

Indiana Family and Social Services
Administration

Division of Mental Health and Addiction

Family Member Perception of Care for Youth Services YSS-F Survey 2012



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Overview

Each year, the Family and Social Services Administration, Division of Mental Health and Addiction (DMHA) is required by the Substance Abuse and Mental Health Services Administration's Center for Mental Health Services (CMHS) to conduct a survey of caregiver perceptions of the mental health care their children have received from the public community mental health system. The survey tool used is the Youth Services Survey for Families (YSS-F). The results from this survey tool are reported to CMHS for the Mental Health Block Grant by each state and territory that receives block grant funding.

For the 2012 survey, DMHA contracted with InteCare, Inc. to distribute, process and analyze and prepare a report of the survey results.

Methodology

The collection of YSS-F survey data for 2012 was conducted using the same method as the 2010 and 2011 surveys. Starting in 2010, the survey process was completed through a convenience sample. In this method, surveys were sent to the CMHCs who then handed out and collected surveys with care givers of youth served as they were seen for outpatient or residential services. Prior to 2010, DMHA contracted with a university to conduct phone surveys. Due to the difference in sampling size and methodology, the results prior to 2010 are not included in the yearly comparisons in this report.

DMHA determined the sample size on a statewide margin of error with a confidence level of 95% and an estimated response rate. DMHA provided InteCare with the number of surveys needed for each CMHC. InteCare sent the minimum required number of surveys to each CMHC. Standardized directions for completing the surveys were also sent to each CMHC. Each CMHC was asked to choose a survey week between September 3rd and 21st and distribute surveys to caregivers with children being seen during the chosen week. If a CMHC wished to survey more caregivers than the set sample size, additional surveys were printed and mailed to the CMHC.

Spanish versions of the survey were provided to CMHCs when requested. There were forty (40) Spanish YSS-F surveys sent to providers with seven (7) completed and returned.

Table 1 shows the number of surveys sent to the providers, the number returned, and the response rate for each provider. For the 95% confidence level, DMHA set the floor for the response rate at 35%. Any provider with a response rate below 35% will not have achieved the 95% confidence level, meaning that the results may not be interpreted across all consumers served by that provider.

The statewide response rate for 2012 was 89%. This is a slight increase from last year's rate of 87% and the 2010 return rate of 76%. The YSS-F survey response rate is consistent with response rates seen using the convenience sampling methodology. Telephone and mail survey methodologies tend to have much lower response rates.

Table 1: Response rate by CMHC for YSS-F surveys.

ID #	Provider	YSS-F Surveys Sent	YSS-F Surveys Returned	YSS-F Return Rate
429	Adult and Child	100	91	91%
430	ASPIRE Indiana	50	48	96%
423	Bowen Center	75	73	97%
431	Centerstone	100	45	45%
413	Community MHC	25	19	76%
428	Cummins	75	83	111%
421	Edgewater	25	25	100%
427	Four County	50	33	66%
416	Gallahue	75	61	81%
414	Grant Blackford	25	15	60%
405	Hamilton Center	75	26	35%
407	Howard Regional	25	25	100%
402	LifeSpring	50	94	188%
422	Meridian Services	50	37	74%
401	Midtown	50	66	132%
426	Northeastern Center	50	74	148%
409	Oaklawn Psychiatric Center	75	58	77%
419	Park Center	50	71	142%
418	Porter-Starke	75	52	69%
424	Regional	50	36	72%
403	Samaritan Center	50	43	86%
420	Southern Hills	50	21	42%
404	Southwestern	50	50	100%
410	Swanson Center	50	49	98%
415	Wabash Valley	75	75	100%
	All CMHCs	1425	1270	89%

* Provider return rate is below 35% and therefore the 95% confidence level has not been achieved.

Survey Tool

The instrument used for the survey is a version of the YSS-F, with 26 questions with a Likert scale of possible responses from (1) Strongly Agree to (5) Strongly Disagree. These 26 questions are grouped into five (5) domains:

- Appropriateness
- Access to Services
- Cultural Sensitivity
- Participation in Treatment
- Outcomes of Services

Two additional domains are found in the updated version of the YSS-F and have been included since the 2010 survey:

- Social Connectedness
- Functioning (includes items also found in the Outcome domain)

Each domain is comprised of several questions that collectively reflect the responder's perception of that area. Table 2 (please refer to page 13) has a complete list of questions that correspond to each domain.

Survey Modifications

The only change to the YSS-F survey for 2012 was the in the comments section. Providers requested a change in the way the comments were reported and requested to have copies of the comments. The comments section was changed to an open answer section where caregivers could leave any comments they wished to provide back to their child's provider regarding the services they received. A statement indicating that all comments would be seen by the provider was listed at the top of the comments page. Caregivers were also provided with a space to write their name if they wished their service provider to contact them regarding their comments. Comments were scanned and saved from each survey. Original comments pages were sent back to each provider for review and follow-up with caregivers if needed.

Demographic Information

Parents and guardians who completed a YSS-F survey were asked to provide basic demographic information including age, gender, ethnicity, race of their children. The figures below illustrate the demographic similarities and differences among the responders.

