



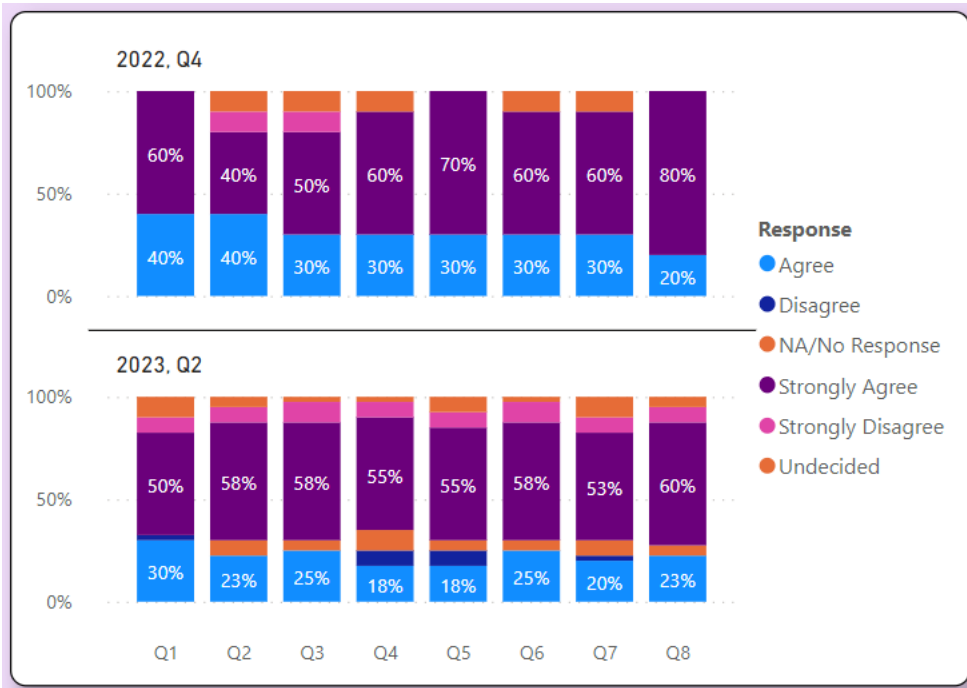
FY23 Quarter 2

Satisfaction Survey Results

Youth Services Survey (YSS) – This survey is for families with children 4-17 years of age receiving home-based services, children’s case management services or outpatient services.

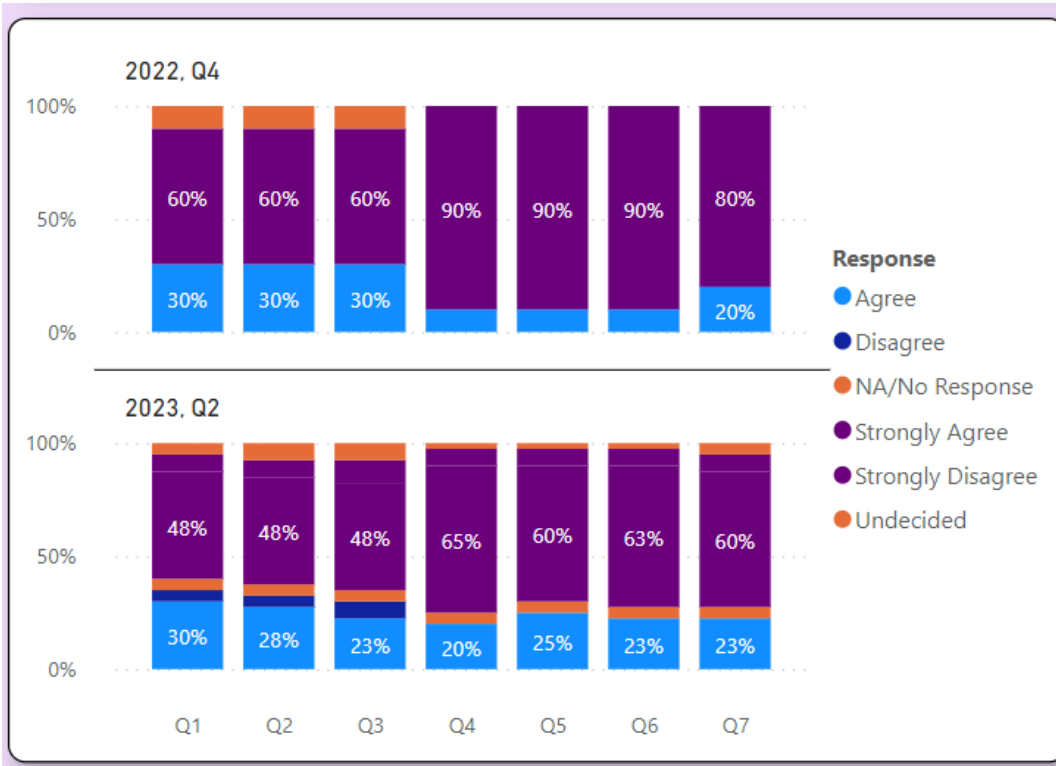
- Q1: Overall, I am satisfied with the service my child received.
 Q2: I helped to choose my child's services.
 Q3: I helped to choose the goals in my child's service plan.
 Q4: The people helping my child stuck with us no matter what.
 Q5: I felt my child had someone to talk to when he/she was troubled.
 Q6: I participated in my child's treatment/services.
 Q7: The services my child and/or family received were right for us.
 Q8: The location of services was convenient for us.

Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	20	12	4	1	3	0	32/40 – 80%
Q2	23	9	2	0	3	3	32/37 – 86.49%
Q3	23	10	1	0	4	2	33/38 – 86.84%
Q4	22	7	1	3	3	4	29/36 – 80.55%
Q5	22	7	3	3	3	2	29/38 – 76.31%
Q6	23	10	1	0	4	2	33/38 – 86.84%
Q7	21	8	4	1	3	3	29/37 – 78.38%
Q8	24	9	2	0	3	2	33/38 – 86.84%



- Q1: Services were available at times that were convenient for us.
- Q2: My family got the help we wanted for my child.
- Q3: My family got as much help as we needed for my child.
- Q4: Staff treated me with respect.
- Q5: Staff respected my family's religious/spiritual beliefs.
- Q6: Staff spoke with me in a way that I understood.
- Q7: Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)

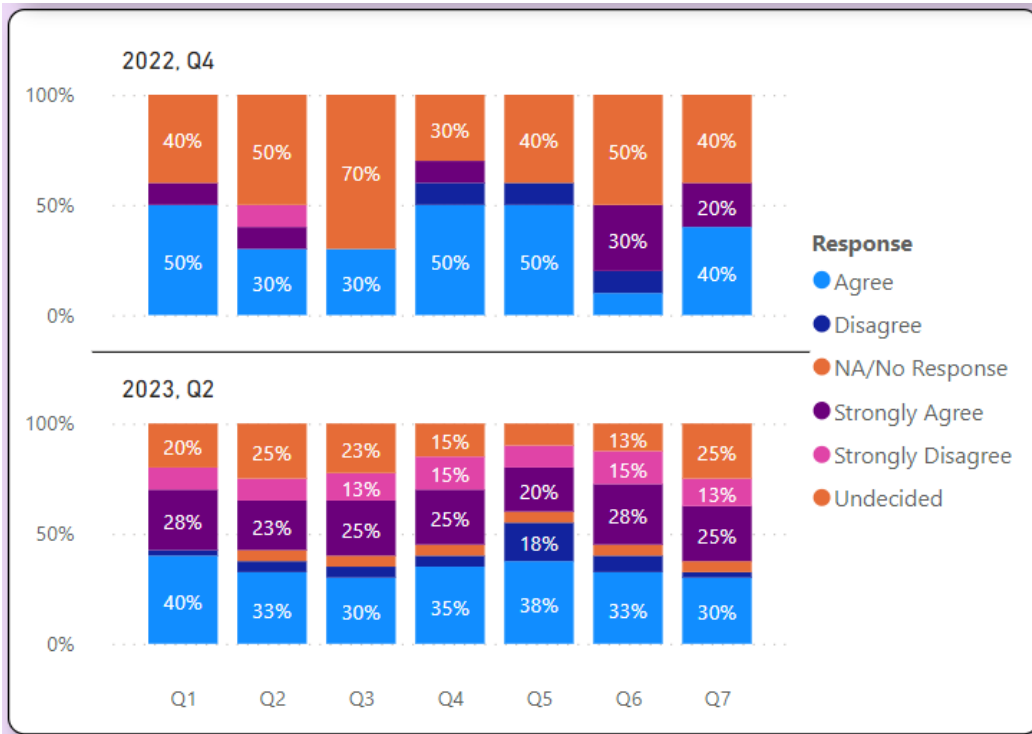
Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	19	12	2	2	3	2	31/38 – 81.58%
Q2	19	11	3	2	3	2	30/38 – 78.95%
Q3	19	9	3	3	4	2	28/38 – 73.68%
Q4	26	8	1	0	3	2	34/38 – 89.47%
Q5	24	10	1	0	3	2	34/38 – 89.47%
Q6	25	9	1	0	3	2	34/38 – 89.47%
Q7	24	9	2	0	3	2	33/38 – 86.84%



