Georgia Department of Behavioral Health and Developmental Disabilities

DBHDD

2013
Youth and Family
Consumer Survey Report

Report Published February 25, 2014

Georgia Department of Behavioral Health & Developmental Disabilities
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Introduction

This document was created for the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) by the University of Georgia's Carl Vinson Institute of Government.

Purpose

The purpose of this document is to evaluate satisfaction with child and adolescent services delivered by Georgia's community providers from the family's/legal guardian's perspective. The source of information reported in this document is aggregated from the results of a survey.

The Survey

The Youth Services Survey for Families (YSS-F) was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The YSS-F youth and family survey is designed to be a tool to evaluate services and to include youth caregivers' perspectives on public behavioral health services received.

For more information about this survey, please contact:

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Appropriate Use of Survey Results

The results of this survey are intended to express aggregated data on respondents' perceptions of care. This report represents family/legal guardian perceptions based upon both a random sample of Georgia DBHDD child and adolescent consumers who were receiving community-based outpatient services during the time of the survey implementation, and an entire population of youth receiving specialized services through the DBHDD CBAY program's Care Management Entities. The results are not intended to be interpreted as the opinion of all DBHDD consumers regarding services received.

This report includes results about the survey's seven core domains, which are federally defined:

Domain	Primary Concerns Related to the Domain
Access	Staff availability, the range of service options, and how quickly and conveniently services were received
Staff Cultural Sensitivity	Staff were sensitive to cultural and religious differences/preferences
Outcomes	Services provided consumers with positive changes in areas for which treatment was sought and minimal negative outcomes
Participation in Treatment Planning	Consumers' caregiver participation in planning services. For example, whether the consumer and caregiver, not staff, decided treatment goals
Service Satisfaction	Services were, overall, satisfactory and preferable to other choices
Caregiver Social Connectedness	Services contributed to improving natural supports, which come from family or friends
Functioning	There was a positive effect on daily coping and functioning, and decreasing distress caused by symptoms

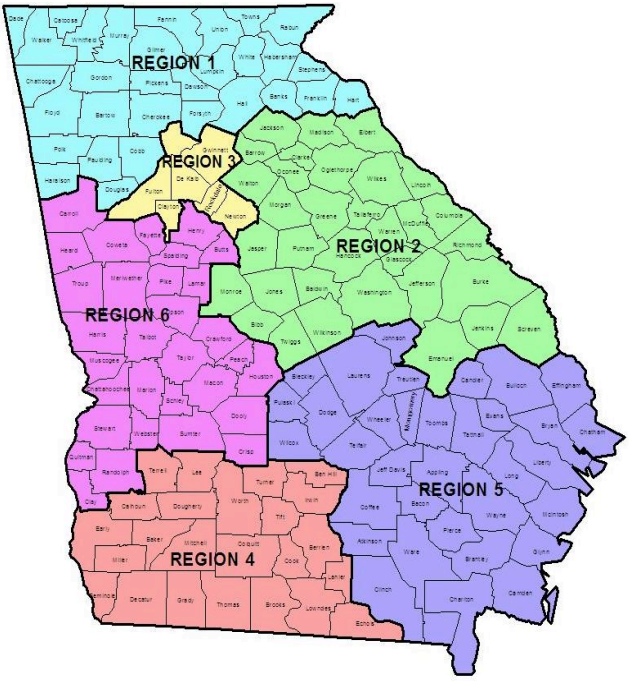
State Mental Health Authority

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is identified by the Official Code of Georgia (O.C.G.A.) Title 37 as the primary state agency for developing and administering programs for the prevention, detection and treatment of mental health, developmental disabilities, and substance use disorders.

DBHDD Website: http://dbhdd.georgia.gov/

Georgia DBHDD Regions

Georgia is divided into six geographic regions for the purposes of planning and providing publicly funded mental health services. For each region, a Regional Planning Board has been established (O.C.G.A. 37-2-5) to plan policy and direction for disability services in the region.



Methodology

The survey results represent the feelings and opinions of family members/legal guardians of youth served through community-based outpatient sites operated by state-funded Core providers. Completing the survey was voluntary and had no implications for appointments or services provided.

Main Population Surveyed

A mixed methods approach was used to reach out to potential survey respondents. Some potential respondents were approached in-person while receiving services at a Core or Specialty service location, while others were either sent a survey by mail or telephoned.

It is important to emphasize that using this mixed methods surveying approach resulted in a non-random sampling process. However, the approach was thought necessary in order to attempt to increase overall sample size.

Special Populations Surveyed

The DBHDD is a recipient of a federal CBAY grant intended to assist youth who would otherwise be admitted into a psychiatric residental treatment facility (PRTF) to remain in the community. CBAY does this by utilizing a waiver process and accompanying intensive service supports. The cornerstone of this approach is the utilization of Care Management Entities (CMEs) which are provider agencies that take responsibility for coordination of the total system of care for each youth. The CMEs are also available for youth who do not qualify for PRTF admission and are thus not eligible for a waiver, but whose clinical functioning places them at risk for PRTF admission at some point in the future.

For youth receiving CME waiver and non-waiver services through the DBHDD's CBAY program, surveys were given to families by service provider agency staff upon receipt of services. Surveys were self-administered and placed in sealed envelopes by respondents prior to being returned to agency staff in order to ensure confidentiality.

It is important to emphasize that the potential respondent pool for this on-site administration of the survey included *families/legal guardians of all youth receiving CME services*, thus the sample-frame was not actually a sample, but an entire population.

Survey Analyses

Based on the foregoing, three groups of youth are referenced in this report:

1) those in regular DBHDD services,
2) those receiving CME services but who are not on a PRTF waiver ("CME non-waiver"), and
3) those receiving CME services through a PRTF waiver ("CME waiver").

For the analyses in this report, any respondent for whom information regarding the youth's service type (i.e. placing the youth in one of the above three categories) was missing was dropped from the sample (n = 23). Any respondent whose youth was listed as over 21 years of age was also dropped from the sample (n = 17). The cut-off was not set at 18 years old because the DBHDD allows some young adults to receive child and adolescent services rather than adult services if such services are deemed to be more clinically/developmentally appropriate. This led to a final sample size of 640.

Georgia Survey Penetration Rate in 2012

Table 1: Penetration Rate

	#	%
Total Completed Surveys	**640**	**100.0%**
Surveys Completed for Youth Enrolled in Regular DBHDD Services	355	55.5%
Surveys Completed for Youth Enrolled in DBHDD CME Services	285	44.5%
Child and Adolescent (0-17 years old) Consumers served in 2012	**35,732**	
Survey Penetration Rate	**640 / 35,732**	**1.79%**

Data on number served:

http://www.samhsa.gov/dataoutcomes/urs/urs2012.aspx

During state fiscal year 2012 (July 1, 2011 ~ June 30, 2012), 35,732 child and adolescent consumers (ages 0-17) received services through Georgia's DBHDD service system. Six hundred and forty (640) family members/legal guardians of these youth participated in the survey, resulting in a 1.79% statewide penetration rate. 2012 data was used for the total number served because data for 2013 was not yet available at the time of this report.

Survey Results

Findings from the 2013 Youth and Family Consumer Survey are presented in the remainder of this report, beginning with youth demographic data, followed by findings in which survey questions are organized into federally defined "domains," and finally, a presentation of findings from other areas of interest and importance covered in the survey.

Respondent Characteristics

The demographic profile of children and adolescents represented in the survey is presented for age, gender, race, and region of residence in the tables below.

