does Not Apply	
Gender	Female	N	39	15	28	462	544
		%	7.2%	2.8%	5.1%	84.9%	
	Male	N	52	26	28	466	572
		%	9.1%	4.5%	4.9%	81.5%	
	Total	N	91	41	56	928	1116
		%	8.2%	3.7%	5.0%	83.2%	
Age	Under 6	N	1	0	1	47	49
		%	2.0%	0.0%	2.0%	95.9%	
	6 to 14	N	21	9	12	484	526
		%	4.0%	1.7%	2.3%	92.0%	
	14 to 16	N	21	14	21	183	239
		%	8.8%	5.9%	8.8%	76.6%	
	16 to 18	N	30	9	13	109	161
		%	18.6%	5.6%	8.1%	67.7%	
	18+	N	18	9	8	81	116
		%	15.5%	7.8%	6.9%	69.8%	
	Total	N	91	41	55	904	1091
		%	8.3%	3.8%	5.0%	82.9%	
Ethnicity	Native Am/ AK Native	N	3	5	1	19	28
		%	10.7	17.9	3.6	67.9	
	Asian/Pacific Islander	N	1	0	2	16	19
		%	5.3	0.0	10.5	84.2	
	African Am/ Black	N	8	1	1	38	48
		%	16.7	2.1	2.1	79.2	
	Hispanic/ Latino	N	16	8	5	182	211
		%	7.6	3.8	2.4	86.3	
	White, Non-Hispanic	N	46	19	29	484	578
		%	8.0	3.3	5.0	83.7	
	Other	N	3	2	4	42	51
		%	5.9	3.9	7.8	82.4	
	Multiple	N	10	5	12	124	151
		%	6.6	3.3	7.9	82.1	
	Total	N	87	40	54	905	1086
		%	8.0	3.7	5.0	83.3	

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Table A-53. School Expulsion/Suspension During Last 12 Months and 12 Months Prior by Gender, Age, and Ethnicity

			Expelled or suspended during the past 12 months			Expelled or suspended during the 12 months prior to that		
			Yes	No	Total N	Yes	No	Total N
Gender	Female	N	70	480	550	69	478	547
		%	12.7	87.3		12.6	87.4	
	Male	N	138	440	578	148	423	571
		%	23.9	76.1		25.9	74.1	
	Total	N	208	920	1128	217	901	1118
		%	18.4	81.6		19.4	80.6	
Age	Under 6	N	6	41	47	3	45	48
		%	12.8	87.2		6.3	93.8	
	6 to 14	N	104	426	530	105	418	523
		%	19.6	80.4		20.1	79.9	
	14 to 16	N	56	190	246	62	184	246
		%	22.8	77.2		25.2	74.8	
	16 to 18	N	32	131	163	39	124	163
		%	19.6	80.4		23.9	76.1	
	18+	N	7	110	117	8	106	114
		%	6.0	94.0		7.0	93.0	
	Total	N	205	898	1103	217	877	1094
		%	18.6	81.4		19.8	80.2	
Ethnicity	Native Am/ AK Native	N	8	21	29	7	22	29
		%	27.6	72.4		24.1	75.9	
	Asian/Pacific Islander	N	1	19	20	2	18	20
		%	5.0	95.0		10.0	90.0	
	African Am/ Black	N	14	35	49	11	36	47
		%	28.6	71.4		23.4	76.6	
	Hispanic/ Latino	N	37	180	217	31	184	215
		%	17.1	82.9		14.4	85.6	
	White, Non-Hispanic	N	105	474	579	121	454	575
		%	18.1	81.9		21.0	79.0	
	Other	N	8	45	53	9	42	51
		%	15.1	84.9		17.6	82.4	
	Multiple	N	27	123	150	29	122	151
		%	18.0	82.0		19.2	80.8	
	Total	N	200	897	1097	210	878	1088
		%	18.2	81.8		19.3	80.7	

Table A-54. Number of Days in School During Last Year by Gender, Age, and Ethnicity

			Number of days in school compared to the previous year:					
			Greater	About the Same	Less	Don't know	Does Not Apply	Total N
Gender	Female	N	153	187	119	42	43	544
		%	28.1%	34.4%	21.9%	7.7%	7.9%	
	Male	N	156	243	83	48	36	566
		%	27.6%	42.9%	14.7%	8.5%	6.4%	
	Total	N	309	430	202	90	79	1110
		%	27.8%	38.7%	18.2%	8.1%	7.1%	
Age	Under 6	N	7	19	3	18	2	49
		%	14.3	38.8	6.1	36.7	4.1	
	6 to 14	N	132	242	78	63	3	518
		%	25.5	46.7	15.1	12.2	0.6	
	14 to 16	N	87	78	54	3	21	243
		%	35.8	32.1	22.2	1.2	8.6	
	16 to 18	N	62	44	35	1	19	161
		%	38.5	27.3	21.7	0.6	11.8	
	18+	N	14	36	29	2	33	114
		%	12.3	31.6	25.4	1.8	28.9	
	Total	N	302	419	199	87	78	1085
		%	27.8	38.6	18.3	8.0	7.2	
Ethnicity	Native Am/ AK Native	N	8	8	8	2	1	27
		%	29.6	29.6	29.6	7.4	3.7	
	Asian/Pacific Islander	N	3	6	9	0	2	20
		%	15.0	30.0	45.0	0.0	10.0	
	African Am/ Black	N	16	21	7	2	2	48
		%	33.3	43.8	14.6	4.2	4.2	
	Hispanic/ Latino	N	55	91	39	10	16	211
		%	26.1	43.1	18.5	4.7	7.6	
	White, Non-Hispanic	N	156	216	97	56	49	574
		%	27.2	37.6	16.9	9.8	8.5	
	Other	N	20	12	8	7	2	49
		%	40.8	24.5	16.3	14.3	4.1	
	Multiple	N	38	64	30	11	5	148
		%	25.7	43.2	20.3	7.4	3.4	
	Total	N	296	418	198	88	77	1077
		%	27.5	38.8	18.4	8.2	7.1	

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Table A-55. Checkup During Last 12 months by Gender, Age, and Ethnicity

			See a medical doctor professional for a health check-up for being sick in the last year		
			Yes	No	Total N
Gender	Female	N	476	66	542
		%	87.8%	12.2%	
	Male	N	496	76	572
		%	86.7%	13.3%	
	Total	N	972	142	1114
		%	87.3%	12.7%	
Age	Under 6	N	48	2	50
		%	96.0	4.0	
	6 to 14	N	492	39	531
		%	92.7	7.3	
	14 to 16	N	188	52	240
		%	78.3	21.7	
	16 to 18	N	128	30	158
		%	81.0	19.0	
	18+	N	91	19	110
		%	82.7	17.3	
	Total	N	947	142	1089
		%	87.0	13.0	
Ethnicity	Native Am/ AK Native	N	28	1	29
		%	96.6	3.4	
	Asian/Pacific Islander	N	15	6	21
		%	71.4	28.6	
	African Am/ Black	N	41	6	47
		%	87.2	12.8	
	Hispanic/ Latino	N	174	39	213
		%	81.7	18.3	
	White, Non-Hispanic	N	511	63	574
		%	89.0	11.0	
	Other	N	45	4	49
		%	91.8	8.2	
	Multiple	N	135	17	152
		%	88.8	11.2	
	Total	N	949	136	1085
		%	87.5	12.5	

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Table A-56. Medication Use by Gender, Age, and Ethnicity

			On medication for emotional/behavioral problems		
			Yes	No	Total N
Gender	Female	N	189	366	555
		%	34.1%	65.9%	
	Male	N	242	340	582
		%	41.6%	58.4%	
	Total	N	431	706	1137
		%	37.9%	62.1%	
Age	Under 6	N	5	44	49
		%	10.2	89.8	
	6 to 14	N	215	318	533
		%	40.3	59.7	
	14 to 16	N	86	162	248
		%	34.7	65.3	
	16 to 18	N	62	104	166
		%	37.3	62.7	
	18+	N	54	62	116
		%	46.6	53.4	
	Total	N	422	690	1112
		%	37.9	62.1	
Ethnicity	Native Am/ AK Native	N	15	13	28
		%	53.6	46.4	
	Asian/Pacific Islander	N	6	14	20
		%	30.0	70.0	
	African Am/ Black	N	16	33	49
		%	32.7	67.3	
	Hispanic/ Latino	N	50	165	215
		%	23.3	76.7	
	White, Non-Hispanic	N	251	334	585
		%	42.9	57.1	
	Other	N	12	40	52
		%	23.1	76.9	
	Multiple	N	70	85	155
		%	45.2	54.8	
	Total	N	420	684	1104
		%	38.0	62.0	

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APPENDIX B

File Information Document

Codebook

mhdpfrp

		Value
Standard Attributes	Position	1
	Label	UniqueID
	Type	Numeric
	Format	F12
	Measurement	Scale
	Role	Input

RespID

		Value
Standard Attributes	Position	2
	Label	Respondent ID
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input

RSNID

		Value
Standard Attributes	Position	3
	Label	rsnid
	Type	String
	Format	A2
	Measurement	Nominal
	Role	Input

RSNID1

		Value
Standard Attributes	Position	4
	Label	<none>
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	SP
	2	KI
	3	NS
	4	GC
	5	PE
	6	TM
	7	PI
	8	GH
	9	CL
	10	CD
	11	TI

Status

		Value
Standard Attributes	Position	5
	Label	Completion status
	Type	String
	Format	A22
	Measurement	Nominal
	Role	Input

LastSubmit_d

		Value
Standard Attributes	Position	6
	Label	Date completed
	Type	Numeric
	Format	ADATE12
	Measurement	Scale
	Role	Input

Group

		Value
Standard Attributes	Position	7
	Label	Family or Youth Sample
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	Family
	2	Youth

Q01

		Value
Standard Attributes	Position	8
	Label	Overall, I am satisfied with the services I received
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q02

		Value
Standard Attributes	Position	9
	Label	I helped to choose my services.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q03

		Value
Standard Attributes	Position	10
	Label	I helped to choose my treatment goals.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q04

		Value
Standard Attributes	Position	11
	Label	The people helping me stuck with me no matter what.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q05

		Value
Standard Attributes	Position	12
	Label	I felt I had someone to talk to when I was troubled.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q06

		Value
Standard Attributes	Position	13
	Label	The people helping me listened to what I had to say.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q07

		Value
Standard Attributes	Position	14
	Label	I was actively involved in my treatment.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q08

		Value
Standard Attributes	Position	15
	Label	I received services that were right for me.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q09

		Value
Standard Attributes	Position	16
	Label	The location of services was convenient.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q10

		Value
Standard Attributes	Position	17
	Label	Services were available at times that were convenient for me.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q11

		Value
Standard Attributes	Position	18
	Label	If I need services in the future, I would use these services again.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q12

		Value
Standard Attributes	Position	19
	Label	I got the help I wanted.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q13

		Value
Standard Attributes	Position	20
	Label	I got as much help as I needed.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q14

		Value
Standard Attributes	Position	21
	Label	I, not staff, decided my treatment goals.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q15

		Value
Standard Attributes	Position	22
	Label	Staff treated me with respect.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q16

		Value
Standard Attributes	Position	23
	Label	Staff understood my family's cultural traditions.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q17

		Value
Standard Attributes	Position	24
	Label	Staff respected my family's religious or spiritual beliefs.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q18

		Value
Standard Attributes	Position	25
	Label	Staff spoke with me in a way that I understood.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q19

		Value
Standard Attributes	Position	26
	Label	Staff were sensitive to my cultural or ethnic background.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q20

		Value
Standard Attributes	Position	27
	Label	I felt discriminated against while trying to get services there.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q21

		Value
Standard Attributes	Position	28
	Label	I am better at handling daily life
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q22

		Value
Standard Attributes	Position	29
	Label	I get along better with family members.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q23

		Value
Standard Attributes	Position	30
	Label	I get along better with friends and other people.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q24

		Value
Standard Attributes	Position	31
	Label	I am doing better in school and/or work.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q25

		Value
Standard Attributes	Position	32
	Label	I am better able to cope when things go wrong.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q26

		Value
Standard Attributes	Position	33
	Label	I am satisfied with our family life right now.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q27

		Value
Standard Attributes	Position	34
	Label	I am better able to do things that I want to do.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q28

		Value
Standard Attributes	Position	35
	Label	I know people who will listen and understand me when I need to talk.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q29

		Value
Standard Attributes	Position	36
	Label	I have people that I am comfortable talking with about my problems.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q30

		Value
Standard Attributes	Position	37
	Label	In a crisis, I would have the support I need from family or friends.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q31

		Value
Standard Attributes	Position	38
	Label	I have people with whom I can do enjoyable things.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q32

		Value
Standard Attributes	Position	39
	Label	We are going to use the term mental illness in the rest of this questionnaire, but please think of it as whatever you feel
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q33

		Value
Standard Attributes	Position	40
	Label	Others think I can't achieve much in life because I have a mental illness.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q34

		Value
Standard Attributes	Position	41
	Label	People ignore me or take me less seriously just because I have a mental illness.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q35

		Value
Standard Attributes	Position	42
	Label	People often patronize me, or treat me like a child, just because I have a mental illness.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q36

		Value
Standard Attributes	Position	43
	Label	Nobody would be interested in getting close to me because I have a mental illness.
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly Agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q37

		Value
Standard Attributes	Position	44
	Label	Are you involved with more than one social service agency?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q37a

		Value
Standard Attributes	Position	45
	Label	How well do you think these agencies are working together to meet your needs?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Very well
	2	Mostly well
	3	Not well
	4	Not very well
	5	Don't know

Q38

		Value
Standard Attributes	Position	46
	Label	Do you have a Child and Family Team?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q38a

		Value
Standard Attributes	Position	47
	Label	How satisfied are you with the team?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Very satisfied
	2	Mostly satisfied
	3	Dissatisfied
	4	Very dissatisfied
	5	No Opinion

Q39

		Value
Standard Attributes	Position	48
	Label	Gender
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Female
	2	Male

Q40

		Value
Standard Attributes	Position	49
	Label	What is your birthdate?
	Type	Numeric
	Format	ADATE12
	Measurement	Scale
	Role	Input

age

		Value
Standard Attributes	Position	50
	Label	Age
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

age_cat

		Value
Standard Attributes	Position	51
	Label	Age Categories
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	Under 6
	2	6 through 13
	3	14 through 15
	4	16 through 17
	5	18 and Over

Q41A

		Value
Standard Attributes	Position	52
	Label	No, not of Hispanic, Latino, or Spanish origin
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q41B

		Value
Standard Attributes	Position	53
	Label	Yes, Mexican, Mexican American, Chicano
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q41C

		Value
Standard Attributes	Position	54
	Label	Yes, Puerto Rican
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q41D

		Value
Standard Attributes	Position	55
	Label	Yes, Cuban
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q41E

		Value
Standard Attributes	Position	56
	Label	Yes, another Hispanic, Latino, or Spanish origin
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q41sum

		Value
Standard Attributes	Position	57
	Label	Number of ethnicities identified
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Hispanic

		Value
Standard Attributes	Position	58
	Label	Hispanic origin
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	2	Not of Hispanic origin
Missing Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Q42A

		Value
Standard Attributes	Position	59
	Label	Race: Native American or Alaskan Native
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42B

		Value
Standard Attributes	Position	60
	Label	Race: Asian
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42C

		Value
Standard Attributes	Position	61
	Label	Race: African American or Black
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42D

		Value
Standard Attributes	Position	62
	Label	Race: Hispanic or Latino
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42E

		Value
Standard Attributes	Position	63
	Label	Race: White, non-Hispanic
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42F

		Value
Standard Attributes	Position	64
	Label	Race: Pacific Islander
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42G

		Value
Standard Attributes	Position	65
	Label	Race: Other
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q42sum

		Value
Standard Attributes	Position	66
	Label	Number of races identified
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Race

		Value
Standard Attributes	Position	67
	Label	Race/Ethnicity
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	Native American or Alaska Native
	2	Asian
	3	African American or Black
	4	Hispanic or Latino
	5	White, non-Hispanic
	6	Pacific Islander
	7	Some other race/ethnicity
	8	Multiple race/ethnicities
Missing Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Race2

		Value
Standard Attributes	Position	67
	Label	Race/Ethnicity
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	Native American or Alaska Native
	2	Asian/Pacific Islander
	3	African American or Black
	4	Hispanic or Latino
	5	White, non-Hispanic
	7	Some other race/ethnicity
	8	Multiple race/ethnicities
Missing Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Q43

		Value
Standard Attributes	Position	68
	Label	Were you expelled or suspended during the past 12 months?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q44

		Value
Standard Attributes	Position	69
	Label	Were you expelled or suspended during the 12 months prior to that?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q45