Figure 1: CY2012 YSS-F by child's age group

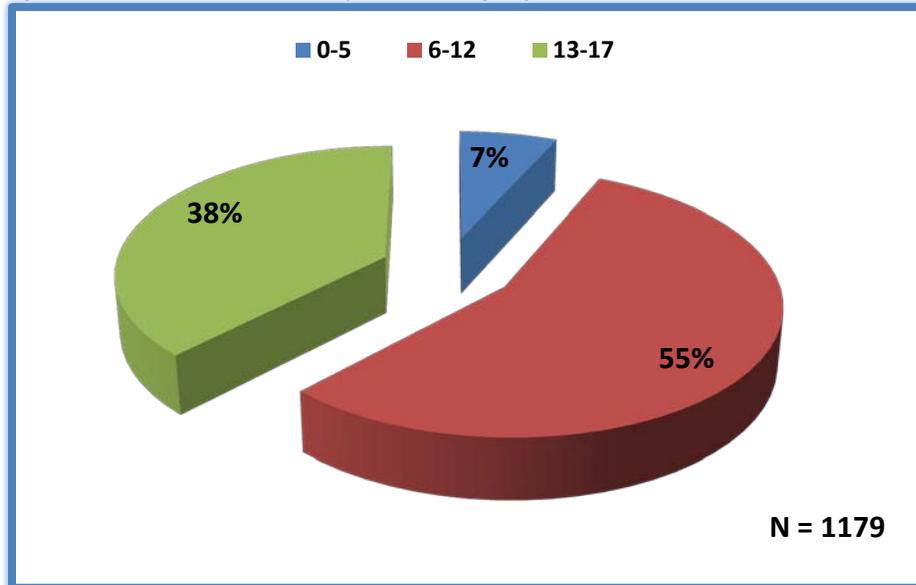


Figure 2: CY2012 YSS-F by child's gender

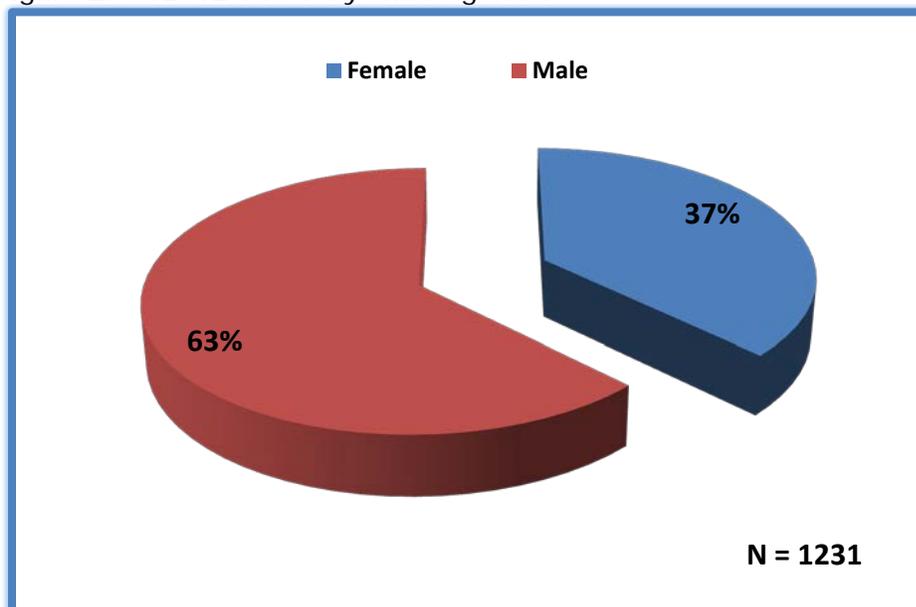


Figure 3: CY 2012 YSS-F by child's ethnicity

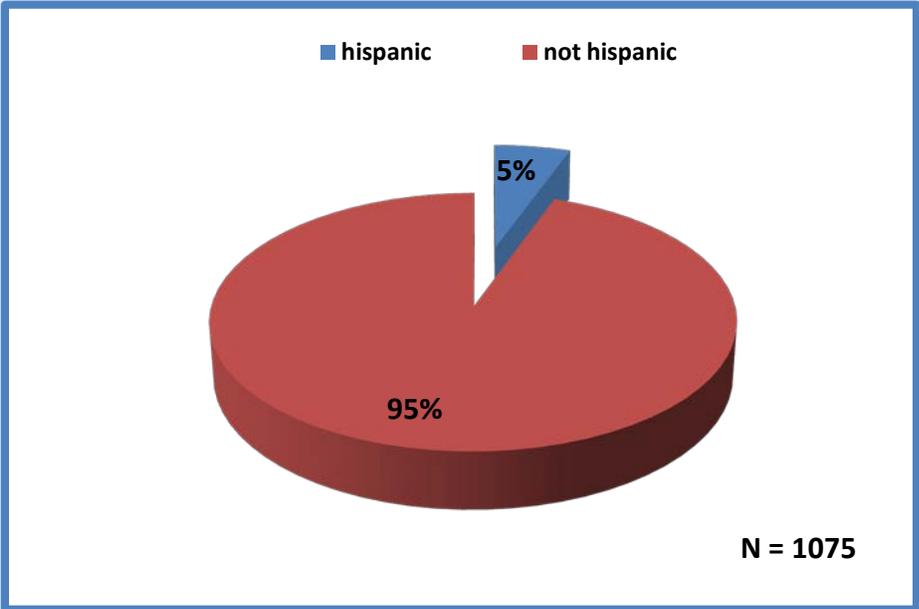
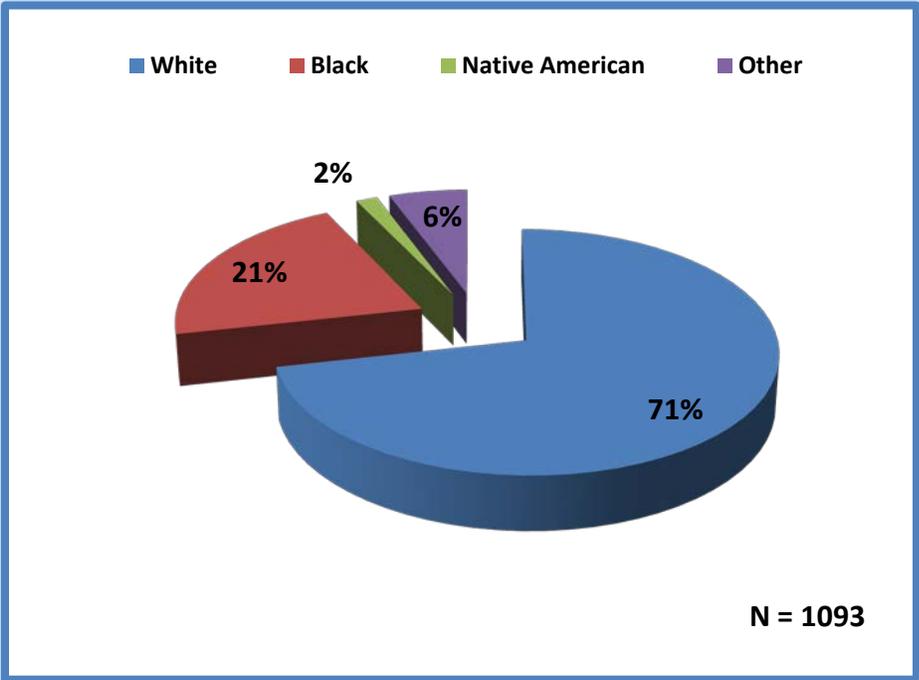


Figure 4: CY 2012 YSS-F by child's race



Survey Results

Domain Scores Comparisons

Computation of the domain scores were completed following the established MHSIP/YSS-F methodology where lower scores represent a more positive response (e.g. Strongly Agree = 1, Agree = 2, Strongly Disagree = 5).

For each survey completed, the mean score is calculated for the questions for a domain. A survey had to have two-thirds of the questions in the domain completed to be included in the mean score for the domain. For example, the Appropriateness domain contains 6 questions. A responder must have answered 4 of the 6 questions to be included in the data for that domain. A positive domain score for a survey is a mean score less than 2.5. The charts below illustrate the differences in mean domain scores from 2010 to 2012.