As a direct result of the services I received:

- Q1: My child is better at handling daily life.
- Q2: My child gets along better with family members.
- Q3: My child gets along better with friends and other people.
- Q4: My child is doing better in school and/or work.
- Q5: My child is better able to cope when things go wrong.
- Q6: I am satisfied with our family life right now.
- Q7: My child is better able to do things he or she wants to do.

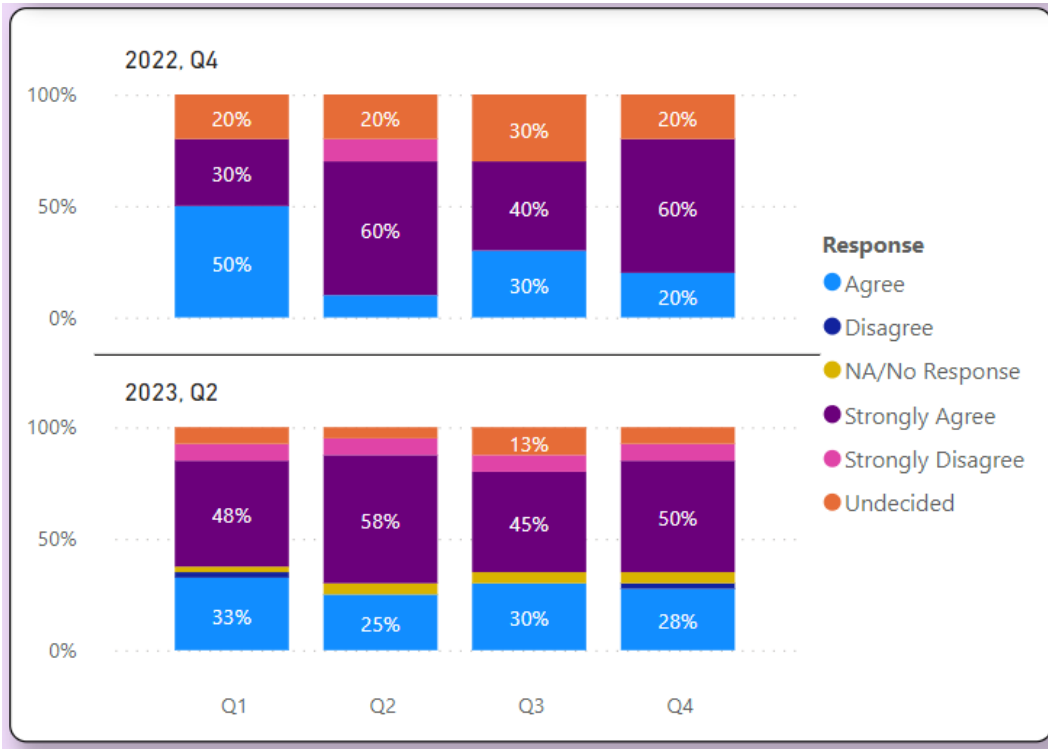
Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	11	16	8	1	4	0	27/40 – 67.5%
Q2	9	13	10	2	4	2	22/38 – 57.89%
Q3	10	12	9	2	5	2	22/38 – 57.89%
Q4	10	14	6	2	6	2	24/38 – 63.16%
Q5	8	15	4	7	4	2	23/38 – 60.53%
Q6	11	13	5	3	6	2	24/38 – 63.16%
Q7	10	12	10	1	5	2	22/38 – 57.89%



As a result of the services my child and/or family:

- Q1: I know people who will listen and understand me when I need to talk.
- Q2: I have people that I am comfortable talking with about my child's problems.
- Q3: In a crisis, I would have the support I need from family or friends.
- Q4: I have people with whom I can do enjoyable things.