Table 2: Age of Youth by Service Type

	Regular DBHDD Services		CME Services (Waiver & Non-waiver)		Total	
Years of Age	%	*n*	%	*n*	%	*n*
4 to 5	100.0%	*12*	0.0%	*0*	**100.0%**	***12***
6 to 7	85.7%	*42*	14.3%	*7*	**100.0%**	***49***
8 to 9	72.2%	*39*	27.8%	*15*	**100.0%**	***54***
10 to 11	55.6%	*50*	44.4%	*40*	**100.0%**	***90***
12 to 13	47.1%	*57*	52.9%	*64*	**100.0%**	***121***
14 to 15	43.9%	*61*	56.1%	*78*	**100.0%**	***139***
16 to 17	53.7%	*80*	46.3%	*69*	**100.0%**	***149***
18 to 19	44.4%	*8*	55.6%	*10*	**100.0%**	***18***
20 to 21	75.0%	*6*	25.0%	*2*	**100.0%**	***8***

Note: "n" indicates the number of respondents in each response category

As Table 2 indicates, there was a fairly even split between the service types for adolescents 12 to 17 years of age, as well as for those 18 years of age and older. On the other hand, youth in Regular DBHDD services made up the majority of those served among younger service recipients, ages 4 to 11 (69.8%). In last year's 2012 survey, adolescents in CME services made up the majority for that younger age group, while the service split was about equal for other age groups.

In examining the data within each service type, younger children ages 4 to 11 made up 40.3% of surveyed youth in *regular DBHDD services*, adolescents represented 55.8% of youth, and older youth ages 18 and over accounted for 3.9% of surveyed youth in regular DBHDD services. Among youth represented in the survey who were enrolled in *CME services*, younger children accounted for 21.8% of the group, adolescents made up 74.0%, and older youth ages 18 and over represented 4.2% of youth in those services.

Table 3: Gender of Youth by Service Type

	Regular DBHDD Services		CME Services (Waiver & Non-waiver)		Total	
Gender	**%**	***n***	**%**	***n***	**%**	***n***
Male	55.9%	*223*	44.1%	*176*	**100.0%**	***399***
Female	54.0%	*128*	46.0%	*109*	**100.0%**	***237***

Note: "n" indicates the number of respondents in each response category

Regular DBHDD services accounted for the majority of males represented in the survey (55.9%), as well as for the majority of females (54.0%). Within each service type, youth in *Regular DBHDD services* were 63.5% male and 36.5% female. The proportions were similar in the *CME services* group, with 61.8% being male and 38.2% female.

Table 4: Race of Youth by Service Type

	Regular DBHDD Services		CME Services (Waiver & Non-waiver)		Total	
	%	*n*	%	*n*	%	*n*
White	52.9%	*162*	47.1%	*144*	**100.0%**	***306***
Black/African American	61.6%	*149*	38.4%	*93*	**100.0%**	***242***
Asian	33.3%	*1*	66.7%	*2*	**100.0%**	***3***
American Indian/ Alaskan Native	0.0%	*0*	0.0%	*0*	**0.0%**	***0***
Hawaiian Native/ Pacific Islander	0.0%	*0*	0.0%	*0*	**0.0%**	***0***
Multiracial	41.5%	*22*	58.5%	*31*	**100.0%**	***53***
Other	60.0%	*12*	40.0%	*8*	**100.0%**	***20***

Note: "n" indicates the number of respondents in each response category

In Table 4, it is clear that Whites and Blacks/African Americans make up the vast majority of youth represented in the survey (almost 88%). A larger percentage were White (49%) than Black/African American (38.8%). A small number of youth were identified as Multiracial (8.5%), and about 3 percent as Other.

There were slightly more White youth in the survey being served in Regular DBHDD services (52.9%) than in CME services (47.1%). However, the difference between service types is more distinctive for Black/African American youth, with those in Regular DBHDD services representing 61.6% of Black/African American youth surveyed. The CMEs served more youth identified as Multiracial (58.5%), but fewer identifying as Other (40%).

Within service types, Whites made up 46.8% of youth surveyed who were receiving *Regular DBHDD services*, followed by Blacks/African Americans (43.1%), Multiracial (6.4%), Other (3.5%), Asians (0.3%), and 0% for the remaining racial groups. Similarly, within *CME services*, the majority of youth surveyed were identified as White (51.8%), followed by Blacks/African Americans at 33.5%, Multiracial (11.2%), Other (2.9%), Asians (0.7%), and 0% for the remaining two groups.

Table 5: Residential Region of Youth by Service Type

DBHDD-Designated Regions	Regular DBHDD Services %	Regular DBHDD Services *n*	CME Services (Waiver & Non-waiver) %	CME Services (Waiver & Non-waiver) *n*	Total %	Total *n*
Region 1	43.9%	*100*	56.1%	*128*	**100.0%**	***228***
Region 2	56.9%	*37*	43.1%	*28*	**100.0%**	***65***
Region 3	58.4%	*101*	41.6%	*72*	**100.0%**	***173***
Region 4	74.1%	*20*	25.9%	*7*	**100.0%**	***27***
Region 5	64.1%	*25*	35.9%	*14*	**100.0%**	***39***
Region 6	68.8%	*44*	31.3%	*20*	**100.0%**	***64***

Note: "n" indicates the number of respondents in each response category

Youth from Region 1 made up the majority of those represented in the survey (38.3%), followed by youth in Region 3 at 29.0%, Region 2 (10.9%), Region 6 (10.7%), Region 5 (6.5%), and lastly by Region 4 at 4.5%. More youth in Region 1 were served by CMEs (56.1%) as opposed to Regular DBHDD services (43.9%), whereas this trend was reversed in the remaining regions.

Within the *Regular DBHDD services* category, almost 31% of youth were served in Region 1 and likewise in Region 3. Percentages were lower in Regions 2 (11.3%), 4 (6.1%), 5 (7.6%), and 6 (13.5%).
For *CME services*, almost half of the surveyed youth were from Region 1 (47.6%), followed by Region 3 at 26.8%, Region 2 (10.4%), Region 6 (7.4%), Region 5 (5.2%), and lastly by Region 4 at 2.6%. This trend is likely due to the CMEs being physically located in Regions 1 and 3.