Figure 5: Appropriateness: Percentage of responders reporting positively about general satisfaction by survey year

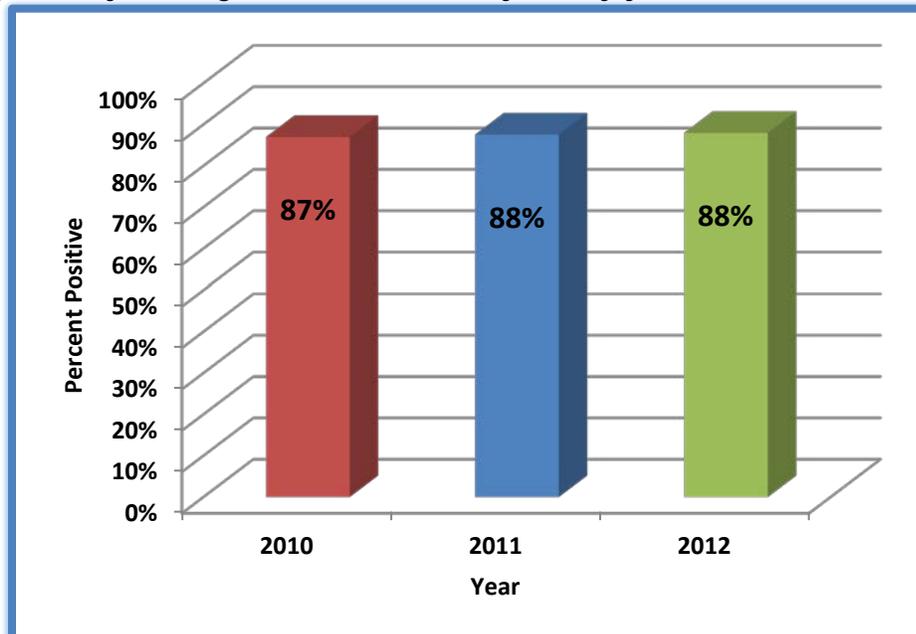


Figure 6: Access to Services: Percentage of responders reporting positively about access to services by survey year

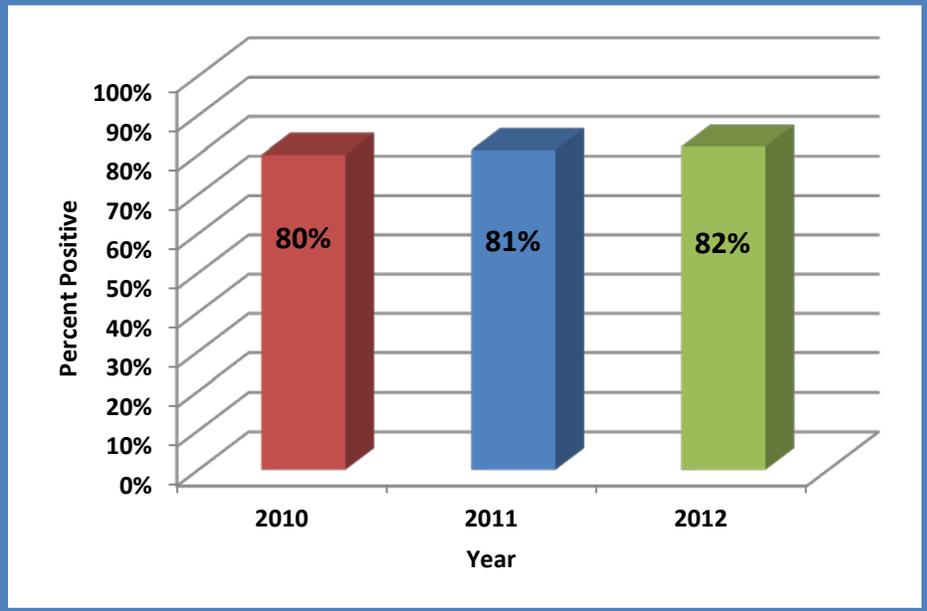


Figure 7: Cultural Sensitivity: Percentage of responders reporting positively about quality and appropriateness of services by survey year

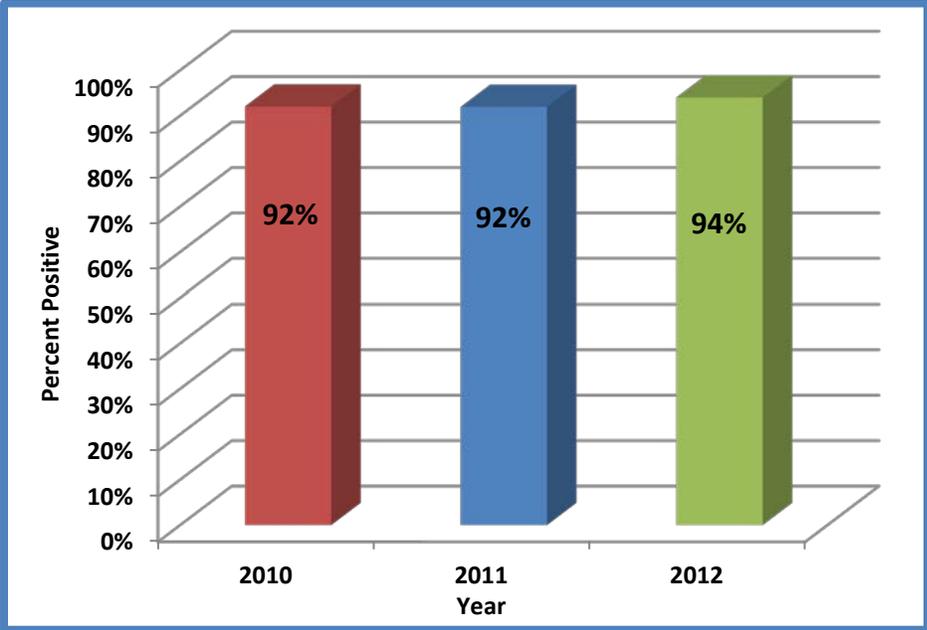


Figure 8: Treatment: Percentage of responders reporting positively about participation in treatment by survey year

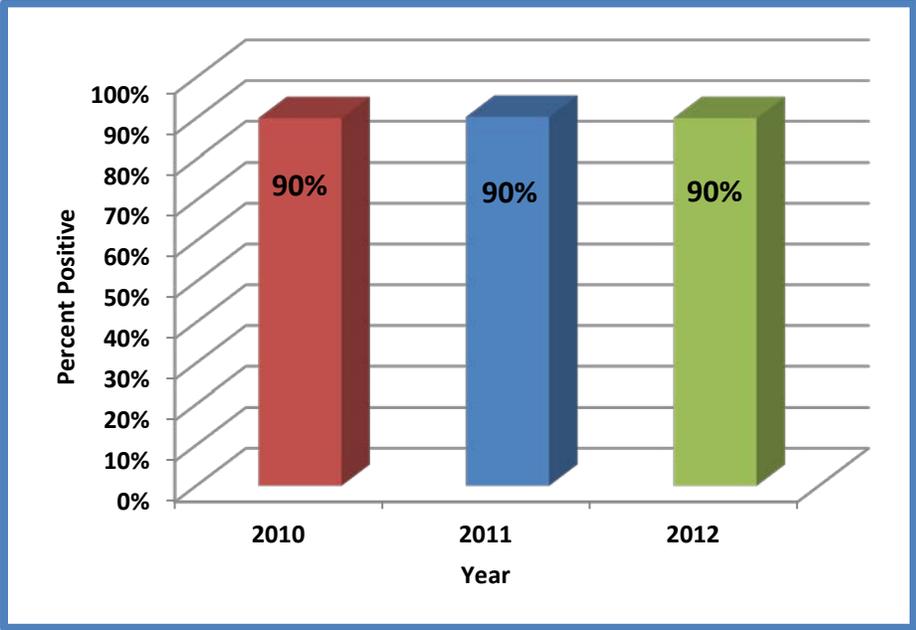


Figure 9: Outcomes: Percentage of responders reporting positively about treatment outcomes by survey year

