



# **Verity Integrated Behavioral Healthcare Systems**

Children and Family Satisfaction Surveys  
May 2009

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Prepared by:

Sara Hallvik  
Sr Research & Evaluation Analyst  
Multnomah County Verity  
421 SW Oak St, Suite 520  
Portland, OR 97204  
503.988.5464 x26575  
sara.hallvik@co.multnomah.or.us

[www.co.multnomah.or.us/dchs/mhas/quality.shtml](http://www.co.multnomah.or.us/dchs/mhas/quality.shtml)

## Introduction

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Consumer satisfaction is an important aspect of quality management. While billing information provides encounter data and usage statistics, and clinicians manage the day to day progress of their clients, only consumers can rate their satisfaction with service. Satisfaction is important to monitor because satisfied consumers are more likely to stick with their treatment plan, and adherence to a treatment plan increases the odds of positive outcomes.

Youth and family satisfaction was measured in 2009 with the Youth Satisfaction Survey (YSS) and Youth Satisfaction Survey for Families tool (YSS-F, [www.mhsip.org](http://www.mhsip.org)). These are the same survey tools used annually in Multnomah County since 2004. The youth and family surveys are identical except for wording to clarify “my experience” in the YSS and “my child’s experience” in the YSS-F. The survey contains 21 questions, answered on a five-point Likert scale (1= Strongly Agree to 5 = Strongly Disagree). The survey also includes two open ended questions and a few personal information questions.

Over a three week period in May 2009, the YSS and YSS-F surveys were given to outpatient Verity children and their families when they arrived for regularly scheduled appointments with their mental health provider. Children in residential services were given the survey once during their residential stay. Respondents were asked to place completed surveys in a sealed box in the lobby. No names were associated with any survey, so respondents were encouraged to be honest in their evaluation.

Nine agencies returned 790 valid YSS and YSS-F surveys. An overview table is presented in Appendix A: Descriptive Analysis by Agency. Agencies with at least 20 respondents in the YSS or YSS-F are presented and analyzed in this report.

The 21 questions on the MHSIP fall into six domains: Satisfaction, Participation, Appropriateness, Access, Cultural Sensitivity, and Outcome. Each domain was calculated by averaging the response scores of all questions in that domain. For analysis purposes, responses were divided into three rating categories (1 = Strongly Agree, 2 = Agree, 3 = Not Agree).

The six domains are comprised of the following questions:

### **Satisfaction**

- Overall, I am satisfied with the services I received

### **Appropriateness**

- The people helping me stuck with me no matter what
- I felt I had someone to talk to when I was troubled
- I received services that were right for me
- I got the help I wanted
- I got as much help as I needed

### **Outcome**

- I am better at handling daily life
- I get along better with family members
- I get along better with friends and other people
- I am doing better in school and/or work
- I am better able to cope when things go wrong
- I am satisfied with my family life right now

### **Participation**

- I helped to choose my services
- I helped to choose my treatment goals
- I participated in my own treatment

### **Access**

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

### **Cultural Sensitivity**

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

## Executive Summary

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- Roughly one in five Verity youth returned a satisfaction survey (21%) while one in four Verity family members returned a survey (24%).
- The distribution of survey respondents is not reflective of Verity membership with respect to race and ethnicity.
  - Hispanic and Asian / Pacific Islander Verity members were under-represented.
  - Caucasian Verity members were over-represented.
  - Black / African American and Native American respondents were accurately represented.
  - There were no significant differences in satisfaction between racial/ethnic groups.
- The distribution of survey respondents is skewed toward the experience of older youth relative to Verity youth membership.
  - Boys and girls were similarly satisfied in all domains.
  - Child's age was not a determining factor of satisfaction.
- Family members were significantly more satisfied than youth in several domains.
  - Outpatient family members were significantly more satisfied than youth in the domains of Satisfaction ( $p<.001$ ), Access ( $p<.001$ ), Participation ( $p<.001$ ), and Cultural Sensitivity ( $p=.008$ ).
  - Residential family members were significantly more satisfied than youth in the domains of Access ( $p=.016$ ) and Outcomes ( $p<.001$ ).
- Youth who reported receiving services for one year or more reported significantly higher satisfaction with the cultural sensitivity than those in services fewer than three months ( $p=.005$ ).
- Questions from the Appropriateness domain have consistently been correlated to Outcome score.
- The following questions are strongly correlated to Outcome scores:
  - YSS
    - I got the help I wanted (Appropriateness)
  - YSSF
    - My family got as much help as we needed for my child (Appropriateness)
    - Staff treated me with respect (Cultural Sensitivity)
    - I felt my child had someone to talk to when he/she was troubled (Appropriateness)
- There were no significant changes in satisfaction in any domain between 2008 and 2009.

## Results: Verity System Wide

A total of 790 surveys were completed by children and their families. Nearly one quarter of family members (24%) completed a survey while one in five youth completed a survey (21%). Roughly one third (n=268) of these surveys were collected from a residential facility, and were removed from this analysis. Residential results are provided with the agency's specific results. Both YSS and YSSF frequencies are displayed here. Parents completing the YSSF answered age, gender, race, and length of service questions about their child in services. If both a parent and child completed the survey, the family's experience may be reported twice, albeit from different perspectives.