		Value
Standard Attributes	Position	70
	Label	Over the last year, the number of days you were in school compared to last year is greater, about the same, less, or doe
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Greater
	2	About the same
	3	Less

Q45a

		Value
Standard Attributes	Position	71
	Label	Why does the number of days you were in school compared to last year not apply?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	I did not have a problem with attendance before starting ser
	2	I have graduated from high school
	3	I was expelled from school
	4	I am home schooled
	5	I dropped out of school
	6	Other":

Q46

		Value
Standard Attributes	Position	72
	Label	Were you in school last year?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q47

		Value
Standard Attributes	Position	73
	Label	What grade were you in last year?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	1	Sixth grade or less
	2	Seventh grade
	3	Eighth grade
	4	Ninth grade/Freshman
	5	Tenth grade/Sophomore
	6	Eleventh grade/Junior
	7	Twelfth grade/Senior
	8	College or Trade school
	9	Something else

Current_grade

		Value
Standard Attributes	Position	74
	Label	What grade are you in, in school
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	0	Preschool/Kindergarten
	1	First grade
	2	Second grade
	3	Third grade
	4	Fourth grade
	5	Fifth grade
	6	Sixth grade
	7	Seventh grade
	8	Eighth grade
	9	Ninth grade
	10	Tenth grade
	11	Eleventh grade
	12	Twelfth grade
	13	Post high school

Q48

		Value
Standard Attributes	Position	75
	Label	What is the highest grade that you have completed?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Sixth grade or less
	2	Seventh grade
	3	Eighth grade
	4	Ninth grade
	5	Tenth grade
	6	Eleventh grade
	7	Twelfth grade
	8	Some College
	9	Community College or Trade school graduate
	10	College graduate
	11	Something else

Highest_grade

		Value
Standard Attributes	Position	76
	Label	What is the highest grade that you have completed
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	0	Preschool/Kindergarten
	1	First grade
	2	Second grade
	3	Third grade
	4	Fourth grade
	5	Fifth grade
	6	Sixth grade
	7	Seventh grade
	8	Eighth grade
	9	Ninth grade
	10	Tenth grade
	11	Eleventh grade
	12	Twelfth grade
	13	Post high school

Q49

		Value
Standard Attributes	Position	77
	Label	In your last year in school, how were your grades?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Mostly A's
	2	Mostly B's
	3	Mostly C's
	4	Mostly D's
	5	Mostly E's
	6	Pass
	7	Fail
	8	Other

Q50

		Value
Standard Attributes	Position	78
	Label	Who are you living with now?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	1	With one parent
	2	With both parents
	3	With another family member
	4	Foster home
	5	Therapeutic foster home
	6	Crisis shelter
	7	Homeless shelter
	8	Group home
	9	Residential treatment center
	10	Hospital
	11	Local jail or detention facility
	12	State correctional facility
	13	Runaway/homeless
	14	Someone other than above

Q50a

		Value
Standard Attributes	Position	79
	Label	What is your relationship to the child?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Parent
	2	Step parent
	3	Grandparent
	4	Foster parent
	5	Guardian
	6	Some other relation :

Q51

		Value
Standard Attributes	Position	80
	Label	In the last year, did you see a medical doctor or nurse for a health check-up or because you were sick?
	Type	Numeric
	Format	F9
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q52

		Value
Standard Attributes	Position	81
	Label	Are you on medication for emotional or behavioral problems?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q53

		Value
Standard Attributes	Position	82
	Label	Which of the following best describes your marital status?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Single, Never married
	2	Married
	3	Divorced
	4	Separated
	5	Widowed
	6	Domestic Partnership

Q54

		Value
Standard Attributes	Position	83
	Label	Do you have Medicaid insurance or Washington Apple Health?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q55

		Value
Standard Attributes	Position	84
	Label	Were you arrested during the past 12 months?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q56

		Value
Standard Attributes	Position	85
	Label	Were you arrested in the 12 months prior to that?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No
	3	Don't know

Q57

		Value
Standard Attributes	Position	86
	Label	Over the last year, have your encounters with police been reduced, stayed the same, increased, or you have had no police
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Been reduced"
	2	Stayed the same
	3	Increased
	4	Not applicable".

Q58

		Value
Standard Attributes	Position	87
	Label	What two things do you like the MOST about the mental health services you received?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q59

		Value
Standard Attributes	Position	88
	Label	What two things do you like the LEAST about the mental health services you received?
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q60

		Value
Standard Attributes	Position	89
	Label	Additional comments
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

web

		Value
Standard Attribtues	Position	90
	Label	Web survey
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input

phone

		Value
Standard Attributes	Position	91
	Label	Phone survey
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input

LQAR

		Value
Standard Attributes	Position	92
	Label	Last question answered
	Type	String
	Format	A8
	Measurement	Nominal
	Role	Input

q_1_r

		Value
		Value
Standard Attributes	Position	93
	Label	I like the services I received there.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_2_r

		Value
		Value
Standard Attributes	Position	94
	Label	If I had other choices, I would still get services from this agency.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_3_r

		Value
		Value
Standard Attributes	Position	95
	Label	I would recommend this agency to a friend or family member.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_4_r

		Value
		Value
Standard Attributes	Position	96
	Label	The location of services was convenient (parking, public transportation, distance, etc.)
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_5_r

		Value
Standard Attributes	Position	97
	Label	Staff are willing to see me as often as I felt it was necessary.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_6_r

		Value
Standard Attributes	Position	98
	Label	Staff returned my telephone call in 24 hours.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_7_r

		Value
		Value
Standard Attributes	Position	99
	Label	Services were available at times that were good for me.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_8_r

		Value
		Value
Standard Attributes	Position	100
	Label	I was able to get all the services I thought I needed.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_9_r

		Value
Standard Attributes	Position	101
	Label	I was able to see a psychiatrist when I wanted to.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_10_r

		Value
Standard Attributes	Position	102
	Label	Staff at this agency believe that I can grow, change and recover.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_11_r

		Value
Standard Attributes	Position	103
	Label	I felt comfortable asking questions about my treatment and medication.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_12_r

		Value
Standard Attributes	Position	104
	Label	I felt free to complain.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_13_r

		Value
Standard Attributes	Position	105
	Label	I was given information about my rights.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_14_r

		Value
Standard Attributes	Position	106
	Label	Staff encouraged me to take responsibility for how I live my life.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_15_r

		Value
		Value
Standard Attributes	Position	107
	Label	Staff told me what side effects to look out for.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_16_r

		Value
		Value
Standard Attributes	Position	108
	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_17_r

		Value
Standard Attributes	Position	109
	Label	I, Not staff, decided my treatment goals.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_18_r

		Value
Standard Attributes	Position	110
	Label	Staff were sensitive to my cultural background (race, religion, language, etc.).
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_19_r

		Value
Standard Attributes	Position	111
	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_20_r

		Value
Standard Attributes	Position	112
	Label	I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_21_r

		Value
Standard Attributes	Position	113
	Label	As a direct result of services I received: I deal more effectively with daily problems.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_22_r

		Value
Standard Attributes	Position	114
	Label	As a direct result of services I received: I am better able to control my life.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_23_r

		Value
Standard Attributes	Position	115
	Label	As a direct result of services I received: I am better able to deal with crisis.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_24_r

		Value
Standard Attributes	Position	116
	Label	As a direct result of services I received: I am getting along better with my family.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_25_r

		Value
Standard Attributes	Position	117
	Label	As a direct result of services I received: I do better in social situations.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_26_r

		Value
Standard Attributes	Position	118
	Label	As a direct result of services I received: I do better in school and/or work.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_27_r

		Value
Standard Attributes	Position	119
	Label	As a direct result of services I received: My housing situation has improved.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_28_r

		Value
Standard Attributes	Position	120
	Label	As a direct result of services I have received: My symptoms are not bothering me as much.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_29_r

		Value
Standard Attributes	Position	121
	Label	I do things that are more meaningful to me.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_30_r

		Value
Standard Attributes	Position	122
	Label	I am better able to take care of my needs.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_31_r

		Value
Standard Attributes	Position	123
	Label	I am better able to handle things when they go wrong.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_32_r

		Value
Standard Attributes	Position	124
	Label	I am better able to do things that I want to do.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_33_r

		Value
Standard Attributes	Position	125
	Label	I am happy with the friendships that I have.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_34_r

		Value
Standard Attributes	Position	126
	Label	I have people with whom I can do enjoyable things.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_35_r

		Value
Standard Attributes	Position	127
	Label	I feel I belong in my community.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_36_r

		Value
Standard Attributes	Position	128
	Label	In a crisis, I would have the support I need from family or friends.
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input
Valid Values	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Don't Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

gensat_s

		Value
Standard Attributes	Position	129
	Label	General satisfaction_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

staff_s

		Value
Standard Attributes	Position	130
	Label	Satisfaction with staff_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

voice_s

		Value
Standard Attributes	Position	131
	Label	Participation in treatment_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

outcom_s

		Value
Standard Attributes	Position	132
	Label	Outcomes - Perceived outcomes of service_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

access_s

		Value
Standard Attributes	Position	133
	Label	Access to services_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

cultur_s

		Value
Standard Attributes	Position	134
	Label	Culture - Staff sensitivity to culture_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

approp_s

		Value
Standard Attributes	Position	135
	Label	Appropriateness of services_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

social_s

		Value
Standard Attributes	Position	136
	Label	Social Connectedness-NOMS_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

function_s

		Value
Standard Attributes	Position	137
	Label	Functioning_S
	Type	Numeric
	Format	F8.2
	Measurement	Nominal
	Role	Input

stigma_s

		Value
Standard Attributes	Position	138
	Label	Stigma_S
	Type	Numeric
	Format	F8.2
	Measurement	Scale
	Role	Input

MINORITY

		Value
Standard Attributes	Position	139
	Label	<none>
	Type	Numeric
	Format	F12
	Measurement	Nominal
	Role	Input

SVC_MINS

		Value
Standard Attributes	Position	140
	Label	<none>
	Type	Numeric
	Format	F12.1
	Measurement	Scale
	Role	Input

SVC_HRS

		Value
Standard Attributes	Position	141
	Label	<none>
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input

Hours_cat

		Value
Standard Attributes	Position	142
	Label	Outpatient service hours categories
	Type	Numeric
	Format	F8
	Measurement	Nominal
	Role	Input
Valid Values	1	Less than 1 hour
	2	1 to 5 hours
	3	5 to 25 hours
	4	25 to 50 hours
	5	50 hours or more

gender

		Value
Standard Attributes	Position	143
	Label	Client_Gender
	Type	String
	Format	A1
	Measurement	Nominal
	Role	Input

race_sf

		Value
Standard Attributes	Position	144
	Label	Race from sample frame
	Type	String
	Format	A7
	Measurement	Nominal
	Role	Input

race_Rec

		Value
Standard Attributes	Position	145
	Label	<none>
	Type	String
	Format	A18
	Measurement	Nominal
	Role	Input

hispanic_sf

		Value
Standard Attributes	Position	146
	Label	HISPANIC_ORIGIN_NAME from sample frame
	Type	String
	Format	A3
	Measurement	Nominal
	Role	Input

HispOrig

		Value
Standard Attributes	Position	147
	Label	HispOrig
	Type	String
	Format	A3
	Measurement	Nominal
	Role	Input

ReportHispanic

		Value
Standard Attributes	Position	148
	Label	<none>
	Type	String
	Format	A12
	Measurement	Nominal
	Role	Input

EthnCd

		Value
Standard Attributes	Position	149
	Label	EthnCd
	Type	String
	Format	A12
	Measurement	Nominal
	Role	Input

AGE_samp_frame

		Value
Standard Attributes	Position	150
	Label	Age
	Type	Numeric
	Format	F8
	Measurement	Scale
	Role	Input

filter_$

		Value
Standard Attributes	Position	151
	Label	Race>0 (FILTER)
	Type	Numeric
	Format	F1
	Measurement	Nominal
	Role	Input
Valid Values	0	Not Selected
	1	Selected

APPENDIX C

Letters and Administrative Materials

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Family Invitation Letter

WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

May 21, 2015

To the Parent/Guardian of
«Name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

WE NEED YOUR HELP!

Hello! We are a survey team from Washington State University. We have been asked by the Division of Behavioral Health and Recovery of the Department of Social and Health Services to talk with you about the mental health services your child received.

We want to interview you to better understand the needs and opinions of families with children who receive mental health services. What you say to us may help the Division of Behavioral Health and Recovery improve services. Since we cannot talk with all the families who use mental health services in Washington, we have selected a small group of people to talk to. Your child's name was chosen completely by chance. The survey will take about 15 minutes.

One of our telephone interviewers will call you over the next few weeks and remind you that we sent this letter. That's how you will know it is one of our interviewers calling. If our interviewer calls at an inconvenient time, ask them to call back later. If you have any special needs that make a telephone interview difficult, let your interviewer know and we will make special arrangements.   If you prefer, the questions can be completed online. Simply type this website **www.opinion.wsu.edu/Child** into the address line[1] at the top of your Internet browser screen. Then enter this number **«RespID»** where it says to put your access code to start answering the questions.

If the telephone number shown below is not correct, please call the toll-free number provided in the box below or email us and give us your current telephone number. You may also call this number if you have any questions or comments. What you have to say is important to us.

You don't have to take part in the survey if you don't want to, but we hope you do. If you don't wish to participate, just call the number in the box below or email us, or tell the interviewer when they call. Nothing will happen to you or your child if you decide not to take part. You and your child will still get all the services and benefits you currently receive. You may also stop the interview at any time and not answer any questions that you do not want to answer.

Finally, and most importantly, the information you give us during the interview is confidential and will not be shared with your child's service provider or anyone else by name.

Thank you for your help!

Kent Miller
Study Director

[1] Enter www.opinion.wsu.edu/Child into the address line of your web browser. For security and confidentiality reasons, the link does not work if you enter it into a search bar such as Google, Bing, or Yahoo.

¡ESPAÑOL AL REVÉS!

Research and Administrative Offices, 133 Wilson-Short Hall
PO Box 644014, Pullman, WA 99164-4014 | 509-335-1511 | Fax: 509-335-0116

Public Opinion Laboratory, 1615 NE Eastgate Blvd, Section F
PO Box 641801, Pullman, WA 99164-1801 | 509-335-1721 | Fax: 509-335-4688

WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

21 de mayo de 2015

A los padres/tutores de
«Name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

¡NECESITAMOS SU AYUDA!

¡Hola! Nosotros conducimos estudios en la Universidad Estatal de Washington. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos a pedio hablar con usted sobre los servicios de salud mental que usted recibió.

Nos gustaría entrevistarlo para mejor entender las necesidades y las opiniones de personas que usan servicios de salud mental. Lo que comparta con nosotros podrá ayudar a la División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud mejorar sus servicios. Como no es posible hablar con todas las personas quienes han usado servicios de salud mental en el estado de Washington, hemos seleccionado un grupo de gente con quien hablar. Su nombre fue seleccionado completamente al azar. La encuesta toma cercas de 15 minutos para completar.

Uno de nuestros entrevistadores le llamara dentro de unas semanas para recordarle de esta carta. Si le llamamos en un tiempo que no es oportuno para usted, por favor díganos un mejor tiempo para llamar. Si tiene alguna necesidad especial que le hace la entrevista por teléfono difícil, solo infórmenos y podemos hacer alegros especiales. Si usted prefiere, puede contestar las preguntas por el internet. Simplemente entre la siguiente dirección de la página web **www.opinion.wsu.edu/Child** en el navegador de internet. Después entre el numero **«RespID»** donde dice que entre su código de acceso para comenzar las preguntas.

Si el número de teléfono escrito abajo no es correcto, por favor llámenos al número gratuito proveído en la caja de debajo de esta carta o mándenos un correo electrónico con su número de teléfono correcto. También, puede llamarnos a este número si tiene cualquier pregunta o comentario. Nosotros apreciamos lo que tenga que decir.

No es obligatorio participar en esta encuesta, pero esperamos que si nos ayude. Si no desea participar, solo llámenos al número de teléfono en la cajita y díganos, o infórmele a nuestro entrevistador cuando le hable por teléfono. Recuerde que usted puede parar la entrevista a cualquier momento y puede pasar preguntas que no desea contestar. No le afectara para nada a usted o a su hijo si decide no participar en este estudio. Continuaran a recibir los servicios y los beneficios que está recibiendo presentemente.

La información que nos da durante la entrevista es confidencial y no será compartida con el proveedor de su hijo ni con alguna otra persona.

¡Muchas gracias por su ayuda!