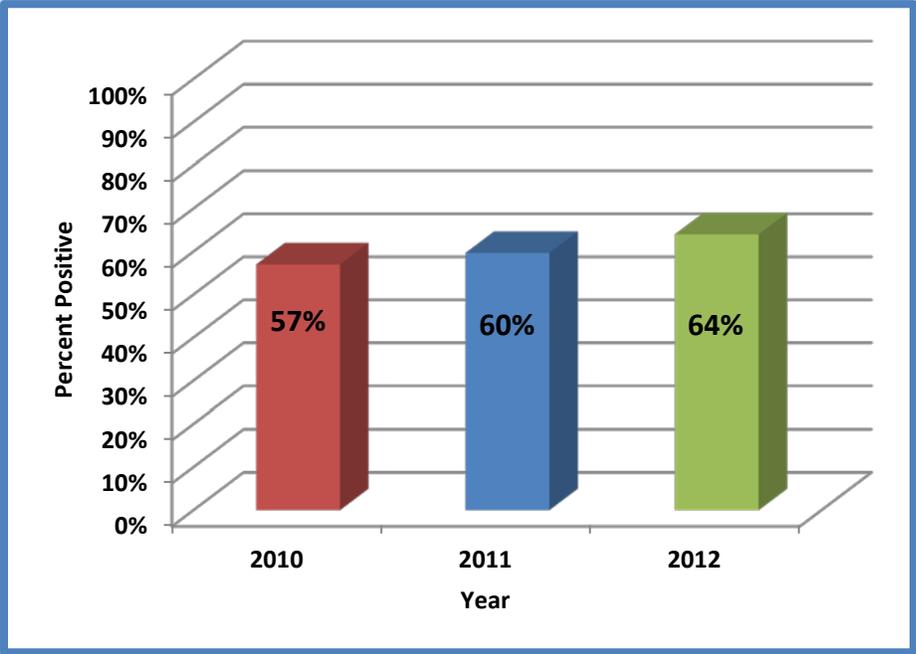


Figure 10: Social Connectedness: Percentage of responders reporting positively about their social connectedness by survey year

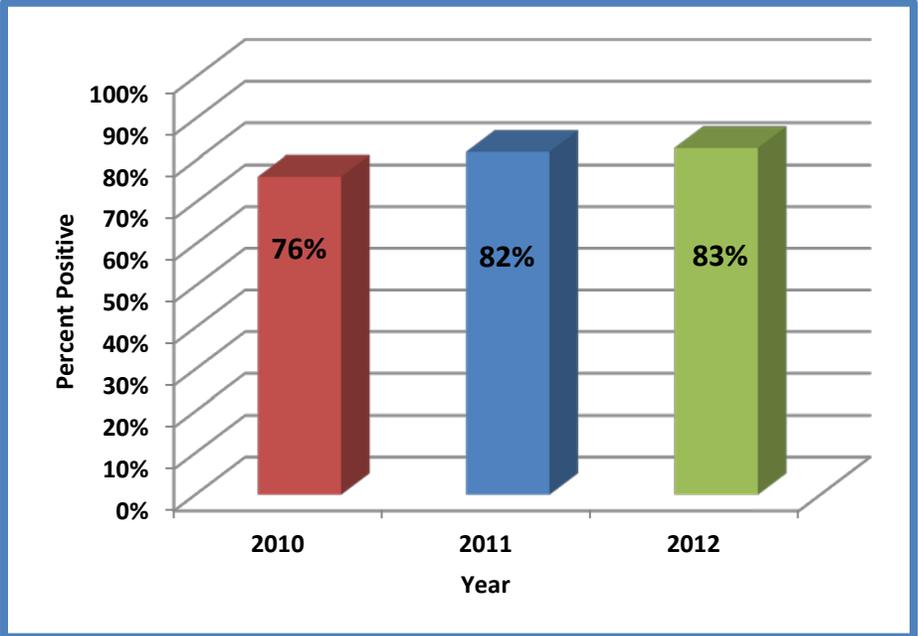
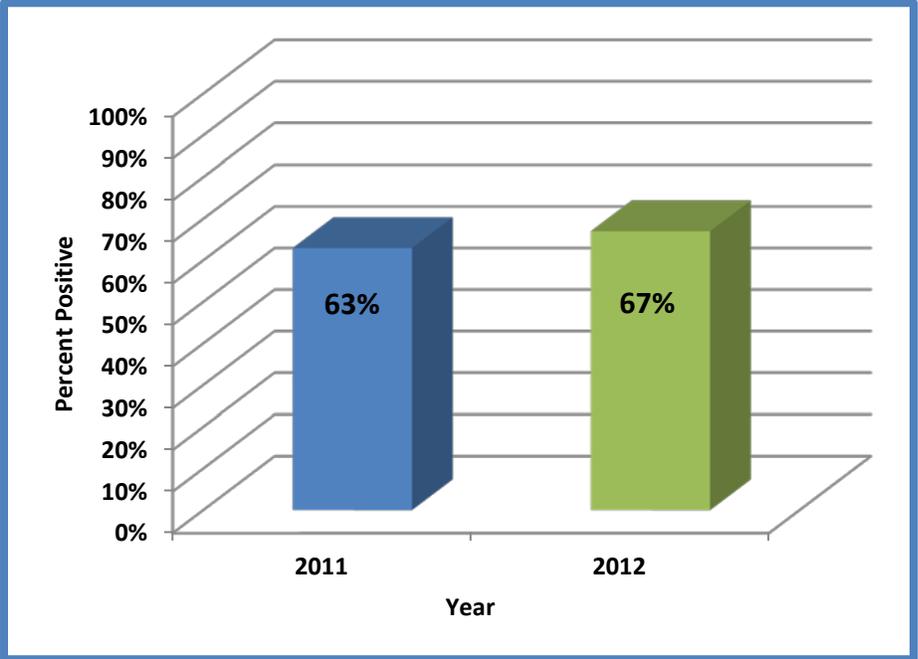