Question	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	19	13	3	1	3	1	32/39 – 82.95%
Q2	23	10	2	0	3	2	33/38 – 86.84%
Q3	18	12	5	0	3	2	30/38 – 78.95%
Q4	20	11	3	1	3	2	31/38 – 81.58%



MSHN Youth Services Survey (YSS) Statistics (2022 Data) vs. The Right Door (Q2 2023):

National statistics are not available for the YSS since 2020.

Subscale	MSHN 2020**	U.S. 2020	MSHN 2021	MSHN 2022
Perception of Cultural Sensitivity	98%	95%	99%	98%
Perception of Access	95%	89%	96%	96%
Perception of Participation in Treatment	94%	89%	93%	94%
Perception of Social Connectedness	92%	88%	92%	92%
Perception of Appropriateness	87%	89%	89%	92%
Perception of Social Functioning	65%	-	71%	68%
Perception of Outcomes	62%	75%	68%	66%

Cultural Sensitivity: MSHN: 98%

The Right Door: 88.81%

- Staff treated me with respect.
- Staff respected my family’s religious/spiritual beliefs.
- Staff spoke with me in a way that I understand.
- Staff were sensitive to my cultural/ethnic background.



Access: MSHN: 96%

The Right Door: 84.21%

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

Participation in Treatment: MSHN: 94%

The Right Door: 86.72%

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.
- I participated in my child's treatment.

Social Connectedness: MSHN: 92%

The Right Door: 82.58%

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

Appropriateness: MSHN: 92%

The Right Door: 77.98%

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when she/he was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

Social Functioning: MSHN: 68%

The Right Door: 60.81%

- My child is better at handling daily life.
- My child gets along better with family.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- My child is better able to do things he or she wants to do.