Kent Miller
Study Director

> **¿Este es su número de teléfono correcto? «HOME_PHONE»**
>
> *Por favor llámenos gratuitamente al 1-800-833-0867 o escribanos a sesrcweb3@wsu.edu con sus preguntas o para informarnos que no desea ser incluido en este estudio. Al llamar díganos su código de acceso para asistirlo más rápido:* **«RespID»**

[1] Entre www.opinion.wsu.edu/Child en la línea de dirección del navegador web. Por razones de seguridad y privacidad, la link no funciona si usted entra la dirección en la barra de búsqueda como Google, Bing o Yahoo.

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Public Opinion Laboratory, 1615 NE Eastgate Blvd, Section F
PO Box 641801, Pullman, WA 99164-1801 | 509-335-1721 | Fax: 509-335-4688

Youth Invitation Letter

WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

May 21, 2015

To the Parent/Guardian of
«Name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

WE NEED YOUR HELP!

Hello! We are a survey team from Washington State University. We have been asked by the Division of Behavioral Health and Recovery of the Department of Social and Health Services to talk with you about the mental health services your child received.

We want to interview you to better understand the needs and opinions of families with children who receive mental health services. What you say to us may help the Division of Behavioral Health and Recovery improve services. Since we cannot talk with all the families who use mental health services in Washington, we have selected a small group of people to talk to. Your child's name was chosen completely by chance. The survey will take about 15 minutes.

One of our telephone interviewers will call you over the next few weeks and remind you that we sent this letter. That's how you will know it is one of our interviewers calling. If our interviewer calls at an inconvenient time, ask them to call back later. If you have any special needs that make a telephone interview difficult, let your interviewer know and we will make special arrangements.   If you prefer, the questions can be completed online. Simply type this website **www.opinion.wsu.edu/Child** into the address line[1] at the top of your Internet browser screen. Then enter this number **«RespID»** where it says to put your access code to start answering the questions.

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Finally, and most importantly, the information you give us during the interview is confidential and will not be shared with your child's service provider or anyone else by name.

Thank you for your help!

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Study Director

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WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

21 de mayo de 2015

A los padres/tutores de
«Name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

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Kent Miller
Kent Miller
Study Director

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Statement of Professional Ethics

All interviewers and other employees of the Social and Economic Sciences Research Center are expected to understand that their professional activities are directed and regulated by the following statements of policy.

Social and Economic Sciences Research Center Obligations
The rights of human subjects are a matter of primary concern to the Center. All study procedures are reviewed to ensure that individual respondents are protected at each stage of research. While it is the Center's policy to disseminate research results, the utmost care is taken to ensure that no data are released that would permit any respondent to be identified.   All information that links a specific respondent to a particular interview is separated from the interview and put into special, secure files as soon as the interview is received and logged in at the Center. The interviews themselves are identified only by numbers.

Interviewer Obligations
The only acceptable role for an interview is that of a professional researcher. To depart from this role may introduce bias and compromise research objectives. In no case is an interviewer to attempt to counsel a respondent or sell any goods or services to a respondent or enter into any but a professional relationship with a respondent. If asked for help by a respondent, interviewers must limit themselves to providing the names of regular, recognized agencies and are to do this only when such information or help is specifically requested by the respondent. By the same token, no interviewer should ever ask for advice or counseling from a respondent or in any way exploit the research situation for personal advantage.

The respondent protection procedures observed by the Center will be undermined if interviewers do not maintain professional ethical standards of confidentiality regarding what they learn from or about respondents. All information obtained during the course of the research which concerns respondents, their families, or the organizations they represent, is privileged information whether it relates to the interview itself or is extraneous information leaned by interviewers during the performance of their work.

We have an obligation to respondents to keep their interviews confidential. We feel very strongly that this obligation should be honored. Therefore, please do not tell anyone the substance of any interview or part of an interview, no matter how fascinating or interesting it was. Also, please avoid giving your own summary of findings. Just because 90% of your respondents feel a certain way does not mean that 90% of everyone else feels the same way. Confidentiality is essential. Please help us maintain the reputation we have established for protecting anonymity of respondents, and honestly analyzing and reporting data. If you want a copy of results from this survey, let the supervisor know and we will be sure you get them just as soon as they are available.

Pledge of Confidentiality

The Social and Economic Sciences Research Center of Washington State University promises respondents that data will be kept completely confidential. We feel this obligation strongly and ask that all of our employees read the Statement of Professional Ethics and sign a Pledge of Confidentiality. Please read the statement on the back of this page carefully and sign this sheet to indicate that you understand and pledge to uphold the Center's policy of confidentiality.

Please sign your name and the date and print your name on the lines below.

               Signature   Date

_____   _____

«FIRST»   «LAST»

_____   (PLEASE PRINT)

First Name   Last Name

Frequently Asked Questions

Q.   HOW DID YOU GET MY NAME/PHONE NUMBER?

A.   The Division of Behavioral Health and Recovery gave us (Washington State University) the names and phone numbers of people who have received publicly funded mental health services in Washington State. You were randomly selected to participate in this survey to help evaluate the mental health system. The purpose of the survey is to improve mental health services in Washington State and the best way to do that is to call the people who have received mental health services to get their opinions.

        The information we collect about you is kept completely confidential (private), and all data are reported in group form, so after this call, no one will see information that can identify you, like your name or address.

Q.   DOES HIPAA ALLOW YOU TO CONTACT ME? OTHER HIPAA ISSUES.

A.   When you are enrolled in Medicaid services you are enrolled in the pool for evaluation purposes so that mental health services can continued to be funded

A.   Under HIPAA, government agencies like the Health Care Authority are allowed to share information with other state or government agencies like the Division of Behavioral Health and Recovery and Washington State University for the purpose of research or quality improvement efforts.

A.   If you have received Medicaid funded services, HIPAA allows for covered entities (like Washington Health Care Authority, Division of Behavioral Health and Recovery, SESRC-Washington State University) to share client information for the purpose of research or quality improvement studies.

A.   We did NOT get your name/your child's name from the service provider. We received the names from ProviderOne, the billing and payment information system maintained by the Washington State Health Care Authority.

A.   We do not know why you are receiving mental health services or what services you are receiving.

Q.   WHAT IS THE PURPOSE OF THIS STUDY?

A.   The purpose of the survey is to improve mental health services in Washington State and the only way to do that is to call the persons who have received mental health services to get their opinions.

A.   In order to have continued mental health funding, programs are required to evaluate services and look for ways to improve.

Q.   WHO CAN I CALL IF I AM HAVING A CRISIS?

A.   866-789-1511 is the phone number of the Washington Recovery Help Line. The Washington Recovery Help Line is the consolidated help line for substance abuse, problem gambling, and mental health.

Q.   WHO IS ELIGIBLE TO PARTICIPATE?

A.   Anyone who received one or more hours of mental health services between May and October 2014 is eligible to participate in the study.

Q.   WHO IS SPONSORING THIS STUDY? WHO IS FUNDING THE SURVEY?

A.   The survey is sponsored by the Division of Behavioral Health and Recovery – Department of Social and Health Services.

Q.   WHO IS THE PERSON RESPONSIBLE FOR THE STUDY?

A.   The people responsible for the study at SESRC are Rose Krebill-Prather and Kent Miller. You can contact them by calling 1-800-833-0867 and mention that you calling about the Mental Health Consumer study. You can also e-mail them at sesrcweb3@wsu.edu.

Q.   HOW MANY PEOPLE WILL BE PARTICIPATING?

A.   We will be completing about 3,000 interviews for this project.

Q.   CAN I COMPLETE THE SURVEY ONLINE?

A.   You can access the survey online at:

Adult survey: www.opinion.wsu.edu/Adult and your access code is *(case ID)*.
Family/Child survey: www.opinion.wsu.edu/Child and your access code is *(case ID)*.
Youth survey: www.opinion.wsu.edu/Youth and your access code is *(case ID)*.

Q.   WHO ARE YOU? WHO IS CONDUCTING THIS INTERVIEW?

A.   I am a survey interviewer working for the Social and Economic Sciences Research Center (SESRC) at Washington State University. The Department of Behavioral Health and Recovery has contracted with us to conduct the actual interviews to collect necessary information for the study.

Q.   HOW WILL MY ANSWERS BE USED AND WILL THEY BE KEPT CONFIDENTIAL?

A.   The results will be used to improve mental health services in Washington State.

I want to assure you that all information that may identify you will be protected during the data collection process, and then destroyed. Your answers will be combined so that no one individual's answers can be identified in the final results.

Q.   WHO CAN I CONTACT WITH QUESTIONS OR TO VERIFY THE LEGITIMACY OF THIS STUDY?

A.   I would be glad to give you our telephone number here at the SESRC, which you can call and ask to speak to my supervisor. The number is 1-800-833-0867.

You may also visit our website at www.sesrc.wsu.edu

IF RESPONDENT ASKS FOR NAME OF SUPERVISOR
My supervisor's name is.... (Tony Hernandez, Maria Carrillo, Tim Lensing, and Alex Woods)

Q.   IS THIS CONFIDENTIAL?

A.   Yes. Your telephone number will be removed from the data set after the survey is completed.

Also, maintaining confidentiality is extremely important to the success of our research center, because we conduct many surveys. Therefore, we are very careful to protect your privacy.

Q.   CAN I GET A COPY OF THE RESULTS?

A.   I can take down your name and address and the information will be provided to the project sponsor with your request for a copy of the results. This information will be provided separately and will not be linked to your answers.

(Interviewer: This is done by pressing the Results button)

Q.   RESPONDENT IS REGISTERED ON THE DO NOT CALL LIST?

A.   The Do Not Call list applies to sales or telemarketing calls only. We are not selling anything and our sole purpose for calling is to do research to gather information and opinions for decision makers. Your opinions are extremely valuable and we would really appreciate your help with this project.

For further information regarding the National Do Not Call Registry you can go to the following web site www.donotcall.gov

Refusal Preventions

You can also answer the questions online. For the web survey, you can complete it in parts. All your answers are saved as you go through so you can exit at any time. When you go back to the web survey, after you put in your access code on the introduction screen, you will be skipped to the last question you answered.

I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at opinion.wsu.edu/adult. Your online access code is <RESPID>.

I know your time is valuable but we are only contacting a limited number of people who have received mental health services. The results from this study will be used by the Division of Behavioral Health and Recovery to improve and enhance its programs. We can start the interview now and call you back if you have to leave at any time.

I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is (opinion.wsu.edu/adult or opinion.wsu.edu/child or opinion.wsu.edu/youth) and your access code is <RESPID>.

Your answers will be kept strictly confidential and information you provide will not be linked to your name.

Project Definitions

Consumer
Per WAC 388-865-0150, a person who has applied for, is eligible for or who has received mental health services. For a child, under the age of thirteen, or for a child thirteen or older whose parents or legal guardians are involved in the treatment plan, the definition of consumer included parents or legal guardians.

Division of Behavioral Health and Recovery or **"DBHR"**
The DSHS-designated state mental health authority to administer the state and Medicaid funded mental health programs authorized by RCW chapters 71.05, 71.24, and 71.3.

Mental Health Statistics Improvement Program or **"MHSIP"**
The program to improve the quality of mental health program and services delivery decision making through guidance and technical assistance on the design, structure, content, and use of mental health information systems.

Regional Support Network" or **"RSN"**
Per WAC 388-865-0150, means a county, a combination of counties, or a private nonprofit entity that administers and provides publicly funded mental health services for a geographic area within the state.

Washington Institute for Mental Health Research and Training" or **"WIMHRT"**
The previous organization to conduct the Mental Health Consumer Survey.

Mental Health Services
Include case management, crisis services, counseling, etc.

HIPAA
Health Insurance Portability and Accountability Act. The HIPAA Privacy Rule provides federal protections for individually identifiable health information held by covered entities and their business associates and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it

permits the disclosure of health information needed for patient care and other important purposes.

Ombudsman
A public advocate who is charged with representing the interests of the public by investigating and addressing complaints of maladministration or a violation of rights.

ProviderOne
The billing and payment information system maintained by the Washington State Health Care Authority.

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APPENDIX D

Survey Instrument and Telephone Scripts

Adapted from the Mental Health Statistics Improvement Program (MHSIP)

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Family CATI Script

INTRO:

Access Code: 260-977-282 Phone 1:   Phone 2:   Name: Address: City: State: Call back name: <NAME>
New phone number: <TEL1> Previous call info: <F9:O>

Press ENTER to continue ....ST   D

BEGIN:

 Access Code: 260-977-282 Phone: <PHONE> Directory Assistance: <TEL1> Business Name: <BNAME>
Hello, my name is $I and I am calling from Washington State University. May I please speak to the parent or
guardian of <NAME>? The reason I am calling is that we have been asked by the Division of Behavioral Health
and Recovery to talk with people about the mental health services they or their family have received. Your
name was picked at random from a list of people whose children received mental health services in the last
year.

Speaking to R	01	=> /CELL
R not available / Set callback (GB, CB, HB)	02	=> /INT01
Non contacts (AM, BC, BZ, ED, NA)	03	=> /INT02
Refusals (R1, R2, R3, RP)	04	=> /F10
Non-working numbers (CC, DS, MP, WN)	05	=> /VERFY
Communication barrier (HC, LG)	06	=> /INT03
Other codes (DD, DP, OT, RN)	07	=> /INT04
Ineligibles (IE)	08	=> /INT05
Web/Mail codes	09	=> /INT98
Confirmed Business would NOT update info. (CX)	10	=> /INT96
Enter new number	22	=> /TEL1

CELL:

First, for safety reasons, I need to ask if this is a cell phone. (IWR read only if necessary "By cell phone we
mean a telephone that is mobile and usable outside of your neighborhood."

=> /CONFD
if CELL=02

Yes	01	
No	02	=> CONFD
Refuse	-9	=> CONFD

CLSAF:

To ensure your safety and the safety of others can you please tell me if you are currently driving? (If yes say:
"Sorry to have bothered you, it is our policy to not conduct surveys with people while they are driving,
regardless if they are using Bluetooth technology. We will call you back at another time." Do not take time to
set a call back.)

Yes	01	=> /INT01
No	02	=> CONFD
Refuse	-9	=> /REFUS

CONFD:

This telephone interview is completely voluntary and you can choose to skip any question or not participate in the survey. Your answers won't have anything to do with the services you and your family have a right to receive. The information you provide will be confidential and private. Only the surveyors at Washington State University will see any information about you and your family. Information that could identify you or your family will be destroyed and your answers will be reported in group form so no one will see information that could identify you or your family. What you have to say is important to us and will be used to make mental health programs better. This interview may be monitored or recorded by my supervisor to check my work. If I come to any question you prefer not to answer, just let me know and I will skip over it. Okay?

Continue with survey ....01　　=> /LETTER
No - Try refusal prevention ....02　　=> /F10
Not a good time - Call back later..03　　=> /INT01

LETTER:

A letter was mailed to you recently describing the study. Do you remember receiving it?

Yes...01　　=> QCHILD
No 02
Don't know ....-7
Refuse ....-9

LETTER2:

It was just a brief letter to let people know that we would be calling. It was sent just recently and may not have arrived yet. If you would like, I can email you a copy of that letter now. (IWR Note. If they would like an email copy of this letter, click the "Prior Letter" hot key and send the email.)

Continue with survey ....01　　=> /QCHILD
No - Try refusal prevention ....02　　=> /F10
Not a good time - Call back later..03　　=> /INT01

QCHILD:

To make the questions easier to answer could I get your child's name or initials? This information is only used in the survey and will not be saved as part of the data.

Child's name ....01　O
Don't know..-7
Refuse ....-9

CNAME:

Fill for QCHILD

```
=> *
if V01(QCHILD = #1)
```

<QCHILD>...1
your child 0

Q34:

Is <CNAME> female or male?

Female 01
Male 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q45A:

What is your relationship to <CNAME>?