Figure 11: Functioning: Percentage of responders reporting positively about the functioning of the child by survey year



Statewide and Provider Domain and Individual Question Data

Table 2: Comparison of domain and item responses by provider

Key:

Domain Scores: line 1 - % positive responses, line 2 - # of responders

Question Scores: line 1 - % positive responses, line 2 – mean score, line 3 - # of responses

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
General Satisfaction	88 1116	93 69	76 96	88 43	92 50	85 26	76 25	93 58	84 49	79 19	93 15	88 75	98 60	79 52	93 71	81 21	84 25	92 37	88 72	92 37	84 75	94 33	93 85	95 91	67 48	89 45
1. Overall, I am satisfied with the services my child received.	93 1.6 1272	99 1.5 69	80 1.8 93	95 1.4 43	96 1.6 50	96 1.5 26	76 1.8 25	95 1.5 58	94 1.5 49	89 1.6 19	100 1.5 15	93 1.6 75	100 1.4 61	88 1.9 52	96 1.4 71	95 1.9 21	80 1.7 25	92 1.6 36	93 1.6 71	94 1.5 36	92 1.5 75	33 1.7 32	98 1.4 85	99 1.3 91	79 1.8 48	98 1.4 45
4. The people helping my child stuck with us no matter what.	85 1.7 1270	88 1.5 69	72 2.0 94	91 1.5 43	88 1.8 49	81 1.6 26	80 1.7 25	90 1.5 58	90 1.5 49	89 1.7 18	93 1.5 15	81 1.8 75	90 1.5 60	69 2.1 52	90 1.5 70	67 2.1 21	80 1.9 25	89 1.7 37	85 1.7 72	89 1.7 37	81 1.8 75	94 1.6 32	91 1.4 85	91 1.5 91	67 2.1 48	86 1.6 44
5. I felt my child had someone to talk to when he/she was troubled.	88 1.6 1269	93 1.5 68	80 1.9 94	95 1.4 43	90 1.7 50	92 1.6 26	67 2.0 34	93 1.5 58	88 1.5 49	89 1.7 19	87 1.5 15	88 1.6 74	93 1.4 61	77 2.1 52	92 1.5 71	95 1.8 21	84 1.8 25	89 1.5 35	86 1.6 72	95 1.6 37	91 1.5 75	00 1.5 33	95 1.4 85	91 1.5 89	73 1.9 48	84 1.6 45
7. The services my child and/or family received were right for us.	88 1.7 1272	91 1.6 69	77 1.9 93	88 1.5 43	96 1.7 49	85 1.7 26	80 1.8 25	95 1.5 58	86 1.7 49	74 1.7 19	93 1.5 15	92 1.7 75	98 1.4 60	87 2.0 52	93 1.5 71	86 1.9 21	80 1.8 25	89 1.7 37	82 1.7 72	89 1.7 37	89 1.6 75	91 1.7 33	91 1.5 85	95 1.5 91	70 2.0 47	93 1.5 45
10. My family got the help we wanted for my child.	86 1.7 1270	88 1.6 69	77 2.0 93	91 1.5 43	88 1.7 49	85 1.7 26	72 2.0 25	86 1.7 58	81 1.7 48	79 1.7 19	87 1.7 15	83 1.8 75	97 1.4 60	81 2.1 52	92 1.6 71	86 1.9 21	80 2.0 25	89 1.7 36	81 1.8 72	89 1.7 37	89 1.7 75	91 1.7 33	93 1.5 85	96 1.4 90	71 2.0 48	91 1.6 45
11. My family got as much help as we needed for my child	81 1.8 1271	80 1.8 69	72 2.1 93	84 1.7 43	82 1.8 50	80 1.9 25	72 1.9 25	83 1.8 58	76 1.8 49	79 1.8 19	87 1.7 15	73 2.0 75	98 1.5 61	73 2.2 52	87 1.7 71	81 2.0 21	83 2.0 24	81 1.7 37	79 1.8 71	86 1.8 37	76 1.8 75	85 1.9 33	84 1.7 85	92 1.5 90	71 2.0 48	76 1.9 45
Access	82 1039	89 69	78 94	86 43	78 50	92 26	64 25	83 58	82 49	89 19	73 15	77 74	87 61	65 52	93 71	62 21	88 24	73 37	82 72	78 37	83 75	79 33	94 85	89 90	65 48	80 44
8. The location of services was convenient for us.	88 1.6 1274	88 1.6 69	87 1.7 94	88 1.5 43	88 1.7 50	92 1.3 26	72 1.8 25	88 1.5 58	88 1.6 49	89 1.5 19	80 1.9 15	88 1.7 74	92 1.4 61	87 1.8 52	92 1.6 71	76 2.0 21	88 1.8 25	84 1.7 37	93 1.5 72	84 1.7 37	93 1.5 75	94 1.6 33	95 1.5 85	93 1.4 91	73 1.9 48	82 1.8 44
9. Services were available at times that were convenient for us.	84 1.8 1273	96 1.5 69	77 2.0 94	88 1.5 43	82 1.9 50	92 1.7 26	72 2.0 25	84 1.7 58	86 1.7 49	100 1.3 19	87 1.7 15	81 1.9 75	90 1.5 61	65 2.4 52	94 1.6 71	76 2.1 21	83 2.0 24	78 1.8 37	81 1.8 72	84 1.7 37	84 1.7 75	73 2.0 33	92 1.5 85	89 1.5 90	73 2.1 48	89 1.8 44