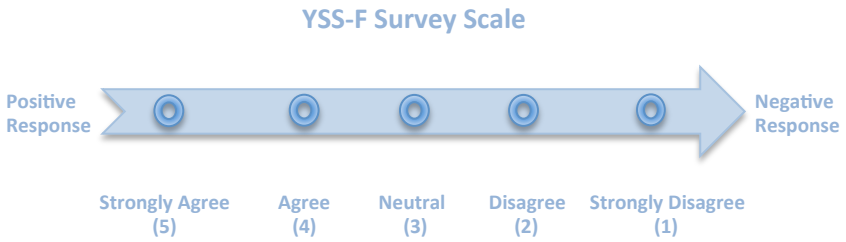
YSS-F DOMAINS

Georgia's 2013 scores across all domains

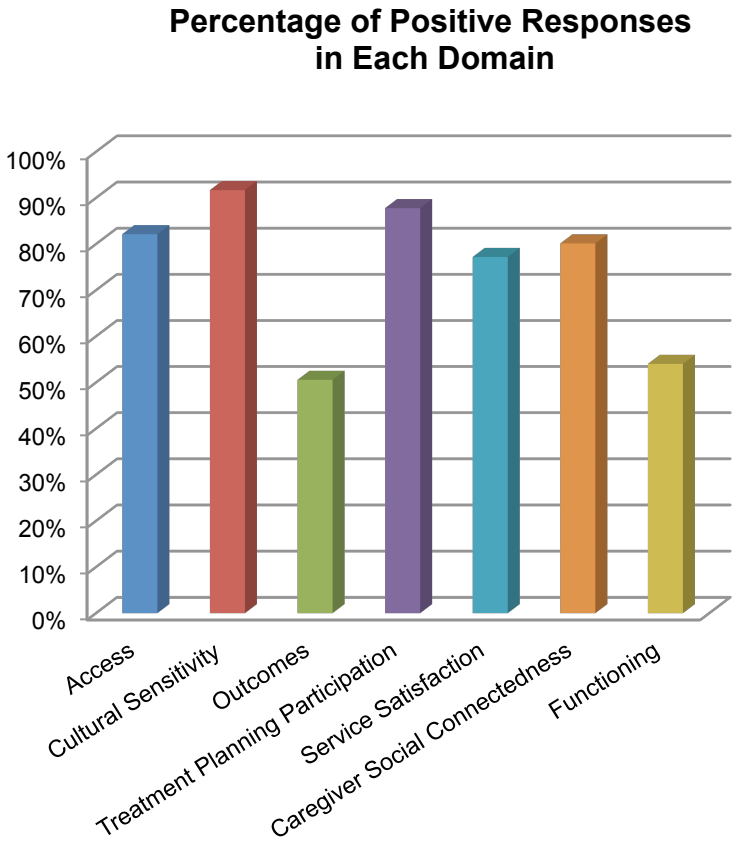
Each domain represents an aggregate of several questions in the survey, all of which are federally determined. In some cases, Georgia added extra questions to the survey that are related to a particular domain, but these were not used to calculate the actual domain score, per federal guidelines.

In order for a respondent's answers to be included in a domain score, the respondent must have answered at least two thirds of the questions included in the domain. If this was not the case, the respondent was dropped from the sample for calculation of scores on that domain only.

Responses to the survey questions included in each domain were then averaged for each respondent to calculate a mean domain score per respondent.



By national standards, if the domain score was 3.5 or greater, the respondent was considered to have expressed an overall positive response in that domain.



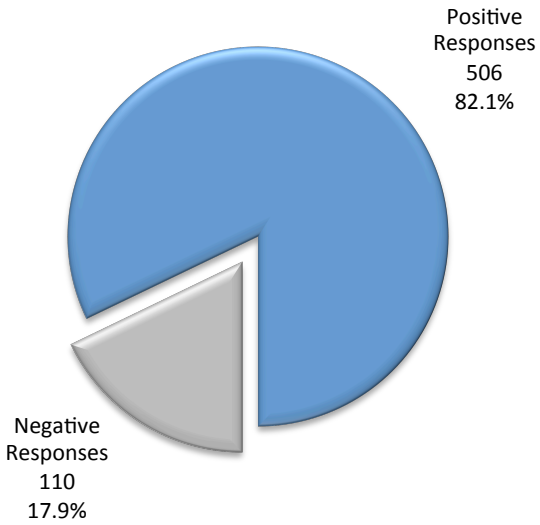
As can be seen in the graph above, the overall positive response was highest in the Cultural Sensitivity Domain, followed by the Treatment Planning Participation Domain. The overall positive response was lowest in the Outcomes Domain, followed by the Functioning Domain.

More detail on scores for each Domain and the individual questions within them will be provided in the remainder of this report.

ACCESS

Primary Concerns Related to Access to Services:
- Quick and convenient entry into services
- A full range of service options
- Staff availability

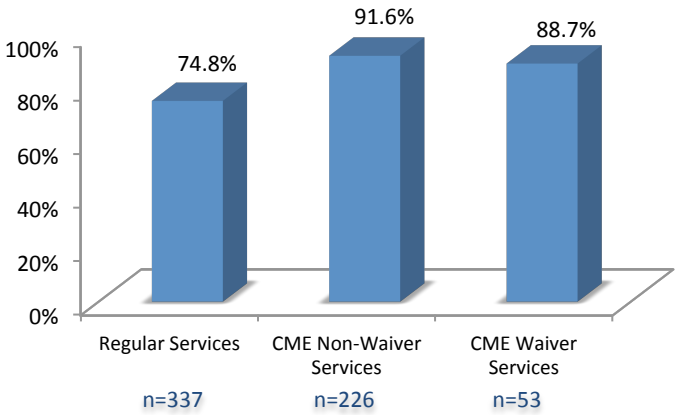
Domain 1: Access



The Access Domain had one of the highest positive response rates among the domains (ranked 3rd out of 7), though this seems in large part due to relatively high marks from respondents with youth in CME services (waiver and non-waiver) as opposed to regular services. The question within the domain with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *convenience of service location* (87.4%). The question with the lowest rate of positive responses (i.e. "Stongly agree" and "Agree") was *convenience of available service times* (86.7%).

Access Domain	Mean Score	*Standard Deviation*
	4.1713	*0.7919*

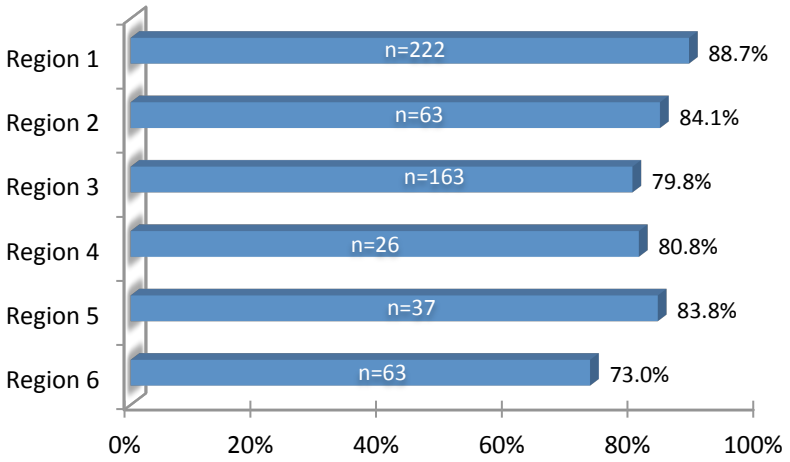
Domain 1: Access
Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

As can be seen in the graph above, those in CME non-waiver services had the highest positive response rate regarding service access, while those in regular services felt the least positive about it.

Domain 1: Access
Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Those in Region 1 had the highest positive response rate regarding Access, followed by Region 2. Region 6 had the lowest rate, preceded by Region 3.

Table D1: Access - Domain 1

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Location of services was convenient	39.9%	47.5%	5.1%	4.8%	2.7%	**100.0%**
n=	*250*	*298*	*32*	*30*	*17*	***627***
Services were available at convenient times	36.8%	49.8%	7.6%	3.7%	2.1%	**100.0%**
n=	*229*	*310*	*47*	*23*	*13*	***622***

Note: "n=" indicates the number of respondents in each response category

Table 6: Other Service Access Questions Not Included In Federally Defined Domain

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Public transportation to services was easily available	26.8%	37.5%	16.5%	13.0%	6.4%	**100.0%**
n=	*130*	*182*	*80*	*63*	*31*	***486***
Transportation to services was affordable	28.7%	38.2%	17.7%	10.8%	4.7%	**100.0%**
n=	*133*	*177*	*82*	*50*	*22*	***464***
Schedule and time of services was clear	35.5%	55.1%	4.3%	3.4%	1.8%	**100.0%**
n=	*221*	*343*	*27*	*21*	*11*	***623***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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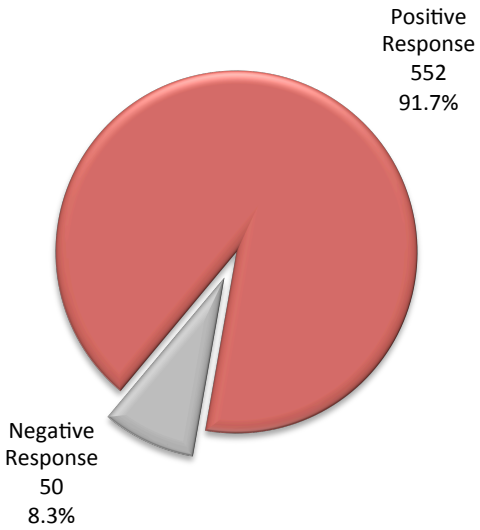
CULTURAL SENSITIVITY

