



REPORT 17-006

# Child-Family Mental Health Consumer Survey 2016 Tool Kit

July 2017

Prepared for

Division of Behavioral Health and Recovery  
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# CHILD/FAMILY CONSUMER SURVEY 2016

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## TOOL KIT

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Kent Miller, MA; Project Manager

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## Acknowledgments

The SESRC staff on this project would like to express their sincere thanks to our Data Collection Unit including supervisors, monitors, and interviewers who spent numerous hours attempting to contact potential respondents. The interviewers made over 29,150 phone calls in order to collect the information for this report — data that we hope will serve to improve the delivery of mental health services in Washington State.

The SESRC survey staff also would like to thank Felix I. Rodriguez, Faith Lai, and Can Du at the Division of Behavioral Health and Recovery. They provided guidance and support on this project as the SESRC staff learned about the purpose and background of the Mental Health Statistics Improvement Program (MHSIP) survey, and in adapting the implementation of the survey at the SESRC, following The Washington Institute for Mental Health Research and Training (WIMHRT)'s implementation of the survey in previous years.

Finally, the SESRC staff would like to thank Dennis McBride and the staff at WIMHRT for their past work on the annual MHSIP survey. Because of their detailed documentation of survey implementation, data management, and analysis procedures, the SESRC was able to continue the survey effort with greater ease.

## About This Tool Kit

The SESRC created the 2016 Child/Family Consumer Survey (CFCS) Tool Kit using the same reporting format used in 2015, which had been previously 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 that 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 – 2016 (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 (CFCS2016.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 4 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 (CFCS2016.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 2016, 5,528 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 2015. Of those invited to participate, 1,580 completed or partially completed the survey. Changes reported in each of the annual "Updates" below, also apply to the years that follow.

# Annual Updates

## 2016 Update

In 2016, only two modifications were made. First, the Race/Ethnicity question was expanded to match Census Bureau categories. Second, in order to provide respondents with additional information about the survey at the outset, to ease any concerns they might have about participating, several “Frequently Asked Questions” with responses were printed on the backside of the Invitation letter. The following questions (with responses) were included: How did you get my name/phone number? Does HIPAA allow you to contact me? What is the purpose of this study? Who is eligible to participate? How long will the survey take? and, Can I complete the questions online?

## 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 could 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 sampled respondents. North Central Washington and Cowlitz County RSN have now been 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 the provider agencies or RSNs were not contacted in order 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 Consumer 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 publically funded mental health services within the identified time frame (April through October, 2010). The sampling frame is provided by DBHR via the Division of Behavioral Health and Recovery's Consumer Information System (See Section IV). In 2011, DBHR was in the process of changing to a new data system called "ProviderOne." The sampling frame database generated by the ProviderOne data system 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 is no way of knowing if this sampling frame is 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 had occurred in previous years. WIMHRT was not sure of the source of this problem and have elected to leave service hour reports out of this report, in order to avoid confusion.

## **2009-2010 Updates**

Occasionally, changes are 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 is done across the entire state sample, responses in the oversampled RSNs are usually provided with "weights" to adjust for any potential biases that may exist across RSNs. In this report however, only "unweighted" responses are 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.

Table 1. Changes to Recoded Age Category Variable

Pre 2008 "Midpoint" Recodes		2008 "Endpoint" Recodes	
1 = 18 to 21	1 = Lowest thru 21.49	1 = 18 to 20	1 = Lowest thru < 21
2 = 22 to 40	2 = 21.50 thru 40.49	2 = 21 to 40	2 = 21 thru < 41
3 = 41 to 60	3 = 40.50 thru 60.49	3 = 41 to 60	3 = 41 thru < 61
4 = 61 to 75	4 = 60.50 thru 75.49	4 = 61 to 75	4 = 61 thru < 76
5 = 76+	5 = 75.50 thru Highest	5 = 76+	5 = 76+

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# I. Introduction

The Mental Health Statistical Improvement Project (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 has always used stratified random sampling for both the adult and family/youth surveys.<sup>1</sup>

The Child and Family Consumer Survey – 2016 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

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

coordinated system of inpatient and outpatient care for that state's younger consumers of 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 2016 Youth and Family Survey (the twelfth family survey) was administered simultaneously with the 2016 ACS (the thirteenth adult survey) and represents the twentieth and twenty-first surveys conducted to address CMS requirements. Each of the surveys was 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 2 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 second Child/Family Consumer Survey conducted by the Social and Economic Sciences Research Center. This survey was conducted between March and July 2016. It consisted of 1,580 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, 2015.

Table 2. History of Consumer Surveys

Survey	Survey Year	Service Dates	Survey Date Range	Completions
<b>Adult Consumer Survey</b>	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
	2016	May – Oct 2015	March – July 2016	2,288
<b>Youth &amp; Family Consumer Survey</b>	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
	2016	May – Oct 2015	March – July 2016	1,580

## 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 E) 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)<sup>2</sup>. This stigma scale was not included in the family survey, as personal perceptions about stigmatization could not be collected via the parent/guardian.

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<sup>2</sup> 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.

Demographic questions are also included, to collect information on school enrollment, living situation, arrest history, 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. These items provide an opportunity for respondents to comment on their received services or on the survey itself.

## **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 was 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, 2015

To draw the sample, the following steps were conducted:

- (1) A total of 39,195 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 21 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 3,920 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 100 completions in each of the smallest RSNs. An additional 1,608 consumers were oversampled from these six RSNs, resulting in an overall drawn sample of 5,528 consumers.

#### The Completed Sample

Of the 5,528 consumers in the total drawn sample, 1,580 completed the survey and 3,948 did not — yielding a 28.6% completion rate.

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 F.



## 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 “Request for Participation Letter” in Appendix D). 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 40 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 each interviewer signed a confidentiality agreement.

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. The SESRC 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 so as 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 will allow 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 would 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 5,528 consumers in the total drawn sample, 1,580 completed or partially completed the survey yielding a 28.5% completion rate. Table 3 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.

Correct contact information could *not* be obtained for 1,698 clients or 30.7% of the sample despite using multiple sources of contact data. Slightly fewer clients, 1,368 or 24.7% of the sample, never answered our calls, and it is likely that correct contact information was also unavailable for them. Only 8.5% 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

Table 3. Disposition of Sample

	%	N
Completed interviews	27.1%	1498
Partially completed	1.5%	82
Refusals	8.5%	468
C Non-contacts <sup>3</sup>	24.7%	1368
F Other, non interviewed <sup>4</sup>	0.7%	38
C Unknown <sup>5</sup>	4.5%	251
S Fax/data line	0.2%	11
2 Non-working/missing phone #	19.2%	1063
0 Wrong number	11.5%	635
1 No mental health services	1.7%	92
6 Other cases	0.1%	8
Duplicates	0.3%	14
Total	100.0	5528

<sup>3</sup> Non contact, respondent not available during survey period, and answering machine/voicemail

<sup>4</sup> Deceased, physically or mentally unable to respond, and language difference

<sup>5</sup> Always busy, no answer, call blocking

## VII. The Dataset

The dataset for the CFS2016 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 “CFCS2016.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 on 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 4 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 4. Scales\*

**General Satisfaction (p. A-13)****Alpha =0.93**

- 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 =0.70**

- 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 =0.83**

- 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.

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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.

**Perception of Outcome of Services (p. A-14)****Alpha =0.88**

- 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.

**Access to Services (p. A-15)****Alpha =0.58**

- 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 =0.92**

- 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 =0.81**

- 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 =0.89**

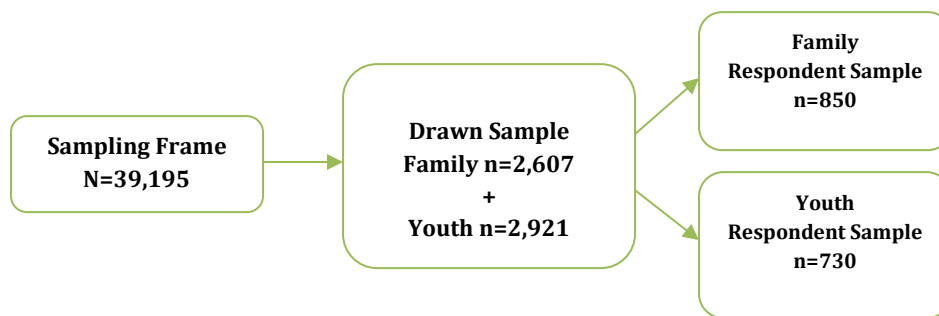
- Q32. People discriminate against me because I have a mental illness.
- Q33. Others think I can't achieve much in life because I have a mental illness.
- Q34. People ignore me or take me less seriously just because I have a mental illness.
- Q35. People often patronize me, or treat me like a child, 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.<sup>6</sup> 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=1,498) and the partially completed surveys (N=82). 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 82 partially completed surveys, some respondents answered only a few questions, while others dropped out later in the survey. Because the partially completed

<sup>6</sup> The sample frame is the actual list of the population being studied, which in this case is taken from the Division’s ProviderOne Database. There is likely to be some disparity between this list (sample frame) and the *true* population. The degree of disparity is subject to the quality of the ProviderOne.

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 5 allows us to compare the sampling frame, the drawn sample, and the respondent sample by RSN. Tables 6 and 7 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.

Tables 8-11 were added to show the breakdown of sample characteristics by RSN. Table 8 displays the average age and service hours by sample group and RSN. Tables 9-11 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 5. Sample by RSN

RSN	Sampling Frame		Drawn Sample		Respondent Sample	
	Number	Percent	Number	Percent	Number	Percent
1 Spokane	5513	14.1%	452	8.2%	141	8.9%
2 King	9288	23.7%	476	8.6%	238	15.1%
3 NorthSound	5088	13.0%	478	8.6%	132	8.4%
4 Greater Columbia	5375	13.7%	453	8.2%	138	8.7%
5 Peninsula	1681	4.3%	810	14.7%	128	8.1%
6 Thurston Mason	1414	3.6%	459	8.3%	134	8.5%
7 Pierce	4317	11.0%	487	8.8%	142	9.0%
8 Grays Harbor	1477	3.8%	497	9.0%	130	8.2%
9 Southwest	3321	8.5%	475	8.6%	137	8.7%
10 Chelan Douglas	885	2.3%	428	7.7%	131	8.3%
11 Timberlands	836	2.1%	513	9.3%	129	8.2%
Total	39195	100.0%	5528	100.0%	1580	100.0%

Table 6. Age and Service Hours by Sample Group

		Age at last Service		Service Hours	
		Mean	Mean	Mean	N
Sampling Frame		13.85	10.76		39,195
Drawn Sample	Family	8.64	10.77		2,607
	Youth	16.32	10.94		2,921
Respondent Sample	Family	8.80	11.74		850
	Youth	16.15	11.08		730

Note: \*Service hours and age were based on DBHR-CIS data from May-October 2015; however, in the Respondent Sample, age was self-reported in most cases.

Table 7. Gender, Ethnicity, and Minority Status by Sample Group

			Sampling Frame	Drawn Sample	Respondent Sample
<b>Gender</b>	Female	N	19593	2726	774
		%	50.0	49.3	50.0
	Male	N	19600	2800	773
		%	50.0	50.7	50.0
Total N			39193	5526	1547
<b>Race</b>	Native Am/AK Native	N	968	128	22
		%	2.5	2.3	1.5
	Asian/Pacific Islander	N	1024	128	20
		%	2.6	2.3	1.3
	Black or African Am	N	2742	271	52
		%	7.1	4.9	3.5
	Hispanic/Latino	N	6910	949	421
		%	17.8	17.3	28.3
	White	N	22450	3261	799
		%	57.8	59.6	53.8
	Other	N	1913	314	51
%		4.9	5.7	3.4	
Multiple	N	2826	424	121	
	%	7.3	7.7	7.7	
Total N			38833	5475	1486
<b>Minority</b>	Minority	%	16383	2214	687
		N	42.2	40.4	46.2
	Not Minority	%	22450	3261	799
		N	57.8	59.6	53.8
Total N			38833	5475	1486

Note: For the sample frame and drawn sample, the race/ethnicity from the sample was used. Self reported information from the respondent sample is included in this table.

Table 8. 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 6	<b>Sampling Frame</b>	Age	N	5513	9288	5088	5375	1681	1414	4317	1477	3321	885	836	
			Mean	14.03	13.70	13.86	14.09	14.45	14.23	14.10	13.80	12.95	13.12	14.17	
		Service Hours	N	5513	9288	5088	5375	1681	1414	4317	1477	3321	885	836	
			Mean	15.13	8.69	8.93	6.96	16.28	12.83	13.91	6.11	14.17	6.95	8.28	
	<b>Drawn Sample</b>	Family	Age	N	207	371	210	206	244	257	220	220	242	224	206
				Mean	7.05	7.00	7.14	7.10	6.96	6.88	6.99	6.99	7.04	6.79	6.95
			Service Hours	N	207	371	210	206	244	257	220	220	242	224	206
				Mean	15.22	9.51	8.65	6.66	19.21	12.65	11.94	5.84	14.29	7.57	5.85
		Youth	Age	N	268	439	249	272	243	256	277	233	234	228	222
				Mean	14.50	14.76	14.80	14.55	14.90	14.60	14.72	14.58	14.51	14.54	14.96
			Service Hours	N	268	439	249	272	243	256	277	233	234	228	222
				Mean	16.91	8.19	8.69	7.77	14.39	13.72	17.11	6.35	12.46	6.53	8.71
	<b>Respondent Sample</b>	Family	Age	N	75	122	71	64	72	82	72	71	75	71	75
				Mean	7.08	6.96	7.39	7.39	7.18	6.80	7.28	7.20	7.09	7.21	7.23
			Service Hours	N	75	122	71	64	72	82	72	71	75	71	75
				Mean	17.52	8.15	10.61	5.84	28.99	10.67	10.28	5.60	17.72	7.46	7.83
Youth		Age	N	66	116	61	74	56	52	70	59	62	60	54	
			Mean	14.30	14.54	14.46	14.61	14.50	14.79	14.49	14.59	13.92	14.50	14.96	
		Service Hours	N	66	116	61	74	56	52	70	59	62	60	54	
			Mean	16.07	9.32	11.16	7.27	14.84	14.18	12.15	5.53	12.83	6.88	14.41	

Note: \*Service hours and age were based on DBHR-CIS data from May-October 2015.