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
Cultural Sensitivity	94 1199	99 69	78 94	91 43	100 50	100 26	79 24	98 58	98 49	100 19	100 15	88 74	95 60	83 52	97 71	95 21	96 24	97 37	99 72	95 37	99 75	90 31	98 84	99 91	90 48	93 45
12. Staff treated me with respect.	97 1.4 1274	99 1.3 69	93 1.6 94	100 1.2 43	100 1.2 50	100 1.3 26	88 1.3 25	100 1.3 58	92 1.3 49	100 1.3 19	100 1.3 15	93 1.5 75	100 1.3 61	98 1.7 52	97 1.3 71	90 1.8 21	96 1.5 25	97 1.4 37	100 1.3 72	95 1.5 37	97 1.4 75	97 1.5 31	99 1.3 85	99 1.2 91	88 1.5 48	93 1.4 45
13. Staff respected my family's religious/spiritual beliefs.	89 1.5 1265	91 1.5 68	82 1.7 94	86 1.6 43	90 1.5 50	100 1.3 26	83 1.6 24	95 1.4 58	94 1.5 48	95 1.4 19	80 1.7 15	82 1.7 73	90 1.5 60	73 2.0 52	94 1.4 71	86 1.8 21	92 1.6 24	94 1.4 36	92 1.5 72	89 1.6 37	93 1.5 75	87 1.6 31	89 1.5 85	94 1.4 90	88 1.6 48	89 1.5 45
14. Staff spoke with me in a way that I understood.	98 1.4 1269	100 1.4 69	92 1.6 92	100 1.2 43	100 1.3 50	100 1.3 26	88 1.6 25	100 1.3 58	98 1.3 49	100 1.4 19	100 1.5 15	96 1.5 75	100 1.2 60	100 1.7 52	97 1.4 70	90 1.8 20	100 1.5 24	100 1.4 37	97 1.4 72	100 1.4 37	100 1.4 75	97 1.5 33	99 1.3 84	100 1.2 91	94 1.5 48	98 1.5 44
15. Staff was sensitive to my cultural/ethnic background.	88 1.6 1263	99 1.4 69	78 1.8 93	81 1.6 42	96 1.5 50	100 1.4 26	79 1.7 24	91 1.5 58	94 1.4 49	84 1.6 19	87 1.6 15	81 1.7 74	92 1.5 60	73 2.1 51	90 1.6 70	90 1.8 21	91 1.9 22	92 1.5 37	92 1.6 72	95 1.5 37	97 1.5 75	81 1.7 32	87 1.5 84	87 1.5 90	83 1.7 48	82 1.6 45
Participation in Treatment Planning	90 1142	91 69	80 93	95 43	94 50	96 26	80 25	91 58	94 49	89 19	93 15	95 75	95 60	87 52	92 71	76 21	88 24	95 37	86 72	95 37	92 75	85 33	87 85	93 91	79 48	91 45
2. I helped to choose my child's services.	84 1.8 1270	84 1.7 68	82 2.0 92	93 1.5 43	92 1.8 50	88 1.8 26	84 1.8 25	90 1.8 58	88 1.6 49	74 1.9 19	87 1.7 15	84 1.9 75	92 1.5 60	77 2.1 52	87 1.7 71	67 2.3 21	75 2.2 24	75 1.9 36	78 1.8 72	89 1.7 37	92 1.5 75	82 1.8 33	82 1.8 85	86 1.6 91	73 2.0 48	87 1.8 45
3. I helped to choose my child's treatment goals.	88 1.7 1261	93 1.6 68	80 2.1 93	93 1.5 43	88 1.8 50	92 1.6 26	80 1.8 25	88 1.6 57	92 1.6 49	89 1.6 19	93 1.6 15	95 1.6 74	93 1.5 60	82 2.0 50	87 1.7 71	71 2.1 21	78 2.0 23	89 1.6 37	88 1.7 72	97 1.5 36	92 1.5 73	85 1.8 33	87 1.7 85	91 1.5 89	79 1.9 47	93 1.6 45
6. I participated in my child's treatment.	94 1.5 1269	97 1.4 69	89 1.7 93	90 1.4 42	100 1.5 50	100 1.5 26	80 1.8 25	95 1.4 58	98 1.5 47	95 1.4 19	100 1.5 15	96 1.5 75	97 1.4 60	94 1.9 52	93 1.5 71	90 1.9 21	96 1.6 24	95 1.5 37	90 1.5 72	97 1.5 37	97 1.5 75	94 1.6 33	88 1.5 85	96 1.4 90	79 1.8 48	98 1.4 45
Positive Service Outcomes (16-21)	64 815	63 68	53 93	79 43	68 50	85 26	54 24	55 58	61 49	58 19	80 15	53 75	75 61	65 52	70 71	71 21	67 24	61 36	63 71	64 36	62 74	55 33	68 85	70 91	62 47	64 45
Functioning (16-22)	67 844	62 68	58 93	79 43	68 50	85 26	58 24	60 58	67 49	68 19	80 15	58 74	77 61	65 52	70 71	71 21	67 24	61 36	65 71	61 36	68 74	58 33	72 85	74 91	62 47	67 45
16. My child is better at handling daily life.	71 2.1 1267	72 2.1 67	60 2.3 93	77 2.0 43	74 2.0 50	73 1.9 26	56 2.3 25	64 2.2 58	69 2.2 49	63 2.3 19	87 1.9 15	67 2.2 75	87 1.9 61	73 2.3 52	76 2.1 71	86 2.0 21	71 2.1 24	58 2.4 36	69 2.2 71	72 2.1 36	72 2.1 74	61 2.2 33	71 2.1 85	77 2.0 91	60 2.3 47	84 2.0 45
17. My child gets along better with family members,	65 2.2 1260	62 2.3 68	54 2.4 93	79 1.9 43	66 2.2 50	88 1.7 26	46 2.5 24	55 2.3 56	65 2.2 49	63 2.2 19	87 2.0 15	59 2.4 75	73 2.1 60	71 2.3 52	62 2.2 71	86 2.1 21	63 2.1 24	67 2.3 36	63 2.2 70	67 2.1 36	66 2.1 74	64 2.1 33	63 2.2 84	68 2.1 90	61 2.4 46	71 2.1 45
18. My child gets along better with friends and other people.	66 2.2 1261	65 2.2 68	55 2.4 93	81 1.9 43	66 2.2 50	81 1.7 26	58 2.4 24	59 2.3 56	61 2.3 49	63 2.4 19	87 2.0 15	63 2.3 75	83 2.0 60	71 2.3 52	73 2.1 71	68 2.4 19	67 2.4 24	57 2.4 37	63 2.2 72	74 1.9 35	64 2.2 73	67 2.2 33	64 2.2 85	69 2.1 91	52 2.5 46	73 2.0 45
19. My child is doing better in school and/or work.	69 2.1 1262	68 2.1 68	65 2.3 94	74 2.0 42	76 2.0 50	81 1.9 26	50 2.4 24	69 2.1 58	76 2.1 49	74 2.0 19	80 1.9 15	64 2.2 73	77 1.9 61	71 2.3 52	73 2.1 71	76 2.2 21	74 2.2 23	64 2.1 36	59 2.3 70	64 2.1 36	70 2.0 74	73 2.1 33	72 2.0 85	68 2.1 90	62 2.2 47	73 2.1 45