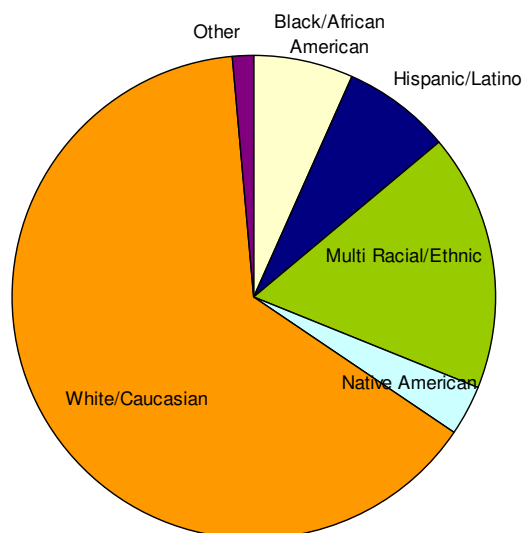
### YSSF

Demographic information was collected on the child referenced in the survey, not the parent or guardian completing the survey. Of those completing the YSSF, 41.2% responded about a girl. 53.3% of children referenced were between age 6 and 13, and 37.8% were between age 14 and 18. Most (62.8%) were White/Caucasian, 13% were Multi-Racial/Ethnic, 12.3% were Black/African American, and 9.2% identified their child as Hispanic/Latino. Many had been in services over one year (35.4%), although 29.5% had been in services for less than 3 months.

### YSS

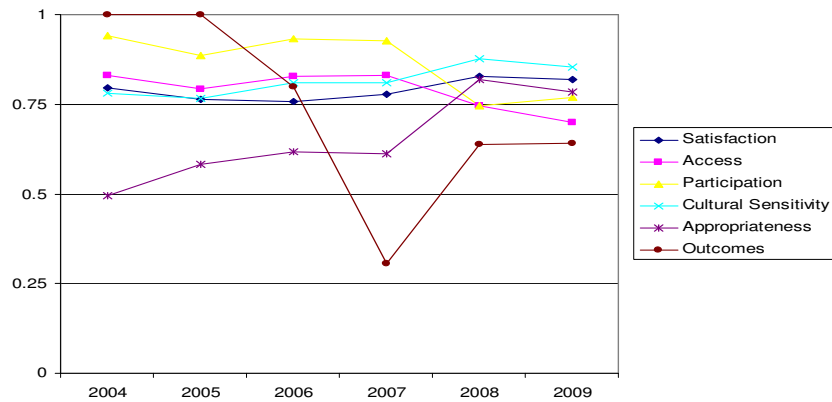
Older children were more likely to complete the YSS, as 56% of respondents were between age 14 and 18 while 41.6% were between age 6 and 13. A similar number of boys and girls completed the YSS: 49% female and 51% male. Most (64.2%) identified themselves as White/Caucasian, while 17.2% identified as Multi Racial/Ethnic, 7.3% were Hispanic/Latino, and 6.6% were Black/African American. Roughly one quarter (26.5%) of respondents had been in services for more than one year, while 33.5% had been in services under three months, 27.7% had received services for three to six months, and 12.3% had received services for six to twelve months.

	YSS n (%)	YSSF n (%)
Age		
1-5yrs	2 (1.2)	20 (8.1)
6-13yrs	69 (41.6)	131 (53.3)
14-18yrs	93 (56.0)	93 (37.8)
19-21yrs	2 (1.2)	2 (.8)
Gender		
Female	73 (49.0)	107 (41.2)
Male	76 (51.0)	153 (58.8)
Race / Ethnicity		
Asian/ Pacific Islander	0 (0)	3 (1.1)
Black/ African American	10 (6.6)	32 (12.3)
Hispanic/ Latino	11 (7.3)	24 (9.2)
Multi Racial/ Ethnic	26 (17.2)	34 (13.0)
Native American	5 (3.3)	3 (1.1)
White/ Caucasian	97 (64.2)	164 (62.8)
Other	2 (1.3)	1 (.4)
Length of Service		
0-3 months	52 (33.5)	75 (29.5)
3-6 months	43 (27.7)	45 (17.7)
6-12 months	19 (12.3)	44 (17.3)
1 year or more	41 (26.5)	90 (35.4)



## Satisfaction by Year

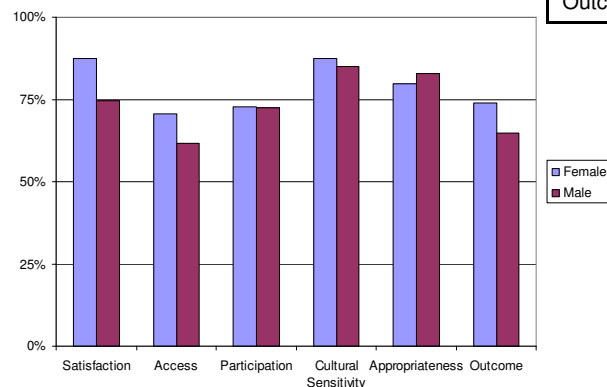
With the exception of Outcomes in 2007, there were no significant differences in satisfaction in any domain over the years. In 2007, Outcome satisfaction decreased ( $p<.001$ ) before increasing significantly and remaining steady in 2008 and 2009 ( $p<.001$ ).