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	
<b>Gender</b>	Female	N	2697	4631	2710	2588	860	700	2158	740	1620	456	433	
		%	48.9	49.9	53.3	48.1	51.2	49.5	50.0	50.1	48.8	51.5	51.8	
	Male	N	2816	4657	2378	2786	820	714	2159	737	1701	429	403	
		%	51.1	50.1	46.7	51.8	48.8	50.5	50.0	49.9	51.2	48.5	48.2	
		Total N	5513	9288	5088	5374	1680	1414	4317	1477	3321	885	836	
<b>C F C S  2 0 1 6</b>	<b>Ethnicity</b>	Native Am/AK	N	290	137	141	144	61	27	71	39	32	10	16
		Native	%	5.4	1.5	2.8	2.7	3.7	1.9	1.7	2.7	1.0	1.1	1.9
		Asian/Pacific	N	60	574	108	39	31	32	110	9	58	0	3
		Islander	%	1.1	6.2	2.1	0.7	1.9	2.3	2.6	0.6	1.8	0.0	0.4
		Black or African Am	N	265	1518	147	83	42	48	512	22	93	5	7
			%	5.0	16.4	2.9	1.6	2.5	3.4	11.9	1.5	2.8	0.6	0.8
		Hispanic/Latino	N	300	2059	676	1892	140	171	625	167	441	346	93
			%	5.6	22.2	13.4	35.5	8.4	12.1	14.6	11.4	13.3	39.1	11.2
		White	N	3972	3611	3121	2757	1227	950	2373	1125	2227	435	652
			%	74.4	39.0	61.9	51.7	73.6	67.3	55.3	77.1	67.4	49.2	78.6
		Other	N	332	472	398	336	26	35	124	25	97	51	17
			%	6.2	5.1	7.9	6.3	1.6	2.5	2.9	1.7	2.9	5.8	2.0
		Multiple	N	122	897	455	79	140	148	478	72	356	37	42
	%	2.3	9.7	9.0	1.5	8.4	10.5	11.1	4.9	10.8	4.2	5.1		
	Total N	5341	9268	5046	5330	1667	1411	4293	1459	3304	884	830		
<b>Minority</b>	Minority	N	1369	5657	1925	2573	440	461	1920	334	1077	449	178	
		%	25.6	61.0	38.1	48.3	26.4	32.7	44.7	22.9	32.6	50.8	21.4	
	Not Minority	N	3972	3611	3121	2757	1227	950	2373	1125	2227	435	652	
		%	74.4	39.0	61.9	51.7	73.6	67.3	55.3	77.1	67.4	49.2	78.6	
		Total N	5341	9268	5046	5330	1667	1411	4293	1459	3304	884	830	

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	
<b>Gender</b>	Female	N	236	418	236	229	227	241	241	225	225	236	212	
		%	49.7	51.6	51.4	47.9	46.6	47.0	48.5	49.7	47.3	52.2	49.5	
	Male	N	239	392	223	248	259	272	256	228	251	216	216	
		%	50.3	48.4	48.6	51.9	53.2	53.0	51.5	50.3	52.7	47.8	50.5	
	Total N			475	810	459	477	488	513	497	453	476	452	428
	<b>Ethnicity</b>	Native Am/AK Native	N	28	11	6	14	18	12	9	14	4	6	6
%			6.0	1.4	1.3	3.0	3.7	2.3	1.8	3.1	0.8	1.3	1.4	
Asian/Pacific Islander		N	8	58	9	2	6	14	12	3	14	0	2	
		%	1.7	7.2	2.0	0.4	1.2	2.7	2.4	0.7	3.0	0.0	0.5	
Black or African Am		N	25	124	8	6	12	17	50	8	13	4	4	
		%	5.4	15.3	1.8	1.3	2.5	3.3	10.2	1.8	2.8	0.9	0.9	
Hispanic/Latino		N	32	166	59	162	39	63	73	69	46	189	51	
		%	6.9	20.5	13.0	34.3	8.1	12.3	14.9	15.5	9.8	41.8	12.0	
White		N	331	311	275	228	354	335	262	304	318	211	332	
		%	71.5	38.5	60.4	48.3	73.6	65.3	53.4	68.3	67.5	46.7	78.3	
Other		N	30	58	42	53	11	17	35	15	20	24	9	
		%	6.5	7.2	9.2	11.2	2.3	3.3	7.1	3.4	4.2	5.3	2.1	
Multiple	N	9	80	56	7	41	55	50	32	56	18	20		
	%	1.9	9.9	12.3	1.5	8.5	10.7	10.2	7.2	11.9	4.0	4.7		
Total N			463	808	455	472	481	513	491	445	471	452	424	
<b>Minority</b>	Minority	N	132	497	180	244	127	178	229	141	153	241	92	
		%	28.5	61.5	39.6	51.7	26.4	34.7	46.6	31.7	32.5	53.3	21.7	
	Not Minority	N	331	311	275	228	354	335	262	304	318	211	332	
		%	71.5	38.5	60.4	48.3	73.6	65.3	53.4	68.3	67.5	46.7	78.3	
	Total N			463	808	455	472	481	513	491	445	471	452	424

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Table 11. Respondent Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	
<b>Gender</b>	Female	N	76	124	68	69	53	65	71	66	66	68	70	
		%	53.9	52.1	51.5	50.0	41.4	48.5	50.0	50.8	48.2	51.9	54.3	
	Male	N	65	114	64	69	75	69	71	64	71	63	59	
		%	46.1	47.9	48.5	50.0	58.6	51.5	50.0	49.2	51.8	48.1	45.7	
	Total N			141	238	132	138	128	134	142	130	137	131	129
				<hr/>										
<b>C F C S  2 0 1 6</b>  <b>Ethnicity</b>	Native Am/AK Native	N	2	3	3	4	0	1	1	4	2	0	2	
		%	1.6	1.4	2.3	3.0	0.0	0.8	0.8	3.2	1.6	0.0	1.7	
	Asian/Pacific Islander	N	1	9	1	0	0	1	2	2	2	0	2	
		%	0.8	4.1	0.8	0.0	0.0	0.8	1.6	1.6	1.6	0.0	1.7	
	Black or African Am	N	4	21	1	2	1	7	9	2	4	1	0	
		%	3.1	9.6	0.8	1.5	0.8	5.6	7.0	1.6	3.1	0.8	0.0	
	Hispanic/Latino	N	17	70	33	77	25	22	28	28	22	77	22	
		%	13.2	32.1	25.8	57.0	20.2	17.5	21.9	22.4	17.1	62.6	18.2	
	White	N	88	79	75	43	81	81	70	77	81	40	84	
		%	68.2	36.2	58.6	31.9	65.3	64.3	54.7	61.6	62.8	32.5	69.4	
	Other	N	7	12	7	3	3	3	2	3	5	2	4	
		%	5.4	5.5	5.5	2.2	2.4	2.4	1.6	2.4	3.9	1.6	3.3	
	Multiple	N	10	24	8	6	14	11	16	9	13	3	7	
		%	7.8	11.0	6.3	4.4	11.3	8.7	12.5	7.2	10.1	2.4	5.8	
Total N			129	218	128	135	124	126	128	125	129	123	121	
			<hr/>											
<b>Minority</b>	Minority	N	41	139	53	92	43	45	58	48	48	83	37	
		%	31.8	63.8	41.4	68.1	34.7	35.7	45.3	38.4	37.2	67.5	30.6	
	Not Minority	N	88	79	75	43	81	81	70	77	81	40	84	
		%	68.2	36.2	58.6	31.9	65.3	64.3	54.7	61.6	62.8	32.5	69.4	
	Total N			129	218	128	135	124	126	128	125	129	123	121



## **APPENDIX A**

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### **Descriptive Statistics, Survey Respondents**

## 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. WEIGHTED DATA ARE AVAILABLE UPON REQUEST.**

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	
<b>Gender</b>	Female	N	72	119	65	65	53	67	69	63	66	65	70	
		%	52.6	51.3	50.0	48.1	41.7	50.8	51.1	49.2	48.9	50.8	54.7	
	Male	N	65	113	65	70	74	65	66	65	69	69	63	58
		%	47.4	48.7	50.0	51.9	58.3	49.2	48.9	50.8	51.1	49.2	49.2	45.3
Total N			137	232	130	135	127	132	135	128	135	128	128	
<b>Age</b>	Under 6	N	3	10	3	2	3	5	4	3	2	2	2	
		%	2.8	5.3	2.9	1.8	3.0	5.1	3.4	2.9	1.8	1.9	1.9	
	6 to 13	N	69	106	67	60	63	67	66	62	64	65	69	
		%	63.3	55.8	63.8	53.1	62.4	67.7	55.9	60.8	56.1	62.5	65.7	
	13 to 16	N	22	34	17	22	18	10	24	17	30	17	11	
		%	20.2	17.9	16.2	19.5	17.8	10.1	20.3	16.7	26.3	16.3	10.5	
	16 to 18	N	6	15	6	14	8	7	9	9	9	10	14	
		%	5.5	7.9	5.7	12.4	7.9	7.1	7.6	8.8	7.9	9.6	13.3	
	Over 18	N	9	25	12	15	9	10	15	11	9	10	9	
		%	8.3	13.2	11.4	13.3	8.9	10.1	12.7	10.8	7.9	9.6	8.6	
Total N			109	190	105	113	101	99	118	102	114	104	105	
<b>Ethnicity</b>	Native Am/AK Native	N	2	3	3	4	0	1	1	4	2	0	2	
		%	1.6	1.4	2.3	3.0	0.0	0.8	0.8	3.2	1.6	0.0	1.7	
	Asian/Pacific Islander	N	1	9	1	0	0	1	2	2	2	0	2	
		%	0.8	4.1	0.8	0.0	0.0	0.8	1.6	1.6	1.6	0.0	1.7	
	Black or African Am	N	4	21	1	2	1	7	9	2	4	1	0	
		%	3.1	9.6	0.8	1.5	0.8	5.6	7.0	1.6	3.1	0.8	0.0	
	Hispanic/Latino	N	17	70	33	77	25	22	28	28	22	77	22	
		%	13.2	32.1	25.8	57.0	20.2	17.5	21.9	22.4	17.1	62.6	18.2	
	White	N	88	79	75	43	81	81	70	77	81	40	84	
		%	68.2	36.2	58.6	31.9	65.3	64.3	54.7	61.6	62.8	32.5	69.4	
	Other	N	7	12	7	3	3	3	2	3	5	2	4	
		%	5.4	5.5	5.5	2.2	2.4	2.4	1.6	2.4	3.9	1.6	3.3	
	Multiple	N	10	24	8	6	14	11	16	9	13	3	7	
%		7.8	11.0	6.3	4.4	11.3	8.7	12.5	7.2	10.1	2.4	5.8		
Total N			129	218	128	135	124	126	128	125	129	123	121	

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Table A-3. Survey Type by RSN

		Family	Youth	Combined
SP	N	75	66	141
	%	8.8	9.0	
KI	N	122	116	238
	%	14.4	15.9	
NS	N	71	61	132
	%	8.4	8.4	
GC	N	64	74	138
	%	7.5	10.1	
PE	N	72	56	128
	%	8.5	7.7	
TM	N	82	52	134
	%	9.6	7.1	
PI	N	72	70	142
	%	8.5	9.6	
GH	N	71	59	130
	%	8.4	8.1	
CL	N	75	62	137
	%	8.8	8.5	
CD	N	71	60	131
	%	8.4	8.2	
TI	N	75	54	129
	%	8.8	7.4	
Total	N	850	730	1580
	%	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	75	122	71	64	72	82	72	71	75	71	75	850
	Mean	3.89	3.75	3.72	3.89	3.69	3.43	3.82	4.09	3.84	4.01	3.75	3.80
	Std. Deviation	1.04	1.13	1.02	0.92	1.00	1.14	1.05	0.78	0.90	0.89	1.05	1.02
Satisfaction with staff	N	74	121	70	64	71	82	71	71	75	71	74	844
	Mean	4.21	4.13	4.16	4.19	4.09	4.02	4.17	4.33	4.20	4.24	4.18	4.17
	Std. Deviation	0.72	0.83	0.73	0.62	0.76	0.79	0.79	0.60	0.64	0.62	0.70	0.72
Access to services	N	74	120	70	64	71	81	69	71	75	69	73	837
	Mean	4.12	4.18	3.91	3.94	3.88	3.81	4.06	4.21	3.84	4.15	4.21	4.04
	Std. Deviation	0.74	0.83	0.91	0.87	1.03	0.99	0.79	0.75	0.94	0.69	0.65	0.85
Participation in treatment	N	75	122	71	64	72	82	72	71	75	71	74	849
	Mean	4.25	3.99	4.06	4.15	3.95	4.02	4.21	4.24	4.02	4.23	4.13	4.11
	Std. Deviation	0.75	0.91	0.85	0.84	0.82	0.78	0.63	0.58	0.82	0.63	0.71	0.77
Staff sensitivity to culture	N	74	119	70	64	71	80	69	70	75	70	72	834
	Mean	4.33	4.28	4.30	4.30	4.29	4.18	4.34	4.40	4.35	4.33	4.30	4.31
	Std. Deviation	0.50	0.83	0.56	0.51	0.62	0.76	0.60	0.54	0.52	0.54	0.63	0.62
Appropriateness of services	N	75	122	71	64	72	82	72	71	75	71	75	850
	Mean	3.87	3.77	3.77	3.91	3.67	3.55	3.86	4.10	3.85	4.01	3.79	3.82
	Std. Deviation	1.03	1.05	0.98	0.85	1.00	1.03	1.01	0.75	0.89	0.83	0.96	0.96
Perceived outcomes of service	N	73	117	69	64	71	79	68	69	73	70	72	825
	Mean	3.71	3.67	3.65	3.64	3.54	3.31	3.73	3.85	3.50	3.82	3.53	3.63
	Std. Deviation	0.81	0.96	0.91	0.81	0.90	0.94	0.80	0.84	0.86	0.78	1.00	0.89