Parent 01
Step parent 02
Grandparent 03
Foster parent 04
Guardian 05
Other relation (Please specify) 06   O
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q01:

Great! I'm going to read you some statements that describe how some people might feel about their experiences receiving mental health services. After I read each statement, please tell me whether you strongly agree, agree, are undecided, disagree, or strongly disagree. When you think about <CNAME>'s experience with <PNOUNM1><PNOUNF1><PNOUNN1> mental health service provider agency, please consider just the past year, OK? The first statement is: Overall, I am satisfied with the services <CNAME> received. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q02:

The next statement is: I helped to choose <CNAME>'s services. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q03:

I helped to choose <CNAME>'s treatment goals. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree..05
Don't know...-7
Not applicable..-8
Refuse...-9

Q04:

The people helping <CNAME> stuck with <PNOUNF3><PNOUNM3><PNOUNN3> no matter what.   (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree..05
Don't know...-7
Not applicable..-8
Refuse...-9

Q05:

I felt <CNAME> had someone to talk to when <PNOUNF2><PNOUNM2><PNOUNN2> was troubled.   (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree..05
Don't know...-7
Not applicable..-8
Refuse...-9

Q06:

The people helping <CNAME> listened to what <PNOUNF2><PNOUNM2><PNOUNN2> had to say. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree..05
Don't know...-7
Not applicable..-8
Refuse...-9

Q07:

I was actively involved in <CNAME>'s treatment. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q08:

The services <CNAME> and/or our family received were right for us. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q09:

The location of services was convenient for us. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q10:

Services were available at times that were convenient for us. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q11:

If I need services for <CNAME> in the future, I would use these services again. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q12:

My family got the help we wanted for <CNAME>. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q13:

My family got as much help as we needed for <CNAME>. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q14:

My child and family's needs determined <CNAME>'s treatment goals. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q15:

Staff treated me and my child with respect. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q16:

Staff understood my family's cultural traditions. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q17:

Staff respected my family's religious or spiritual beliefs. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q18:

Staff spoke with me and my child in a way that we understood. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q19:

Staff were sensitive to our cultural or ethnic background. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q20:

We felt discriminated against while trying to get services. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q21:

The next set of statements are about the DIRECT RESULTS of the treatment your child received. After I read each statement, again please tell me whether you strongly agree, agree, are undecided, disagree, or strongly disagree that the statements are a DIRECT RESULT OF THE SERVICES <PNOUNF2><PNOUNM2><PNOUNN2> RECEIVED. As a direct result of the services received, <CNAME> is better at handling daily life. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q22:

As a direct result of the services received, <CNAME> gets along better with family members. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know..-7
Not applicable...-8
Refuse..-9

Q23:

(As a direct result of the services received), <CNAME> gets along better with friends and other people. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know..-7
Not applicable...-8
Refuse..-9

Q24:

(As a direct result of the services received), <CNAME> is doing better in school and/or work. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know..-7
Not applicable...-8
Refuse..-9

Q25:

(As a direct result of the services received), <CNAME> is better able to cope when things go wrong. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know..-7
Not applicable...-8
Refuse..-9

Q26:

(As a direct result of the services received), I am satisfied with our family life right now. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q27:

(As a direct result of the services received), <CNAME> is better able to do things that <PNOUNF2><PNOUNM2><PNOUNN2> wants to do. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q28:

For the next set of statements, please answer for relationships with persons other than your child's mental health providers. As a direct result of the services received, I know people who will listen and understand me when I need to talk. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q29:

As a direct result of the services received, I have people that I am comfortable talking with about my problems. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q30:

(As a direct result of the services received), in a crisis, I would have the support I need from family or friends. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q31:

(As a direct result of the services received), I have people with whom I can do enjoyable things. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q32:

The next questions are about other child-servicing agencies that your child may be involved with. We are talking about all social service agencies, not just mental health, that provide support to children and their families such as developmental disabilities, special education, juvenile justice, chemical dependency, and child welfare services. Is <CNAME> involved with more than one child-serving agency?

Yes 01
No 02   => Q33
Don't know ....-7   => Q33
Refuse ....-9   => Q33

Q32A:

How well do you think these agencies are working together to meet <CNAME>'s needs? Would you say very well, mostly well, not well, or not very well?

Very well 01
Mostly well 02
Not well...03
Not very well 04
Don't know ....-7
Refuse ....-9

Q33:

Does <CNAME> have a Child and Family Team? (This is a team that works with you and your child, to carry out your child's treatment plan.)

Yes..01
No 02   => Q35
Don't know ....-7   => Q35
Refuse ....-9   => Q35

Q33A:

How satisfied are you with the team? Are you very satisfied, mostly satisfied, dissatisfied, or very dissatisfied?

Very satisfied...01
Mostly satisfied 02
Dissatisfied..03
Very dissatisfied...04
No opinion 05
Don't know ....-7
Refuse ....-9

Q35:

Next are some questions about your child. Please be assured that the responses you give to these questions will only be used when comparing the responses of all the people we interview, not to identify <PNOUNF3><PNOUNM3><PNOUNN3> specifically.   Your individual responses will be kept strictly confidential. What is <CNAME>'s birthdate? (mm / dd / yyyy)

Don't know..-7
Not applicable ....-8
Refuse ....-9

Q36:

Is <CNAME> of Hispanic, <LATINA>, or Spanish origin?

       CATI Note: Mark all that apply

No, not of Hispanic <LATINA>, or Spanish origin 01
Yes, Mexican, Mexican American, CHICANA 02
Yes, Puerto Rican 03
Yes, Cuban 04
Yes, another Hispanic, <LATINA>, or Spanish origin (Please specify) 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q37:

What is the race or ethnic group of <CNAME>?

       CATI Note: Mark all that apply

Native American or Alaskan Native 01
Asian 02
African American or Black 03
Hispanic or Latino 04
White, non-Hispanic 05
Pacific Islander 06
Some other race or ethnic group (Please specify) 07
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q38:

Was <CNAME> expelled or suspended during the past 12 months?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q39:

Was <PNOUNF2><PNOUNM2><PNOUNN2> expelled or suspended during the 12 months prior to that?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q40:

Over the last year, is the number of days <CNAME> was in school compared to last year greater, about the same, less, or does not apply?

Greater 01   => Q41
About the same..02   => Q41
Less...03   => Q41
Does not apply 04
Don't know ....-7   => Q41
Refuse ....-9   => Q41

Q40A:

Why does the number of days <CNAME> was in school compared to last year not apply? <PNOUNF2><PNOUNM2><PNOUNN2> did not have a problem with attendance before starting services, <PNOUNF2><PNOUNM2><PNOUNN2> has graduated from high school, <PNOUNF2><PNOUNM2><PNOUNN2> was expelled from school, <PNOUNF2><PNOUNM2><PNOUNN2> is home schooled, <PNOUNF2><PNOUNM2><PNOUNN2> dropped out of school, or something else?

<PNOUNF2><PNOUNM2><PNOUNN2> did not have a problem with attendance before starting services
....01
<PNOUNF2><PNOUNM2><PNOUNN2> have graduated from high school   02
 ....
<PNOUNF2><PNOUNM2><PNOUNN2> were expelled from school03
<PNOUNF2><PNOUNM2><PNOUNN2> are home schooled..............04
<PNOUNF2><PNOUNM2><PNOUNN2> dropped out of school........05
Something else (Please specify)...06   O
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q41:

Is <CNAME> currently in school?

Yes..01
No 02   => Q43
Don't know ....-7   => Q43
Not applicable ....-8   => Q43
Refuse ....-9   => Q43

SCHOOL:

BOOLEAN SCHOOL VARIABLE

=> *
if V01(Q41 = #1)

current year 1
last year 0

Q42:

What grade is <PNOUNF2><PNOUNM2><PNOUNN2> in?

Preschool	01	=> Q44
Kindergarten	02	=> Q44
First grade	03	=> Q44
Second grade	04	=> Q44
Third grade	05	=> Q44
Fourth grade	06	=> Q44
Fifth grade	07	=> Q44
Sixth grade	08	=> Q44
Seventh grade	09	=> Q44
Eighth grade	10	=> Q44
High school	11	=> Q44
Don't know	-7	=> Q44
Not applicable	-8	=> Q44
Refuse	-9	=> Q44

Q43:

What is the highest grade that <PNOUNF2><PNOUNM2><PNOUNN2> has completed?

Preschool	01
Kindergarten	02
First grade	03
Second grade	04
Third grade	05
Fourth grade	06
Fifth grade	07
Sixth grade	08
Seventh grade	09
Eighth grade	10
High school	11
Don't know	-7
Not applicable	-8
Refuse	-9

Q44:

In <CNAME>'s <SCHOOL> year in school, how were <PNOUNF1><PNOUNM1><PNOUNN1> grades? Would you say they were mostly A's, mostly B's, mostly C's, mostly D's, mostly F's, passing or satisfactory, failing or unsatisfactory, or something else?

Mostly A's	01
Mostly B's	02
Mostly C's	03
Mostly D's	04
Mostly F's	05
Passing or satisfactory	06
Failing or unsatisfactory	07
Something else (please specify)	08
Don't know	-7
Not applicable	-8
Refuse	-9

Q45:

Who is <CNAME> living with now?

　　　　　IVR: Read list only if necessary. Clarify as necessary.

With one parent (include step parent) 01
With both parents (include step parent) 02
With another family member (not parent(s)) 03
Foster home 04
Therapeutic foster home 05
Crisis shelter 06
Homeless shelter 07
Group home 08
Residential treatment center 09
Hospital 10
Local jail or detention facility 11
State correctional facility 12
Runaway/homeless 13
Other (Please specify) 14
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q46:

In the last year, did <CNAME> see a medical doctor or nurse for a health check-up or because <PNOUNF2><PNOUNM2><PNOUNN2> was sick?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q47:

Is <CNAME> on medication for emotional or behavioral problems?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q48:

Do you have Medicaid insurance?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q49:

Was <CNAME> arrested during the past 12 months?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q50:

Was <PNOUNF2><PNOUNM2><PNOUNN2> arrested in the 12 months prior to that?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q51:

Over the last year, has <CNAME>'s encounters with police been reduced, stayed the same, increased, or <PNOUNF2><PNOUNM2><PNOUNN2> has had no police encounters this year or last year?

Been reduced (for example, your child has not been arrested, hassled by police, taken by police to a shelter or crisis program.) 01
Stayed the same 02
Increased 03
Not applicable (your child had no police encounters this year or last year)   04
 ....
Don't know ....-7
Refuse ....-9

Q52:

The last three questions ask you to comment on what you liked least and liked most about the services <CNAME> received.   What two things do you like the MOST about the mental health services <PNOUNF2><PNOUNM2><PNOUNN2> received?

Yes, comments 01   O
No, comments 02

Q53:

What   two   things   do   you   like   the   LEAST   about   the   mental   health   services <PNOUNF2><PNOUNM2><PNOUNN2> received?

Yes, comments 01   O
No, comments 02

THX:

That is my last question. Thank you so much for taking the time to talk with me today. If you have any additional comments you would like to make I can note them now.

Yes, comments 01   O
No comments 02

F7:

*** Answering Machine Script***   Hello, my name is $I . I am calling from Washington State University. We are trying to contact <FNAME> <LNAME> about an important study. Please call us toll free at 1-800-833-0867 to let us know when would be the best time to call. When you call, please say that you are calling about the "Family and Child Consumer Survey, ID Number <RESPID>." When calling back please be sure and leave your ID number so that we can reach you.   If it is easier, you may complete the survey online at www.opinion.wsu.edu/child. Your ID number to start the survey is <RESPID>. If we have reached an incorrect phone number for <FNAME> <LNAME>] please call us toll free at 1-800-833-0867 and let us know that we have reached an incorrect phone number. Thank you for your time.

Continue 01   D

F9:

*** Sample Information ***   Place relevant sample info here   Previous call info: <F9:O>

Edit/enter call back notes 01   DO

F10:

*** Refusal Prevention screen ***   You can also answer the questions online. For the web survey, you can complete it in parts. All your answers are saved as you go through so you can exit at any time. When you go back to the web survey, after you put in your access code on the introduction screen, you will be skipped to the last question you answered.   I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at opinion.wsu.edu/child. Your online access code is <RESPID>.   I know your time is valuable but we are only contacting a limited number of people who have received mental health services. The results from this study will be used by the Division of Behavioral Health and Recovery to improve and enhance its programs. We can start the interview now and call you back if you have to leave at any time.   I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is opinion.wsu.edu/child and your access code is <RESPID>.   Your answers will be kept strictly confidential and information you provide will not be linked to your name.

Yes, will continue survey 01
Will do later -- Set Call-Back...02   => /INT01
Still refuses (set skip to refusal int screen) 03   => /REFUS

WHOTO:

What is your email address?

          (IWR: Confirm the spelling of the email address)

SEND:

Thank you for taking the time to answer the Consumer Satisfaction Survey on the Internet. You can find the survey here: Survey Link Your Access Code is: <RESPID>

Continue 01   D

INT50:

Thank you for agreeing to respond to the web version of the survey. You'll receive an email shortly. You can access the survey by clicking on the "Survey Link" in that message. If you have any problems, please contact us at 1-800-833-0867.

Email sent .... EM   D   => /END

WHOTO2:

What is your email address? (IWR: Confirm the spelling of the email address)

          (IWR: Confirm the spelling of the email address)

SEND2:

(Change subject line) (Change who email is from. Currently kent.miller. Make this from study director unless otherwise directed) Thank you for your interest in our study. Here is some more information about the project: What is the purpose of the study? The SESRC would like to better understand how people do this or that and the reasons why Who is funding or sponsoring the study? This study is sponsored by SPONSOR. How did you get my name/address/phone number? Your phone number was obtained from a sampling company who provided a list of random phone numbers located in your area. If you would like additional information, feel free to contact me, the project's study director, at: kent.miller@wsu.edu or 509-335-1725. If you would like to learn more about our department, please visit www.sesrc.wsu.edu. Thank you! Kent Miller SESRC Study Director

Continue 01   D

SENT:

We just sent you an email answering some questions about this study. Would you like to continue with the survey now or would it be better to call you back later.

Continue with survey 01
Schedule a call-back..02   => /INT01

LANG:

What language do you wish to continue with?

English.. EN
Spanish... ES

NOTES:

```
***                             F5                        Notes                        ***
**************************************************************************************** These  notes
are used for data corrections and when a respondent   gives an answer outside the question's range of options
but still within  the scope of the question.       ** These notes are NOT for leaving callback information.       **
```

No one sees these notes except Nathan, Dan and Matt. So don't leave   notes, unless they're for them. *** If you are trying to leave information for other interviewers, please click on the Call Info: <RESPID> button above. When leaving a note you MUST include the following information: 1.ID Number 2.Question number 3.Note or correction that is needed.   Example of a survey note: ID 10001: Q1: Respondent stated a range of 1 to 4. Example of a data correction: ID 10001: Q1: Wrong answer= 9 Correct Answer = 15   Please use colons (:) to separate information as in the example above. DO NOT use colons in the note or correction. Double check that you copied over the ID (<RESPID>) correctly

Press "ENTER" to continue 01   DO

Youth CATI Script

INTRO:

font color="#0000FF"Access Code: 260-977-282 Phone 1: Phone 2: Name: Address: City: State: Call back name: <NAME> New phone number: <TEL1> Previous call info: <F9:O>/font

Press ENTER to continue ....ST   D

BEGIN:

font color="#0000FF" Access Code: 260-977-282 Phone: <PHONE> Directory Assistance: <TEL1> Business Name: <BNAME> /font Hello, my name is ___ and I am calling from Washington State University. May I please speak to <FNAME> <LNAME>? The reason I am calling is that we have been asked by the Division of Behavioral Health and Recovery to talk with people about the mental health services they received. Your name was picked at random from a list of people who received mental health services in the last year. font color="#0000FF"(IWR Note: Refusal Prevention Statement)/font

Speaking to R	01	=> /CELL
R not available / Set callback (GB, CB, HB)	02	=> /INT01
Non contacts (AM, BC, BZ, ED, NA)	03	=> /INT02
Refusals (R1, R2, R3, RP)	04	=> /F10
Non-working numbers (CC, DS, MP, WN)	05	=> /VERFY
Communication barrier (HC, LG)	06	=> /INT03
Other codes (DD, DP, OT, RN)	07	=> /INT04
Ineligibles (IE)	08	=> /INT05
Web/Mail codes	09 I	=> /INT98
Confirmed Business would NOT update info. (CX)	10	=> /INT96
Enter new number	22	=> /TEL1

CELL:

First, for safety reasons, I need to ask if this is a cell phone. font color="#0000FF"(IWR read only if necessary/font "By cell phone we mean a telephone that is mobile and usable outside of your neighborhood."

=> /CONFD
if CELL=02

Yes	01	
No	02	=> CONFD
Refuse	-9	=> CONFD

CLSAF:

To ensure your safety and the safety of others can you please tell me if you are currently driving? font color="#0000FF"(If yes say:/font "Sorry to have bothered you, it is our policy to not conduct surveys with people while they are driving, regardless if they are using Bluetooth technology. We will call you back at another time." font color="#0000FF"Do not take time to set a call back.)/font

Yes	01	=> /INT01
No	02	=> CONFD
Refuse	-9	=> /REFUS

CONFD:

This telephone interview is completely voluntary and you can choose to skip any question or not participate in the survey. Your answers won't have anything to do with the services you have a right to receive. The information you provide will be confidential and private. Only the surveyors at Washington State University will see any information about you. Information that could identify you will be destroyed and your answers will be reported in group form so no one will see information that could identify you. What you have to say is important to us and will be used to make mental health programs better. This interview may be monitored or recorded by my supervisor to check my work. If I come to any question you prefer not to answer, just let me know and I will skip over it. Okay?