	2004	2005	2006	2007	2008	2009
(number of surveys)	239	532	694	497	499	522
Satisfaction	80%	76%	76%	78%	83%	82%
Access	83%	79%	83%	83%	75%	70%
Participation	94%	89%	93%	93%	75%	77%
Cultural Sensitivity	78%	77%	81%	81%	88%	86%
Appropriateness	49%	58%	62%	61%	82%	78%
Outcomes	100%	100%	80%	31%	64%	64%

## Satisfaction by Gender

There are no significant differences in satisfaction between boys and girls in outpatient care. Similarly, there was no difference in the satisfaction of parents and guardians based on the gender of their child.

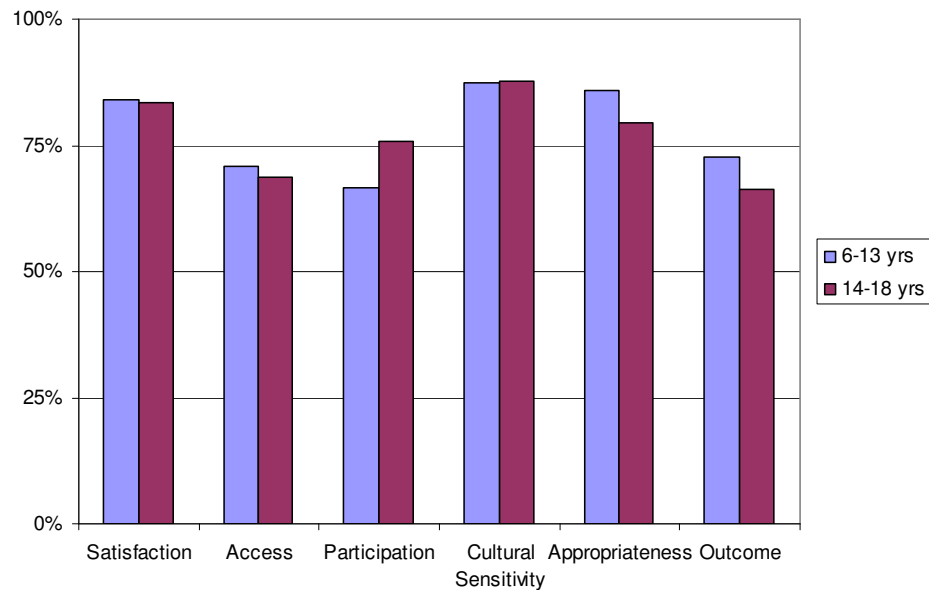


	<u>YSS</u>		<u>YSSF</u>	
	Female	Male	Female	Male
Satisfaction	88%	75%	90%	91%
Access	70%	62%	80%	82%
Participation	73%	72%	90%	92%
Cultural Sensitivity	88%	85%	96%	96%
Appropriateness	80%	83%	85%	80%
Outcome	74%	65%	66%	67%

### Satisfaction by Age

There are no significant differences in satisfaction between age groups in outpatient care. Neither youth age 19-21 years nor their parents were included due to the low number of responses from that age group.

	<u>YSS</u>		<u>YSSF</u>		
	6-13 yrs	14-18 yrs	1-5 yrs	6-13 yrs	14-18 yrs
Satisfaction	84%	83%	100%	91%	92%
Access	71%	69%	70%	84%	84%
Participation	67%	76%	95%	90%	92%
Cultural Sensitivity	88%	88%	100%	99%	92%
Appropriateness	86%	80%	94%	84%	83%
Outcome	73%	66%	56%	63%	67%



### Satisfaction by Race/Ethnicity

There are no significant differences in satisfaction between racial and ethnic groups.