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

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
General satisfaction	N	65	116	61	74	56	52	70	59	61	60	54	728
	Mean	4.12	4.03	4.14	4.09	3.94	4.08	3.83	4.16	4.03	3.99	3.91	4.03
	Std. Deviation	0.70	0.64	0.68	0.66	0.84	0.65	0.71	0.74	0.71	0.69	0.71	0.70
Satisfaction with staff	N	65	115	61	74	56	52	69	59	61	60	54	726
	Mean	4.23	4.13	4.35	4.25	4.19	4.32	4.20	4.35	4.25	4.26	4.19	4.24
	Std. Deviation	0.57	0.59	0.57	0.57	0.69	0.59	0.61	0.64	0.58	0.54	0.49	0.59
Access to services	N	64	113	61	74	56	52	68	57	61	60	54	720
	Mean	4.14	4.08	4.09	3.99	3.96	3.94	3.93	4.15	3.98	4.03	3.90	4.02
	Std. Deviation	0.54	0.57	0.65	0.66	0.67	0.68	0.84	0.69	0.70	0.59	0.75	0.67
Participation in treatment	N	65	115	61	74	56	52	70	59	61	60	54	727
	Mean	3.95	3.91	4.02	3.91	3.99	4.01	3.93	4.16	4.05	4.05	3.89	3.98
	Std. Deviation	0.66	0.58	0.50	0.63	0.68	0.49	0.61	0.66	0.58	0.53	0.48	0.59
Staff sensitivity to culture	N	65	114	61	73	56	52	69	58	61	60	54	723
	Mean	4.20	4.19	4.37	4.26	4.18	4.31	4.17	4.30	4.20	4.27	4.24	4.24
	Std. Deviation	0.63	0.51	0.46	0.48	0.63	0.47	0.52	0.68	0.58	0.48	0.48	0.54
Appropriateness of services	N	65	116	61	74	56	52	70	59	61	60	54	728
	Mean	4.14	4.02	4.14	4.10	3.97	4.11	3.92	4.22	4.04	4.02	3.96	4.05
	Std. Deviation	0.69	0.64	0.69	0.64	0.82	0.62	0.71	0.68	0.65	0.60	0.67	0.67
Perceived outcomes of service	N	65	111	61	73	56	51	65	58	61	60	54	715
	Mean	3.75	3.80	3.88	3.94	3.74	3.78	3.67	3.86	3.79	3.86	3.73	3.80
	Std. Deviation	0.75	0.69	0.68	0.58	0.74	0.68	0.73	0.62	0.78	0.66	0.73	0.69

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

		Stigma		
		N	Mean	Std. Deviation
	SP	59	3.26	0.78
	KI	98	3.06	0.79
C	NS	56	3.06	0.61
F	GC	73	2.98	0.74
C	PE	52	3.00	0.55
S	TM	48	3.06	0.69
	PI	59	3.06	0.79
2	GH	57	3.01	0.64
0	CL	57	2.95	0.72
1	CD	55	3.06	0.63
6	TI	48	3.01	0.71
Total		662	3.05	0.70

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

	Social Connectedness			Functioning		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation
SP	72	4.16	0.55	68	3.88	0.82
KI	116	3.93	0.80	115	3.76	1.02
C NS	69	4.00	0.67	69	3.75	0.85
F GC	64	4.09	0.58	62	3.87	0.82
C PE	71	4.02	0.71	70	3.76	0.95
S TM	78	3.90	0.76	75	3.41	1.05
PI	66	4.06	0.79	67	3.88	0.83
2 GH	70	4.13	0.65	69	3.90	0.93
0 CL	73	3.90	0.72	71	3.56	0.95
1 CD	69	4.05	0.80	68	3.87	0.83
6 TI	72	4.10	0.72	70	3.77	1.01
Total	820	4.02	0.72	804	3.76	0.94

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

	Social Connectedness			Functioning		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation
SP	64	4.15	0.60	64	3.95	0.86
KI	110	3.97	0.67	111	3.71	0.95
C NS	61	4.12	0.63	60	3.83	0.85
F GC	73	4.11	0.54	73	4.05	0.80
C PE	56	4.19	0.61	55	3.87	0.90
S TM	50	4.13	0.48	49	4.04	0.84
2 PI	64	4.08	0.72	65	3.75	0.83
0 GH	58	4.19	0.56	58	3.88	0.90
1 CL	60	4.07	0.72	61	3.70	1.01
6 CD	58	4.05	0.52	59	3.92	0.84
TI	54	3.97	0.67	54	3.69	0.95
Total	708	4.08	0.62	709	3.85	0.89



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

	Family			Youth			Combined		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
CFCS 2016	850	11.74	25.24	730	11.08	18.18	1580	11.44	22.26

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

	Family			Youth			Combined		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
SP	75	17.52	28.07	66	16.07	24.96	141	16.84	26.57
KI	122	8.15	6.99	116	9.32	9.26	238	8.72	8.18
NS	71	10.61	22.55	61	11.16	19.38	132	10.86	21.06
GC	64	5.84	5.93	74	7.27	8.93	138	6.60	7.69
PE	72	28.99	70.32	56	14.84	34.30	128	22.80	57.65
TM	82	10.67	15.05	52	14.18	19.04	134	12.03	16.73
PI	72	10.28	10.73	70	12.15	16.16	142	11.20	13.67
GH	71	5.60	3.80	59	5.53	4.74	130	5.57	4.24
CL	75	17.72	15.96	62	12.83	14.48	137	15.51	15.45
CD	71	7.46	6.18	60	6.88	6.37	131	7.19	6.25
TI	75	7.83	6.30	54	14.41	26.23	129	10.58	17.84
Total									

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

		Family	Youth	Combined
C F	1 to 5	N 333	295	628
		% 39.2	40.4	39.7
C S	5 to 25	N 450	369	819
		% 52.9	50.5	51.8
2	25 to 50	N 46	47	93
		% 5.4	6.4	5.9
0 1	50+ hours	N 21	19	40
		% 2.5	2.6	2.5
6	Total N	850	730	1580

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	47	95	50	69	45	42	54	74	33	65	54	628
	%	33.3	39.9	37.9	50.0	35.2	31.3	38.0	56.9	24.1	49.6	41.9	39.7
5 to 25	N	70	129	76	65	66	79	73	55	77	63	66	819
	%	49.6	54.2	57.6	47.1	51.6	59.0	51.4	42.3	56.2	48.1	51.2	51.8
25 to 50	N	16	13	2	3	9	7	12	1	20	3	7	93
	%	11.3	5.5	1.5	2.2	7.0	5.2	8.5	0.8	14.6	2.3	5.4	5.9
50+ hours	N	8	1	4	1	8	6	3	0	7	0	2	40
	%	5.7	0.4	3.0	0.7	6.3	4.5	2.1	0.0	5.1	0.0	1.6	2.5
Total N		141	238	132	138	128	134	142	130	137	131	129	1580

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	29	49	27	35	23	26	27	37	16	37	27	333
	%	38.7	40.2	38.0	54.7	31.9	31.7	37.5	52.1	21.3	52.1	36.0	39.2
5 to 25	N	33	69	41	28	37	49	40	34	41	33	45	450
	%	44.0	56.6	57.7	43.8	51.4	59.8	55.6	47.9	54.7	46.5	60.0	52.9
25 to 50	N	7	4	1	1	6	5	4	0	14	1	3	46
	%	9.3	3.3	1.4	1.6	8.3	6.1	5.6	0.0	18.7	1.4	4.0	5.4
50+ hours	N	6	0	2	0	6	2	1	0	4	0	0	21
	%	8.0	0.0	2.8	0.0	8.3	2.4	1.4	0.0	5.3	0.0	0.0	2.5
Total N		75	122	71	64	72	82	72	71	75	71	75	850

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 6	1 to 5	N	18	46	23	34	22	16	27	37	17	28	27	295
		%	27.3	39.7	37.7	45.9	39.3	30.8	38.6	62.7	27.4	46.7	50.0	40.4
	5 to 25	N	37	60	35	37	29	30	33	21	36	30	21	369
		%	56.1	51.7	57.4	50.0	51.8	57.7	47.1	35.6	58.1	50.0	38.9	50.5
	25 to 50	N	9	9	1	2	3	2	8	1	6	2	4	47
		%	13.6	7.8	1.6	2.7	5.4	3.8	11.4	1.7	9.7	3.3	7.4	6.4
	50+ hours	N	2	1	2	1	2	4	2	0	3	0	2	19
		%	3.0	0.9	3.3	1.4	3.6	7.7	2.9	0.0	4.8	0.0	3.7	2.6
	Total N		66	116	61	74	56	52	70	59	62	60	54	730

Table A-15. General Satisfaction by RSN

General satisfaction			
	N	Mean	Std. Deviation
SP	140	3.99	0.90
KI	238	3.89	0.93
NS	132	3.92	0.90
GC	138	4.00	0.80
PE	128	3.80	0.94
TM	134	3.68	1.03
PI	142	3.82	0.89
GH	130	4.12	0.76
CL	136	3.92	0.82
CD	131	4.00	0.81
TI	129	3.81	0.92
Total	1578	3.90	0.89

Table A-16. Voice in Service Delivery by RSN

Participation in treatment			
	N	Mean	Std. Deviation
SP	140	4.11	0.72
KI	237	3.96	0.76
NS	132	4.04	0.71
GC	138	4.02	0.74
PE	128	3.97	0.76
TM	134	4.01	0.68
PI	142	4.07	0.64
GH	130	4.21	0.62
CL	136	4.03	0.72
CD	131	4.15	0.59
TI	128	4.03	0.63
Total	1576	4.05	0.70

Table A-17. Satisfaction with Staff by RSN

Satisfaction with staff			
	N	Mean	Std. Deviation
SP	139	4.22	0.65
KI	236	4.13	0.72
NS	131	4.25	0.66
GC	138	4.22	0.59
PE	127	4.13	0.73
TM	134	4.13	0.73
PI	140	4.19	0.70
GH	130	4.34	0.62
CL	136	4.22	0.61
CD	131	4.25	0.58
TI	128	4.18	0.62
Total	1570	4.20	0.66

Table A-18. Perceived Outcome of Services by RSN

Perceived outcome of service			
	N	Mean	Std. Deviation
SP	138	3.73	0.78
KI	228	3.73	0.84
NS	130	3.76	0.82
GC	137	3.80	0.71
PE	127	3.63	0.84
TM	130	3.50	0.88
PI	133	3.70	0.76
GH	127	3.86	0.75
CL	134	3.63	0.84
CD	130	3.84	0.73
TI	126	3.62	0.90
Total	1540	3.71	0.81

Table A-19. Access to Services by RSN

Access to services			
	N	Mean	Std. Deviation
SP	138	4.13	0.65
KI	233	4.14	0.72
NS	131	3.99	0.80
GC	138	3.97	0.76
PE	127	3.91	0.89
TM	133	3.86	0.88
PI	137	4.00	0.82
GH	128	4.18	0.72
CL	136	3.90	0.84
CD	129	4.09	0.65
TI	127	4.08	0.71
Total	1557	4.03	0.77

Table A-20. Staff Sensitivity to Culture by RSN

Staff sensitivity to culture			
	N	Mean	Std. Deviation
SP	139	4.27	0.57
KI	233	4.23	0.69
NS	131	4.33	0.52
GC	137	4.27	0.49
PE	127	4.24	0.62
TM	132	4.23	0.66
PI	138	4.26	0.57
GH	128	4.36	0.61
CL	136	4.28	0.55
CD	130	4.30	0.52
TI	126	4.28	0.57
Total	1557	4.27	0.59

Table A-21. Appropriateness of Services by RSN

Appropriateness of services			
	N	Mean	Std. Deviation
SP	140	4.00	0.90
KI	238	3.89	0.88
NS	132	3.94	0.87
GC	138	4.01	0.75
PE	128	3.80	0.93
TM	134	3.77	0.93
PI	142	3.89	0.87
GH	130	4.16	0.72
CL	136	3.94	0.79
CD	131	4.01	0.73
TI	129	3.86	0.85
Total	1578	3.93	0.85

Table A-22. Stigma Scale by RSN – Youth

Stigma			
	N	Mean	Std. Deviation
SP	59	3.26	0.78
KI	98	3.06	0.79
NS	56	3.06	0.61
GC	73	2.98	0.74
PE	52	3.00	0.55
TM	48	3.06	0.69
PI	59	3.06	0.79
GH	57	3.01	0.64
CL	57	2.95	0.72
CD	55	3.06	0.63
TI	48	3.01	0.71
Total	662	3.05	0.71



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

Social Connectedness			
	N	Mean	Std. Deviation
SP	136	4.16	0.57
KI	226	3.95	0.74
NS	130	4.06	0.65
GC	137	4.10	0.56
PE	127	4.10	0.67
TM	128	3.99	0.67
PI	130	4.07	0.75
GH	128	4.15	0.61
CL	133	3.98	0.72
CD	127	4.05	0.69
TI	126	4.05	0.70
Total	1528	4.05	0.67

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

Functioning			
	N	Mean	Std. Deviation
SP	132	3.92	0.84
KI	226	3.73	0.98
NS	129	3.79	0.84
GC	135	3.97	0.81
PE	125	3.81	0.93
TM	124	3.66	1.02
PI	132	3.82	0.83
GH	127	3.89	0.91
CL	132	3.63	0.98
CD	127	3.89	0.83
TI	124	3.73	0.98
Total	1513	3.80	0.91

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

		Was your child arrested during the past 12 months?												
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S	Yes	N	1	3	5	5	5	8	3	0	5	5	6	46
		%	0.8	1.4	4.0	3.8	4.0	6.4	2.4	0.0	3.8	4.0	4.9	3.1
2 0	No	N	128	219	120	126	119	117	124	126	127	120	117	1443
		%	99.2	98.6	96.0	96.2	96.0	93.6	97.6	100.0	96.2	96.0	95.1	96.9
1 6	Total N		129	222	125	131	124	125	127	126	132	125	123	1489

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

		Was your child arrested during the 12 months prior to that?												
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S	Yes	N	4	3	4	3	2	6	2	2	5	2	2	35
		%	3.1	1.3	3.2	2.3	1.6	4.8	1.6	1.6	3.8	1.6	1.6	2.4
2 0	No	N	127	220	121	128	121	119	125	124	126	123	120	1454
		%	96.9	98.7	96.8	97.7	98.4	95.2	98.4	98.4	96.2	98.4	98.4	97.6
1 6	Total N		131	223	125	131	123	125	127	126	131	125	122	1489

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

		Over the last year, encounters with police:											Total		
		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total		
C F C S 2 0 1 6	Been	N	8	13	7	10	10	11	10	8	8	4	10	99	
	Reduced	%	6.2	5.9	5.7	7.5	8.1	9.0	7.9	6.3	6.3	3.2	8.1	6.7	
	Stayed the	N	5	5	6	3	3	7	1	3	9	1	2	45	
	Same	%	3.8	2.3	4.9	2.3	2.4	5.7	0.8	2.4	7.1	0.8	1.6	3.0	
	Increased	N	6	7	6	8	10	7	5	1	3	1	10	64	
		%	4.6	3.2	4.9	6.0	8.1	5.7	3.9	0.8	2.4	0.8	8.1	4.3	
	Doesn't Apply/No Encounters	N	111	197	103	112	100	97	111	114	107	118	102	1272	
		%	85.4	88.7	84.4	84.2	81.3	79.5	87.4	90.5	84.3	95.2	82.3	85.9	
	Total N			130	222	122	133	123	122	127	126	127	124	124	1480