Continue with survey 01   => /LETTER
No - Try refusal prevention 02   => /F10
Not a good time - Call back later...03   => /INT01

LETTER:

A letter was mailed to you recently describing the study. Do you remember receiving it?

Yes..01   => Q01
No 02
Don't know..-7
Refuse ....-9

LETTER2:

It was just a brief letter to let people know that we would be calling. It was sent just recently and may not have arrived yet. If you would like, I can email you a copy of that letter now. font color="#0000FF"(IWR Note. If they would like an email copy of this letter, click the "Prior Letter" hot key and send the email.)/font

Continue with survey 01   => /Q01
No - Try refusal prevention 02   => /F10
Not a good time - Call back later...03   => /INT01

Q01:

Great! I'm going to read you some statements that describe how some people might feel about their experiences receiving mental health services. After I read each statement, please tell me whether you strongly agree, agree, are undecided, disagree, or strongly disagree. When you think about your experience with your mental health service provider agency, please consider just the past year, OK? The first statement is: Overall, I am satisfied with the services I received. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know..-7
Not applicable ....-8
Refuse ....-9

Q02:

The next statement is: I helped to choose my services. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q03:

I helped to choose my treatment goals. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q04:

The people helping me stuck with me no matter what. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q05:

I felt I had someone to talk to when I was troubled. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q06:

The people helping me listened to what I had to say. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q07:

I was actively involved in my treatment. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q08:

I received services that were right for me. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q09:

The location of services was convenient. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q10:

Services were available at times that were convenient for me. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q11:

If I need services in the future, I would use these services again. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q12:

I got the help I wanted. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q13:

I got as much help as I needed. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q14:

I, not staff, decided my treatment goals. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q15:

Staff treated me with respect. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q16:

Staff understood my family's cultural traditions. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q17:

Staff respected my family's religious or spiritual beliefs. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q18:

Staff spoke with me in a way that I understood. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree..02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q19:

Staff were sensitive to my cultural or ethnic background. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree..02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q20:

I felt discriminated against while trying to get services there. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree..02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable..-8
Refuse...-9

Q21:

The next set of statements are about the DIRECT RESULTS of your treatment. After I read each statement, again please tell me whether you strongly agree, agree, are undecided, disagree, or strongly disagree that the statements are a DIRECT RESULT OF THE SERVICES YOU RECEIVED. As a direct result of the services I

received, I am better at handling daily life. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q22:

As a direct result of the services I received, I get along better with family members. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q23:

(As a direct result of the services I received), I get along better with friends and other people. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q24:

(As a direct result of the services I received), I am doing better in school and/or work. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q25:

(As a direct result of the services I received), I am better able to cope when things go wrong. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q26:

(As a direct result of the services I received), I am satisfied with our family life right now. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q27:

(As a direct result of the services I received), I am better able to do things that I want to do. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q28:

For the next set of statements, please answer for relationships with persons other than your mental health providers. As a direct result of the services I received, I know people who will listen and understand me when

I need to talk. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q29:

As a direct result of the services I received, I have people that I am comfortable talking with about my problems. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q30:

(As a direct result of the services I received), in a crisis, I would have the support I need from family or friends. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q31:

(As a direct result of the services I received), I have people with whom I can do enjoyable things. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q32:

Please listen to each of the following statements. Choose the response that best represents your situation in the last year. We are going to use the term mental illness in the rest of this questionnaire, but please think of it as whatever you feel is the best term for it.   After I read each statement, please tell me whether you strongly agree, agree, disagree, or strongly disagree. If the statement does not reflect your situation, choose Does not apply to me. People discriminate against me because I have a mental illness. Do you strongly agree, agree, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q33:

Others think I can't achieve much in life because I have a mental illness. Do you strongly agree, agree, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q34:

People ignore me or take me less seriously just because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q35:

People often patronize me, or treat me like a child, just because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q36:

Nobody would be interested in getting close to me because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q37:

The next questions are about other service agencies, not just mental health that provide support to youth and their families such as developmental disabilities, special education, juvenile justice, chemical dependency, and child welfare services. Are you involved with more than one social service agency?

Yes 01
No 02   => Q38
Don't know .... -7   => Q38
Refuse .... -9   => Q38

Q37A:

How well do you think these agencies are working together to meet your needs? Would you say very well, mostly well, not well, or not very well?

Very well 01
Mostly well 02
Not well 03
Not very well 04
Don't know .... -7
Refuse .... -9

Q38:

Do you have a Child and Family Team? This is a team that works with you and your family, parents, and/or caregiver to carry out your treatment plan.

Yes 01
No 02   => Q39
Don't know .... -7   => Q39
Refuse .... -9   => Q39

Q38A:

How satisfied are you with the team? Are you very satisfied, mostly satisfied, dissatisfied, or very dissatisfied?

Very satisfied 01
Mostly satisfied 02
Dissatisfied 03
Very dissatisfied 04
No opinion 05
Don't know .... -7
Refuse .... -9

Q39:

Next are some questions about you. Please be assured that the responses you give to these questions will only be used when comparing the responses of all the people we interview, not to identify you specifically. Your individual responses will be kept strictly confidential.

      (IWR note: If necessary say For survey purposes, I need to ask. Are you female or male?)
Female 01
Male 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

LATINA:

Latino / Latina calculation

```
=> *
if V01(Q39 = #1)
```

Latina 1
Latino 0

CHICANA:

Chicano / Chicana calculation

```
=> *
if V01(Q39 = #1)
```

Chicana 01
Chicano 00

HISPANA:

Hispania hispano

```
=> *
if V01(Q39 = #1)
```

Hispana 01
Hispano 00

ESPANOL:

ESPANOLA ESPANOL

```
=> *
if V01(Q39 = #1)
```

Espanola 01
Española 00

Q40:

What is your birthdate? (mm / dd / yyyy)

(IWR Note: Use format: font color="RED"mm / dd / yyyy/font to continue)
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q41:

Are you of Hispanic, <LATINA>, or Spanish origin?

CATI Note: Mark all that apply
No, not of Hispanic <LATINA>, or Spanish origin 01
Yes, Mexican, Mexican American, <CHICANA> 02
Yes, Puerto Rican 03
Yes, Cuban 04
Yes, another Hispanic, Latino, or Spanish origin (Please specify) 05   O
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q42:

What is your race or ethnic group?

CATI Note: Mark all that apply
Native American or Alaskan Native 01
Asian 02
African American or Black 03
Hispanic or Latino 04
White, non-Hispanic 05
Pacific Islander 06
Some other race or ethnic group (Please specify) 07   O
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q43:

Were you expelled or suspended during the past 12 months?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q44:

Were you expelled or suspended during the 12 months prior to that?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q45:

Over the last year, the number of days you were in school compared to last year is greater, about the same, less, or does not apply?

Greater 01   => Q46
About the same 02   => Q46
Less 03   => Q46
Does not apply 05
Don't know .... -7   => Q46
Refuse .... -9   => Q46

Q45A:

Why does the number of days you were in school compared to last year not apply? You did not have a problem with attendance before starting services, you have graduated from high school, you were expelled from school, you are home schooled, you dropped out of school, or something else?

You did not have a problem with attendance before starting services   01
You have graduated from high school 02
You were expelled from school 03
You are home schooled 04
You dropped out of school 05
Something else (Please specify) 06   O
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q46:

Are you currently in school?

Yes 01
No 02   => Q48
Don't know ....-7   => Q48
Not applicable ....-8   => Q48
Refuse ....-9   => Q48

SCHOOL:

BOOLEAN SCHOOL VARIABLE

```
=> *
if V01(Q46 = #1)
```

current year 1
last year 0

Q47:

What grade are you in, in school?

Sixth grade or less 01   => Q49
Seventh grade 02   => Q49
Eighth grade 03   => Q49
Ninth grade/Freshman 04   => Q49
Tenth grade/Sophomore 05   => Q49
Eleventh grade/Junior 06   => Q49
Twelfth grade/Senior 07   => Q49
College or Trade school 08   => Q49
Something else (Please specify): 09   O   => Q49
Don't know ....-7   => Q49
Not applicable ....-8   => Q49
Refuse ....-9   => Q49

Q48:

What is the highest grade that you have completed?

Sixth grade or less 01
Seventh grade 02
Eighth grade 03
Ninth grade/Freshman 04
Tenth grade/Sophomore 05
Eleventh grade/Junior 06
Twelfth grade/Senior/High school graduate or GED 07
Some College 08
Community College or Trade school graduate 09
College graduate 10
Something else (Please specify): 11   O
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q49:

In your <SCHOOL> in school, how were your grades? Would you say they were mostly A's, mostly B's, mostly C's, mostly D's, mostly F's, passing or satisfactory, failing or unsatisfactory, or something else?

Mostly A's 01
Mostly B's 02
Mostly C's 03
Mostly D's 04
Mostly F's 05
Passing or satisfactory 06
Failing or unsatisfactory 07
Something else (please specify) 08
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q50:

Who are you living with now?

[IVR: Read list only if necessary. Clarify as necessary.]
With one parent (include step parent) 01
With both parents (include step parent) 02
With another family member (not parent(s)) 03
Foster home 04
Therapeutic foster home 05
Crisis shelter 06
Homeless shelter 07
Group home 08
Residential treatment center 09
Hospital 10
Local jail or detention facility 11
State correctional facility 12
Runaway/homeless 13
Other (Please specify) 14   O
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q51:

In the last year, did you see a medical doctor or nurse for a health check-up or because you were sick?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q52:

Are you on medication for emotional or behavioral problems?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q53:

Which of the following best describes your marital status? Is it single, never married, married, divorced, separated, widowed, or a domestic partnership?

Single, never married 01
Married 02
Divorced 03
Separated 04
Widowed 05
Domestic partnership 06
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q54:

Do you have Medicaid insurance?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q55:

Were you arrested during the past 12 months?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q56:

Were you arrested in the 12 months prior to that?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q57:

Over the last year, have your encounters with police been reduced, stayed the same, increased, or you have had no police encounters this year or last year?

Been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program.)..01
Stayed the same 02
Increased...03
Not applicable (you had no police encounters this year or last year) 04
Don't know ....-7
Refuse ....-9

Q58:

The last three questions ask you to comment on what you liked leas and liked most about the services you received. What two things do you like the MOST about the mental health services you received?

Yes, comments 01   O
No comments 02

Q59:

What two things do you like the LEAST about the mental health services you received?

Yes, comments 01   O
No comments 02

THX:

That is my last question. Thank you so much for taking the time to talk with me today. If you have any additional comments you would like to make I can note them now.

Yes, comments 01   O
No comments 02

F7:

font color="#0000FF"*** Answering Machine Script***   /font   Hello, my name is $I. I am calling from Washington State University. We are trying to contact <FNAME> <LNAME> about an important study. Please call us toll free at 1-800-833-0867 to let us know when would be the best time to call. When you call, please say that you are calling about the "Youth Consumer Survey, ID Number <RESPID>." When calling back please be sure and leave your ID number so that we can reach you. If it is easier, you may complete the survey online at www.opinion.wsu.edu/youth. Your ID number to start the survey is <RESPID>. If we have reached an incorrect phone number for <FNAME> <lNAME> please call us toll free at 1-866-538-7611 and let us know that we have reached an incorrect phone number. Thank you for your time.

Continue 01   D

F9:

font color="#0000FF"*** Sample Information ***   Place relevant sample info here   Previous call info: <F9:O> /font

Edit/enter call back notes 01   DO

F10:

font color="#0000FF"*** Refusal Prevention screen ***   You can also answer the questions online. For the web survey, you can complete it in parts. All your answers are saved as you go through so you can exit at any time. When you go back to the web survey, after you put in your access code on the introduction screen, you will be skipped to the last question you answered.   I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at opinion.wsu.edu/consumer. Your online access code is <RESPID>.   I know your time is valuable but we are only contacting a limited number of people who have received mental health services. The results from this study will be used by the Division of Behavioral Health and Recovery to improve and enhance its programs. We can start the interview now and call you back if you have to leave at any time.   I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is opinion.wsu.edu/consumer and your access code is <RESPID>.   Your answers will be kept strictly confidential and information you provide will not be linked to your name.   /font

Yes, will continue survey 01
Will do later -- Set Call-Back...02   => /INT01
Still refuses (set skip to refusal int screen) 03   => /REFUS

WHOTO:

What is your email address?

> (IWR: Confirm the spelling of the email address)

SEND:

Thank you for taking the time to answer the Consumer Satisfaction Survey on the Internet. You can find the survey here: A href="http://opinion.wsu.edu/Consumer"http://opinion.wsu.edu/youth/a Your Access Code is: <RESPID>

Continue 01   D

INT50:

Thank you for agreeing to respond to the web version of the survey. You'll receive an email shortly. You can access the survey by clicking on the "Survey Link" in that message. If you have any problems, please contact us at 1-800-833-0867.

Email sent .... EM   D   => /END

WHOTO2:

What is your email address?

> (IWR: Confirm the spelling of the email address)

SEND2:

(Change subject line) (Change who email is from. Currently kent.miller. Make this from study director unless otherwise directed) Thank you for your interest in our study. Here is some more information about the project: What is the purpose of the study? The SESRC would like to better understand how people do this or that and the reasons why Who is funding or sponsoring the study? This study is sponsored by SPONSOR. How did you get my name/address/phone number? Your phone number was obtained from a sampling company who provided a list of random phone numbers located in your area. If you would like additional

information, feel free to contact me, the project's study director, at: a href="mailto:kent.miller@wsu.edu"kent.miller@wsu.edu/a or 509-335-1725. If you would like to learn more about our department, please visit a href="http://www.sesrc.wsu.edu"www.sesrc.wsu.edu/a. Thank you! Kent Miller SESRC Study Director

Continue 01   D

SENT:

font color = "black "We just sent you an email answering some questions about this study. Would you like to continue with the survey now or would it be better to call you back later./font

Continue with survey 01
Schedule a call-back..02   => /INT01

ALTL:

Skip to take to LANG var

=> /LANG
if 1>0

LANG:

What language do you wish to continue with?

English... EN
Spanish...ES

NOTES:

font   color="#0000FF"***   F5   Notes   ***   font color="red"center***
**** These notes are used for data corrections/u and when a respondent   gives an answer outside the question's range of options but still within the scope/u of the question.   ** These notes are uNOT/u for leaving callback information.   ** No one sees these notes except Nathan, Dan and Matt. So don't leave notes,   unless   they're   for   them.
**   If you are trying to leave information for other interviewers, please click on the Call Info: <RESPID> button above. /center /font When leaving a note you MUST include the following information: 1.ID Number 2.Question number 3.Note or correction that is needed. Example of a survey note: ID 10001: Q1: Respondent stated a range of 1 to 4.   Example of a data correction: ID 10001: Q1: Wrong answer= 9 Correct Answer = 15/font font color = "red"Please use colons (:) to separate information as in the example above. DO NOT use colons in the note or correction. Double check that you copied over the ID (<RESPID>) correctly/font

Press "ENTER" to continue 01   DO

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Family Mail Questionnaire

Welcome to the Consumer Satisfaction Survey!
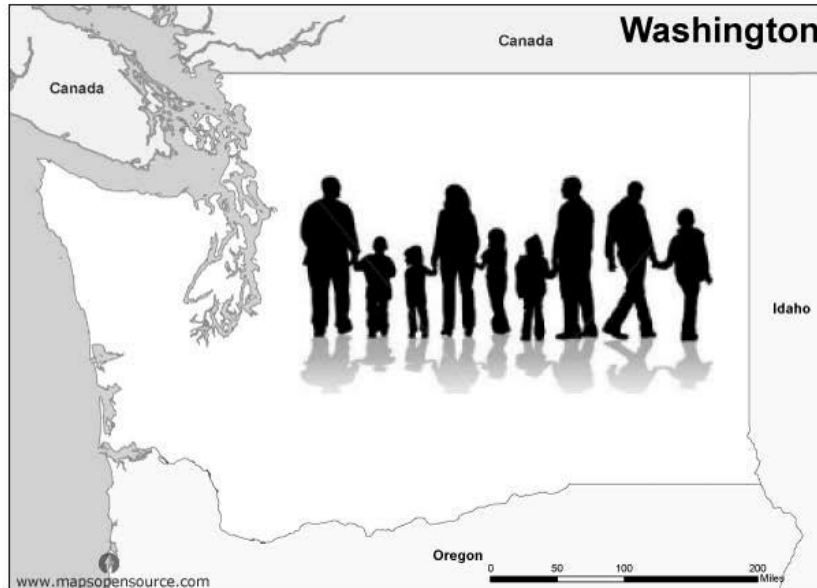
This survey is completely voluntary. For most items, you will select a response by circling or checking the best or most appropriate response for your child. In some cases, you may have to provide an answer by writing in a response.