Primary Concerns Related to Cultural Sensitivity:
- Respectful treatment
- Respect for family's cultural and spiritual beliefs
- Cultural and linguistic access

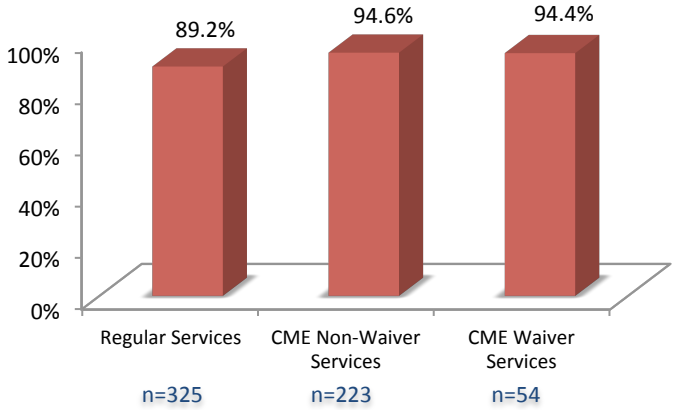
Domain 2: Cultural Sensitivity



The Cultural Sensitivity Domain had the highest positive response rate among the seven domains. The questions within the domain with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *staff speaking to the respondent in a way they could understand* (94.5%) and *staff treating the respondent with respect* (94.3%). Questions with the lowest rate of positive responses were *staff respect for ethnic/cultural background* (88.3%) and *staff respect for religious/spiritual beliefs* (91.6%).

Cultural Sensitivity Domain	Mean Score	*Standard Deviation*
	4.3578	*0.6205*

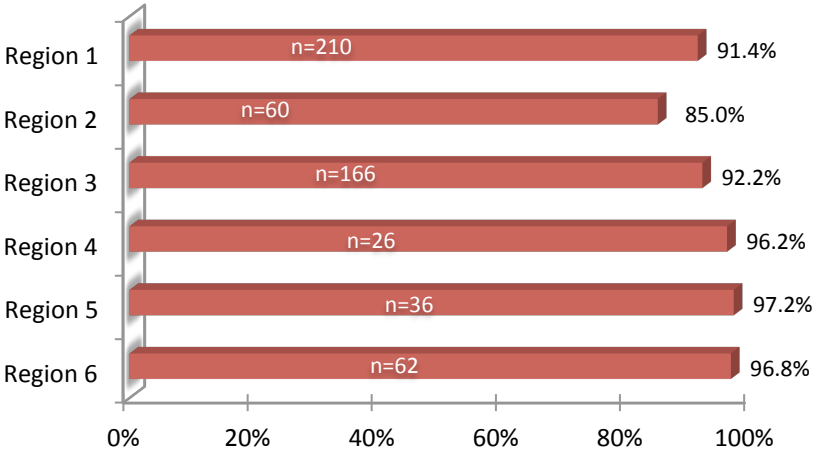
Domain 2: Cultural Sensitivity
Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Those respondents with youth in CME non-waiver services had the highest positive response rate regarding feelings about staff cultural sensitivity (followed closely by those in CME waiver services), while those with youth in regular services had the lowest.

Domain 2: Cultural Sensitivity
Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Those in Regions 5 and 6 had the highest positive response rates on the Cultural Sensitivity Domain. Respondents from Region 2 had the lowest positive response rate by a sizable margin.

Table D2: Staff Cultural Sensitivity - Domain 2

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Staff treated me with respect	50.9%	43.4%	3.4%	1.3%	1.1%	**100.0%**
n=	*319*	*272*	*21*	*8*	*7*	***627***
Staff respected family's religious/spiritual beliefs	44.9%	46.7%	6.8%	1.0%	0.7%	**100.0%**
n=	*266*	*277*	*40*	*6*	*4*	***593***
Staff spoke to me in a way I could understand	47.8%	46.7%	3.2%	1.3%	1.0%	**100.0%**
n=	*298*	*291*	*20*	*8*	*6*	***623***
Staff sensitive to my cultural/ethnic background	40.6%	47.7%	9.3%	1.7%	0.7%	**100.0%**
n=	*240*	*282*	*55*	*10*	*4*	***591***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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OUTCOMES

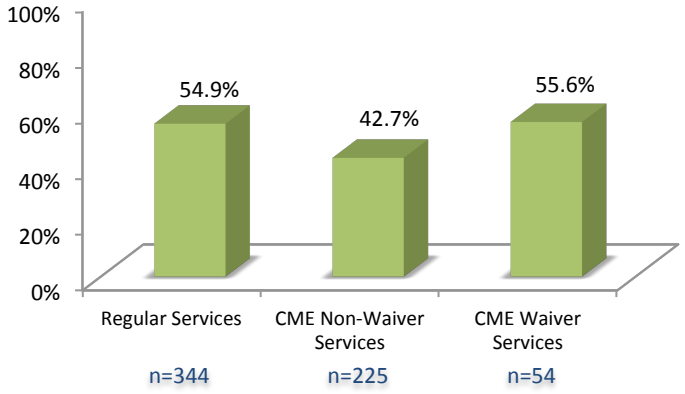
Primary Concerns Related to Outcomes of Services:
- Minimal negative outcomes from treatment
- Reduced psychological distress
- Increased sense of personhood
- Improved daily functioning
- Positive changes (in areas for which treatment is sought)

Domain 3: Outcomes

The Outcomes Domain had the lowest positive response rate among the seven domains. The question within the domain with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were the *youth getting along better with friends and others* (62.1%), followed by *getting along better with family members* (61.2%). Questions with the lowest rate of positive responses were *youth being better able to cope with problems* (49.9%) and *the caregiver feeling satisfied with their family life* (55.6%).

Outcomes Domain	Mean Score	*Standard Deviation*
	3.457	*0.8858*

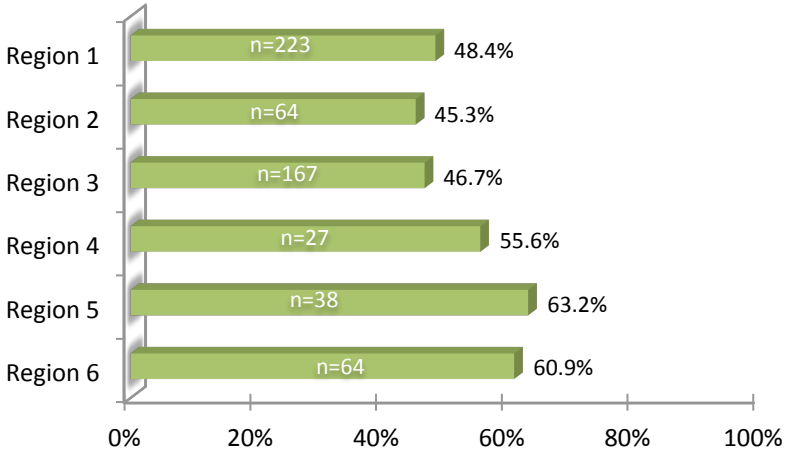
Domain 3: Outcomes
Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Those in CME waiver services rated the Outcomes Domain the most positively overall, while those in CME non-waiver services felt the least positive.

Domain 3: Outcomes
Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Regions 5 and 6 had the highest positive response rates regarding outcomes by a large margin. Respondents from Regions 2 and 3 had the lowest positive response rates concerning outcomes.