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

		Was your child expelled or suspended during the past 12 months?												
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 6	Yes	N	22	22	15	16	25	22	22	20	24	10	13	211
		%	16.4	9.9	12.1	12.0	20.5	17.5	17.3	16.1	18.5	8.1	10.7	14.2
	No	N	112	200	109	117	97	104	105	104	106	113	109	1276
		%	83.6	90.1	87.9	88.0	79.5	82.5	82.7	83.9	81.5	91.9	89.3	85.8
Total N			134	222	124	133	122	126	127	124	130	123	122	1487

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

		Was your child expelled or suspended during the 12 months prior to that?												
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 6	Yes	N	28	18	13	18	26	25	24	15	24	7	17	215
		%	21.4	8.2	10.5	13.5	21.1	19.8	18.9	11.9	18.5	5.7	14.4	14.5
	No	N	103	201	111	115	97	101	103	111	106	115	101	1264
		%	78.6	91.8	89.5	86.5	78.9	80.2	81.1	88.1	81.5	94.3	85.6	85.5
Total N			131	219	124	133	123	126	127	126	130	122	118	1479

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

		Number of days in school compared to the previous year:											Total	
		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
C F C S  2 0 1 6	Greater	N	40	48	36	38	33	31	30	37	44	35	31	403
		%	30.1	21.4	28.3	28.1	26.6	24.8	23.8	29.1	32.8	28.0	25.2	26.8
	About the Same	N	49	107	46	51	51	42	49	48	48	57	53	601
		%	36.8	47.8	36.2	37.8	41.1	33.6	38.9	37.8	35.8	45.6	43.1	40.0
	Fewer	N	23	31	21	20	20	25	20	23	19	14	18	234
		%	17.3	13.8	16.5	14.8	16.1	20.0	15.9	18.1	14.2	11.2	14.6	15.6
	Don't know	N	14	18	15	14	12	19	19	8	15	12	10	156
		%	10.5	8.0	11.8	10.4	9.7	15.2	15.1	6.3	11.2	9.6	8.1	10.4
	Does Not Apply	N	7	20	9	12	8	8	8	11	7	7	11	108
		%	5.3	8.9	7.1	8.9	6.5	6.4	6.3	8.7	5.2	5.6	8.9	7.2
	Total N		133	224	127	135	124	125	126	127	134	125	123	1503

Table A-31. Living Situation by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
C F C S  2 0 1 6	Living with One Parent (incl. Step Parent)	N	63	98	48	58	57	57	62	55	62	55	47	662
		%	48.5	43.8	38.4	43.3	46.0	45.2	48.8	44.0	47.0	43.7	38.5	44.3
	Living with Both Parents (incl. Step Parent)	N	43	90	50	54	35	32	38	50	43	55	44	534
		%	33.1	40.2	40.0	40.3	28.2	25.4	29.9	40.0	32.6	43.7	36.1	35.7
	Living with Other Family Member (not Parent)	N	7	19	12	10	16	17	12	12	15	5	15	140
		%	5.4	8.5	9.6	7.5	12.9	13.5	9.4	9.6	11.4	4.0	12.3	9.4
	Foster Home	N	3	4	2	5	6	6	4	0	6	4	4	44
		%	2.3	1.8	1.6	3.7	4.8	4.8	3.1	0.0	4.5	3.2	3.3	2.9
	Therapeutic foster home	N	0	0	0	0	0	1	0	0	0	0	0	1
		%	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.1
	Group home	N	2	0	1	1	0	0	0	0	0	0	1	5
		%	1.5	0.0	0.8	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.8	0.3
	Residential Treatment Ctr	N	0	0	1	0	0	0	0	0	0	0	0	1
		%	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
	State correctional facility	N	0	0	0	0	1	0	0	0	0	0	0	1
		%	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.1
	Runaway/homeless	N	0	0	0	0	0	1	0	0	0	0	0	1
		%	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.1
	Someone other Than above	N	12	13	11	6	9	12	11	8	6	7	11	106
		%	9.2	5.8	8.8	4.5	7.3	9.5	8.7	6.4	4.5	5.6	9.0	7.1
Total N		130	224	125	134	124	126	127	125	132	126	122	1495	

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 6	Yes	N	108	168	93	98	103	104	100	105	108	91	105	1183
		%	81.8	75.0	75.0	73.7	83.1	83.2	78.7	84.0	81.8	73.4	86.1	79.3
	No	N	2	14	12	9	6	11	8	7	12	8	4	93
		%	1.5	6.3	9.7	6.8	4.8	8.8	6.3	5.6	9.1	6.5	3.3	6.2
	Don't know	N	22	42	19	26	15	10	19	12	12	25	13	215
		%	16.7	18.8	15.3	19.5	12.1	8.0	15.0	9.6	9.1	20.2	10.7	14.4
Total N			132	224	124	133	124	125	127	124	132	124	122	1491

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 6	Yes	N	118	196	105	108	109	110	109	110	115	101	104	1285
		%	90.1	90.3	86.8	82.4	88.6	87.3	85.8	86.6	90.6	81.5	87.4	87.2
	No	N	13	21	16	23	14	16	18	17	12	23	15	188
		%	9.9	9.7	13.2	17.6	11.4	12.7	14.2	13.4	9.4	18.5	12.6	12.8
	Total N			131	217	121	131	123	126	127	127	124	119	1473

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	
C F C S  2 0 1 6	Single, Never	N	57	105	52	70	53	46	60	52	54	55	49	653	
	Married	%	96.6	98.1	96.3	98.6	98.1	95.8	98.4	94.5	96.4	96.5	94.2	96.9	
	Married	N	0	0	0	0	0	1	0	0	0	0	0	0	1
		%	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	0.0	0.0	0.0	0.0	0.1
	Divorced	N	0	1	0	0	0	0	1	0	0	0	0	0	2
		%	0.0	0.9	0.0	0.0	0.0	0.0	0.0	1.6	0.0	0.0	0.0	0.0	0.3
	Separated	N	0	0	0	0	0	0	0	0	0	0	1	1	2
		%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	1.9	0.3
	Widowed	N	0	0	1	0	0	0	0	0	0	0	0	0	1
		%	0.0	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
	Domestic Partnership	N	2	1	1	1	1	1	1	0	3	2	1	2	15
		%	3.4	0.9	1.9	1.4	1.9	2.1	0.0	5.5	3.6	1.8	3.8	3.8	2.2
	Total N			59	107	54	71	54	48	61	55	56	57	52	674



Table A-35. School Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S 2 0 1 6	Yes	N	124	211	123	127	117	115	121	123	122	123	119	1425
		%	93.9	94.2	96.9	95.5	94.4	91.3	95.3	96.9	94.6	98.4	96.7	95.2
	No	N	8	13	4	6	7	11	6	4	7	2	4	72
		%	6.1	5.8	3.1	4.5	5.6	8.7	4.7	3.1	5.4	1.6	3.3	4.8
Total N			132	224	127	133	124	126	127	127	129	125	123	1497

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S  2 0 1 6	Pre-school	N	13	25	10	10	11	18	13	15	12	13	15	155
		%	10.5	11.9	8.1	7.9	9.4	15.7	10.8	12.2	9.8	10.6	12.6	10.9
	1	N	9	17	11	9	9	6	13	6	10	13	7	110
		%	7.3	8.1	8.9	7.1	7.7	5.2	10.8	4.9	8.2	10.6	5.9	7.7
	2	N	14	17	13	11	15	12	9	15	18	13	13	150
		%	11.3	8.1	10.6	8.7	12.8	10.4	7.5	12.2	14.8	10.6	10.9	10.5
	3	N	9	16	15	11	9	12	6	14	8	14	15	129
		%	7.3	7.6	12.2	8.7	7.7	10.4	5.0	11.4	6.6	11.4	12.6	9.1
	4	N	14	15	12	11	13	13	17	11	12	7	12	137
		%	11.3	7.1	9.8	8.7	11.1	11.3	14.2	8.9	9.8	5.7	10.1	9.6
	5	N	4	14	4	7	5	5	2	6	6	6	6	64
		%	3.2	6.7	3.3	5.6	4.3	4.3	1.7	4.9	4.9	4.9	4.2	4.5
	6	N	7	4	3	7	6	1	6	3	7	7	3	54
		%	5.6	1.9	2.4	5.6	5.1	0.9	5.0	2.4	5.7	5.7	2.5	3.8
	7	N	8	21	9	8	4	5	5	7	12	8	5	92
		%	6.5	10.0	7.3	6.3	3.4	4.3	4.2	5.7	9.8	6.5	4.2	6.5
	8	N	17	17	12	9	11	11	14	12	12	9	11	135
		%	13.7	8.1	9.8	7.1	9.4	9.6	11.7	9.8	9.8	7.3	9.2	9.5
	9	N	4	21	8	17	10	13	10	8	5	11	8	115
		%	3.2	10.0	6.5	13.5	8.5	11.3	8.3	6.5	4.1	8.9	6.7	8.1
10	N	14	21	9	14	13	6	9	11	11	7	12	127	
	%	11.3	10.0	7.3	11.1	11.1	5.2	7.5	8.9	9.0	5.7	10.1	8.9	
11	N	8	14	10	9	7	7	7	6	4	6	5	83	
	%	6.5	6.7	8.1	7.1	6.0	6.1	5.8	4.9	3.3	4.9	4.2	5.8	
12	N	1	6	6	2	3	5	5	8	4	7	5	52	
	%	0.8	2.9	4.9	1.6	2.6	4.3	4.2	6.5	3.3	5.7	4.2	3.7	
Higher Education	N	2	2	1	1	1	1	4	1	1	2	3	19	
	%	1.6	1.0	0.8	0.8	0.9	0.9	3.3	0.8	0.8	1.6	2.5	1.3	
Total N			124	210	123	126	117	115	120	123	122	123	119	1422

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	
C F C S  2 0 1 6	Mostly As	N	21	28	18	15	17	15	26	18	12	13	15	198
		%	16.7	13.3	14.6	11.4	14.3	13.0	20.8	14.5	9.8	11.0	12.3	13.8
	Mostly Bs	N	20	41	13	24	13	18	28	19	23	33	22	254
		%	15.9	19.4	10.6	18.2	10.9	15.7	22.4	15.3	18.9	28.0	18.0	17.7
	Mostly Cs	N	22	31	15	22	19	12	18	18	14	8	13	192
		%	17.5	14.7	12.2	16.7	16.0	10.4	14.4	14.5	11.5	6.8	10.7	13.4
	Mostly Ds	N	2	7	4	5	11	4	3	5	5	6	4	56
		%	1.6	3.3	3.3	3.8	9.2	3.5	2.4	4.0	4.1	5.1	3.3	3.9
	Mostly Fs	N	7	4	4	5	3	1	4	5	4	5	4	46
		%	5.6	1.9	3.3	3.8	2.5	0.9	3.2	4.0	3.3	4.2	3.3	3.2
	Pass/Satisfactory	N	35	67	45	36	33	39	28	36	38	36	39	432
		%	27.8	31.8	36.6	27.3	27.7	33.9	22.4	29.0	31.1	30.5	32.0	30.1
	Fail/Unsatisfactory	N	7	10	6	9	11	9	11	8	15	6	10	102
		%	5.6	4.7	4.9	6.8	9.2	7.8	8.8	6.5	12.3	5.1	8.2	7.1
	Other	N	12	23	18	16	12	17	7	15	11	11	15	157
		%	9.5	10.9	14.6	12.1	10.1	14.8	5.6	12.1	9.0	9.3	12.3	10.9
Total N			126	211	123	132	119	115	125	124	122	118	122	1437

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	
C F C S  2 0 1 6	Pre-school	N	3	0	1	0	4	2	2	1	3	1	2	19
		%	75.0	0.0	33.3	0.0	57.1	50.0	40.0	33.3	42.9	50.0	66.7	38.8
	1	N	0	0	0	0	2	0	0	0	0	0	0	2
		%	0.0	0.0	0.0	0.0	28.6	0.0	0.0	0.0	0.0	0.0	0.0	4.1
	2	N	0	0	0	0	0	0	0	0	0	0	0	0
		%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	3	N	0	0	0	1	0	0	0	0	0	0	0	1
		%	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0
	4	N	0	0	0	0	0	0	0	0	0	0	0	0
		%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	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	2.0
	6	N	0	0	0	0	0	0	0	0	0	0	0	0
		%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	7	N	0	0	0	0	0	0	0	0	0	0	0	0
		%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	8	N	0	2	0	0	0	0	0	0	1	1	0	4
		%	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	14.3	50.0	0.0	8.2
	9	N	0	2	1	0	0	0	0	0	1	0	0	4
		%	0.0	33.3	33.3	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	8.2
10	N	0	0	1	1	0	1	2	1	0	0	0	6	
	%	0.0	0.0	33.3	20.0	0.0	25.0	40.0	33.3	0.0	0.0	0.0	12.2	
11	N	0	1	0	2	0	1	1	0	1	0	0	6	
	%	0.0	16.7	0.0	40.0	0.0	25.0	20.0	0.0	14.3	0.0	0.0	12.2	
12	N	1	1	0	1	1	0	0	0	0	0	1	5	
	%	25.0	16.7	0.0	20.0	14.3	0.0	0.0	0.0	0.0	0.0	33.3	10.2	
Some Higher Education	N	0	0	0	0	0	0	0	1	0	0	0	1	
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	2.0	
Total N			4	6	3	5	4	5	3	7	2	3	49	

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

		On medication for emotional/behavioral problems?												
			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
C F C S  2 0 1 6	Yes	N	58	59	42	54	62	52	42	48	50	23	42	532
		%	44.6	26.5	33.9	41.2	50.4	41.3	33.1	37.8	38.5	18.5	34.1	35.8
	No	N	72	164	82	77	61	74	85	79	80	101	81	956
		%	55.4	73.5	66.1	58.8	49.6	58.7	66.9	62.2	61.5	81.5	65.9	64.2
Total N			130	223	124	131	123	126	127	127	130	124	123	1488