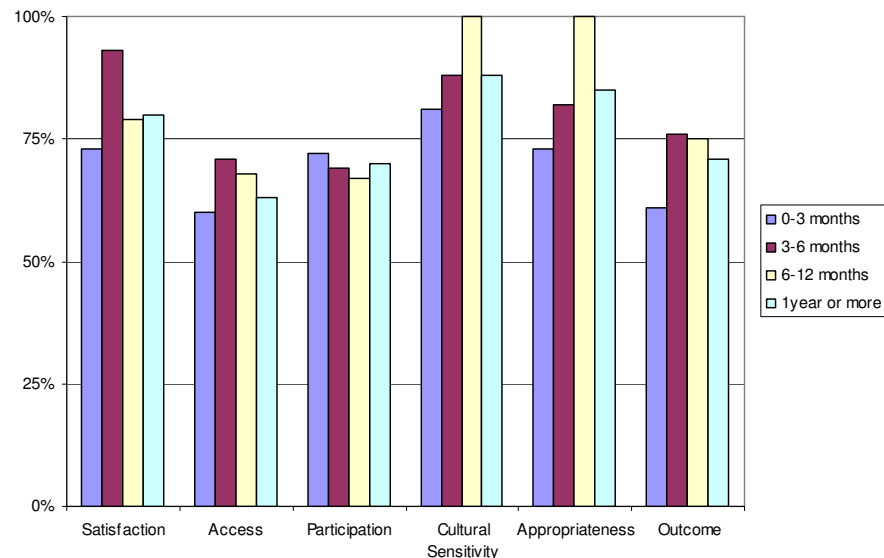
	Asian/ Pacific Islander		Black/ African American		Hispanic/ Latino		Multi Racial/ Ethnic		Native American		White/ Caucasian		Other	
	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF
Satisfaction	n/a	100%	80%	81%	90%	92%	88%	94%	80%	100%	78%	92%	100%	100%
Access	n/a	100%	90%	72%	60%	78%	64%	74%	80%	100%	66%	85%	0%	100%
Participation	n/a	100%	70%	90%	60%	96%	57%	91%	75%	100%	79%	90%	50%	100%
Cultural Sensitivity	n/a	100%	100%	88%	89%	100%	90%	92%	67%	100%	86%	97%	100%	100%
Appropriateness	n/a	100%	80%	79%	80%	91%	83%	82%	80%	67%	82%	81%	50%	100%
Outcome	n/a	100%	60%	57%	78%	67%	77%	69%	50%	67%	69%	68%	50%	100%

### Satisfaction by Length of Service

Youth who reported receiving services for one year or more reported significantly higher satisfaction with the cultural sensitivity than those in services fewer than three months ( $p=.005$ ).

There were no significant differences in parent's satisfaction when stratified for length of service.

	0-3 months		3-6 months		6-12 months		1 year or more	
	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF
Satisfaction	73%	85%	93%	100%	79%	89%	80%	96%
Access	60%	82%	71%	89%	68%	86%	63%	75%
Participation	72%	86%	69%	93%	67%	90%	70%	95%
Cultural Sensitivity	81%	92%	88%	97%	100%	97%	88%	98%
Appropriateness	73%	76%	82%	90%	100%	83%	85%	86%
Outcome	61%	68%	76%	63%	75%	63%	71%	71%



### Satisfaction by Geography

National surveys are administered after a child has completed service, while the state of Oregon administers surveys to anyone who received service within the last calendar year, regardless of current service enrollment. Verity administers surveys only to youth and families actively receiving treatment services. These differences in administration should be noted when comparing satisfaction scores.

	Verity (2009)	Oregon State (2008)	National (2006)
Access	76%	70%	83%
Participation	84%	76%	87%
Cultural Sensitivity	92%	88%	91%
Appropriateness	83%	65%	81%
Outcome	67%	58%	73%



## **Outcome Predictors**

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The questions that best explain outcome scores are:

### **YSS**

- I got the help I wanted (Appropriateness)

### **YSSF**

- My family got as much help as we needed for my child (Appropriateness)

R-squared in the YSS was .383, and .228 in the YSSF. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .383 means that 38.3% of the variation in the outcome domain is due to that question. When entry and removal probabilities were expanded to .20 and .30, respectively, no additional variables were added to the YSS model. In the YSSF model, however, the questions “Staff treated me with respect” (Cultural Sensitivity), and “I felt my child had someone to talk to when he/she was troubled” (Appropriateness) helped explain the variance in Outcome scores. With all three variables included, the R-squared value increased slightly to .251.

## **Future Plans**

As part of Verity’s continuous quality improvement plan, Verity will provide contracted agencies with their satisfaction survey data as it compares with overall Verity, state, and national data. We hope this information is utilized within each agency to improve quality and outcomes in areas identified by consumers.

Surveys will continue to be collected annually through all Verity provider agencies. Verity and the Quality Management Committee will determine appropriate interventions and quality improvement strategies based on information gathered from consumers and their families. Comments and suggestions may be directed to Sara Hallvik or Charmaine Kinney at 503-988-5464.

## Comment Analysis

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### **Someone to Talk to**

Most respondents, both youth and family members, mentioned the benefit of simply having a neutral, caring person to talk to without fear of judgment. Many said venting then working with their counselor helped them understand their emotions, enabling them to improve their relationship with family members. A few negative comments reflected dissatisfaction with a counselor's listening ability.

### **Access**

Many respondents, mostly family members, appreciated the flexibility of therapists and their willingness to meet at a time and location that was most convenient for the family. Quick response to phone calls was also frequently mentioned, especially in the context of counselors keeping family members involved in their child's treatment. Several mentioned that one on one therapy sessions were especially helpful. Access to a "safe place" was invaluable for many. Those dissatisfied with access wanted more flexibility scheduling appointments, especially more evening and weekend appointments. Longer appointments and faster access to intake appointments were also requested.

