Youth Services Survey

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree | N/A |
| 1. Overall, I am satisfied with the services I received. |  |  |  |  |  |  |
| 2. I helped to choose my services. |  |  |  |  |  |  |
| 3. I helped to choose my treatment goals. |  |  |  |  |  |  |
| 4. The people helping me stuck with me no matter what. |  |  |  |  |  |  |
| 5. I felt I had someone to talk to when I was in trouble. |  |  |  |  |  |  |
| 6. I participated in my own treatment. |  |  |  |  |  |  |
| 7. I received services that were right for me. |  |  |  |  |  |  |
| 8. The location of services was convenient for me. |  |  |  |  |  |  |
| 9. Services were available at times that were convenient for me. |  |  |  |  |  |  |
| 10. I got the help I wanted. |  |  |  |  |  |  |
| 11. I got as much help as I needed. |  |  |  |  |  |  |
| 12. Staff treated me with respect. |  |  |  |  |  |  |
| 13. Staff respected my religious / spiritual beliefs. |  |  |  |  |  |  |
| 14. Staff spoke with me in a way that I understood. |  |  |  |  |  |  |
| 15. Staff were sensitive to my cultural / ethnic background. |  |  |  |  |  |  |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree | N/A |
| 16. I am better at handling daily life. |  |  |  |  |  |  |
| 17. I get along better with family members. |  |  |  |  |  |  |
| 18. I get along better with friends and other people. |  |  |  |  |  |  |
| 19. I am doing better in school and / or work. |  |  |  |  |  |  |
| 20. I am better able to cope when things go wrong. |  |  |  |  |  |  |
| 21. I am satisfied with my family life right now. |  |  |  |  |  |  |
| 22. I am better able to do things I want to do. |  |  |  |  |  |  |

**For questions 23 – 26, please answer for relationships with persons other than your mental health provider(s).**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree | N/A |
| 23. I know people who will listen and understand me when I need to talk. |  |  |  |  |  |  |
| 24. I have people that I am comfortable talking with about my problem(s). |  |  |  |  |  |  |
| 25. In a crisis, I would have the support I need from family or friends. |  |  |  |  |  |  |
| 26. I have people with whom I can do enjoyable things. |  |  |  |  |  |  |

**The following questions are short answer:**

27. What has been the most helpful thing about the services you received over the last 6 months?

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28. What would improve the services here?

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Scoring the Youth Services Survey

The content of the domains in the YSS instrument has been designed for the child mental health population. Each item on the YSS is answered using a Likert scale ranging from one (strongly disagree) to five (strongly agree). Items in a domain are summed and divided by the total number of items, and scores greater than 3.5 are reported in the positive range for the domain. Cases with domains where more than one-third of items are missing are not included in the final analysis. Additionally, the survey includes two questions that ask consumers to share 1) “What has been more helpful about the services?” and 2) “What would improve services?”

|  |  |
| --- | --- |
| Domain | **Survey Item Numbers** |
| General Satisfaction | 1, 4, 5, 7, 10, 11 |
| Participation in Treatment Planning | 2, 3, 6 |
| Access | 8, 9 |
| Cultural Sensitivity | 12, 13, 14, 15 |
| Social Connectedness | 23, 24, 25, 26 |
| Outcomes | 16, 17, 18, 19, 20, 21 |
| Functioning | 16, 17, 18, 19, 20, 22 |