## Part 2: Indicators by Age, Gender, and Race

Table A-40. Client Characteristics

			Family	Youth	Combined
<b>Gender</b>	Female	N	344	430	774
		%	40.5	61.6	50.0
	Male	N	505	268	773
		%	59.5	38.4	50.0
	Total N			849	698
<b>Age</b>	Under 6	N	39	0	39
		%	4.9	0.0	3.1
	6 to 14	N	758	0	758
		%	95.1	0.0	60.2
	14 to 16	N	0	222	222
		%	0.0	47.9	17.6
	16 to 18	N	0	107	107
		%	0.0	23.1	8.5
	18+	N	0	134	134
		%	0.0	28.9	10.6
Total N			797	463	1260
<b>Race</b>	Native Am/AK Native	N	11	11	22
		%	1.4	1.6	1.5
	Asian/Pacific Islander	N	4	16	20
		%	0.5	2.3	1.3
	Black or African Am	N	25	27	52
		%	3.1	3.9	3.5
	Hispanic/Latino	N	218	203	421
		%	27.3	29.6	28.3
	White	N	447	352	799
		%	55.9	51.3	53.8
Other	N	19	32	51	
	%	2.4	4.7	3.4	
Multiple	N	76	45	121	
	%	9.5	6.6	8.1	
Total N			800	686	1486

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

		General Satisfaction		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	774	3.93	0.85
	Male	773	3.88	0.94
	Total	1547	3.91	0.89
<b>Age</b>	Under 6	39	3.99	1.02
	6 to 14	758	3.79	1.02
	14 to 16	222	4.08	0.62
	16 to 18	107	4.03	0.76
	18+	133	3.98	0.75
	Total	1259	3.89	0.92
<b>Race</b>	Native Am/AK Native	22	4.17	0.95
	Asian/Pacific Islander	20	4.34	0.49
	Black or African Am	52	3.90	0.93
	Hispanic/Latino	421	3.95	0.84
	White	799	3.91	0.91
	Other	51	3.91	0.68
	Multiple	121	3.91	0.86
	Total	1578	3.90	0.89

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

		Participation in Treatment		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	773	4.03	0.67
	Male	772	4.08	0.72
	Total	1545	4.05	0.69
<b>Age</b>	Under 6	39	4.35	0.73
	6 to 14	757	4.08	0.78
	14 to 16	222	3.96	0.57
	16 to 18	107	3.97	0.60
	18+	132	4.02	0.65
	Total	1257	4.05	0.72
	<b>Race</b>	Native Am/AK Native	22	4.30
Asian/Pacific Islander		20	4.25	0.51
Black or African Am		52	3.94	0.82
Hispanic/Latino		421	4.08	0.66
White		798	4.07	0.68
Other		51	4.05	0.53
Multiple		120	4.00	0.80
Total		1576	4.05	0.70



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

		Satisfaction with Staff		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	774	4.22	0.63
	Male	766	4.19	0.70
	Total	1540	4.21	0.66
<b>Age</b>	Under 6	39	4.21	0.72
	6 to 14	752	4.17	0.71
	14 to 16	222	4.27	0.48
	16 to 18	107	4.21	0.58
	18+	132	4.22	0.68
	Total	1252	4.20	0.67
<b>Race</b>	Native Am/AK Native	22	4.31	0.84
	Asian/Pacific Islander	20	4.50	0.44
	Black or African Am	52	4.06	0.79
	Hispanic/Latino	421	4.17	0.64
	White	799	4.25	0.65
	Other	51	4.16	0.56
	Multiple	120	4.24	0.64
Total	1570	4.20	0.66	

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

		Perceived Outcomes of Services		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	765	3.71	0.78
	Male	756	3.72	0.84
	Total	1521	3.71	0.81
<b>Age</b>	Under 6	37	3.70	0.93
	6 to 14	738	3.62	0.89
	14 to 16	221	3.84	0.68
	16 to 18	106	3.79	0.66
	18+	127	3.71	0.76
	Total	1229	3.69	0.83
<b>Race</b>	Native Am/AK Native	22	3.71	0.96
	Asian/Pacific Islander	20	3.85	0.66
	Black or African Am	52	3.80	0.82
	Hispanic/Latino	421	3.82	0.76
	White	797	3.66	0.83
	Other	51	3.71	0.74
	Multiple	120	3.69	0.81
	Total	1540	3.71	0.81

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

		Access to Services		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	766	4.03	0.76
	Male	762	4.04	0.78
	Total	1528	4.03	0.77
<b>Age</b>	Under 6	38	4.22	0.77
	6 to 14	746	4.04	0.85
	14 to 16	219	4.02	0.61
	16 to 18	106	4.04	0.72
	18+	131	3.95	0.73
	Total	1240	4.03	0.78
	<b>Race</b>	Native Am/AK Native	22	4.39
Asian/Pacific Islander		19	4.00	0.60
Black or African Am		51	3.94	0.77
Hispanic/Latino		421	4.08	0.70
White		799	4.01	0.80
Other		50	3.96	0.69
Multiple		118	4.17	0.77
Total		1557	4.03	0.77

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

		Staff Sensitivity to Culture		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	769	4.28	0.55
	Male	761	4.28	0.62
	Total	1530	4.28	0.59
<b>Age</b>	Under 6	38	4.34	0.79
	6 to 14	744	4.30	0.60
	14 to 16	222	4.23	0.52
	16 to 18	106	4.27	0.49
	18+	131	4.21	0.63
	Total	1241	4.28	0.59
<b>Race</b>	Native Am/AK Native	22	4.43	0.53
	Asian/Pacific Islander	20	4.44	0.51
	Black or African Am	52	4.04	0.81
	Hispanic/Latino	421	4.26	0.55
	White	799	4.32	0.56
	Other	51	4.13	0.54
	Multiple	119	4.34	0.55
	Total	1557	4.27	0.59

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

		Appropriateness of Services		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	774	3.96	0.81
	Male	773	3.91	0.89
	Total	1547	3.93	0.85
<b>Age</b>	Under 6	39	3.98	0.90
	6 to 14	758	3.81	0.96
	14 to 16	222	4.10	0.58
	16 to 18	107	4.04	0.70
	18+	133	4.03	0.73
	Total	1259	3.91	0.87
	<b>Race</b>	Native Am/AK Native	22	4.14
Asian/Pacific Islander		20	4.37	0.43
Black or African Am		52	3.91	0.90
Hispanic/Latino		421	3.96	0.81
White		799	3.94	0.86
Other		51	3.95	0.68
Multiple		121	3.92	0.83
Total		1578	3.93	0.85

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

		Stigma		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	409	3.15	0.69
	Male	247	2.89	0.70
	Total	656	3.05	0.71
<b>Age</b>	Under 6	0	0.00	0.00
	6 to 14	0	0.00	0.00
	14 to 16	200	3.02	0.71
	16 to 18	102	3.01	0.63
	18+	122	3.16	0.76
	Total	424	3.06	0.71
<b>Race</b>	Native Am/AK Native	10	2.95	0.25
	Asian/Pacific Islander	14	2.72	0.83
	Black or African Am	25	3.11	0.62
	Hispanic/Latino	191	3.01	0.65
	White	333	3.07	0.71
	Other	31	3.04	0.78
	Multiple	42	3.12	0.91
Total	662	3.05	0.71	

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

		Social Connectedness		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	764	4.04	0.65
	Male	752	4.06	0.70
	Total	1516	4.05	0.68
<b>Age</b>	Under 6	37	4.06	0.99
	6 to 14	734	4.01	0.70
	14 to 16	217	4.11	0.57
	16 to 18	106	4.11	0.58
	18+	126	3.96	0.76
	Total	1220	4.04	0.69
	<b>Race</b>	Native Am/AK Native	22	4.19
Asian/Pacific Islander		20	4.23	0.63
Black or African Am		52	4.14	0.69
Hispanic/Latino		421	4.04	0.64
White		799	4.04	0.70
Other		51	4.06	0.54
Multiple		120	4.14	0.61
Total		1528	4.05	0.67

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

		Functioning		
		N	Mean	Std. Deviation
<b>Gender</b>	Female	750	3.81	0.90
	Male	745	3.79	0.93
	Total	1495	3.80	0.91
<b>Age</b>	Under 6	35	3.91	1.04
	6 to 14	721	3.75	0.92
	14 to 16	217	3.89	0.87
	16 to 18	105	3.84	0.84
	18+	127	3.75	0.92
	Total	1205	3.79	0.91
	<b>Race</b>	Native Am/AK Native	21	3.86
Asian/Pacific Islander		20	3.85	0.75
Black or African Am		50	3.84	0.89
Hispanic/Latino		417	3.87	0.87
White		783	3.79	0.92
Other		51	3.73	0.90
Multiple		120	3.75	0.97
Total		1513	3.80	0.91



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

			Arrested the past 12 months			Arrested in the 12 months prior		
			Yes	No	Total N	Yes	No	Total N
<b>Gender</b>	Female	N	22	734	756	16	744	760
		%	2.9	97.1		2.1	97.9	
	Male	N	24	707	731	19	708	727
		%	3.3	96.7		2.6	97.4	
	Total	N	46	1441	1487	35	1452	1487
		%	3.1	96.9		2.4	97.6	
<b>Age</b>	Under 6	N	0	32	32	0	33	33
		%	0.0	100.0		0.0	100.0	
	6 to 14	N	3	718	721	1	718	719
		%	0.4	99.6		0.1	99.9	
	14 to 16	N	13	196	209	8	202	210
		%	6.2	93.8		3.8	96.2	
	16 to 18	N	4	101	105	5	98	103
	%	3.8	96.2		4.9	95.1		
18+	N	10	113	123	7	116	123	
	%	8.1	91.9		5.7	94.3		
Total	N	30	1160	1190	21	1167	1188	
	%	2.5	97.5		1.8	98.2		
<b>Race</b>	Native Am/AK Native	N	0	21	21	0	21	21
		%	0.0	100.0		0.0	100.0	
	Asian/Pacific Islander	N	0	20	20	0	20	20
		%	0.0	100.0		0.0	100.0	
	Black or African Am	N	2	49	51	3	48	51
		%	3.9	96.1		5.9	94.1	
	Hispanic/Latino	N	15	401	416	7	407	414
		%	3.6	96.4		1.7	98.3	
	White	N	25	762	787	22	765	787
	%	3.2	96.8		2.8	97.2		
Other	N	2	47	49	2	49	51	
	%	4.1	95.9		3.9	96.1		
Multiple	N	1	120	121	1	120	121	
	%	0.8	99.2		0.8	99.2		
Total	N	45	1420	1465	35	1430	1465	
	%	3.1	96.9		2.4	97.6		

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

		Over the last year, encounters with police:					Total N
		Been Reduced	Stayed the Same	Increased	Does Not Apply		
<b>Gender</b>	Female	N	51	20	31	643	745
		%	6.8	2.7	4.2	86.3	
	Male	N	48	25	33	627	
		%	6.5	3.4	4.5	85.5	733
	Total	N	99	45	64	1270	1478
		%	6.7	3.0	4.3	85.9	
<b>Age</b>	Under 6	N	0	0	0	35	35
		%	0.0	0.0	0.0	100.0	
	6 to 14	N	26	7	16	669	718
		%	3.6	1.0	2.2	93.2	
	14 to 16	N	18	10	15	164	207
		%	8.7	4.8	7.2	79.2	
	16 to 18	N	13	5	9	78	105
		%	12.4	4.8	8.6	74.3	
18+	N	15	9	7	90	121	
	%	12.4	7.4	5.8	74.4		
	Total	N	72	31	47	1036	1186
		%	6.1	2.6	4.0	87.4	
<b>Race</b>	Native Am/AK Native	N	0	0	1	20	21
		%	0.0	0.0	4.8	95.2	
	Asian/Pacific Islander	N	2	0	1	17	20
		%	10.0	0.0	5.0	85.0	
	Black or African Am	N	3	2	2	44	51
		%	5.9	3.9	3.9	86.3	
	Hispanic/Latino	N	25	12	12	365	414
		%	6.0	2.9	2.9	88.2	
	White	N	59	24	43	657	783
		%	7.5	3.1	5.5	83.9	
Other	N	4	3	1	40	48	
	%	8.3	6.3	2.1	83.3		
Multiple	N	2	4	3	110	119	
	%	1.7	3.4	2.5	92.4		
	Total	N	95	45	63	1253	1456
		%	6.5	3.1	4.3	86.1	

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

			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
<b>Gender</b>	Female	N	61	690	751	78	671	749
		%	8.1	91.9		10.4	89.6	
	Male	N	150	584	734	137	591	728
	%	20.4	79.6	18.8		81.2		
	Total	N	211	1274	1485	215	1262	1477
		%	14.2	85.8		14.6	85.4	
<b>Age</b>	Under 6	N	4	28	32	3	28	31
		%	12.5	87.5		9.7	90.3	
	6 to 14	N	108	614	722	113	598	711
		%	15.0	85.0		15.9	84.1	
	14 to 16	N	39	170	209	31	179	210
		%	18.7	81.3		14.8	85.2	
	16 to 18	N	13	91	104	19	86	105
	%	12.5	87.5	18.1		81.9		
18+	N	12	108	120	11	111	122	
	%	10.0	90.0		9.0	91.0		
	Total	N	176	1011	1187	177	1002	1179
		%	14.8	85.2		15.0	85.0	
<b>Race</b>	Native Am/AK Native	N	0	21	21	2	20	22
		%	0.0	100.0		9.1	90.9	
	Asian/Pacific Islander	N	0	20	20	1	19	20
		%	0.0	100.0		5.0	95.0	
	Black or African Am	N	9	41	50	9	41	50
		%	18.0	82.0		18.0	82.0	
	Hispanic/Latino	N	54	359	413	54	359	413
		%	13.1	86.9		13.1	86.9	
	White	N	121	667	788	123	657	780
		%	15.4	84.6		15.8	84.2	
Other	N	7	44	51	6	45	51	
	%	13.7	86.3		11.8	88.2		
Multiple	N	18	103	121	17	104	121	
	%	14.9	85.1		14.0	86.0		
	Total	N	209	1255	1464	212	1245	1457
		%	14.3	85.7		14.6	85.4	