Outcomes: MSHN: 66%

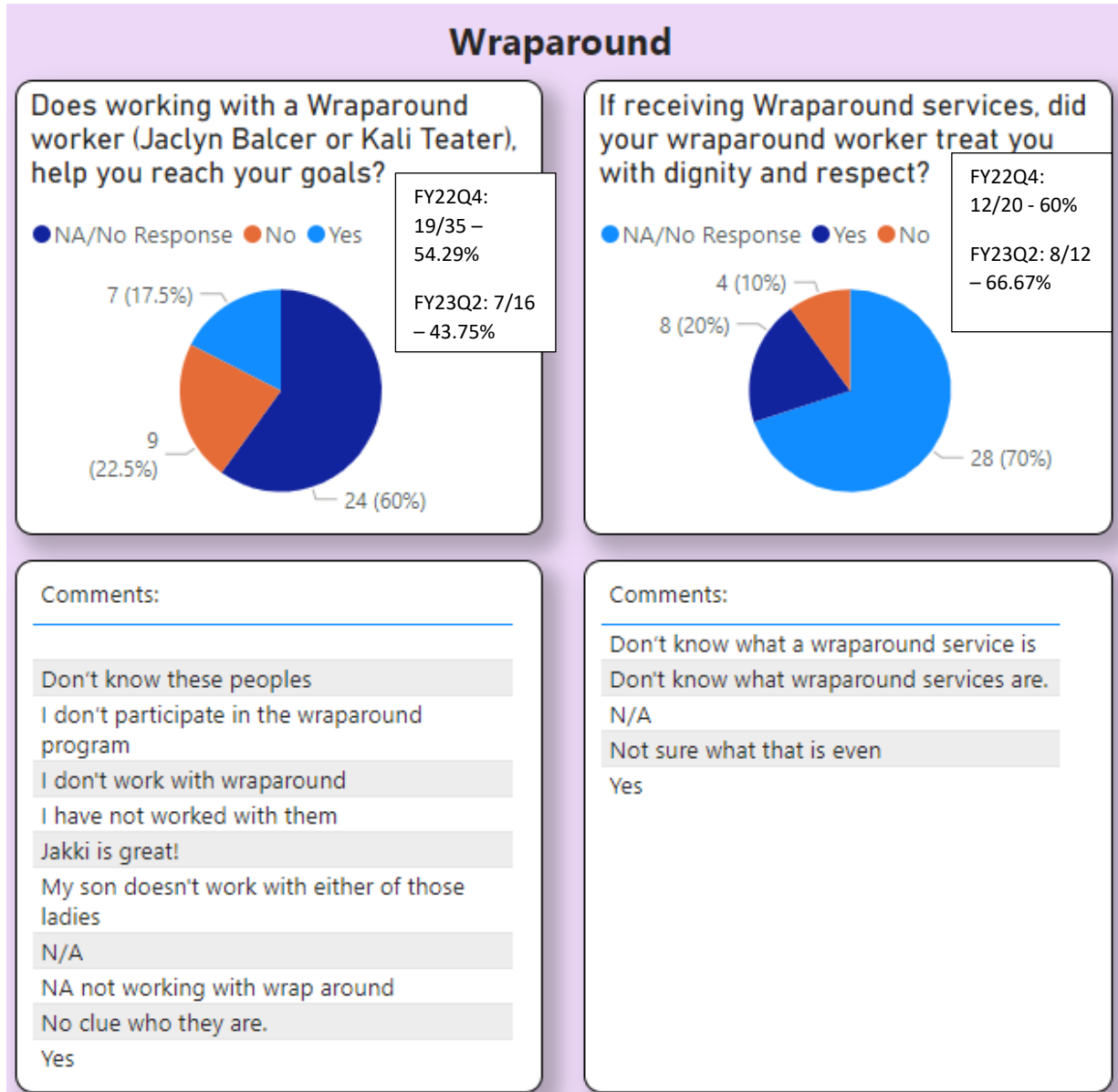
The Right Door: 61.15%

- My child is better at handling daily life.
- My child gets along better with family.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.

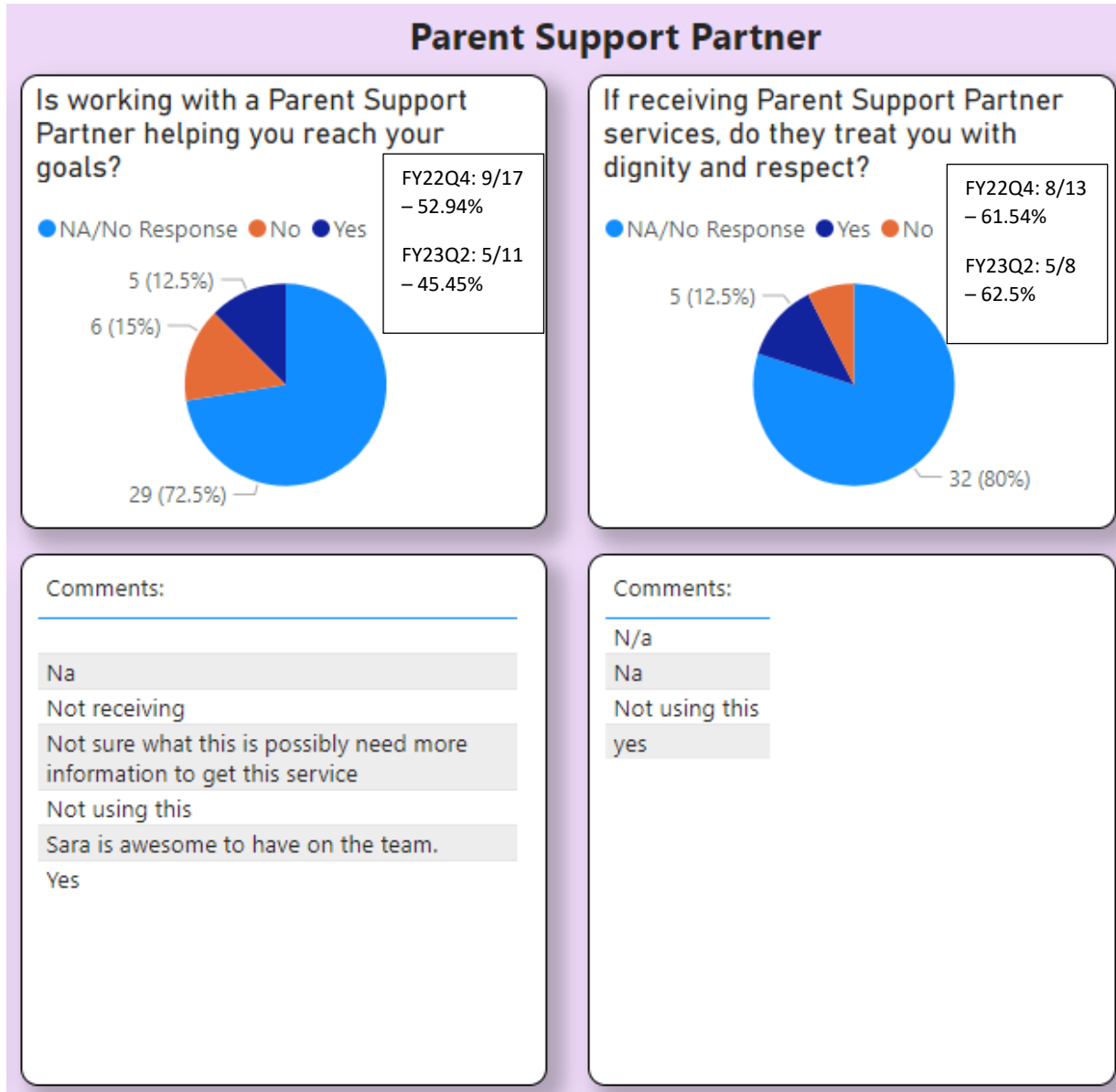
- I am satisfied with our family life right now.
- My child is better able to do things he or she wants to do.