Table D3: Positive Outcomes - Domain 3

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Child better at handling daily life	14.9%	42.9%	22.1%	15.9%	4.2%	**100.0%**
n=	*92*	*264*	*136*	*98*	*26*	***616***
Child gets along better with family members	15.7%	45.4%	17.8%	16.4%	4.7%	**100.0%**
n=	*98*	*283*	*111*	*102*	*29*	***623***
Child gets along better with friends and others	14.2%	48.0%	22.6%	11.4%	3.9%	**100.0%**
n=	*87*	*295*	*139*	*70*	*24*	***615***
Child doing better in school/at work	19.4%	41.7%	18.2%	14.2%	6.6%	**100.0%**
n=	*115*	*247*	*108*	*84*	*39*	***593***
Child better able to cope when things go wrong	11.8%	38.1%	21.1%	22.9%	6.2%	**100.0%**
n=	*73*	*235*	*130*	*141*	*38*	***617***
I am satisfied with my family life right now	16.8%	38.9%	20.7%	16.1%	7.6%	**100.0%**
n=	*103*	*239*	*127*	*99*	*47*	***615***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 7: Other Positive Outcome Questions Not Included In Federally Defined Domain

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Services have made a difference in keeping child at home	30.5%	47.1%	14.3%	5.2%	3.0%	**100.0%**
n=	*183*	*283*	*86*	*31*	*18*	***601***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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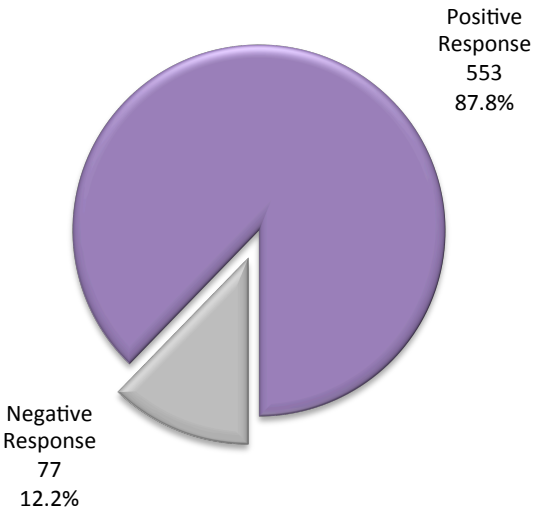
PARTICIPATION IN TREATMENT PLANNING

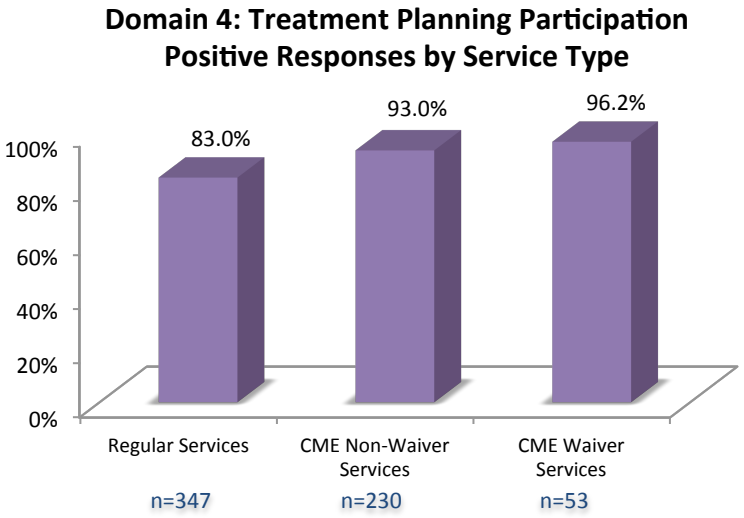
Primary Concerns Related to Participation in Treatment Planning:
- Participation in selection of youth's treatment goals
- Participation in planning youth's service array
- Family/legal guardian participation in treatment

Domain 4: Treatment Planning Participation



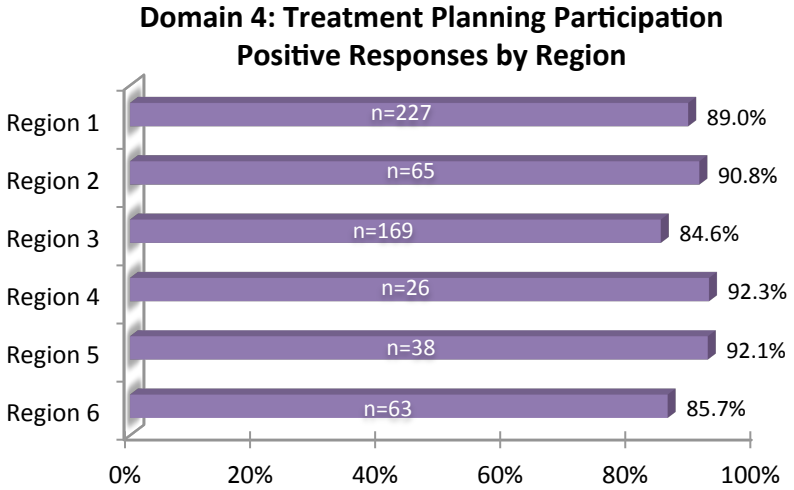
The Treatment Planning Participation Domain had one of the highest positive response rates among the domains (ranked 2nd out of 7). However, it appears that the perceptions of respondents with youth in CME services (waiver and non-waiver), as opposed to regular services, are primarily causing this trend. The domain question with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *the respondent participating in the youth's treatment* (94.1%). The question with the lowest rate of positive responses was *the respondent helping choose the youth's services* (84.9%).

Treatment Planning Participation Domain	Mean Score	*Standard Deviation*
	4.1595	*0.6633*



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Those with youth in CME waiver services had the highest rate of positive responses in the Treatment Planning Participation Domain, followed closely by CME non-waiver services. Those with youth in regular services were substantially lower in terms of positive response rate.



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Respondents from Regions 4 and 5 felt the most positively about treatment planning participation, whereas those in Region 3 felt the least positively.

Table D4: Treatment Participation - Domain 4

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I helped choose my child's services	29.0%	55.8%	7.8%	6.2%	1.1%	**100.0%**
n=	*182*	*350*	*49*	*39*	*7*	***627***
I helped choose my child's treatment goals	30.0%	56.9%	6.9%	5.4%	0.8%	**100.0%**
n=	*188*	*357*	*43*	*34*	*5*	***627***
I participated in my child's treatment	43.5%	50.6%	3.0%	1.9%	1.0%	**100.0%**
n=	*272*	*317*	*19*	*12*	*6*	***626***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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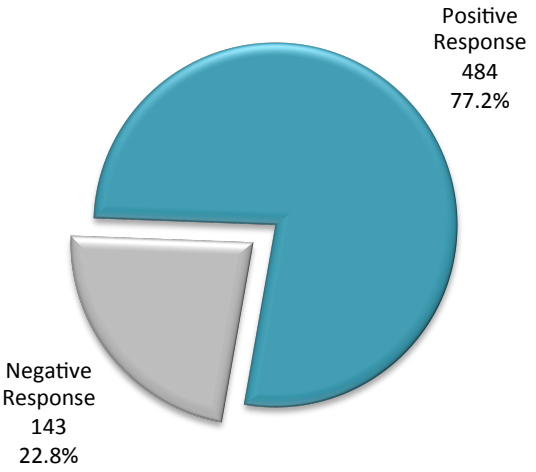
SERVICE SATISFACTION