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

		Number of days in school compared to the previous year:						Total N
		Greater	About the Same	Less	Don't know	Does Not Apply		
<b>Gender</b>	Female	N	195	295	132	70	68	760
		%	25.7	38.8	17.4	9.2	8.9	
	Male	N	208	305	102	86	39	740
	%	28.1	41.2	13.8	11.6	5.3		
	Total	N	403	600	234	156	107	1500
		%	26.9	40.0	15.6	10.4	7.1	
<b>Age</b>	Under 6	N	1	20	7	7	1	36
		%	2.8	55.6	19.4	19.4	2.8	
	6 to 14	N	5	95	204	335	84	723
		%	0.7	13.1	28.2	46.3	11.6	
	14 to 16	N	24	7	61	84	36	212
		%	11.3	3.3	28.8	39.6	17.0	
	16 to 18	N	11	3	34	35	23	106
		%	10.4	2.8	32.1	33.0	21.7	
18+	N	38	4	25	26	31	124	
	%	30.6	3.2	20.2	21.0	25.0		
	Total	N	79	129	331	487	175	1201
		%	6.6	10.7	27.6	40.5	14.6	
<b>Race</b>	Native Am/ AK Native	N	4	10	4	1	3	22
		%	18.2	45.5	18.2	4.5	13.6	
	Asian/Pacific Islander	N	5	8	4	2	1	20
		%	25.0	40.0	20.0	10.0	5.0	
	Black or African Am	N	9	25	10	3	4	51
		%	17.6	49.0	19.6	5.9	7.8	
	Hispanic/ Latino	N	111	156	71	44	37	419
		%	26.5	37.2	16.9	10.5	8.8	
	White	N	219	315	124	86	52	796
		%	27.5	39.6	15.6	10.8	6.5	
Other	N	16	15	7	8	5	51	
	%	31.4	29.4	13.7	15.7	9.8		
Multiple	N	34	58	12	10	6	120	
	%	28.3	48.3	10.0	8.3	5.0		
	Total	N	398	587	232	154	108	1479
		%	26.9	39.7	15.7	10.4	7.3	

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
<b>Gender</b>	Female	N	664	84	748
		%	88.8	11.2	
	Male	N	619	104	723
	%	85.6	14.4		
	Total	N	1283	188	1471
		%	87.2	12.8	
<b>Age</b>	Under 6	N	34	0	34
		%	100.0	0.0	
	6 to 14	N	653	67	720
		%	90.7	9.3	
	14 to 16	N	172	32	204
		%	84.3	15.7	
	16 to 18	N	84	17	101
		%	83.2	16.8	
18+	N	104	18	122	
	%	85.2	14.8		
	Total	N	1047	134	1181
		%	88.7	11.3	
<b>Race</b>	Native Am/AK Native	N	19	2	21
		%	90.5	9.5	
	Asian/Pacific Islander	N	16	3	19
		%	84.2	15.8	
	Black or African Am	N	47	5	52
		%	90.4	9.6	
	Hispanic/Latino	N	330	81	411
		%	80.3	19.7	
	White	N	707	71	778
		%	90.9	9.1	
Other	N	40	10	50	
	%	80.0	20.0		
Multiple	N	103	16	119	
	%	86.6	13.4		
	Total	N	1262	188	1450
		%	87.0	13.0	

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

		On medication for emotional/behavioral problems			
			Yes	No	Total N
<b>Gender</b>	Female	N	252	502	754
		%	33.4	66.6	
	Male	N	279	453	
		%	38.1	61.9	732
	Total	N	531	955	1486
		%	35.7	64.3	
<b>Age</b>	Under 6	N	2	33	35
		%	5.7	94.3	
	6 to 14	N	255	466	721
		%	35.4	64.6	
	14 to 16	N	81	128	209
		%	38.8	61.2	
	16 to 18	N	41	63	104
		%	39.4	60.6	
18+	N	55	66	121	
	%	45.5	54.5		
	Total	N	434	756	1190
		%	36.5	63.5	
<b>Race</b>	Native Am/AK Native	N	5	16	21
		%	23.8	76.2	
	Asian/Pacific Islander	N	3	17	20
		%	15.0	85.0	
	Black or African Am	N	18	33	51
		%	35.3	64.7	
	Hispanic/Latino	N	113	303	416
		%	27.2	72.8	
	White	N	326	461	787
		%	41.4	58.6	
Other	N	15	35	50	
	%	30.0	70.0		
Multiple	N	45	76	121	
	%	37.2	62.8		
	Total	N	525	941	1466
		%	35.8	64.2	

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**APPENDIX B**

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**File Information Document**





# Codebook

## mhdprfp

		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
Valid Values	Role	Input
	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	
	Type	
	Format	
	Measurement	
Valid Values	Role	Input
	1	Family
	2	Youth

**Q01**

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

**q\_2\_r**

		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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q\_3\_r

		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	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q\_4\_r

		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	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'



q\_7\_r

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

q\_8\_r

		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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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	'Dont 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	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1.00	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

**q\_15\_r**

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

**q\_16\_r**

		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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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	'Dont 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	'Dont 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	'Dont 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	'Dont 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	'Dont 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	'Dont 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	'Dont 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	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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
Valid Values	Role	Input
	1.00	Strongly Disagree
	2.00	Disagree
	3.00	Undecided
	4.00	Agree
	5.00	Strongly Agree
Missing Values	-7.00	'Dont 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	Appropriatness 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
Valid Values	Role	Input
	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**

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### **Letters and Administrative Materials**

# Family Invitation Letter

February 29, 2016

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 improve mental health services in the state. 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](http://www.opinion.wsu.edu/Child) into the address line<sup>1</sup> at the top of your Internet browser screen. Then enter this number «ResplD» 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. More information about this project can be found on the back of this letter.*

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

**Is this your correct phone Number? «HOME\_PHONE»**

*Please contact us toll-free at 1-800-833-0867 or [sesrcweb3@wsu.edu](mailto:sesrcweb3@wsu.edu) with any questions or to ask that we not include you in our survey. When calling, please use the following number, so that we can access your record quickly: «ResplD»*

<sup>1</sup> Enter [www.opinion.wsu.edu/Child](http://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.



### Frequently Asked Questions

**Q. HOW DID YOU GET MY CHILD'S NAME/PHONE NUMBER?**

- A. The Division of Behavioral Health and Recovery gave us (Washington State University) the names and phone numbers of people who had received mental health services in Washington State. We do not know what type of services you received. You were randomly selected to participate in this survey to help evaluate the program.

**Q. DOES HIPAA ALLOW YOU TO CONTACT ME?**

- A. When you are enrolled in Medicaid services you are enrolled in the pool for evaluation purposes so that behavioral health services can continue 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. 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.

**Q. WHAT IS THE PURPOSE OF THIS STUDY?**

- A. The purpose of the survey is to better understand the needs and opinions of people who use mental health services. Your responses may help the Division of Behavioral Health and Recovery to improve mental health services in the state.

**Q. WHO IS ELIGIBLE TO PARTICIPATE?**

- A. Anyone who receives mental health services in the state of Washington is eligible to participate in the study.

**Q. HOW LONG WILL THE SURVEY TAKE?**

- A. Most people can answer all the questions in about 15 minutes.

**Q. CAN I COMPLETE THE QUESTIONS ONLINE?**

- A. Yes! Type [www.opinion.wsu.edu/Child](http://www.opinion.wsu.edu/Child) into the address bar at the top of the screen in your web browser and then enter this number «**RespID**» where it says to put your access code to start answering the questions.

16 de mayo de 2016

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 entrevistarle 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](http://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. Más información sobre este proyecto puede encontrarse en la parte posterior de esta carta.*

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](mailto: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»*

<sup>1</sup> Entre [www.opinion.wsu.edu/Child](http://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.

### Frequently Asked Questions

**Q. ¿CÓMO OBTUVO MI NOMBRE/NÚMERO DE TELÉFONO?**

A. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos dio los nombres y números de teléfono de las personas que han recibido servicios de salud mental en el estado de Washington. Su nombre fue seleccionando al azar de la lista de todas las personas para ayudar evaluar el sistema de salud mental.

**Q. ¿HIPAA permite ponerse en contacto conmigo? Otros asuntos de HIPAA.**

A. Cuando usted está inscrito en servicios de Medicaid, está inscrito en el grupo para propósitos de evaluación para que los servicios de salud mental puedan continuar a ser financiados.

A. Bajo de HIPAA, agencias del gobierno como La Autoridad de Salud están permitidos a compartir información con otras agencias estatales o del gobierno como la División del Centro de Salud del Comportamiento y Recuperación y la Universidad Estatal de Washington para el propósito de investigaciones o el esfuerzo a mejorar la calidad.

A. No conseguimos su nombre/el nombre de su niño del proveedor de servicios. Hemos recibido los nombres de ProviderOne, el Sistema de información de facturación y pago por La Autoridad de Salud del Estado de Washington.

**Q. ¿QUÉ ES EL PROPÓSITO DE ESTE ESTUDIO?**

A. El propósito principal de este estudio es ayudar mejorar los servicios de salud mental en el estado de Washington y la única manera de hacer esto es hablando con las personas que han recibido servicios de salud mental para pedir sus opiniones.

**Q. ¿PUEDO COMPLETAR EL CUESTIONARIO SOBRE EL INTERNET?**

A. Simplemente entre la siguiente dirección de la página web [www.opinion.wsu.edu/Child](http://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.

# Youth Invitation Letter

February 29, 2016

«FNAME» «LNAME»  
«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 you have received.

We want to interview you to better understand the needs and opinions of consumers who use mental health services. What you say to us may help improve mental health services in the state. Since we cannot talk with everyone who uses mental health services in Washington, we have selected a small group of people to talk to. Your 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/Youth](http://www.opinion.wsu.edu/Youth) into the address line<sup>1</sup> at the top of your Internet browser screen. Then enter this number «ResplD» 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. More information about this project can be found on the back of this letter.*

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 if you decide not to take part. You 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.

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

**Is this your correct phone Number? «HOME\_PHONE»**

*Please contact us toll-free at 1-800-833-0867 or [sescrweb3@wsu.edu](mailto:sescrweb3@wsu.edu) with any questions or to ask that we not include you in our survey. When calling, please use the following number, so that we can access your record quickly: «ResplD»*

<sup>1</sup> Enter [www.opinion.wsu.edu/Youth](http://www.opinion.wsu.edu/Youth) 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.

### 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 had received mental health services in Washington State. We do not know what type of services you received. You were randomly selected to participate in this survey to help evaluate the program.

**Q. DOES HIPAA ALLOW YOU TO CONTACT ME?**

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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. We did NOT get your 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.

**Q. WHAT IS THE PURPOSE OF THIS STUDY?**

A. The purpose of the survey is to better understand the needs and opinions of people who use mental health services. Your responses may help the Division of Behavioral Health and Recovery to improve mental health services in the state.

**Q. WHO IS ELIGIBLE TO PARTICIPATE?**

A. Anyone who receives mental health services in the state of Washington is eligible to participate in the study.

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16 de mayo de 2016

«FNAME» «LNAME»  
 «addr1»  
 «addr2»  
 «CITY», «STATE» «ZIP»«dash»«zip4»

**¡NECESITAMOS SU AYUDA!**

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Nos gustaría entrevistarle 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.

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¡Muchas gracias por su ayuda!

  
 Kent Miller  
 Study Director

**¿Este es su número de teléfono correcto? «HOME\_PHONE»**

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<sup>1</sup>Entre [www.opinion.wsu.edu/youth](http://www.opinion.wsu.edu/youth) 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.

### Frequently Asked Questions

**Q. ¿CÓMO OBTUVO MI NOMBRE/NÚMERO DE TELÉFONO?**

- A. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos dio los nombres y números de teléfono de las personas que han recibido servicios de salud mental en el estado de Washington. Su nombre fue seleccionando al azar de la lista de todas las personas para ayudar a evaluar el sistema de salud mental.

**Q. ¿HIPAA permite ponerse en contacto conmigo? Otros asuntos de HIPAA.**

- A. Cuando usted está inscrito en servicios de Medicaid, está inscrito en el grupo para propósitos de evaluación para que los servicios de salud mental puedan continuar a ser financiados.
- A. Bajo de HIPAA, agencias del gobierno como La Autoridad de Salud están permitidos a compartir información con otras agencias estatales o del gobierno como la División del Centro de Salud del Comportamiento y Recuperación y la Universidad Estatal de Washington para el propósito de investigaciones o el esfuerzo a mejorar la calidad.
- A. No conseguimos su nombre/el nombre de su niño del proveedor de servicios. Hemos recibido los nombres de ProviderOne, el Sistema de información de facturación y pago por La Autoridad de Salud del Estado de Washington.

**Q. ¿QUÉ ES EL PROPÓSITO DE ESTE ESTUDIO?**

- A. El propósito principal de este estudio es ayudar a mejorar los servicios de salud mental en el estado de Washington y la única manera de hacer esto es hablando con las personas que han recibido servicios de salud mental para pedir sus opiniones.

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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 interviewer 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 learned 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

**MHCS14 FAQ'S**  
*Mental Health Consumer Survey*  
**Access Code: 260-977-282**  
**SESRC 800#: 1-800-833-0867**

**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](mailto: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](http://www.opinion.wsu.edu/Adult) and your access code is (case ID).

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

*Youth survey:* [www.opinion.wsu.edu/Youth](http://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](http://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](http://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](http://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](http://opinion.wsu.edu/adult) or [opinion.wsu.edu/child](http://opinion.wsu.edu/child) or [opinion.wsu.edu/youth](http://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.

**SPANISH MHCS15 FAQ'S**  
**Mental Health Consumer Survey**

Access code: 260-977-282

**SESRC 800#: 1-800-833-0867**

**Q. ¿CÓMO OBTUVO MI NOMBRE/NÚMERO DE TELÉFONO?**

A. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos dio los nombres y números de teléfono de las personas que han recibido servicios de salud mental en el estado de Washington. Su nombre fue seleccionando al azar de la lista de todas las personas para ayudar evaluar el sistema de salud mental. El propósito de este estudio es para mejorar los servicios de salud mental en el estado de Washington, y la mejor manera de hacer esto es contactando a las personas quien han recibido servicios de salud mental y obtener sus opiniones. La información que colectemos de usted es guardada completamente confidencial, toda la información es reportada en forma colectiva, ninguna de las respuestas que nos dé será identificada individualmente. Ninguna persona mirara datos como su nombre, dirección, o historial de servicios.

**Q. ¿QUÉ ES EL PROPÓSITO DE ESTE ESTUDIO?**

A. El propósito principal de este estudio es ayudar mejorar los servicios de salud mental en el estado de Washington y la única manera de hacer esto es hablando con las personas que han recibido servicios de salud mental para pedir sus opiniones.