### **Medication Management**

Accurate diagnosis and appropriate medications were greatly appreciated by many youth and family members.

### **Respect**

Many respondents felt respected by their counselors, and appreciated the chance to start over if they regressed rather than being given a new counselor. Consistency was beneficial to both youth and families. Several specific counselors were praised for their understanding and ability to "stick with us" no matter what. Many family members appreciated the counselor's recognition of their parenting efforts, and ability to use learned parenting skills at home.

### **Coping**

Many respondents appreciated the anger management and coping skills they learned, and noticed immediate improvements after implementing the techniques.

### **Facility**

Several respondents requested office locations closer to their home. Several respondents requested more activities for teenagers, including video games, food, movies, cooking supplies and facilities, and a gym. Some respondents expressed displeasure with the waiting room and counseling rooms, wishing they were larger, cleaner, or had newer furniture and carpets. Many residential clients requested better food.

## Lifeworks NW

Males completing the YSS survey were significantly more satisfied than females in the Satisfaction domain. In all other domains, and all domains in the YSSF, males and females were similarly satisfied.

	YSS		YSSF	
	Female	Male	Female	Male
Satisfaction	78%	91%	91%	100%
Access	94%	90%	82%	75%
Participation	75%	75%	91%	100%
Cultural Sensitivity	93%	100%	100%	100%
Appropriateness	67%	80%	78%	94%
Outcome	71%	56%	67%	75%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at Lifeworks. The questions, and their domains, that best explain outcome scores are as follows:

### YSS

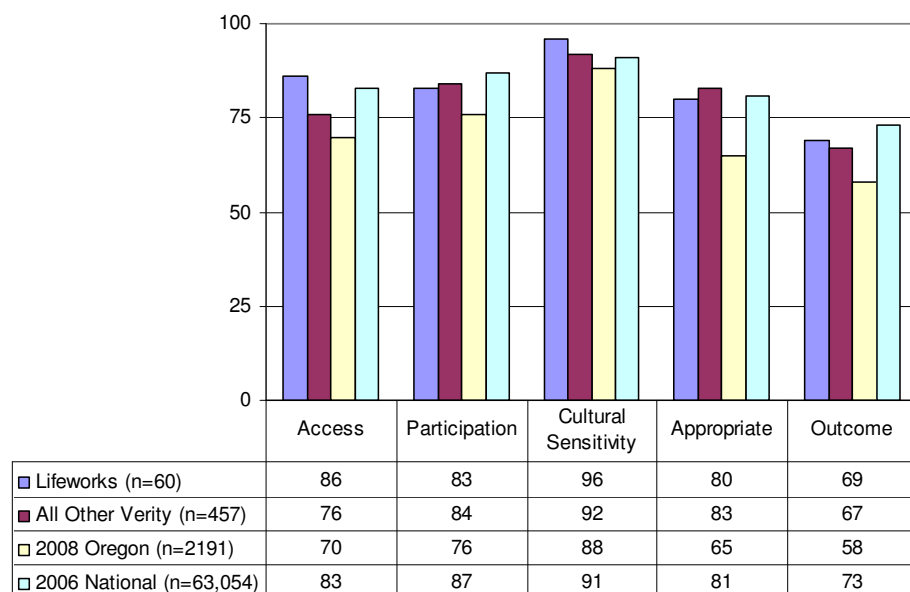
- I got the help I wanted (Appropriateness)
- The location of services was convenient (Access)
- I felt I had someone to talk to when I was troubled (Appropriateness)

### YSSF

- My family got as much help as we needed for my child (Appropriateness)
- Staff respected my family's religious/spiritual beliefs (Cultural Sensitivity)

R-squared scores ranged from .489 for the first question in the YSS to .648 when all variables were in the model. R-squared scores ranged from .402 for the first question in the YSSF to .465 when both variables were in the model. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .489 means that 48.9% of the variance in the outcome domain is due to that variable.

Lifeworks clients and their families are similarly satisfied to all other Verity clients and clients nationwide, but more satisfied than average Oregon State clients.



## Morrison

Females completing the YSS survey were significantly more satisfied than males in the Satisfaction domain ( $p=.003$ ) and marginally more satisfied in the Access domain ( $p=.055$ ). In all other domains, and all domains in the YSSF, males and females were similarly satisfied.

	YSS		YSSF	
	Female	Male	Female	Male
Satisfaction	96%	69%	88%	90%
Access	67%	55%	82%	83%
Participation	71%	72%	87%	92%
Cultural Sensitivity	92%	91%	94%	96%
Appropriateness	80%	88%	81%	76%
Outcome	76%	65%	63%	66%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at Morrison. The questions, and their domains, that best explain outcome scores are as follows:

### YSS

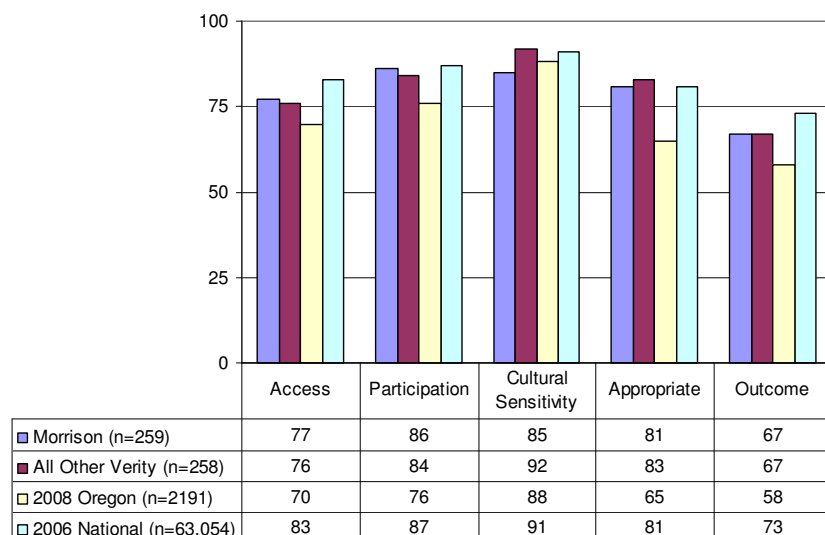
- I got the help I wanted (Appropriateness)

### YSSF

- My family got as much help as we needed for my child (Appropriateness)
- I helped to choose my child's services (Participation)
- I felt my child had someone to talk to when he/she was troubled (Appropriateness)
- I helped to choose my child's treatment goals (Participation)

The R-squared score for the YSS was .191. R-squared scores ranged from .310 for the first question in the YSSF to .382 when all variables were in the model. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .191 means that 19.1% of the variance in the outcome domain is due to that variable.

Morrison youth and family members have similar satisfaction scores as all other Verity respondents, slightly lower scores than national satisfaction scores, and slightly higher satisfaction scores than Oregon State satisfaction average scores.



## Serendipity

Females were significantly more satisfied than males in the Appropriateness domain ( $p=.024$ ). In all other domains males and females were similarly satisfied. No analysis was performed on the YSSF results due to an insufficient sample size.

	YSS	
	Female	Male
Satisfaction	100%	80%
Access	86%	60%
Participation	86%	82%
Cultural Sensitivity	100%	86%
Appropriateness	100%	86%
Outcome	100%	81%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at Serendipity. The questions, and their domains, that best explain outcome scores are as follows:

### YSS

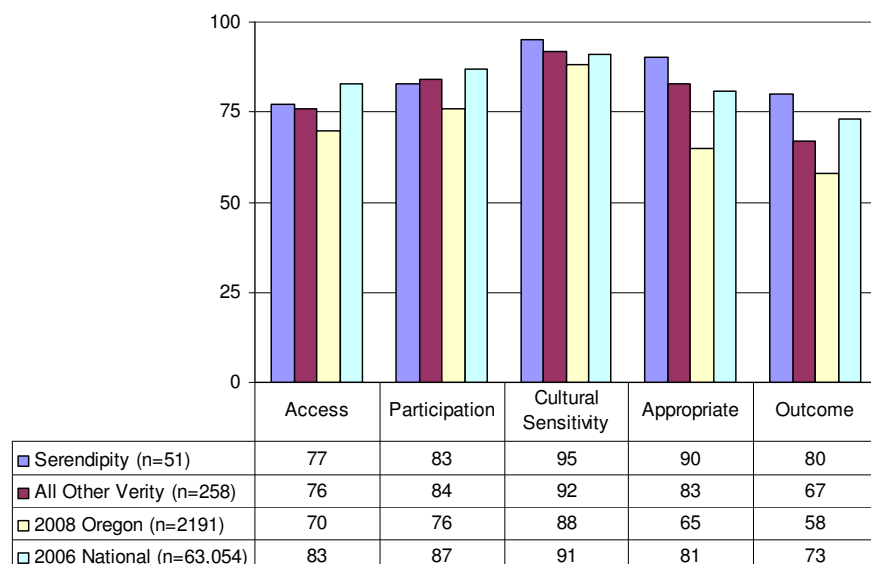
- I got the help I wanted (Appropriateness)
- I helped to choose my treatment goals (Participation)

### YSSF

- I helped to choose my child's treatment goals (Participation)
- Staff were sensitive to my cultural/ethnic background (Cultural Sensitivity)
- The location of services was convenient for us (Access)
- My family got the help we wanted for my child (Appropriateness)

R-squared scores ranged from .261 for the first question in the YSS to .361 when both variables were in the model. R-squared scores ranged from .423 for the first question in the YSSF to .823 when both variables were in the model. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .261 means that 26.1% of the variance in the outcome domain is due to that variable.

Serendipity families were more satisfied than other Verity, Oregon State, and National respondents in the Appropriateness and Outcome domains, and similarly satisfied in all other domains.



## DePaul Treatment Center

Males and females were similarly satisfied in all domains within the YSS. Results are not available for the YSSF due to insufficient sample size.