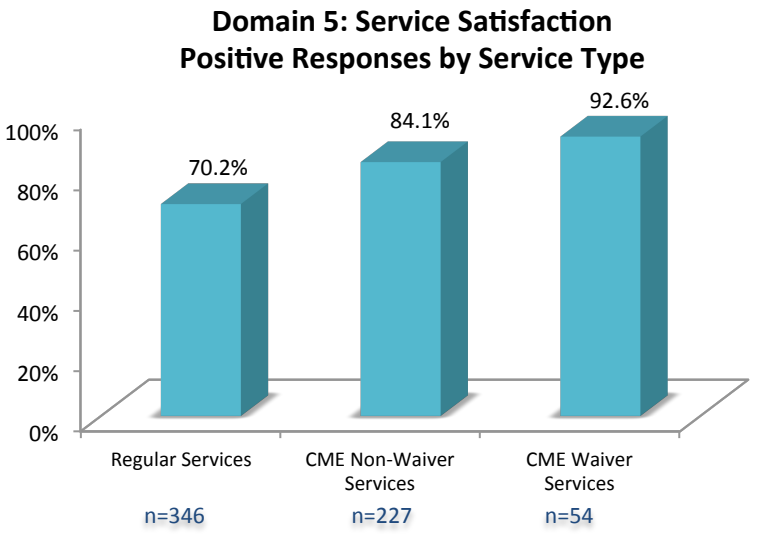
Primary Concerns Related to Service Satisfaction:
- Services met needs
- Service preferences and satisfaction

Domain 5: Service Satisfaction



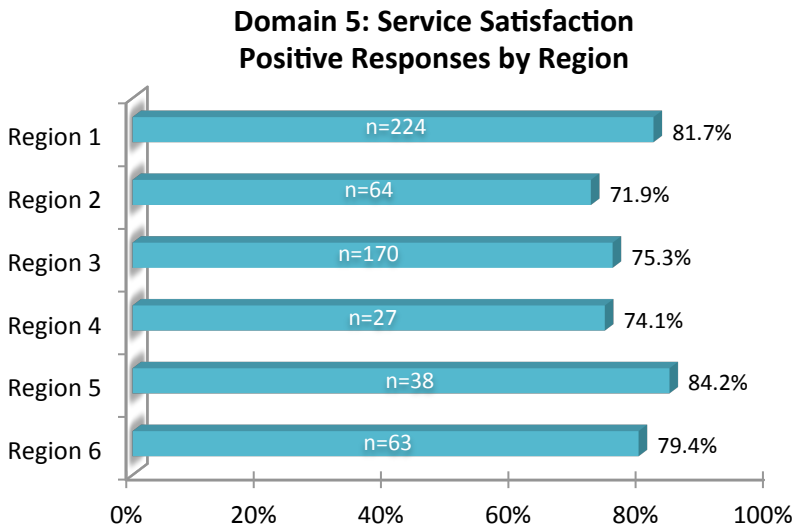
The Service Satisfaction Domain had one of the lowest positive response rates among the domains (ranked 5th out of 7). However, this seems largely due to the ratings of respondents with youth in regular as opposed to CME (waiver and non-waiver) services. The domain questions with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *feeling satisfied overall with services* (84.4%) and *feeling that the youth had someone to talk to when troubled* (83.6%). The questions with the lowest rate of positive responses were *feeling that the family got as much help as they needed* (69.3%) and *feeling that the family got the help they wanted* (75.8%).

Service Satisfaction Domain	Mean Score	*Standard Deviation*
	4.0061	*0.8704*



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Respondents with youth in CME waiver and non-waiver services gave overall high ratings to service satisfaction, whereas those with youth in regular services had the lowest rating by a wide margin.



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Region 5 respondents rated service satisfaction the highest, while in Region 2 respondents rated it lowest by approximately 12 percentage points.

Table D5: General Satisfaction - Domain 5

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Overall, satisfied with child's services	42.2%	42.2%	8.6%	3.6%	3.4%	**100.0%**
n=	*246*	*246*	*50*	*21*	*20*	***583***
People helping us stuck with us no matter what	40.6%	42.8%	8.6%	6.0%	2.1%	**100.0%**
n=	*251*	*265*	*53*	*37*	*13*	***619***
Felt child had someone to talk to when troubled	30.7%	53.0%	9.2%	5.5%	1.8%	**100.0%**
n=	*191*	*330*	*57*	*34*	*11*	***623***
Services received were right for us	31.1%	48.7%	13.9%	4.3%	1.9%	**100.0%**
n=	*194*	*304*	*87*	*27*	*12*	***624***
Family got help we wanted for child	31.1%	44.7%	12.7%	8.0%	3.5%	**100.0%**
n=	*194*	*279*	*79*	*50*	*22*	***624***
Family got as much help as needed for child	24.8%	44.5%	15.7%	10.4%	4.7%	**100.0%**
n=	*153*	*275*	*97*	*64*	*29*	***618***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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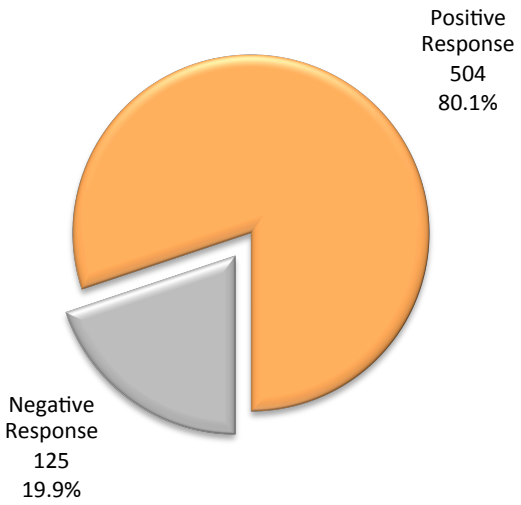
CAREGIVER SOCIAL CONNECTEDNESS

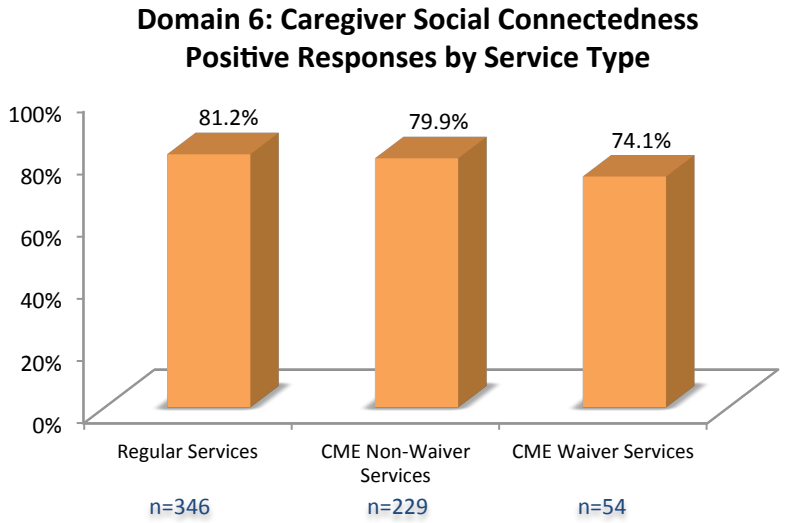
Primary Concerns Related to Social Connectedness:
- Increased natural supports for caregiver

Domain 6: Caregiver Social Connectedness



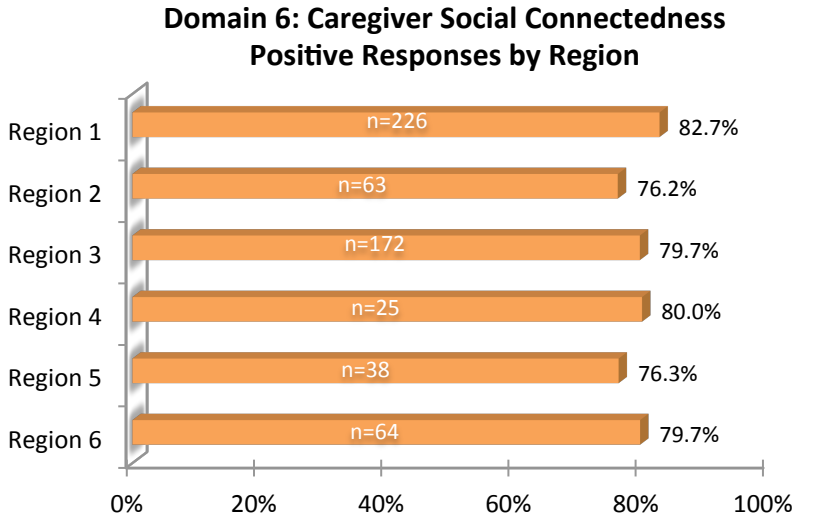
The Social Connectedness Domain had the mid-range positive response rate among the domains (ranked 4th out of 7). The domain question with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *the respondent feeling he or she had people they were comfortable talking with about the youth's issues* (86.6%). The question with the lowest rate of positive responses was *the respondent feeling that in a crisis he or she would have needed support from family or friends* (80.4%).