The information that you provide will be confidential (private). Only the survey team at the Washington State University will see the information about your child. Information that could identify your child will be destroyed and your answers will be reported in aggregate (group) form, so no one will see information that could identify you. Your answers won't have anything to do with the services your child has a right to receive.

What you have to say is important to us and will be used to make mental health services better. If you have any questions or need any assistance completing the survey, please contact us toll free at 1-800-833-0867.

Survey sponsored by:

State of Washington
Department of Social and Health Services
Division of Behavioral Health and Recovery
Olympia, WA 98504-5330

Survey conducted by:

Social & Economic Sciences Research Center
Washington State University
PO Box 641801
Pullman, WA 99164-1801
1-800-833-0867
sesrcweb3@wsu.edu

SECTION 1 – RECEIVING MENTAL HEALTH SERVICES

The statements in the following sections describe how some people might feel about their experiences receiving mental health services.

Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

When you think about your child's experience with his or her mental health service provider agency, *please consider just the past year.*

	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
1. Overall, I am satisfied with the services my child received	1	2	3	4	5	6
2. I helped to choose my child's services	1	2	3	4	5	6
3. I helped to choose my child's treatment goals	1	2	3	4	5	6
4. The people helping my child stuck with him/her no matter what	1	2	3	4	5	6
5. I felt my child had someone to talk to when he/she was troubled	1	2	3	4	5	6
6. The people helping my child listened to what he/she had to say	1	2	3	4	5	6
7. I was actively involved in my child's treatment	1	2	3	4	5	6
8. The services my child and/or our family received were right for us	1	2	3	4	5	6
9. The location of services was convenient for us	1	2	3	4	5	6
10. Services were available at times that were convenient for us	1	2	3	4	5	6
11. If I need services for my child in the future, I would use these services again	1	2	3	4	5	6
12. My family got the help we wanted for my child	1	2	3	4	5	6
13. My family got as much help as we needed for my child	1	2	3	4	5	6
14. My child and family's needs determined my child's treatment goals	1	2	3	4	5	6

-2-

Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
15. Staff treated me and my child with respect	1	2	3	4	5	6
16. Staff understood my family's cultural traditions	1	2	3	4	5	6
17. Staff respected my family's religious/spiritual beliefs	1	2	3	4	5	6
18. Staff spoke with me and my child in a way that we understood	1	2	3	4	5	6
19. Staff were sensitive to our cultural/ethnic background	1	2	3	4	5	6
20. We felt discriminated against while trying to get services	1	2	3	4	5	6

The next set of statements are about the DIRECT RESULTS of the treatment your child received. For each statement, again please indicate how much you agree or disagree with each one.

As a direct result of the services my child or my family received…	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
21. My child is better at handling daily life	1	2	3	4	5	6
22. My child gets along better with family members	1	2	3	4	5	6
23. My child gets along better with friends and other people	1	2	3	4	5	6
24. My child is doing better in school and/or work	1	2	3	4	5	6
25. My child is better able to cope when things go wrong	1	2	3	4	5	6
26. I am satisfied with our family life right now	1	2	3	4	5	6
27. My child is better able to do things that he/she wants to do	1	2	3	4	5	6

-3-

D-47

For the next set of statements please answer for *relationships with persons other than your child's mental health provider(s).*

As a direct result of the services my child or my family received…	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
28. I know people who will listen and understand me when I need to talk. ………	1	2	3	4	5	6
29. I have people that I am comfortable talking with about my child's problems …..	1	2	3	4	5	6
30. In a crisis, I would have the support needed from family or friends ……	1	2	3	4	5	6
31. I have people with whom I can do enjoyable things……………………………	1	2	3	4	5	6

SECTION 2 – SOCIAL SERVICE AGENCIES

Now we would like to ask you some questions about other child-serving agencies that your child may be involved with. We are talking about all social service agencies (not just mental health) that provide support to children and their families (such as developmental disabilities, special education, juvenile justice, chemical dependency, and child welfare services).

Q32. Is your child involved with more than one child-serving agency?

1. Yes
2. No → **Skip to Q33**
3. Don't know → **Skip to Q33**

    Q32a. **If yes, how well do you think these agencies are working together to meet your child's needs?**

        1. Very well
        2. Mostly well
        3. Not well
        4. Not very well
        5. Don't know

Q33. Does your child have a "Child and Family Team"? (This is a team that works with you and your child to carry out your child's treatment plan.)

1. Yes
2. No → **Skip to Q34**
3. Don't know → **Skip to Q34**

    Q33a. **If yes, how satisfied are you with the team?**

        1. Very satisfied
        2. Mostly satisfied
        3. Dissatisfied
        4. Very dissatisfied
        5. No opinion

-4-

SECTION 3 – ABOUT YOUR CHILD

Next are some questions about your child. Please be assured that the responses you give to these questions will only be used when comparing the responses of all of the people we interview, not to identify your child specifically. Your individual responses will be kept strictly confidential.

Q34. Is your child female or male?

    1. Female
    2. Male

Q35. What is your child's birthdate?

    ____ / ____ / _____ (mm / dd / yyyy)

Q36. Is your child of Hispanic, Latino/a or Spanish origin? *(Please check all that apply.)*

    ☐ No, not of Hispanic, Latino/a, or Spanish origin
    ☐ Yes, Mexican, Mexican American, Chicano/a
    ☐ Yes, Puerto Rican
    ☐ Yes, Cuban
    ☐ Yes, another Hispanic, Latino, or Spanish origin (Please specify): _____

Q37. What is the race or ethnic group of your child? *(Please check all that apply.)*

    ☐ Native American or Alaskan Native
    ☐ Asian
    ☐ African American or Black
    ☐ Hispanic or Latino
    ☐ White, non-Hispanic
    ☐ Pacific Islander
    ☐ Some other race or ethnic group (Please specify): _____

Q38. Was your child expelled or suspended during the past 12 months?

    1. Yes
    2. No
    3. Don't know

Q39. Was your child expelled or suspended during the 12 months prior to that?

    1. Yes
    2. No
    3. Don't know

Q40 Over the last year, the number of days your child was in school compared to last year is…

1. Greater → **Skip to Q41**
2. About the same → **Skip to Q41**
3. Less → **Skip to Q41**
4. Don't know → **Skip to Q41**
5. Does not apply (please select why this does not apply):

    Q40a. Please indicate why the number of days your child was in school compared to last year does not apply.

      1. Child did not have a problem with attendance before starting services
      2. Child is too young to be in school
      3. Child was expelled from school
      4. Child is home schooled
      5. Child dropped out of school
      6. Other (Please specify): _____

Q41. Is your child currently in school?

1. Yes
2. No → **skip to Q43**

    Q42. What grade is your child in?

      1. Preschool   7. Fifth grade
      2. Kindergarten   8. Sixth grade
      3. First grade   9. Seventh grade
      4. Second grade   10. Eighth grade
      5. Third grade   11. High school
      6. Fourth grade

Q43. What was the highest grade that your child has completed?

1. Preschool   7. Fifth grade
2. Kindergarten   8. Sixth grade
3. First grade   9. Seventh grade
4. Second grade   10. Eighth grade
5. Third grade   11. High school
6. Fourth grade

Q44. In your child's current/last year in school, what grades does he/she mostly get?

1. Mostly A's
2. Mostly B's
3. Mostly C's
4. Mostly D's
5. Mostly F's
6. Pass (satisfactory)
7. Fail (unsatisfactory)
8. Other (Please specify): _____

Q45. Who is your child living with now?

1. With one parent (include step parent)
2. With both parents (include step parent)
3. With another family member (not parent (s))
4. Foster home
5. Therapeutic foster home
6. Crisis shelter
7. Homeless shelter
8. Group home
9. Residential treatment center
10. Hospital
11. Local jail or detention facility
12. State correctional facility
13. Runaway/homeless
14. Someone other than above (Please specify):

_____

Q45a. What is your relationship to your child?

1. Parent
2. Step parent
3. Grandparent
4. Foster parent
5. Guardian
6. Some other relation (Please specify): _____

Q46. In the last year, did your child see a medical doctor (or nurse) for a health check-up or because he/she was sick?

1. Yes
2. No

Q47. Is your child on medication for emotional/behavioral problems?

1. Yes
2. No

Q48. Do you have Medicaid insurance?

1. Yes
2. No
3. Don't know

Q49. Was your child arrested during the past 12 months?

1. Yes
2. No

Q50. Was your child arrested the 12 months prior to that?

1. Yes
2. No

Q51. Over the last year, have your child's encounters with police…

1. Been reduced (for example, they have not been arrested, hassled by police, taken by police to a shelter or crisis program.)
2. Stayed the same
3. Increased
4. Not applicable (they had no police encounters this year or last year).
5. Don't know

-7-

SECTION 4 – FINAL COMMENTS

The last three questions ask you to comment on what you liked least and liked most about the services your child received. Please write your comments to each item in the boxes below.

Q52. What two things do you like the MOST about the mental health services your child received?

Q53. What two things do you like the LEAST about the mental health services your child received?

Q54. Do you have any other comments you would like to make?

Thank you! You have finished the survey.

Please place your completed survey in the pre-addressed, stamped envelope provided and mail it back.

SESRC – WSU
PO Box 641801
Pullman, WA 99164-1801

FCS version

Youth Mail Survey

Welcome to the Consumer Satisfaction Survey!
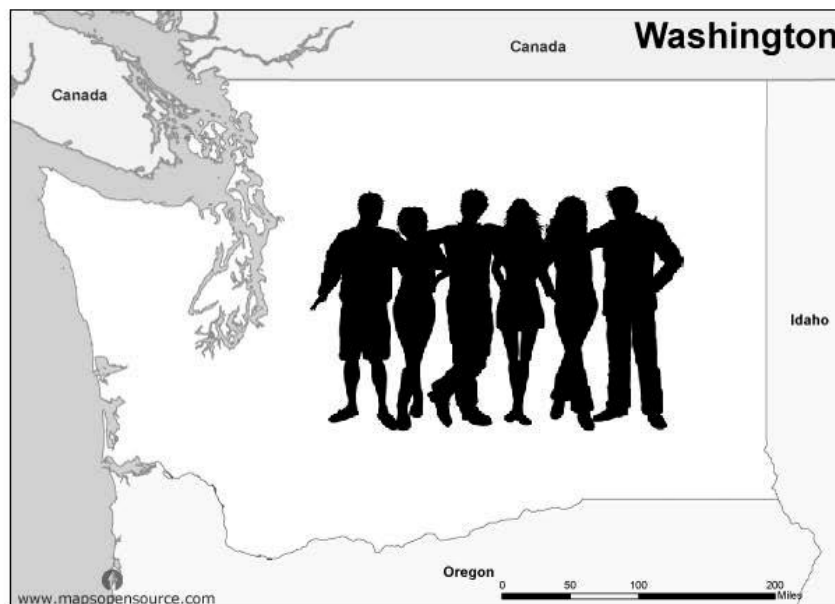
This survey is completely voluntary. For most items, you will select a response by circling or checking the best or most appropriate response for you. In some cases, you may have to provide an answer by writing in a response.

The information that you provide will be confidential (private). Only the survey team at the Washington State University will see the information about you. Information that could identify you will be destroyed and your answers will be reported in aggregate (group) form, so no one will see information that could identify you. Your answers won't have anything to do with the services you have a right to receive.

What you have to say is important to us and will be used to make mental health services better. If you have any questions or need any assistance completing the survey, please contact us toll free at 1-800-833-0867.

Survey sponsored by:

State of Washington
Department of Social and Health Services
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Olympia, WA 98504-5330

Survey conducted by:

Social & Economic Sciences Research Center
Washington State University
PO Box 641801
Pullman, WA 99164-1801
1-800-833-0867
sesrcweb3@wsu.edu

SECTION 1 – RECEIVING MENTAL HEALTH SERVICES

The statements in the following sections describe how some people might feel about their experiences receiving mental health services.

Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

When you think about your experience with your mental health service provider agency, *please consider just the past year.*

	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
1. Overall, I am satisfied with the services I received	1	2	3	4	5	6
2. I helped to choose my services	1	2	3	4	5	6
3. I helped to choose my treatment goals	1	2	3	4	5	6
4. The people helping me stuck with me no matter what	1	2	3	4	5	6
5. I felt I had someone to talk to when I was troubled	1	2	3	4	5	6
6. The people helping me listened to what I had to say	1	2	3	4	5	6
7. I was actively involved in my treatment	1	2	3	4	5	6
8. I received services that were right for me	1	2	3	4	5	6
9. The location of services was convenient	1	2	3	4	5	6
10. Services were available at times that were convenient for me	1	2	3	4	5	6
11. If I need services in the future, I would use these services again	1	2	3	4	5	6
12. I got the help I wanted	1	2	3	4	5	6
13. I got as much help as I needed	1	2	3	4	5	6
14. I, not staff, decided my treatment goals	1	2	3	4	5	6

-2-

Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
15. Staff treated me with respect.......................	1	2	3	4	5	6
16. Staff understood my family's cultural traditions	1	2	3	4	5	6
17. Staff respected my family's religious/spiritual beliefs	1	2	3	4	5	6
18. Staff spoke with me in a way that I understood	1	2	3	4	5	6
19. Staff were sensitive to my cultural/ethnic background	1	2	3	4	5	6
20. I felt discriminated against while trying to get services there................................	1	2	3	4	5	6

The next set of statements are about the DIRECT RESULTS of your treatment. For each statement, again please indicate how much you agree or disagree with each one.

As a direct result of the services I received…	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
21. I am better at handling daily life	1	2	3	4	5	6
22. I get along better with family members........	1	2	3	4	5	6
23. I get along better with friends and other people	1	2	3	4	5	6
24. I am doing better in school and/or work	1	2	3	4	5	6
25. I am better able to cope when things go wrong	1	2	3	4	5	6
26. I am satisfied with our family life right now ..	1	2	3	4	5	6
27. I am better able to do things that I want to do..	1	2	3	4	5	6

For the next set of statements please answer for *relationships with persons other than your mental health provider(s).*

As a direct result of the services I received…	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
28. I know people who will listen and understand me when I need to talk	1	2	3	4	5	6
29. I have people that I am comfortable talking with about my problems.................	1	2	3	4	5	6
30. In a crisis, I would have the support I need from family or friends	1	2	3	4	5	6
31. I have people with whom I can do enjoyable things......................................	1	2	3	4	5	6

Please read each of the following statements. Choose the response that best represents your situation in the last year.

We are going to use the term 'mental illness' in the rest of this questionnaire, but please think of it as whatever you feel is the best term for it.

Circle whether you Strongly agree, Agree, Disagree, or Strongly disagree with how each statement reflects your experience.   If the statement does not reflect your situation, choose "Does Not Apply to Me".

	Strongly Agree ▼	Agree ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼	Does Not Apply to Me ▼
32. People discriminate against me because I have a mental illness.............................	1	2	3	4	5	6
33. Others think I can't achieve much in life because I have a mental illness...............	1	2	3	4	5	6
34. People ignore me or take me less seriously just because I have a mental illness..	1	2	3	4	5	6
35. People often patronize me, or treat me like a child, just because I have a mental illness..	1	2	3	4	5	6
36. Nobody would be interested in getting close to me because I have a mental illness..	1	2	3	4	5	6

SECTION 2 – SOCIAL SERVICE AGENCIES

The next questions are about other service agencies (not just mental health) that provide support to youth and their families (such as developmental disabilities, special education, juvenile justice, chemical dependency, and child welfare services.)

Q37. Are you involved with more than one social service agency?

1. Yes
2. No → **Skip to Q38**
3. Don't know → **Skip to Q38**

    Q37a. If yes, how well do you think these agencies are working together to meet your needs?

        1. Very well
        2. Mostly well
        3. Not well
        4. Not very well
        5. Don't know

-4-

Q38. Do you have a "Child and Family Team"? (This is a team that works with you and your family/parents/caregiver to carry out your treatment plan.)

1. Yes
2. No → **Skip to Q39**
3. Don't know → **Skip to Q39**

   Q38a. If yes, how satisfied are you with the team?

    1. Very satisfied
    2. Mostly satisfied
    3. Dissatisfied
    4. Very dissatisfied
    5. No opinion

SECTION 3 – ABOUT YOU

Next are some questions about you. Please be assured that the responses you give to these questions will only be used when comparing the responses of all of the people we interview, not to identify you specifically. Your individual responses will be kept strictly confidential.

Q39. Are you…

1. Female
2. Male

Q40. What is your birthdate?