**Q. ¿QUIÉN ESTÁ PATROCINANDO EL ESTUDIO? ¿QUIÉN ESTÁ FINANCIANDO EL ESTUDIO?**

Este estudio está siendo particionado por la División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud.

**Q. ¿QUIÉN ES LA PERSONA QUE ES RESPONSABLE POR EL ESTUDIO?**

A. Las personas que son responsable por el estudio en el SESRC son Rose Krebill-Prather y Kent Miller. Puede contactarlas llamando 1-800-833-0867 y mencione que está hablando sobre la encuesta de Satisfacción de los Consumidores. También puede contactarlos por correo electrónico en la dirección de [sesrcweb3@wsu.edu](mailto:sesrcweb3@wsu.edu).

**Q. ¿CUANTAS PERSONAS VAN A PARTICIPAR EN ESTE ESTUDIO?**

A. Vamos a intentar a completar 3,000 entrevistas.

**Q. ¿PUEDO COMPLETAR EL CUESTIONARIO SOBRE EL INTERNET?**

A. Si puede obtener acceso al cuestionario en la página de:  
 Adult survey: [www.opinion.wsu.edu/adult/spanish](http://www.opinion.wsu.edu/adult/spanish) y su código de acceso es **(case ID)**.  
 Family/Child survey: [www.opinion.wsu.edu/child/spanish](http://www.opinion.wsu.edu/child/spanish) y su código de acceso es **(case ID)**.  
 Youth survey: [www.opinion.wsu.edu/youth/spanish](http://www.opinion.wsu.edu/youth/spanish) y su código de acceso es **(case ID)**.

**Q ¿QUIÉN ERES? ¿QUIÉN ESTÁ CONDUCIENDO ESTA ENTREVISTA?**

A. Yo soy (un estudiante) trabajando tiempo parcial para el Centro de Investigaciones Sociales y Ciencias Económicas (SESRC) en la Universidad Estatal de Washington. Nos contrato la División del Centro de Salud del Comportamiento y Recuperación para coleccionar información necesaria para el estudio.

**Q. ¿CÓMO VAN A USAR MIS RESPUESTAS Y VAN A MANTENER MIS RESPUESTAS CONFIDENCIALES?**

A. Los resultados serán implementados para mejorar los servicios de salud mental en el estado de Washington.

Quiero asegurarle que toda la información que puede identificarlo va estar protegida durante el tiempo que coleccionamos la información, y después la información va ser destruida. Sus respuestas van a estar combinadas para que nadie puede identificar sus respuestas en los resultados finales.

**Q. ¿QUIÉN PUEDO CONTACTAR CON PREGUNTAS O PARA VERIFICAR LA AUTENTICIDAD DEL ESTUDIO?**

A. Me daría gusto darle nuestro número de teléfono de nuestro centro, SESRC, para que puede llamar y preguntar por mi supervisor. El número es 1-800-833-0867.

También puedes visitar nuestra página del web en el [www.sesrc.wsu.edu](http://www.sesrc.wsu.edu)

**IF RESPONDENT ASKS FOR NAME OF SUPERVISOR**

El nombre de mi supervisor se llama... (Alex Woods, Tony Hernandez, Maria Carrillo y Tim Lensing)

**Q. ¿ESTO ES CONFIDENCIAL?**

A. Si. Su número de teléfono va estar eliminado de los datos después que esta completada el cuestionario.

También, manteniendo la confidencialidad es muy importante al éxito de nuestro centro de estudios, porque conducíamos muchos cuestionarios. Por eso tenemos mucho cuidado a proteger su privacidad.

**Q. ¿PUEDO OBTENER UNA COPIA DE LOS RESULTADOS?**

A. Yo puedo tomar su nombre y su domicilio y la información se lo damos al patrocinador del proyecto con su petición de una copia de los resultados. Esta información va estar proporcionado separados y no va tener conexión con sus respuestas.

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

**Q. ¿EL RESPONDIENTE ESTÁ REGISTRADO CON LA LISTA DE NO LLAMAR?**

A. **La lista de No Llamar se aplica** The Do Not Call aplica solamente a llamadas de sollicitación. Nosotros estamos llamando de parte de un centro de estudios sociales y no estamos sollicitando, solamente estamos conduciendo un estudio de sus opiniones sobre un tema importante.

Por mas información sobre el registro de lista No llamar por favor visite la página de internet: [www.donotcall.gov](http://www.donotcall.gov)



## **Refusal Preventions**

Entiendo que está muy ocupado. Yo le puedo dar la página web y su código de acceso para que pueda completar el cuestionario cuando sea más conveniente para usted. El sitio web es:

Adult survey: [www.opinion.wsu.edu/adult/spanish](http://www.opinion.wsu.edu/adult/spanish) y su código de acceso es **(case ID)**.

Family/Child survey: [www.opinion.wsu.edu/Child/spanish](http://www.opinion.wsu.edu/Child/spanish) y su código de acceso es **(case ID)**.

Youth survey: [www.opinion.wsu.edu/Youth/spanish](http://www.opinion.wsu.edu/Youth/spanish) y su código de acceso es **(case ID)**.

Yo sé que su tiempo es muy valioso, yo quiero hacer la entrevista en un tiempo que es más conveniente para usted. Le puedo llamar (recomendar días y horarios alternativos). O puede completar el cuestionario por internet en la página web.

También puede completar esta encuesta por el internet. Por el internet, puede completar la encuesta en partes. Todas sus respuestas serán guardadas y puede parar al momento que quiera y completar las preguntas en otro tiempo. Cuando regrese a la encuesta, debe de entrar su código en la página de introducción, puede pasar las preguntas que ya completo.

Yo sé que su tiempo es valioso y nosotros deseamos hablar con usted durante un tiempo más oportuno para usted. Le puedo llamar (aconseja un día o diferente hora). O puede completar la encuesta por internet visitando nuestra página [www.opinion.wsu.edu/xxxxx/spanish](http://www.opinion.wsu.edu/xxxxx/spanish). Su código de acceso es .

Yo sé que su tiempo es valioso pero solamente estamos contactando a un límite de gente que recibió servicios de salud mental. Los resultados de este estudio serán usados por la agencia Division of Behavioral Health and Recovery para mejorar sus programas. Podemos comenzar la entrevista ahorra y llamarle después si se tiene que ir.

Yo entiendo que usted está muy ocupado. Le puedo dar la dirección de la página por internet y su código de acceso para que usted complete su encuesta en un tiempo que es más oportuno para usted. La dirección es [www.opinion.wsu.edu/adult/spanish](http://www.opinion.wsu.edu/adult/spanish) y sus código de acceso es .

Sus respuestas serán guardadas estrictamente confidenciales y la información que usted provee no será conectada a su nombre.



## **APPENDIX D**

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### **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 0  
 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 0
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 0
- 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 0
- No, comments .....02

**Q53:**

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

- Yes, comments .....01 0
- 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 0  
 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

**WHOT02:**

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:**

Hispana hispano

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

Hispana .....	01
Hispano .....	00

**ESPAÑOL:**

ESPAÑOLA ESPAÑOL

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

Espanola .....01  
Espanol.....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?(INTV note: If yes to Hispanic, probe and clarify to get type of Hispanic.)"Are you Mexican, Mexican American, <Chicana>; Puerto Rican; Cuban; or another 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 0  
Don't know .....-7  
Not applicable .....-8  
Refuse .....-9

**Q42:**

What is your race?

CATI Note: Mark all that apply

White.....	01	
Black or African American .....	02	
American Indian or Alaska Native .....	03	
Asian Indian .....	04	
Chinese.....	05	
Filipino .....	06	
Japanese.....	07	
Korean .....	08	
Vietnamese.....	09	
Other Asian (please specify).....	10	0
Native Hawaiian.....	11	
Guamanian or Chamorro .....	12	
Samoan.....	13	
Other Pacific Islander (please specify) .....	14	0
Some other race (please specify) .....	15	0
Don't know .....	-7	
Not applicable .....	-8	X
Refused .....	-9	X

**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 0
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 0	=> 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 0
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 0
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 least 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 0
- No comments .....02

**Q59:**

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

- Yes, comments .....01 0
- 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 0
- 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](http://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: <F9:0> /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](http://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](http://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/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"mailto: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

---

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**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

---

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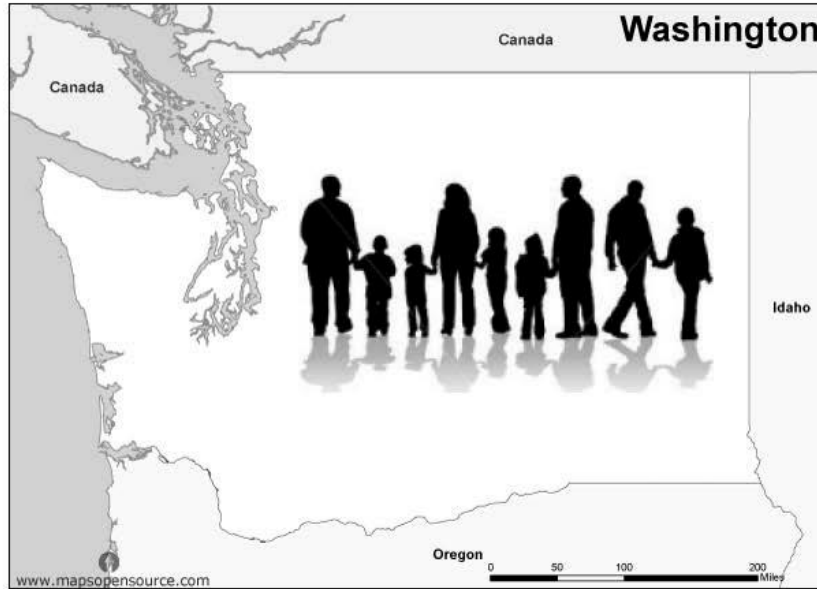
**NOTES:**

font color="#0000FF"\*\*\* F5 Notes \*\*\* font  
color="red"center\*\*\*\*\*  
\*\*\*\* These notes are used for udata corrections/u and when a respondent gives an answer outside the question's range of options but still uwithin 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

# 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



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

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

### 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 of your child? (Please check all that apply.)**

- |   |   |
|---|---|
| <input type="checkbox"/> White                            | <input type="checkbox"/> Vietnamese                                     |
| <input type="checkbox"/> Black or African American        | <input type="checkbox"/> Other Asian (Please specify): _____            |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian                                |
| <input type="checkbox"/> Asian Indian                     | <input type="checkbox"/> Guamanian of Chamorro                          |
| <input type="checkbox"/> Chinese                          | <input type="checkbox"/> Samoan   |
| <input type="checkbox"/> Filipino                         | <input type="checkbox"/> Other Pacific Islander (Please specify): _____ |
| <input type="checkbox"/> Japanese                         | <input type="checkbox"/> Some other race (Please specify): _____        |
| <input type="checkbox"/> Korean                           |   |

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

**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.

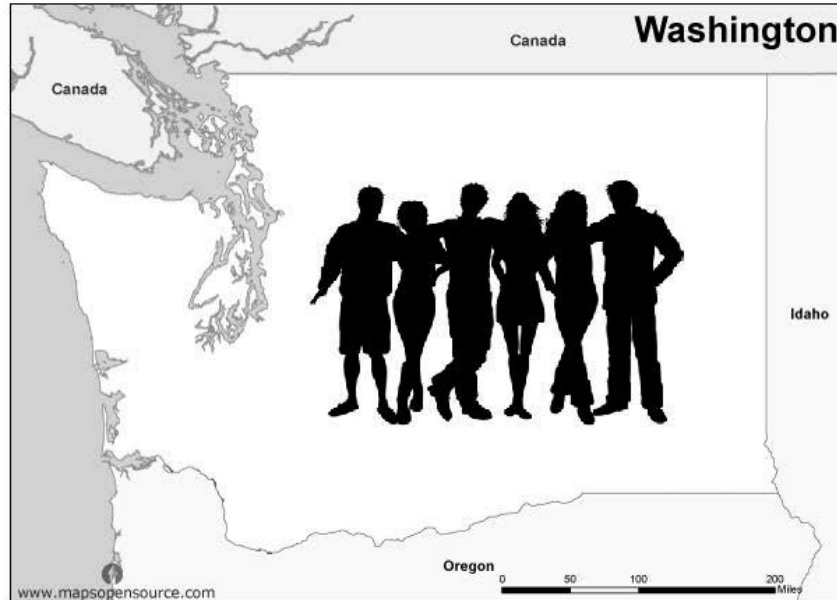
Please place your completed survey in the pre-addressed, stamped envelope provided and mail it back.

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  
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 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



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

**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?** (Please check all that apply.)

- |   |   |
|---|---|
| <input type="checkbox"/> White                            | <input type="checkbox"/> Vietnamese                                     |
| <input type="checkbox"/> Black or African American        | <input type="checkbox"/> Other Asian (Please specify): _____            |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian                                |
| <input type="checkbox"/> Asian Indian                     | <input type="checkbox"/> Guamanian of Chamorro                          |
| <input type="checkbox"/> Chinese                          | <input type="checkbox"/> Samoan   |
| <input type="checkbox"/> Filipino                         | <input type="checkbox"/> Other Pacific Islander (Please specify): _____ |
| <input type="checkbox"/> Japanese                         | <input type="checkbox"/> Some other race (Please specify): _____        |
| <input type="checkbox"/> Korean                           |   |

**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

**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).

**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.

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PO Box 641801  
Pullman, WA 99164-1801

YCS Version

**APPENDIX E**

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**Disposition of Sample by RSN**

Table E-1. Dispositions by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
C F C S 2 0 1 6	Incorrect	N	150	227	120	176	174	164	142	143	123	139	125	1683
	Number	%	31.6	28.0	26.1	36.8	35.7	32.0	28.6	31.6	25.8	30.8	29.2	30.4
	Language	N	0	9	1	1	0	0	0	1	2	0	1	15
	Barrier	%	0.0	1.1	0.2	0.2	0.0	0.0	0.0	0.2	0.4	0.0	0.2	0.3
	Unavailable	N	4	3	2	5	3	7	2	5	3	2	1	37
		%	0.8	0.4	0.4	1.0	0.6	1.4	0.4	1.1	0.6	0.4	0.2	0.7
	Refusals	N	45	71	44	31	42	38	47	33	45	32	31	459
		%	9.5	8.8	9.6	6.5	8.6	7.4	9.5	7.3	9.5	7.1	7.2	8.3
	Completions	N	141	238	132	138	128	134	142	130	137	131	129	1580
		%	29.7	29.4	28.8	28.9	26.3	26.1	28.6	28.7	28.8	29.0	30.1	28.6
	No Mental	N	6	14	3	11	5	3	11	6	12	11	10	92
	Health Services	%	1.3	1.7	0.7	2.3	1.0	0.6	2.2	1.3	2.5	2.4	2.3	1.7
	Deceased	N	1	2	0	0	0	0	0	1	0	0	0	4
		%	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.0	0.1
No Answer	N	123	237	151	113	131	167	153	132	150	134	128	1619	
	%	25.9	29.3	32.9	23.6	26.9	32.6	30.8	29.1	31.5	29.6	29.9	29.3	
Other	N	5	9	6	3	4	0	0	2	4	3	3	39	
	%	1.1	1.1	1.3	0.6	0.8	0.0	0.0	0.4	0.8	0.7	0.7	0.7	
Total N			475	810	459	478	487	513	497	453	476	452	428	5528



**APPENDIX F**  

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**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 use 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** – These are comments where 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 client's 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 2016, 86.4% of respondents shared their most liked aspects of services, and 57.9% of respondents offered their least liked aspects of services. Furthermore, many respondents who chose to answer the open-ended questions listed more than one aspect for each question. As a result, we have 1,976 most liked aspects of services comments, provided by 1,366 respondents. Similarly, we have 1,137 least liked aspects of services comments, provided by 916 respondents who answered that question. The percent of each aspect mentioned is based on the number of comments and not the number of 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 the *most* about the mental health services they received (see Tables F-1 and F-3 below). Overall, 37.6% (n=743) of respondents most liked the “Support” of the facility in general. In these cases, the respondent mentioned the supportive nature of the facility as a whole. Additionally, 21.6% (n=427) most liked “Therapy or Case Management”. In these cases the respondents indicated that the assigned therapist or case manager was one of the things that they liked most.