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
20. My child is better able to cope when things go wrong.	62 2.3 1265	64 2.1 67	51 2.5 92	72 2.1 43	64 2.3 50	69 2.0 26	50 2.5 24	57 2.4 58	57 2.5 49	53 2.5 19	80 2.0 15	56 2.4 75	79 2.0 61	63 2.4 52	66 2.3 71	71 2.2 21	71 2.3 24	56 2.4 36	55 2.4 71	62 2.3 37	62 2.2 74	45 2.4 33	65 2.2 84	62 2.3 91	64 2.4 47	62 2.2 45
21. I am satisfied with our family life right now.	61 2.3 1194	59 2.4 69	64 2.3 89	85 1.8 40	45 2.5 49	77 2.0 26	53 2.3 15	55 2.4 56	61 2.3 49	74 2.1 19	77 2.1 13	47 2.5 66	75 2.2 57	54 2.5 46	64 2.3 70	80 2.2 20	65 2.1 23	58 2.4 31	58 2.3 64	43 2.5 28	59 2.3 73	46 2.6 28	61 2.3 84	58 2.3 89	60 2.5 47	70 2.2 43
22. My child is better able to do the things he or she wants to do.	67 2.2 1219	59 2.3 69	63 2.3 91	85 1.8 41	63 2.3 49	85 1.8 26	69 2.1 16	60 2.2 57	69 2.2 49	63 2.4 19	77 2.0 13	61 2.3 69	81 1.9 58	69 2.3 45	71 2.1 70	62 2.3 21	83 2.0 23	59 2.3 32	66 2.2 70	61 2.4 31	69 2.1 74	59 2.3 32	63 2.2 84	73 2.1 90	60 2.3 47	70 2.2 43
Caretaker Support*	83 1047	83 69	77 93	88 41	82 50	88 26	91 22	84 58	76 49	95 19	80 15	76 74	89 61	90 52	85 71	81 21	92 24	81 36	84 73	83 36	89 74	67 33	74 85	84 91	79 48	93 44
23. I know people who will listen and understand me when I need to talk.	85 1.8 1264	85 1.9 68	82 1.9 94	90 1.5 41	88 1.8 49	100 1.5 26	86 1.7 22	91 1.7 58	76 2.0 49	95 1.4 19	80 1.9 15	84 1.8 74	90 1.7 61	90 1.9 52	87 1.8 71	81 2.1 21	88 1.8 24	81 1.9 36	84 1.8 73	86 1.8 36	91 1.7 74	73 2.0 33	80 1.8 85	82 1.8 91	83 1.8 48	93 1.6 44
24. I have people that I am comfortable talking with about my child's problems.	87 1.7 1265	84 1.9 69	82 1.9 94	85 1.5 41	90 1.7 50	96 1.5 26	82 1.8 22	90 1.7 58	78 1.9 49	95 1.5 19	80 1.9 15	86 1.8 74	93 1.6 61	92 1.9 52	89 1.8 71	76 2.0 21	92 1.8 24	89 1.7 36	90 1.7 73	89 1.8 36	91 1.7 74	79 1.9 33	80 1.9 85	90 1.6 90	83 1.7 48	91 1.6 44
25. In a crisis, I would have the support I need from family or friends.	81 1.9 1263	71 2.1 69	78 1.9 93	95 1.4 41	86 1.8 49	88 1.7 26	82 1.8 22	79 1.8 58	80 1.9 49	89 1.6 19	87 1.9 15	74 1.9 74	84 1.8 61	85 2.0 52	77 1.9 71	81 2.0 21	79 1.8 24	83 1.8 35	81 1.8 73	83 1.9 36	86 1.8 74	76 1.9 33	71 2.0 85	84 1.8 91	83 1.9 48	89 1.8 44
26. I have people with whom I can do enjoyable things.	85 1.8 1260	84 1.8 69	79 1.9 92	90 1.5 40	84 1.7 50	96 1.5 26	86 1.7 22	84 1.8 57	84 1.9 49	100 1.4 19	87 1.8 15	80 1.8 74	90 1.7 61	96 1.9 52	86 1.7 71	76 2.1 21	92 1.7 24	78 1.9 36	83 1.7 72	89 1.8 36	89 1.8 74	73 2.1 33	80 1.9 84	85 1.7 91	81 1.8 48	91 1.8 44
Service Environment*	91 1141	97 68	87 94	95 42	84 50	96 26	86 22	88 58	90 49	89 19	87 15	91 74	95 61	96 52	91 70	81 21	83 24	91 35	92 72	97 36	92 74	91 32	89 83	90 91	92 48	98 44
27. I feel that my child is safe.	89 1.6 1262	85 1.8 68	88 1.7 94	98 1.4 42	92 1.6 50	96 1.4 26	95 1.6 22	88 1.6 58	88 1.7 49	84 1.7 19	93 1.7 15	89 1.6 74	93 1.5 61	94 1.7 52	87 1.6 71	76 2.2 21	88 1.8 24	80 1.7 35	90 1.5 72	97 1.4 36	89 1.6 74	91 1.7 33	86 1.6 83	87 1.6 91	90 1.6 48	93 1.6 44
28. The surroundings are clean.	96 1.5 1263	96 1.5 69	95 1.6 94	95 1.3 42	88 1.6 50	100 1.4 26	91 1.5 22	93 1.5 58	90 1.6 49	95 1.4 19	87 1.7 15	99 1.4 74	98 1.4 61	98 1.6 52	97 1.4 70	96 1.9 21	96 1.5 24	97 1.3 36	97 1.4 72	100 1.4 36	99 1.4 74	97 1.6 32	96 1.3 84	99 1.4 91	92 1.5 48	100 1.4 44
Living Situation*	93 1177	90 69	95 93	98 42	94 50	100 26	86 22	91 57	90 49	95 19	93 15	93 74	92 61	96 52	93 71	95 21	92 24	91 35	96 71	97 35	92 74	94 32	84 90	95 91	96 48	98 44
29. I feel that my child is safe.	94 1.5 1260	90 1.5 69	98 1.3 93	98 1.2 42	94 1.6 50	100 1.4 26	95 1.5 22	95 1.4 58	92 1.7 49	89 1.5 19	93 1.5 15	92 1.5 74	93 1.4 61	98 1.6 52	94 1.6 71	95 1.8 21	100 1.5 24	91 1.4 35	99 1.4 71	97 1.4 35	93 1.4 74	97 1.5 32	89 1.4 84	93 1.4 91	94 1.5 48	98 1.3 44
30. The surroundings are clean.	95 1.5 1262	90 1.6 69	95 1.5 94	98 1.3 42	98 1.5 50	100 1.4 26	86 1.5 22	89 1.6 57	92 1.6 49	100 1.4 19	100 1.5 15	95 1.6 74	97 1.4 61	98 1.5 52	93 1.6 71	100 1.8 21	92 1.7 24	97 1.4 36	96 1.4 71	94 1.4 36	95 1.4 74	97 1.5 32	95 1.3 84	95 1.4 91	96 1.5 48	100 1.4 44