Caregiver Social Connectedness Domain	Mean Score	*Standard Deviation*
	4.1044	*0.7603*



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Respondents with youth in regular DBHDD services expressed the greatest overall positive responses in the Caregiver Social Connectedness Domain, followed closely by those with youth in CME non-waiver services. Respondents with youth in CME waiver services had the lowest rates overall.



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1 and 3, hence the lower number of respondents in Regions 2, 4, 5, and 6.

Respondents from Regions 1 and 4 had the highest positive response rates regarding feelings of social connectedness while those in Regions 2 and 5 had the lowest.

Table D6: Caregiver Social Connectedness - Domain 6

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Have people who will listen to/understand me	34.6%	50.3%	8.9%	5.1%	1.1%	**100.0%**
n=	*218*	*317*	*56*	*32*	*7*	***630***
Have people I'm comfortable talking to about child	36.6%	50.0%	7.6%	4.9%	0.8%	**100.0%**
n=	*230*	*314*	*48*	*31*	*5*	***628***
In a crisis, I would have support from family/friends	34.4%	46.0%	10.2%	7.3%	2.1%	**100.0%**
n=	*216*	*289*	*64*	*46*	*13*	***628***
Have people I can do enjoyable things with	33.0%	50.8%	9.9%	5.1%	1.1%	**100.0%**
n=	*206*	*317*	*62*	*32*	*7*	***624***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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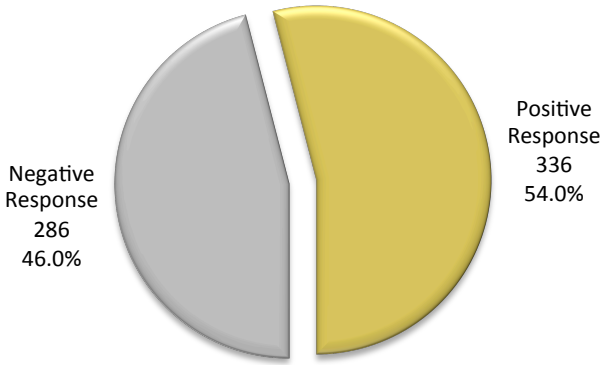
FUNCTIONING

Primary Concerns Related to Functioning:
- Increase in daily coping/functioning
- Improved relationships with family and others
- Meaningfulness of daily activities
- Reduced distress caused by symptoms

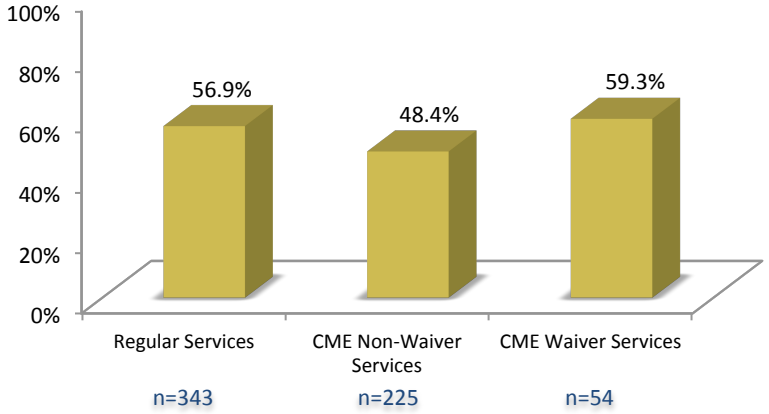
Domain 7: Functioning



The Functioning Domain had the second lowest positive response rate among the domains (ranked 6th out of 7). The domain question with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *feeling that the youth was better able to do things he or she wanted to do* (68.3%). The question with the lowest rate of positive responses was *feeling that the child was better able to cope with problems* (49.9%).

Functioning Domain	Mean Score	*Standard Deviation*
	3.4472	*0.8977*

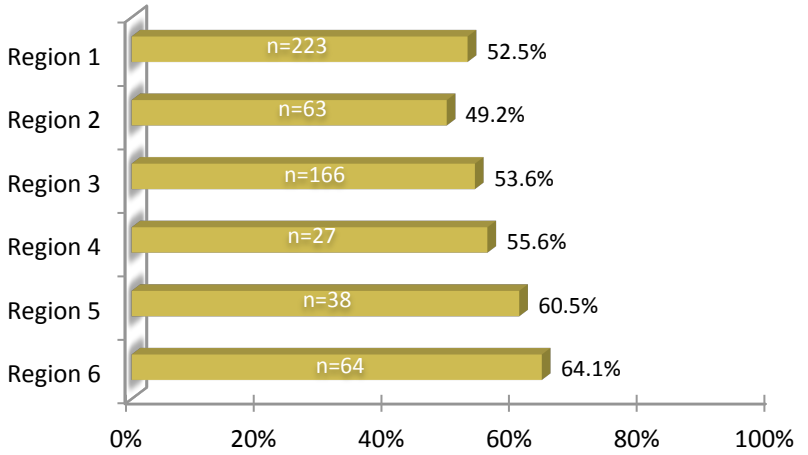
Domain 7: Functioning
Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Respondents with youth in CME waiver services had the highest positive response rate regarding youth functioning, while those with youth in CME non-waiver services rated functioning the lowest.

Domain 7: Functioning
Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).
Note: Although CMEs serve all regions, they are physically located in Regions 1, 2, and 3, hence the lower number of respondents in Regions 4, 5, and 6.

Region 6 respondents had the highest rate of positive responses regarding the Functioning Domain, whereas those in Region 2 rated it the lowest.

Table D7: Functioning - Domain 7

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Child better able to do things she/he wants to do	19.7%	48.6%	20.5%	8.4%	2.8%	**100.0%**
n=	*122*	*301*	*127*	*52*	*17*	***619***
Child better at handling daily life	14.9%	42.9%	22.1%	15.9%	4.2%	**100.0%**
n=	*92*	*264*	*136*	*98*	*26*	***616***
Child gets along better with family members	15.7%	45.4%	17.8%	16.4%	4.7%	**100.0%**
n=	*98*	*283*	*111*	*102*	*29*	***623***
Child gets along better with friends and others	14.2%	48.0%	22.6%	11.4%	3.9%	**100.0%**
n=	*87*	*295*	*139*	*70*	*24*	***615***
Child doing better in school/ at work	19.4%	41.7%	18.2%	14.2%	6.6%	**100.0%**
n=	*115*	*247*	*108*	*84*	*39*	***593***
Child better able to cope when things go wrong	11.8%	38.1%	21.1%	22.9%	6.2%	**100.0%**
n=	*73*	*235*	*130*	*141*	*38*	***617***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 8: Other Functioning Questions Not Included In Federally Defined Domain

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Child's symptoms have improved	10.2%	35.7%	22.7%	21.3%	10.2%	**100.0%**
n=	*63*	*221*	*141*	*132*	*63*	***620***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

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BEYOND THE DOMAINS: OTHER IMPORTANT TOPICS AND ISSUES

The following items were added to the survey by Georgia and are not captured in any of the domains. Nonetheless, they represent important topics and issues for the Georgia DBHDD's child and adolescent service population.