_____ / _____ / _____ (mm / dd / yyyy)

Q41. Are you of Hispanic, Latino/a or Spanish origin? *(Please check all that apply.)*

☐ No, not of Hispanic, Latino/a, or Spanish origin
☐ Yes, Mexican, Mexican American, Chicano/a
☐ Yes, Puerto Rican
☐ Yes, Cuban
☐ Yes, another Hispanic, Latino, or Spanish origin (Please specify): _____

Q42. What is your race or ethnic group? *(Please check all that apply.)*

☐ Native American or Alaskan Native
☐ Asian
☐ African American or Black
☐ Hispanic or Latino
☐ White, non-Hispanic
☐ Pacific Islander
☐ Some other race or ethnic group (Please specify): _____

Q43. Were you expelled or suspended during the past 12 months?

1. Yes
2. No

Q44. Were you expelled or suspended during the 12 months prior to that?

1. Yes
2. No

-5-

D-57

Q45. Over the last year, the number of days you were in school compared to last year is...

1.　Greater → **Skip to Q46**
2.　About the same → **Skip to Q46**
3.　Less → **Skip to Q46**
4.　Don't know → **Skip to Q46**
5.　Does not apply (please select why this does not apply):

　Q45a.　Please indicate why the number of days you were in school compared to last year does not apply.

　　1.　I did not have a problem with attendance before starting services
　　2.　I have graduated from high school
　　3.　I was expelled from school
　　4.　I am home schooled
　　5.　I dropped out of school
　　6.　Other (Please specify): _____

Q46. Are you currently in school?

1.　Yes
2.　No → **Skip to Q48**

　Q47. What grade are you in, in school?

　　1.　Sixth grade or less　　　　6.　Eleventh grade/Junior
　　2.　Seventh grade　　　　　　7.　Twelfth grade/Senior
　　3.　Eighth grade　　　　　　　8.　College or Trade school
　　4.　Ninth grade/Freshman　　9.　Something else (Please specify):
　　5.　Tenth grade/Sophomore　　_____

Q48. What was the highest grade that you completed?

1.　Sixth grade or less　　　　7.　Twelfth grade/Senior/High school graduate or GED
2.　Seventh grade　　　　　　8.　Some College
3.　Eighth grade　　　　　　　9.　Community College or Trade school graduate
4.　Ninth grade/Freshman　　10.　College graduate
5.　Tenth grade/Sophomore　11.　Something else (Please specify):
6.　Eleventh grade/Junior　　_____

Q49. In your current/last year in school, how were your grades? Would you say they were...

1.　Mostly A's
2.　Mostly B's
3.　Mostly C's
4.　Mostly D's
5.　Mostly F's
6.　Pass (satisfactory)
7.　Fail (unsatisfactory)
8.　Other (Please specify): _____

Q50. Who are you living with now?

1. With one parent (include step parent)
2. With both parents (include step parent)
3. With another family member (not parent (s))
4. Foster home
5. Therapeutic foster home
6. Crisis shelter
7. Homeless shelter

8. Group home
9. Residential treatment center
10. Hospital
11. Local jail or detention facility
12. State correctional facility
13. Runaway/homeless
14. Someone other than above

_____

Q51. In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?

1. Yes
2. No

Q52. Are you on medication for emotional/behavioral problems?

1. Yes
2. No

Q53. Which of the following best describes your marital status?

1. Single, Never married
2. Married
3. Divorced
4. Separated
5. Widowed
6. Domestic Partnership

Q54. Do you have Medicaid insurance?

1. Yes
2. No
3. Don't know

Q55. Were you arrested during the past 12 months?

1. Yes
2. No

Q56. Were you arrested the 12 months prior to that?

1. Yes
2. No

Q57. Over the last year, have your encounters with police...

1. Been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program.)
2. Stayed the same
3. Increased
4. Not applicable (you had no police encounters this year or last year).

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SECTION 4 – FINAL COMMENTS

The last three questions ask you to comment on what you liked least and liked most about the services you received. Please write your comments to each item in the boxes below.

Q58. What two things do you like the MOST about the mental health services you received?

Q59. What two things do you like the LEAST about the mental health services you received?

Q60. Do you have any other comments you would like to make?

Thank you! You have finished the survey.

Please place your completed survey in the pre-addressed, stamped envelope provided and mail it back.

SESRC – WSU
PO Box 641801
Pullman, WA 99164-1801

YCS Version

APPENDIX E
Disposition of Sample by RSN

Table E-1. Dispositions by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Incorrect	N	103	180	65	130	84	57	75	73	99	66	79	1011
Number	%	26.3	22.7	17.7	28.3	29.5	20.2	22.7	28.0	27.4	24.3	27.2	24.7
Language	N	0	5	1	0	0	0	0	0	0	0	1	7
Barrier	%	0.0	0.6	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.2
Unavailable	N	5	12	3	5	5	6	2	7	7	4	3	59
	%	1.3	1.5	0.8	1.1	1.8	2.1	0.6	2.7	1.9	1.5	1.0	1.4
Refusals	N	32	72	29	46	19	27	33	25	30	14	14	341
	%	8.2	9.1	7.9	10.0	6.7	9.6	10.0	9.6	8.3	5.1	4.8	8.3
Completions	N	141	235	119	152	71	84	100	71	105	81	91	1250
	%	36.1	29.6	32.4	33.0	24.9	29.8	30.3	27.2	29.1	29.8	31.4	30.5
No Mental	N	14	31	13	12	8	8	15	9	7	15	7	139
Health Services	%	3.6	3.9	3.5	2.6	2.8	2.8	4.5	3.4	1.9	5.5	2.4	3.4
Deceased	N	0	0	1	0	0	0	0	0	0	0	0	1
	%	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No Answer	N	93	253	131	108	92	98	103	76	110	89	91	1244
	%	23.8	31.9	35.7	23.5	32.3	34.8	31.2	29.1	30.5	32.7	31.4	30.4
Other	N	3	6	5	7	6	2	2	0	3	3	4	41
	%	0.8	0.8	1.4	1.5	2.1	0.7	0.6	0.0	0.8	1.1	1.4	1.0
Total N		391	794	367	460	285	282	330	261	361	272	290	4093

(Vertical side label: CFCS 2014)

APPENDIX F

Review of Qualitative Data

Responses to Open-Ended Questions

The last three survey questions offer participants the opportunity to choose their own words for expressing themselves and their levels of satisfaction. The first question asks, "What two things do you like the *most* about the mental health services you received?" The second question asks, "What two things do you like the *least* about the mental health services you received?" And the third question asked, "Do you have some comments you would like to make about any of the questions or services that you have received or were not covered in the survey?" Only the first two questions will be addressed here.

After the researchers reviewed answers to the questions, the responses were coded into specific response categories, based on emergent themes. The categories for responses to open-ended questions for 2015 are as follows:

Services – includes references to services in general, service effectiveness, and comments on specific services, i.e., confidentiality, interpreters, housing, etc. Comments about specific outcomes of the services are included here as well.

Support – includes references to support and understanding, listening skills and overall help. Comments about support that us a group pronoun like "they" or "their" are included here as well. Additionally, general comments about feeling at ease, or that the center worked together as a 'team' or support system are included here.

Group Therapy – includes references to group therapy, sessions, and participants. Also included here are comments about being around people like "me." Comments about peer counselors, and classes are here.

Medication – includes any reference to prescription medication or medication management; references to prescribers; psychiatrists when the comment is focused on them as a prescriber. i.e. "My psychiatrist got my prescription correct."

Access (Time, Convenience, or Money) – includes references to appointment time, availability, scheduling, flexibility, cost, and general convenience; intake process; the staff member performing intake;

Office or General Staff – includes references to receptionists and office personnel, general statements about 'staff'; general statements about 'the people' that indicated an office culture i.e. professional, organized, nice.

Therapy or Case Management Staff – includes references about therapists, case managers, social or case workers, and psychologists;

Environment— includes comments about the physical mental health setting and agency policies; building appearance; condition of waiting room; comfort or discomfort that could be caused by the waiting room set up; quality of food; exterior of building; statements about how the area where the services were located made you feel;

Medical Staff – includes references about psychiatrists, medical doctors, nurse practitioners, and nurses; (When not primarily focused on medication management.)

Stigma – includes references to respect, fairness, discrimination, bias, or mental health stigma; LGBTQIA acceptance including using the preferred gender pronoun; acceptance of religious beliefs; acceptance of cultural beliefs; acceptance of lifestyle choices;

Location (Place, Distance, or Transportation) – includes references to appointment location, distance, parking, access to transportation; providers willing to meet at home; providers willing to meet in the school

Staff Turnover – statements about the rapid turnover of counseling personnel; statements that indicated that the change in counseling personnel was not desired by the client; specific statements about feeling that the facility was understaffed.

Fear of Other Patients – specific statements indicating that the respondent was afraid of other patients at the service agency;

Did not Like Anything – comments that indicated that there was nothing that the respondent liked at all about the services that they received;

Like Everything – comments that indicated that they were pleased with all of the services that they received.

Needs Immediate Attention – instances where the comment indicates that the actions or inactions of the service provider could have caused harm to the respondent.

Other – indicates that the respondent is unable to answer the question; the comment is unrelated to the question; the comment is related to survey methodology; the comment is the history clients problems; the client indicates a negative outcome but claims responsibility for that outcome.

Tone – Used to identify the tone of the comment.

> 1) Services were good
> 2) Services need Improvement
> 3) Neutral, or lists Good and Bad Experiences
> 4) Other statements that do not apply to the respondents Behavioral Health; or about survey methods.

In 2015, 74% of respondents shared their most liked aspects of services, and 52.4% of respondents offered their least liked aspects of services. Further, many respondents who chose to answer the open-ended questions listed more than one aspect for each question. As a result, we have 1,657 most liked aspects of services comments, provided by 925 respondents. Similarly, we have 987 least liked aspects of services comments provided by 655 respondents. Tables F-1 and F-2 outline the responses for the sample as a whole.

Overall Responses to the First Question

In the first open-ended question, participants were asked what they liked *most* about the mental health services they received (see Tables F-1 and F-3 below). Overall, 34.9% most liked "Support ", here the respondent mentioned the supportive nature of the facility, and being involved in their own treatment. Caregivers often pointed out feeling involved in the care of their loved one. Additionally, 19.2% of all respondents most liked the "Therapy or Case Management" which included being able to pick a therapist, or benefits received from the therapist or case managements staff. This pattern implies that consumers particularly value the relationships that they develop while receiving services. Additionally, 8.6% of respondents listed the "Medical Staff" as one of their most liked aspects of mental health service. Comments were about the ability to 'listen' of specific members of the medical staff.

Table F-1. Most Liked Aspect of Received Services

		N	%
	Services	127	7.7%
	Support	578	34.9%
	Group Therapy	17	1.0%
	Medication	28	1.7%
	Access (Time, Convenience, Insurance or Intake)	192	11.6%
C F C S 2 0 1 5	Office or General Staff	99	6.0%
	Therapy or Case Management	318	19.2%
	Environment	22	1.3%
	Medical Staff	142	8.6%
	Stigma	17	1.0%
	Location	84	5.1%
	Do not like anything	6	0.4%
	Like Everything	15	0.9%
	Other	12	0.7%
Total Responses		**1657**	**100%**
Respondents who commented		925	74%
Total Respondents		1250	

Comments about "Support"
"That they always listen to me and told me what the right things were for me."
"They helped me get through the situations I was in with my parents and just helped me overall in general."
"You got to set up a lot of your own stuff and have a lot of control over what happened."
"Being able to talk to someone when I had problems."
"I had someone to talk to, and I had better strategies to deal with stuff."

Comments about "Therapy or Case Management"
"Working with [Therapist Name]. She was really nice and she helped us in every way she could. She's done a lot for us because she's talked with us about how things are going to go and she's done a lot to help. And [Son's Name]'s doing a lot better."
"The person, [Therapist Name], was awesome and made [child] actually want to go. How he involved myself and my husband into the learning process and he taught us how to give positive praises."
"The counselor that we seen was excellent. She worked around our needs."

Overall Responses to the Second Question

The second open-ended question asked respondents about what they liked the least about the mental health services they received (see Tables F-2 and F-4 below). Respondents indicated overwhelmingly that they least liked their access to services. "Access (Time, Convenience, or Money)" was disliked by 29.9% of respondents. Many of the respondents making comments about access had to do with the ability to access services due to problems because of insurance. Many respondents expressed difficulty in scheduling appointments and frustration with long waiting times between appointments, the limited number of allowed appointments, or the length of the appointment. An additional 13.8% disliked "Therapy or Case Management" which included not being able to connect with a counselor, or having negative interactions during therapy.

Table F-2. Least Liked Aspect of Received Services

		N	% of Comments
	Services	126	12.8%
	Support	109	11.0%
	Group Therapy	9	0.9%
	Medication	26	2.6%
	Access (Time, Convenience, Insurance or Intake)	295	29.9%
	Office or General Staff	14	1.4%
	Therapy or Case Management	136	13.8%
	Environment	29	2.9%
	Medical Staff	35	3.5%
	Stigma	8	0.8%
	Location	57	5.8%
	Staff Turnover	71	7.2%
	Fear of other patients	2	0.2%
	Do not like anything	1	0.1%
	Other comment	69	7.0%
	Total Responses	**987**	**100%**
	Respondents who commented	655	52%
	Total Respondents	1250	

Comments about "Access"

"One time they wrote the wrong appointment time on my card and when I showed up they told me that it was wrong and couldn't see me."
"That when we moved to a more populated area there was only a public health clinic that was available and the services were less appropriate and we were not able to get the same kind of services with our Medicaid insurance."
"The only thing I didn't like is that she only got to see the doctor twice a month and only for 40 minutes each time."
"When a kid needs an in-patient psychiatric evaluation it is hard to get."
"Scheduling was sometimes difficult."

Comments about "Therapy or Case Management"

"She didn't connect with the Counselor very well and there wasn't much options for other Counselor."

"It seemed that the counselor only talked to me and let my boy play on the floor with some toys. It didn't seem like his suggestions for changing behavior were realistic."

"The provider made no effort to understand our needs and situation and she failed to review the files she had."

"I didn't always feel [daughter] was heard. The counselor listened but I don't feel she was really heard."

"During time you don't have time to talk to the counselor without the child present, wanted more time with the counselor without child around. Felt like the counselor was condensing to me."

Table F-3. Most Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	n	15	27	17	25	4	4	7	2	14	7	5
	%	7.7%	8.5%	10.3%	12.9%	4.2%	3.7%	5.9%	2.0%	10.4%	6.6%	4.1%
Support	n	71	101	57	68	38	38	42	28	49	42	44
	%	36.2%	31.7%	34.5%	35.1%	39.6%	35.5%	35.6%	28.0%	36.3%	39.6%	36.4%
Group Therapy	n	1	1	1	2	1	2	1	1	1	3	3
	%	0.5%	0.3%	0.6%	1.0%	1.0%	1.9%	0.8%	1.0%	0.7%	2.8%	2.5%
Medication	n	4	5	4	7	0	0	0	2	2	3	1
	%	2.0%	1.6%	2.4%	3.6%	0.0%	0.0%	0.0%	2.0%	1.5%	2.8%	0.8%
Access (Time, Convenience, Insurance, or intake)	n	21	42	14	17	9	21	16	12	12	15	13
	%	10.7%	13.2%	8.5%	8.8%	9.4%	19.6%	13.6%	12.0%	8.9%	14.2%	10.7%
Office or General Staff	n	15	13	11	13	11	3	7	9	6	3	8
	%	7.7%	4.1%	6.7%	6.7%	11.5%	2.8%	5.9%	9.0%	4.4%	2.8%	6.6%
Therapy or Case Management	n	35	58	40	32	18	24	20	23	28	15	25
	%	17.9%	18.2%	24.2%	16.5%	18.8%	22.4%	16.9%	23.0%	20.7%	14.2%	20.7%
Environment	n	3	6	2	1	0	3	4	2	0	0	1
	%	1.5%	1.9%	1.2%	0.5%	0.0%	2.8%	3.4%	2.0%	0.0%	0.0%	0.8%
Medical Staff	n	17	34	15	17	8	4	8	13	11	4	11
	%	8.7%	10.7%	9.1%	8.8%	8.3%	3.7%	6.8%	13.0%	8.1%	3.8%	9.1%
Stigma	n	2	4	2	1	1	0	3	0	2	0	2
	%	1.0%	1.3%	1.2%	0.5%	1.0%	0.0%	2.5%	0.0%	1.5%	0.0%	1.7%
Location	n	11	17	1	6	6	8	8	7	7	8	5
	%	5.6%	5.3%	0.6%	3.1%	6.3%	7.5%	6.8%	7.0%	5.2%	7.5%	4.1%
Staff Turnover	n	0	0	0	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Does not Like Anything about Services Received	n	0	1	0	0	0	0	1	1	1	1	1
	%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.8%	1.0%	0.7%	0.9%	0.8%
Liked Everything about services received	n	1	5	0	4	0	0	0	0	0	3	2
	%	0.5%	1.6%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	1.7%
Needs Attention	n	0	0	0	0	0	0	0	0	0	0	0
	%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	n	0	5	1	1	0	0	1	0	2	2	0
	%	0.0%	1.6%	0.6%	0.5%	0.0%	0.0%	0.8%	0.0%	1.5%	1.9%	0.0%
Responses by RSN	n	196	319	165	194	96	107	118	100	135	106	121
	%	11.8%	19.3%	10%	11.7%	5.8%	6.5%	7.1%	6%	8.1%	6.4%	7.3%
% Total Respondent within RSN	N	141	235	119	152	71	84	100	71	105	81	91
	%	11.3%	18.8%	9.5%	12.2%	5.7%	6.7%	8.0%	5.7%	8.4%	6.5%	7.3%

*Percent of responses within each RSN. **Total Respondents 1250, Total Responses 925.