LOCAL SURVEY QUESTIONS:

WRAPAROUND



PARENT SUPPORT SPECIALIST



YOUTH PEER SUPPORT SPECIALIST

Q1: Working with my Youth Peer Support Specialist, Payton Zander, has had a positive impact on my mental health.

Q2: My Youth Peer Support Specialist treats me with dignity and respect.

Q3: If I had questions about my diagnosis, did peer staff help direct me to a place for me to learn more?

****Data is not statistically significant, as there are less than 10 answers per question.****

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	2	0	0	2	0	36	2/2 – 50%
Q2	2	0	0	2	0	36	2/2 – 50%
Q3	4	3	0	1	1	31	7/9 – 77.78%

Q1: Please answer if receiving Outpatient Therapy (individual or group therapy). I am/my child is treated with dignity and respect by our outpatient clinician.

Q2: Please answer if receiving Homebased Services: My homebased clinician treats me with dignity and respect.

Q3: Please answer if receiving Infant Mental Health services. Infant Mental Health services has improved my relationship with my child.

Q4: Please answer if receiving Infant Mental Health services: My infant mental health clinician treats me with dignity and respect.

Q5: If you've received crisis response services (pre-screen for hospitalization, Urgent Psychiatric Care with a Medication Services provider, or crisis diversion). I am satisfied with crisis services provided by The Right Door.

Q6: If you've received AFTER HOURS services (called the 24/7 crisis line and received crisis response services after normal business hours). I am satisfied with after hours crisis services provided by The Right Door.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	15	5	0	1	1	18	20/22 – 90.9%
Q2	14	0	0	1	1	24	14/16 – 87.5%
Q3	2	0	0	1	0	37	2/3*
Q4	2	0	0	1	0	37	2/3*
Q5	4	4	0	1	1	30	8/10 – 80%
Q6	2	3	0	3	0	32	5/8*

*Not statistically significant

Comments Q2: If receiving Home Based Therapy. I am/my child is treated with dignity and respect.

Response

Ashley has a gift!

Ashley has been a pleasure to have during this journey. We do not look forward to when we are done. Bittersweet.

TELEHEALTH QUESTIONS

- Q1 - I like receiving services using telehealth (Zoom or Microsoft Teams).
 Q2 - I wish I could use telehealth (Zoom or Microsoft Teams) more.
 Q3 - I wish I never had to use telehealth (Zoom or Microsoft Teams).
 Q4 - I felt like my provider fully explained telehealth (Zoom or Microsoft Teams) to me before using it and I was ready for our appointment(s).

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	11	13	0	1	3	12	24/28 – 85.71%
Q2	7	10	0	10	1	12	17/28 – 60.71%
Q3	1	3	0	13	10	13	4/27 – 14.81%
Q4	13	11	0	2	1	13	24/27 – 88.89%

Comments Q1: I like receiving services using telehealth.

Response

face to face is best

I like face to face

It works but I prefer to be in person

yes

Comments Q2: I wish I could use telehealth more.

Response

I like meeting in person

yes

Comments Q3: I wish I never had to use telehealth.

Response

Helps when I can't make it there

yes

Comments Q4: I felt like my provider fully explained telehealth to me before using it and I was ready for our appointment(s).

Response

Ashley (Homebased) explained it.

yes