Table F-1. Most Liked Aspect of Received Services

		N	%
	Services	221	11.2%
	Support	743	37.6%
	Group Therapy	12	0.6%
	Medication	28	1.4%
	Access (Time, Convenience, Insurance or Intake)	206	10.4%
C	Office or General Staff	121	6.1%
F	Therapy or Case Management	427	21.6%
C	Environment	27	1.4%
S	Medical Staff	36	1.8%
	Stigma	18	0.9%
2	Location	85	4.3%
0	Staff Turnover (Negative Comment)	2	0.1%
1	Do not like anything	6	0.3%
6	Like Everything	16	0.8%
	Needs Improvement	1	0.1%
	Other	27	1.4%
	<b>Total Responses</b>	<b>1976</b>	<b>100.0%</b>
	Respondents who commented	1366	86.4%
	Total Respondents	1580	100%

## Comments about “Support”

“When you have a situation they are very good at listening and they do show that they truly do care, always a warm feeling when you go into the building.”

“They've been able to help him and he has found different ways to cope with his troubles.”

“They were very motivational and very helpful to reach your goals and very respectful.”

“They really focused on the kind of person I feel comfortable talking with. They were really understanding.”

“They focused on him and his treatment and they actively include me in weekly parent assessments of what is going on so I can get a better feel of how he is doing. Provides better insight to my son.”

### **Comments about “Therapy or Case Management Staff”**

“When I talk to my therapist, even about stupid stuff, she makes me feel safe and comfortable. She doesn't dismiss anything that I have to say, and even relates to me by relaying some of her own experiences, and what she did. She, along with my last therapist last year, are the only ones that I've ever talked about serious things in my life, and moving to improve it, instead of just push it down.”

“They helped me, my counselor and supervisor sat with me in the ER”

“The parenting techniques that I was given, the advice for parenting, and how sweet [child]'s therapist is, she just a really nice kind person.”

“The mental health counselors are really good and helpful, they listen. They not only do services with him, but they also do services with me.”

“The first thing I like the most is his counselor, the attention she gives him, the patience he has with him is incredible, way more than I could ever have, maybe because she only gets him an hour at a time. The second is the willingness of the staff to work together with us, because I have both children going, both the counselors with my children have met with me and we've been able to discuss how to work together with them so that they're not always at each others throats. It's been nice to have my son and daughters counselors in the same room with me my sister and my roommate get on the same page, it really helped and I appreciate their willingness to do that and being able to call anytime.”

I think the counselor is very good at relating to [child] and in presenting plans that the family can work on to help [child].

### 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)” is one of the least liked aspects of care as stated by 29.1% (n=331) of respondents answering the question. An additional 17.6% (200) disliked the “Therapy or Case Management Staff”. In some of the comments, respondents indicated that they were dissatisfied with the quality of the therapy. Several indicated that they were unhappy with the qualifications of the intern therapists. Others felt that the sessions needed to go more “in-depth” and be more proactive.

Table F-2. Least Liked Aspect of Received Services

		N	%
	Services	92	8.1%
	Support	100	8.8%
	Group Therapy	4	0.4%
	Medication	41	3.6%
	Access (Time, Convenience, Insurance or Intake)	331	29.1%
C	Office or General Staff	21	1.8%
F	Therapy or Case Management	200	17.6%
C	Environment	40	3.5%
S	Medical Staff	24	2.1%
	Stigma	15	1.3%
2	Location	77	6.8%
0	Staff Turnover	87	7.7%
1	Do not like anything	7	0.6%
6	Like Everything	51	4.5%
	Need Attention	5	0.4%
	Other	42	3.7%
	<b>Total Responses</b>	<b>1137</b>	<b>100.0%</b>
	Respondents who commented	916	57.9%
	Total Respondents	1580	100%

#### Comments about “Access (Time, Convenience, Insurance or Intake)”

“They are always during an inconvenient (sp) time, so I can't go as often as I want. I've talked to my therapist about it, but then it's (sp) at an inconvenience to her instead.”

“I really don't like how often her counselor has not been available in the past year and how her case aid was rocky for a while. It took them two and a half months to get her a new case aid.”

“When he had an early appointment he would miss an hour or two of class and he felt he would get behind.”

“They aren't at a convenient time and not enough counselors. There was also a long delay.”

“Long wait for appointments, and availability of dates.”

“I could not find more ways to cope with certain situations, that there weren't enough available times for me to get there regularly.”

“getting out of school early.”

“There's not appointments in the time that I want them, they're in a tight schedule. They take their time on the medication, or mess up the appointments, or change my appointment or cancel it when I was supposed to get more medication, so I didn't get it.”

## **Differences Among RSNs**

Tables F-3 and F-4 show differences among responses to the open-ended questions, by RSN.



Table F-3. Most Liked Aspect of Received Services by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	
C F C S 2 0 1 6	Services	N	21	36	18	23	19	16	20	19	17	14	18	
		%	17.4%	18.2%	16.4%	18.7%	16.2%	14.0%	16.5%	16.5%	14.5%	11.8%	16.4%	
	Support	N	59	107	69	72	63	66	65	65	65	67	63	46
		%	48.8%	54.0%	62.7%	58.5%	53.8%	57.9%	53.7%	56.5%	57.3%	52.9%	41.8%	
	Group Therapy	N	2	5	0	0	0	0	2	1	2	0	0	
		%	1.7%	2.5%	0.0%	0.0%	0.0%	0.0%	1.7%	0.9%	1.7%	0.0%	0.0%	
	Medication	N	3	4	2	2	6	3	1	4	1	1	1	
		%	2.5%	2.0%	1.8%	1.6%	5.1%	2.6%	0.8%	3.5%	0.9%	0.8%	0.9%	
	Access (Time, Convenience, Insurance, or intake)	N	16	34	17	13	11	23	21	11	15	18	27	
		%	13.2%	17.2%	15.5%	10.6%	9.4%	20.2%	17.4%	9.6%	12.8%	15.1%	24.5%	
	Office or General Staff	N	9	19	4	11	17	11	11	9	5	10	15	
		%	7.4%	9.6%	3.6%	8.9%	14.5%	9.6%	9.1%	7.8%	4.3%	8.4%	13.6%	
	Therapy or Case Management	N	45	57	30	22	43	41	42	44	33	30	39	
		%	37.2%	28.8%	27.3%	17.9%	36.8%	36.0%	34.7%	38.3%	28.2%	25.2%	35.5%	
	Environment	N	1	8	3	0	1	1	1	2	1	4	5	
		%	0.8%	4.0%	2.7%	0.0%	0.9%	0.9%	0.8%	1.7%	0.9%	3.4%	4.5%	
	Medical Staff	N	1	5	4	7	2	6	2	3	1	2	3	
		%	0.8%	2.5%	3.6%	5.7%	1.7%	5.3%	1.7%	2.6%	0.9%	1.7%	2.7%	
	Stigma	N	1	1	1	0	3	3	3	1	2	0	3	
		%	0.8%	0.5%	0.9%	0.0%	2.6%	2.6%	2.5%	0.9%	1.7%	0.0%	2.7%	
Location	N	10	13	6	5	10	5	8	4	11	5	8		
	%	8.3%	6.6%	5.5%	4.1%	8.5%	4.4%	6.6%	3.5%	9.4%	4.2%	7.3%		
Staff Turnover	N	0	0	0	1	1	0	0	0	0	0	0		
	%	0.0%	0.0%	0.0%	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Does not Like Anything about Services Received	N	1	1	0	0	2	1	0	1	0	0	0		
	%	0.8%	0.5%	0.0%	0.0%	1.7%	0.9%	0.0%	0.9%	0.0%	0.0%	0.0%		
Liked Everything about services received	N	1	2	1	2	0	0	0	2	2	5	1		
	%	0.8%	1.0%	0.9%	1.6%	0.0%	0.0%	0.0%	1.7%	1.7%	4.2%	0.9%		
Needs Improvement	N	1	0	0	0	0	0	0	0	0	0	0		
	%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Other	N	3	5	3	2	2	2	3	2	0	5	0		
	%	2.5%	2.5%	2.7%	1.6%	1.7%	1.8%	2.5%	1.7%	0.0%	4.2%	0.0%		
Total Responses	N	121	198	110	123	117	114	121	115	117	119	110		
	%	8.9%	14.5%	8.1%	9.0%	8.6%	8.4%	8.9%	8.4%	8.6%	8.7%	8.1%		
Total Respondents	N	141	238	132	138	128	134	142	130	137	131	129		
	%	8.9%	15.1%	8.4%	8.7%	8.1%	8.5%	9.0%	8.2%	8.7%	8.3%	8.2%		

Table F-4. Least Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
C S 2 0 1 5	Services	N 6	14	9	7	5	7	4	4	14	10	12
		% 8.6%	10.4%	11.4%	10.1%	6.0%	8.0%	4.8%	5.4%	16.7%	14.7%	14.6%
	Support	N 12	16	7	11	10	10	4	4	14	2	10
		% 17.1%	11.9%	8.9%	15.9%	11.9%	11.5%	4.8%	5.4%	16.7%	2.9%	12.2%
	Group Therapy	N 1	3	0	0	0	0	0	0	0	0	0
		% 1.4%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Medication	N 3	3	4	5	2	5	4	3	4	5	3
		% 4.3%	2.2%	5.1%	7.2%	2.4%	5.7%	4.8%	4.1%	4.8%	7.4%	3.7%
	Access (Time, Convenience, Insurance, or intake)	N 26	48	20	24	32	31	33	27	35	28	27
		% 37.1%	35.6%	25.3%	34.8%	38.1%	35.6%	39.8%	36.5%	41.7%	41.2%	32.9%
	Office or General Staff	N 3	0	1	4	3	1	4	3	0	2	0
		% 4.3%	0.0%	1.3%	5.8%	3.6%	1.1%	4.8%	4.1%	0.0%	2.9%	0.0%
	Therapy or Case Management	N 13	26	21	16	15	25	21	18	13	14	18
		% 18.6%	19.3%	26.6%	23.2%	17.9%	28.7%	25.3%	24.3%	15.5%	20.6%	22.0%
	Environment	N 5	3	2	3	5	3	1	5	8	2	3
		% 7.1%	2.2%	2.5%	4.3%	6.0%	3.4%	1.2%	6.8%	9.5%	2.9%	3.7%
	Medical Staff	N 2	2	4	0	3	4	1	1	4	2	1
		% 2.9%	1.5%	5.1%	0.0%	3.6%	4.6%	1.2%	1.4%	4.8%	2.9%	1.2%
	Stigma	N 0	4	2	1	2	1	0	2	0	3	0
		% 0.0%	3.0%	2.5%	1.4%	2.4%	1.1%	0.0%	2.7%	0.0%	4.4%	0.0%
Location	N 7	9	7	7	7	5	9	5	6	8	7	
	% 10.0%	6.7%	8.9%	10.1%	8.3%	5.7%	10.8%	6.8%	7.1%	11.8%	8.5%	
Staff Turnover	N 5	16	8	5	6	12	9	10	6	6	4	
	% 7.1%	11.9%	10.1%	7.2%	7.1%	13.8%	10.8%	13.5%	7.1%	8.8%	4.9%	
Does not Like Anything about Services Received	N 0	0	2	0	1	1	0	1	0	0	2	
	% 0.0%	0.0%	2.5%	0.0%	1.2%	1.1%	0.0%	1.4%	0.0%	0.0%	2.4%	
Liked Everything about services received	N 3	6	10	4	5	2	5	5	1	1	8	
	% 4.3%	4.4%	12.7%	5.8%	6.0%	2.3%	6.0%	6.8%	1.2%	1.5%	9.8%	
Needs Attention	N 1	0	0	0	0	1	1	0	1	0	1	
	% 1.4%	0.0%	0.0%	0.0%	0.0%	1.1%	1.2%	0.0%	1.2%	0.0%	1.2%	
Other	N 4	12	4	1	4	4	3	1	3	3	3	
	% 5.7%	8.9%	5.1%	1.4%	4.8%	4.6%	3.6%	1.4%	3.6%	4.4%	3.7%	
Total Responses	N 70	135	79	69	84	87	83	74	84	68	82	
% of total comments	% 7.7%	14.8%	8.6%	7.5%	9.2%	9.5%	9.1%	8.1%	9.2%	7.3%	9.0%	
Total Respondents by RSN	N 141	238	132	138	128	134	142	130	137	131	129	
% of total Respondents	% 8.9%	15.1%	8.4%	8.7%	8.1%	8.5%	9.0%	8.2%	8.7%	8.3%	8.2%	

## **APPENDIX G**

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### **Recodes and Descriptive Statistics Syntax**

## CFCS 2016 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Dont 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 'Appropriatness 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
```

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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.

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