Table F-4. Least Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	11	16	10	5	21	13	13	11	10	6	10
	%	9.1%	8.0%	8.6%	4.9%	23.3%	13.3%	14.9%	15.7%	10.0%	9.0%	11.1%
Support	N	6	23	11	6	10	15	6	7	9	5	11
	%	5.0%	11.5%	9.5%	5.9%	11.1%	15.3%	6.9%	10.0%	9.0%	7.5%	12.2%
Group Therapy	N	2	1	1	2	0	0	2	0	1	0	0
	%	1.7%	0.5%	0.9%	2.0%	0.0%	0.0%	2.3%	0.0%	1.0%	0.0%	0.0%
Medication	N	3	3	4	6	4	3	1	1	0	0	1
	%	2.5%	1.5%	3.4%	5.9%	4.4%	3.1%	1.1%	1.4%	0.0%	0.0%	1.1%
Access (Time, Convenience, Insurance, or intake)	N	35	58	30	34	14	21	21	16	25	18	23
	%	28.9%	29.0%	25.9%	33.3%	15.6%	21.4%	24.1%	22.9%	25.0%	26.9%	25.6%
Office or General Staff	N	4	1	1	3	0	1	0	1	1	0	2
	%	3.3%	0.5%	0.9%	2.9%	0.0%	1.0%	0.0%	1.4%	1.0%	0.0%	2.2%
Therapy or Case Management	N	14	14	12	12	13	19	6	13	13	8	12
	%	11.6%	7.0%	10.3%	11.8%	14.4%	19.4%	6.9%	18.6%	13.0%	11.9%	13.3%
Environment	N	5	3	2	3	3	4	2	1	2	2	2
	%	4.1%	1.5%	1.7%	2.9%	3.3%	4.1%	2.3%	1.4%	2.0%	3.0%	2.2%
Medical Staff	N	1	3	1	4	3	5	2	3	8	1	4
	%	0.8%	1.5%	0.9%	3.9%	3.3%	5.1%	2.3%	4.3%	8.0%	1.5%	4.4%
Stigma	N	1	0	2	1	0	1	0	0	1	2	0
	%	0.8%	0.0%	1.7%	1.0%	0.0%	1.0%	0.0%	0.0%	1.0%	3.0%	0.0%
Location	N	7	10	9	5	3	5	2	2	4	4	6
	%	5.8%	5.0%	7.8%	4.9%	3.3%	5.1%	2.3%	2.9%	4.0%	6.0%	6.7%
Staff Turnover	N	6	14	8	6	2	7	7	7	7	3	4
	%	5.0%	7.0%	6.9%	5.9%	2.2%	7.1%	8.0%	10.0%	7.0%	4.5%	4.4%
Fear	N	0	0	1	0	1	0	0	0	0	0	0
	%	0.0%	0.0%	0.9%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Does not Like Anything about Services Received	N	0	0	0	0	0	0	1	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%
Liked Everything about services received	N	7	13	6	3	5	1	9	2	4	6	3
	%	5.8%	6.5%	5.2%	2.9%	5.6%	1.0%	10.3%	2.9%	4.0%	9.0%	3.3%
Other	N	9	18	5	8	5	0	6	3	5	5	5
	%	7.4%	9.0%	4.3%	7.8%	5.6%	0.0%	6.9%	4.3%	5.0%	7.5%	5.6%
Responses by RSN	N	121	200	116	102	90	98	87	70	100	67	90
	%	10.6%	17.5%	10.2%	8.9%	7.9%	8.6%	7.6%	6.1%	8.8%	5.9%	7.9%
Total Respondents within RSN	N	141	235	119	152	71	84	100	71	105	81	91
	%	11.3%	18.8%	9.5%	12.2%	5.7%	6.7%	8.0%	5.7%	8.4%	6.5%	7.3%

*Percent of responses within each RSN. **Total Respondents 1250, Total Responses 655.

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APPENDIX G

Recodes and Descriptive Statistics Syntax

CFCS 2014 Syntax

* Encoding: UTF-8.
***Survey response directionality recodes for base survey questions (1-20 and 25-32) to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction. ***

RECODE q01 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_1_r .
VARIABLE LABELS q_1_r 'I like the services I received there.'.
VALUE LABELS q_1_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_1_r (-9 thru -1).

RECODE q02 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_2_r .
VARIABLE LABELS q_2_r 'If I had other choices, I would still get services from this agency.'.
VALUE LABELS q_2_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_2_r (-9 thru -1).

RECODE q03 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_3_r .
VARIABLE LABELS q_3_r 'I would recommend this agency to a friend or family member.'.
VALUE LABELS q_3_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_3_r (-9 thru -1).

RECODE q04 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_4_r .
VARIABLE LABELS q_4_r 'The location of services was convenient (parking, public transportation, distance, etc.)'.
VALUE LABELS q_4_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_4_r (-9 thru -1).

RECODE q05 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_5_r .
VARIABLE LABELS q_5_r 'Staff are willing to see me as often as I felt it was necessary.'.
VALUE LABELS q_5_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'

-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_5_r (-9 thru -1).

RECODE q06 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_6_r .
VARIABLE LABELS q_6_r 'Staff returned my telephone call in 24 hours.'.
VALUE LABELS q_6_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_6_r (-9 thru -1).

RECODE q07 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_7_r .
VARIABLE LABELS q_7_r 'Services were available at times that were good for me.'.
VALUE LABELS q_7_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_7_r (-9 thru -1).

RECODE q08 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_8_r .
VARIABLE LABELS q_8_r 'I was able to get all the services I thought I needed.'.
VALUE LABELS q_8_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_8_r (-9 thru -1).

RECODE q09 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_9_r .
VARIABLE LABELS q_9_r 'I was able to see a psychiatrist when I wanted to.'.
VALUE LABELS q_9_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_9_r (-9 thru -1).

RECODE q10 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_10_r .
VARIABLE LABELS q_10_r 'Staff at this agency believe that I can grow, change and recover.'.
VALUE LABELS q_10_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_10_r (-9 thru -1).

RECODE q11 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_11_r .

VARIABLE LABELS q_11_r 'I felt comfortable asking questions about my treatment and medication.'.
VALUE LABELS q_11_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_11_r (-9 thru -1).

RECODE q12 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_12_r .
VARIABLE LABELS q_12_r 'I felt free to complain.'.
VALUE LABELS q_12_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_12_r (-9 thru -1).

RECODE q13 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_13_r .
VARIABLE LABELS q_13_r 'I was given information about my rights.'.
VALUE LABELS q_13_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_13_r (-9 thru -1).

RECODE q14 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_14_r .
VARIABLE LABELS q_14_r 'Staff encouraged me to take responsibility for how I live my life.'.
VALUE LABELS q_14_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_14_r (-9 thru -1).

RECODE q15 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_15_r .
VARIABLE LABELS q_15_r 'Staff told me what side effects to look out for.'.
VALUE LABELS q_15_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_15_r (-9 thru -1).

RECODE q16 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_16_r .
VARIABLE LABELS q_16_r 'Staff respected my wishes about who is and who is not to be given information about my treatment.'.
VALUE LABELS q_16_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'

-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_16_r (-9 thru -1).

RECODE q17 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_17_r .
VARIABLE LABELS q_17_r 'I, Not staff, decided my treatment goals.'.
VALUE LABELS q_17_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_17_r (-9 thru -1).

RECODE q18 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_18_r .
VARIABLE LABELS q_18_r 'Staff were sensitive to my cultural background (race, religion, language, etc.).'.
VALUE LABELS q_18_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_18_r (-9 thru -1).

RECODE q19 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_19_r .
VARIABLE LABELS q_19_r 'Staff helped me obtain information I needed so that I could take charge of managing my illness.'.
VALUE LABELS q_19_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_19_r (-9 thru -1).

RECODE q20 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_20_r .
VARIABLE LABELS q_20_r 'I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).'.
VALUE LABELS q_20_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_20_r (-9 thru -1).

RECODE q21 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_21_r .
VARIABLE LABELS q_21_r 'As a direct result of services I received: I deal more effectively with daily problems.'.
VALUE LABELS q_21_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_21_r (-9 thru -1).

RECODE q22 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_22_r .
VARIABLE LABELS q_22_r 'As a direct result of services I received: I am better able to control my life.'.
VALUE LABELS q_22_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_22_r (-9 thru -1).

RECODE q23 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_23_r .
VARIABLE LABELS q_23_r 'As a direct result of services I received: I am better able to deal with crisis.'.
VALUE LABELS q_23_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_23_r (-9 thru -1).

RECODE q24 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_24_r .
VARIABLE LABELS q_24_r 'As a direct result of services I received: I am getting along better with my family.'.
VALUE LABELS q_24_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_24_r (-9 thru -1).

RECODE q25 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_25_r .
VARIABLE LABELS q_25_r 'As a direct result of services I received: I do better in social situations.'.
VALUE LABELS q_25_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_25_r (-9 thru -1).

RECODE q26 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_26_r .
VARIABLE LABELS q_26_r 'As a direct result of services I received: I do better in school and/or work.'.
VALUE LABELS q_26_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_26_r (-9 thru -1).

RECODE q27 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_27_r .
VARIABLE LABELS q_27_r 'As a direct result of services I received: My housing situation has improved.'.
VALUE LABELS q_27_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_27_r (-9 thru -1).

RECODE q28 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_28_r .
VARIABLE LABELS q_28_r 'As a direct result of services I have received: My symptoms are not bothering me as much.'.
VALUE LABELS q_28_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_28_r (-9 thru -1).

EXECUTE .

***Survey response directionality recodes for NOMS Functioning (29, 30, 31, 32) and Social connectedness (33, 34, 35, 36)
to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction. ***

RECODE q29 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_29_r .
VARIABLE LABELS q_29_r 'I do things that are more meaningful to me.'.
VALUE LABELS q_29_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_29_r (-9 thru -1).

RECODE q30 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_30_r .
VARIABLE LABELS q_30_r 'I am better able to take care of my needs.'.
VALUE LABELS q_30_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_30_r (-9 thru -1).

RECODE q31 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_31_r .
VARIABLE LABELS q_31_r 'I am better able to handle things when they go wrong.'.
VALUE LABELS q_31_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'

-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_31_r (-9 thru -1).

RECODE q32 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_32_r .
VARIABLE LABELS q_32_r 'I am better able to do things that I want to do.'.
VALUE LABELS q_32_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_32_r (-9 thru -1).

RECODE q33 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_33_r .
VARIABLE LABELS q_33_r 'I am happy with the friendships that I have.'.
VALUE LABELS q_33_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_33_r (-9 thru -1).

RECODE q34 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_34_r .
VARIABLE LABELS q_34_r 'I have people with whom I can do enjoyable things.'.
VALUE LABELS q_34_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_34_r (-9 thru -1).

RECODE q35 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_35_r .
VARIABLE LABELS q_35_r 'I feel I belong in my community.'.
VALUE LABELS q_35_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_35_r (-9 thru -1).

RECODE q36 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_36_r .
VARIABLE LABELS q_36_r 'In a crisis, I would have the support I need from family or friends.'.
VALUE LABELS q_36_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Don't Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_36_r (-9 thru -1).

EXECUTE .

Create MHSIP base survey scales from 2004/2006 to conform to MHD performance indicators projects

COMPUTE gensat_s = MEAN (q_1_r, q_8_r, q_11_r, q_12_r, q_13_r).
VARIABLE LABELS gensat_s 'General satisfaction_S'.

COMPUTE staff_s = MEAN (q_4_r, q_5_r, q_6_r, q_15_r, q_18_r) .
VARIABLE LABELS staff_s 'Satisfaction with staff_S' .

COMPUTE voice_s = MEAN (q_2_r, q_3_r, q_7_r) .
VARIABLE LABELS voice_s 'Participation in treatment_S' .

COMPUTE outcom_s = MEAN (q_21_r, q_22_r, q_23_r, q_24_r, q_25_r, q_26_r) .
VARIABLE LABELS outcom_s 'Outcomes - Perceived outcomes of service_S' .

COMPUTE access_s = MEAN (q_9_r, q_10_r) .
VARIABLE LABELS access_s 'Access to services_S' .

COMPUTE cultur_s = MEAN (q_15_r, q_17_r, q_18_r, q_19_r) .
VARIABLE LABELS cultur_s 'Culture - Staff sensitivity to culture_S' .

COMPUTE approp_s = MEAN (q_1_r, q_4_r, q_5_r, q_8_r, q_12_r, q_13_r) .
VARIABLE LABELS Approp_s 'Appropriateness of services_S' .

EXECUTE .

Create MHSIP NOMS scales.

COMPUTE social_s = MEAN (q_28_r, q_29_r, q_30_r, q_31_r) .
VARIABLE LABELS social_s 'Social Connectedness-NOMS_S' .

COMPUTE function_s=MEAN (q_27_r).
VARIABLE LABELS function_s 'Functioning_S' .

EXECUTE .

Create MHSIP stigma scales.

COMPUTE stigma_s = MEAN (q_32_r, q_33_r, q_34_r, q_35_r, q_36_r) .
VARIABLE LABELS stigma_s 'Stigma_S' .

EXECUTE .

Create age category variable.

RECODE age (MISSING=Copy) (Lowest thru 5=1) (6 thru 12=2) (13 thru 15=3) (16 thru 17=4) (18 thru
   Highest=5) INTO age_cat.

EXECUTE.

VARIABLE LABELS age_cat 'Age Categories'.
VALUE LABELS age_cat 1 'Under 6' 2 '6 through 13' 3 '14 through 15' 4 '16 through 17' 5 '18 and Over'.

Create hours category variable.

COMPUTE Hours_cat=99.
VARIABLE LABELS Hours_cat 'Outpatient service hours categories'.
VALUE LABELS Hours_cat 1 'Less than 1 hour' 2 '1 to 5 hours' 3 '5 to 25 hours' 4 '25 to 50 hours' 5 '50 hours or more'.
If (SVC_HRS < 1) Hours_cat=1.
If (SVC_HRS >= 1 and SVC_HRS < 5) Hours_cat=2.
If (SVC_HRS >= 5 and SVC_HRS < 25) Hours_cat=3.
If (SVC_HRS >= 25 and SVC_HRS < 50) Hours_cat=4.
If (SVC_HRS >= 50) Hours_cat=5.
MISSING VALUES Hours_cat (99).
EXECUTE.

All of the work conducted at the Social & Economic Sciences Research Center is the result of a cooperative effort made by a team of dedicated research professionals. The research in this report could not have been conducted without the efforts of interviewers and part-time personnel not listed.

Principal Investigators

Lena Le, Ph.D.	Director
Rose Krebill-Prather, Ph. D.	Assistant Director
Danna L. Moore, Ph. D.	Senior Research Fellow
Don A. Dillman, Ph.D.	Deputy Director for Research & Development
Candiya Mann, M.A.	Sr. Research Manager, Puget Sound
Alan Hardcastle, Ph.D.	Sr. Research Associate, Olympia

Project Managers

Kent Miller, M.A.	Project Manager
Thom Allen, B.A.	Project Manager
Yi Jen, Wang, M.A.	Project Manager, Olympia
Beth Ficklin, M.S.	Project Manager
Nathan Palmer, M.S.	Project Manager
Matthew Strawn, M.S.	Project Manager

Administrative Support

Jaime Colyar, B.A.	Administrative Manager
Kellie Klein, B.A.	Fiscal Specialist
Lisa Brooks, B.A.	Research Associate, Olympia

Data Collection

Tim Lensing, B.S.	Data Collection Manager
Elizabeth Beck, B.A.	Data Collection Supervisor

Data Management and Analysis

Dan Vakoch, M.S.	Data Manager
Kristen Petersen, M.S.	Data Manager
Brian Lam, B.A.	Data Manager Assistant

Programming and Network Administration

Nikolay Ponomarev, Ph. D.	Sr. Database Architect
Darren Bystrom, B.A.	Info. Systems Coordinator
Tim Haight, M.S.	Info. Technology Specialist