	YSS	
	Female	Male
Satisfaction	60%	64%
Access	36%	50%
Participation	64%	64%
Cultural Sensitivity	64%	70%
Appropriateness	73%	67%
Outcome	60%	45%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at DePaul. The question, and its domain, that best explains outcome scores is:

### YSS

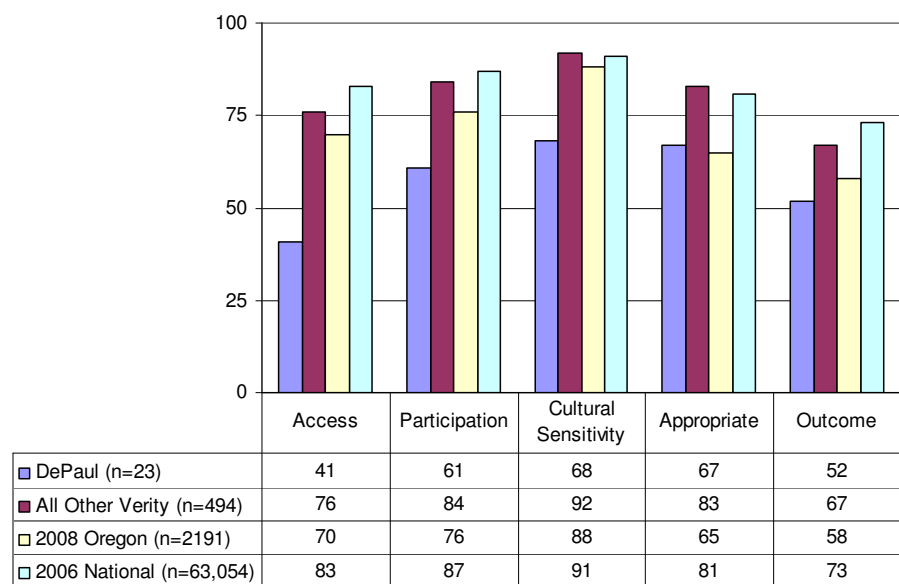
- I helped to choose my services (Participation)

When entry and removal probabilities were increased to .1 and .2 respectively, the following questions became significant predictors of outcome:

- I got the help I wanted (Appropriateness)
- Staff respected my family's religious/spiritual beliefs (Cultural Sensitivity)
- Staff were sensitive to my cultural/ethnic background (Cultural Sensitivity)

The R-squared score ranged from .419 for the first question in the YSS to .861 when all four variables were in the model. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .419 means that 41.9% of the variance in the outcome domain is due to that variable.

DePaul youth presented lower satisfaction scores than all other Verity agencies, Oregon State, and national youth in all domains.



## Albertina Kerr Center

No gender information was available from Albertina Kerr Center.

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at Serendipity. The questions, and their domains, that best explain outcomes cores are as follows:

### YSS (Outpatient)

- I received services that were right for me (Appropriateness)

### YSSF (Outpatient)

- The location of services was convenient for us (Access)

### YSS (Residential)

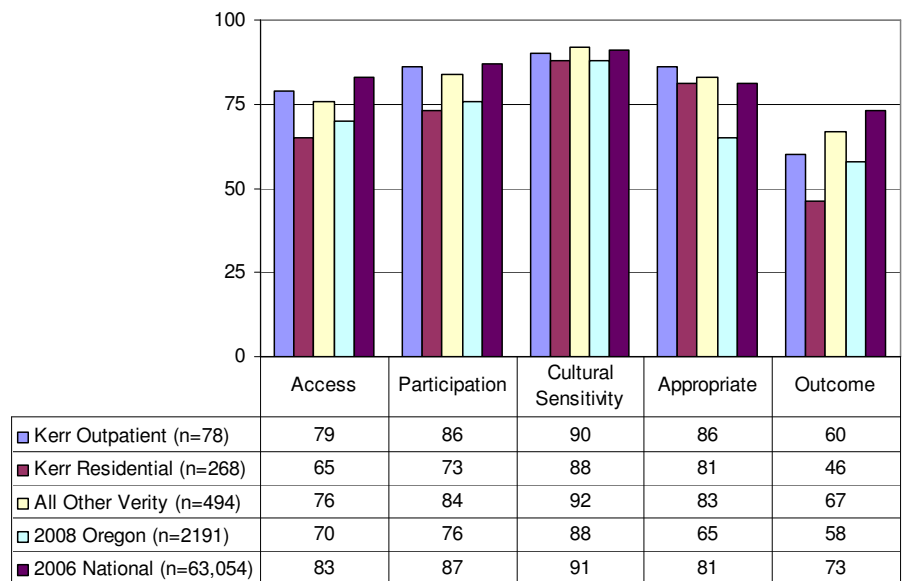
- Staff treated me with respect (Cultural Sensitivity)
- I got the help I wanted (Appropriateness)
- I helped to choose my services (Participation)

### YSSF (Residential)

- I participated in my child's treatment (Participation)
- The location of services was convenient for us (Access)

The Outpatient R-squared score was .102 in the YSS and .134 in the YSSF. The Residential YSS R-squared score ranged from .029 when just one variable was in the model to .100 when all three variables were included. The Residential YSS-F R-squared score ranged from .151 with just one variable to .222 with both variables in the model. These are very low values, indicating that although these questions are most associated with Outcomes, they are not a strong predictor. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .102 means that 10.2% of the variance in the outcome domain is due to that variable.