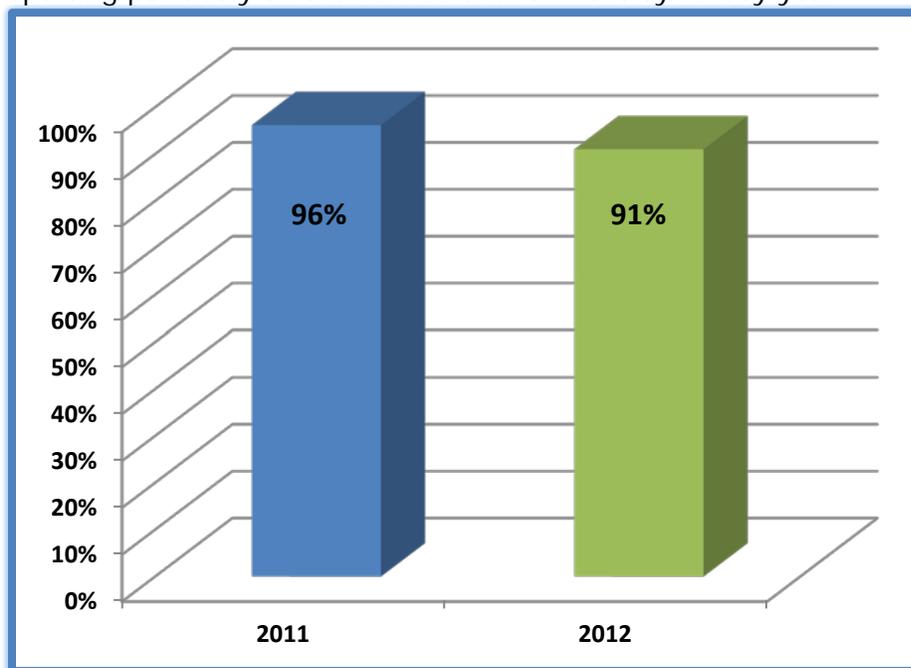
*National data is not available for these domains.86

Additional Analysis

Service Environment

The 2012 survey included two questions that were added to the survey in 2011 for a new domain of the service environment where individuals receive their services. The questions ask responders to report on the safety and cleanliness of the service environment. As shown in figure 11, there was a slight decrease in positive response from respondents from the previous year.

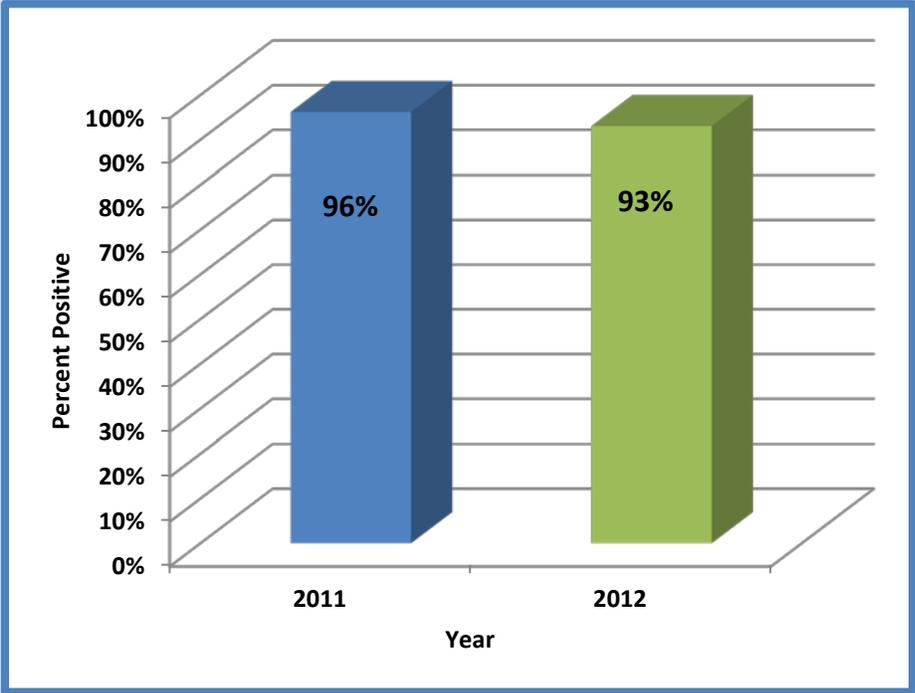
Figure 12: Service Environment: Percentage of responders reporting positively on the service environment by survey year



Living Environment

The 2011 survey included a new domain regarding living environment. This domain, made up of two questions regarding safety and cleanliness were again included in the 2012 survey. As shown in figure 12, there was a slight decrease in positive response to this question from the previous year.

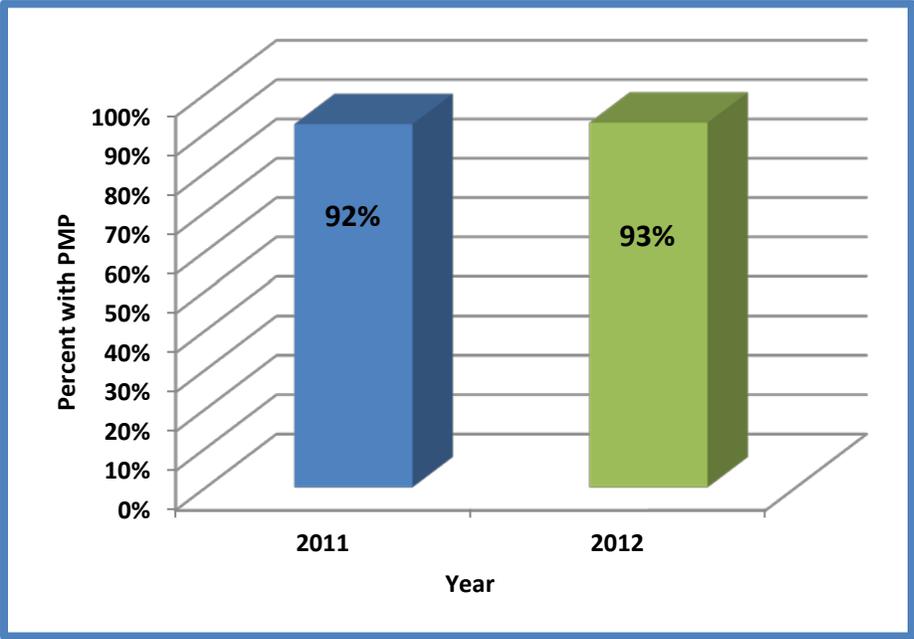
Figure 13: Living Environment: Percentage of responders reporting positively on their living environment by survey year



Physical Health Provider

The 2012 survey asked several health and wellness related questions. The first question asked respondents if their child had a physical health provider. Figure 13 shows a slight increase in the percentage of responders reporting their child has a physical health provider.

Figure 14: Percentage of responders who have a physical health provider by survey year



Coordination of Care

If respondents reported they had a physical health provider, they were asked to report on coordination of care between their physical health provider and their mental health/substance use provider. As shown in table 3, a total of fifty-nine percent of responders reported that they either strongly agreed or agreed with the statement: "My current mental health provider/substance use provider has worked together with my physical health provider to come up with a clear and consistent approach for helping me."

Figure 15: Coordination of care between mental health/substance use provider and physical health provider by survey year