Table 9: Family-Inclusive Services

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Child's and family's needs determined child's treatment goals	25.6%	53.9%	12.3%	6.1%	2.1%	**100.0%**
n=	*160*	*336*	*77*	*38*	*13*	***624***
Staff made sincere efforts to meet our needs	42.5%	46.2%	6.7%	2.2%	2.4%	**100.0%**
n=	*266*	*289*	*42*	*14*	*15*	***626***
Services addressed needs of family as well as child	35.1%	47.1%	11.3%	3.1%	3.4%	**100.0%**
n=	*217*	*291*	*70*	*19*	*21*	***618***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 10-A: Service Status - Currently in Services

Youth Survey Questions	Yes	No	TOTAL
Child is still receiving services from same provider	88.4%	11.6%	**100.0%**
n=	*497*	*65*	***562***

Note: "n=" indicates the number of respondents in each response category

Table 10-B: Service Status - Service Duration

Youth Survey Questions	Less than 1 month	1 to 5 months	6 months to 1 year	More than 1 year	TOTAL
Length of services	11.6%	22.6%	26.9%	39.0%	**100.0%**
n=	*68*	*133*	*158*	*229*	***588***

Note: "n=" indicates the number of respondents in each response category

Table 11-A: Legal Issues - Arrests

Youth Survey Questions	In Services One Year or Less: Yes	In Services One Year or Less: No	In Services More than One Year: Yes	In Services More than One Year: No	TOTAL
Child arrested since beginning services	16.6%	83.4%			**100.0%**
n=	*59*	*297*			***356***
Child arrested during 12 months prior to services	16.7%	83.3%			**100.0%**
n=	*58*	*290*			***348***
Child arrested in last 12 months			11.8%	88.2%	**100.0%**
n=			*24*	*180*	***204***
Child arrested in last 13 to 24 months			15.0%	85.0%	**100.0%**
n=			*30*	*170*	***200***

Note: "n=" indicates the number of respondents in each response category

Note: Respondents with youth receiving services for the durations specified in the table answered slightly different versions of the questions

Table 11-B: Legal Issues - Police Encounters

Youth Survey Questions	Been Reduced	Stayed the Same	Increased	N/A - No Encounters	TOTAL
Youth in Services One Year or Less:					
Child's encounters with police since beginning services	19.1%	13.3%	5.2%	62.4%	**100.0%**
n=	*66*	*46*	*18*	*216*	**346**
Youth in Services More than One Year:					
Child's encounters with police in past 12 months	15.2%	9.6%	4.0%	71.2%	**100.0%**
n=	*30*	*19*	*8*	*141*	**198**

Note: "n=" indicates the number of respondents in each response category

Note: Respondents with youth receiving services for the durations specified in the table answered slightly different versions of the questions

Table 12-A: School Attendance - Suspensions and Expulsions

Youth Survey Questions	In Services One Year or Less: Yes	In Services One Year or Less: No	In Services More than One Year: Yes	In Services More than One Year: No	TOTAL
Child suspended or expelled since beginning services	31.2%	68.8%			**100.0%**
n=	*110*	*243*			***353***
Child suspended or expelled during 12 months prior to services	34.0%	66.0%			**100.0%**
n=	*119*	*231*			***350***
Child suspended or expelled in past 12 months			28.9%	71.1%	**100.0%**
n=			*59*	*145*	***204***
Child suspended or expelled in past 13 to 24 months			28.1%	71.9%	**100.0%**
n=			*56*	*143*	***199***

Note: "n=" indicates the number of respondents in each response category

Note: Respondents with youth receiving services for the durations specified in the table answered slightly different versions of the questions

Table 12-B: School Attendance - Days in School

Youth Survey Questions	Been Reduced	About the Same	Increased	N/A	TOTAL
Youth in Services One Year or Less:					
Child's days in school since beginning services	8.6%	39.6%	23.2%	28.6%	**100.0%**
n=	*29*	*133*	*78*	*96*	***336***
Youth in Services More than One Year:					
Child's days in school in past 12 months	8.3%	34.5%	40.7%	16.5%	**100.0%**
n=	*16*	*67*	*79*	*32*	***194***

Note: "n=" indicates the number of respondents in each response category

Note: Respondents with youth receiving services for the durations specified in the table answered slightly different versions of the questions

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 13-A: Physical Health Care

Youth Survey Questions	Yes, In a Clinic or Office	Yes, Hospital ER Only	No	Do Not Remember	TOTAL
Child has seen a medical doctor in past year	79.1%	5.1%	13.0%	2.7%	**100.0%**
n=	*493*	*32*	*81*	*17*	***623***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 13-B: Physical Health Quality

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Satisfied with child's physical health over past year	27.6%	54.3%	11.2%	4.6%	2.3%	**100.0%**
n=	*170*	*334*	*69*	*28*	*14*	**615**

Note: "n=" indicates the number of respondents in each response category

Table 14-A: Psychotropic Medications

Youth Survey Questions	Yes	No	TOTAL
Child is on medication for emotional/behavioral problems	83.9%	16.1%	**100.0%**
n=	*517*	*99*	***616***
Doctor or nurse discussed potential side effects	84.7%	15.3%	**100.0%**
n=	*338*	*61*	***399***

Note: "n=" indicates the number of respondents in each response category

Table 14-B: Psychotropic Medications - Continued

Youth Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I am aware of medication side effects to watch out for	36.7%	51.8%	6.7%	3.5%	1.3%	**100.0%**
n=	*220*	*311*	*40*	*21*	*8*	***600***
Child received the right medication, at the right dose, at the right time	31.2%	46.5%	12.7%	6.7%	2.9%	**100.0%**
n=	*181*	*270*	*74*	*39*	*17*	***581***

Note: "n=" indicates the number of respondents in each response category

Table 15: Living Situation

Youth Survey Questions		Yes	No	TOTAL
Child is living with the person answering survey		91.4%	8.6%	**100.0%**
	n=	*575*	*54*	***629***
In the past 6 months, child has lived:				
With one or both parents		67.5%	32.5%	**100.0%**
	n=	*432*	*208*	***640***
With another family member		9.8%	90.2%	**100.0%**
	n=	*63*	*577*	***640***
In a foster home		6.4%	93.6%	**100.0%**
	n=	*41*	*599*	***640***
In a therapeutic foster home		2.2%	97.8%	**100.0%**
	n=	*14*	*626*	***640***
In a crisis shelter		2.0%	98.0%	**100.0%**
	n=	*13*	*627*	***640***
In a homeless shelter		0.2%	99.8%	**100.0%**
	n=	*1*	*639*	***640***
In a group home		3.4%	96.6%	**100.0%**
	n=	*22*	*618*	***640***
In a residential treatment center		12.0%	88.0%	**100.0%**
	n=	*77*	*563*	***640***
In a hospital		5.3%	94.7%	**100.0%**
	n=	*34*	*606*	***640***
In a local jail or detention facility		7.0%	93.0%	**100.0%**
	n=	*45*	*595*	***640***
In a state correctional facility		1.3%	98.8%	**100.0%**
	n=	*8*	*632*	***640***
Runaway/homeless/on the streets		1.9%	98.1%	**100.0%**
	n=	*12*	*628*	***640***
Other		4.2%	95.8%	**100.0%**
	n=	*27*	*613*	***640***

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).