Albertina Kerr outpatient youth and their families are similarly satisfied as all other Verity agencies, although residential youth and families are less satisfied in all domains.



## Appendix A: Descriptive Information by Agency

	Albertina Kerr <sup>1</sup>		Cascadia		DePaul		Kinship		Lifeworks		Morrison		Options		Serendipity		Trillium		Total	
	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF	YSS	YSSF
Surveys Received	202	144	3	6	23	0	0	13	31	29	64	198	2	3	33	18	6	10	364	421
Response Rate*	16%	12%	2%	4%	n/a <sup>2</sup>	n/a	n/a	72%	14%	13%	6%	19%	17%	25%	100%	58%	4%	6%	21%	24%
<b>Gender</b>																				
Female	n/a	n/a	2 (67%)	2 (40%)	11 (50%)	0 (0%)	0 (0%)	6 (46%)	18 (62%)	11 (41%)	28 (49%)	74 (40%)	1 (50%)	1 (33%)	7 (25%)	7 (41%)	4 (80%)	6 (60%)	71 (49%)	107 (41%)
Male	n/a	n/a	1 (33%)	3 (60%)	11 (50%)	0 (0%)	0 (0%)	7 (54%)	11 (38%)	16 (59%)	29 (51%)	109 (60%)	1 (50%)	2 (67%)	21 (75%)	10 (59%)	1 (20%)	4 (40%)	75 (51%)	151 (59%)
<b>Age</b>																				
Average (yrs)	14	13	6	12	16	n/a	n/a	8	14	12	14	12	11	1300%	1200%	12	14	10	14	13
1-5	0 (0%)	4 (3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (42%)	1 (4%)	4 (21%)	0 (0%)	6 (4%)	0 (0%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	1 (14%)	2 (1%)	20 (6%)
6-13	62 (32%)	53 (39%)	1 (100%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)	4 (33%)	8 (30%)	2 (11%)	28 (52%)	82 (56%)	1 (100%)	1 (100%)	15 (52%)	14 (88%)	2 (40%)	3 (43%)	117 (36%)	162 (48%)
14-18	130 (68%)	77 (57%)	0 (0%)	1 (25%)	18 (100%)	0 (0%)	0 (0%)	3 (25%)	17 (63%)	13 (68%)	25 (46%)	58 (39%)	0 (0%)	0 (0%)	13 (45%)	2 (12%)	3 (60%)	3 (43%)	206 (63%)	157 (46%)
19-21	0 (0%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	1 (2%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (1%)	2 (1%)
<b>Time in Services (months)</b>																				
0-3	n/a	n/a	2 (66%)	2 (33%)	7 (33%)	0 (0%)	0 (0%)	3 (25%)	11 (38%)	11 (39%)	16 (27%)	52 (29%)	1 (50%)	2 (100%)	13 (41%)	5 (31%)	1 (17%)	0 (0%)	51 (34%)	75 (30%)
3-6	n/a	n/a	0 (0%)	1 (17%)	6 (29%)	0 (0%)	0 (0%)	1 (8%)	9 (31%)	6 (21%)	12 (20%)	35 (20%)	1 (50%)	0 (0%)	10 (31%)	0 (0%)	3 (50%)	1 (10%)	41 (27%)	44 (18%)
6-12	n/a	n/a	0 (0%)	1 (17%)	1 (5%)	0 (0%)	0 (0%)	4 (33%)	3 (10%)	7 (25%)	10 (17%)	25 (14%)	0 (0%)	0 (0%)	5 (16%)	3 (19%)	0 (0%)	4 (40%)	19 (13%)	44 (18%)
12+	n/a	n/a	1 (33%)	2 (33%)	7 (33%)	0 (0%)	0 (0%)	4 (33%)	6 (21%)	4 (14%)	21 (36%)	65 (37%)	0 (0%)	0 (0%)	4 (13%)	8 (50%)	2 (33%)	5 (50%)	41 (27%)	88 (35%)
<b>Race/Ethnicity</b>																				
Asian/Pacific Islander	n/a	n/a	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (1%)
Black/African American	n/a	n/a	0 (0%)	0 (0%)	2 (9%)	0 (0%)	0 (0%)	2 (15%)	1 (3%)	3 (10%)	5 (9%)	24 (13%)	0 (0%)	0 (0%)	2 (7%)	2 (12%)	2 (17%)	1 (10%)	12 (8%)	32 (12%)
Hispanic/Latino	n/a	n/a	0 (0%)	0 (0%)	3 (13%)	0 (0%)	0 (0%)	2 (15%)	4 (13%)	1 (3%)	2 (4%)	20 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (8%)	0 (0%)	10 (6%)	23 (9%)
Multiracial/Ethnic	n/a	n/a	1 (33%)	0 (0%)	2 (9%)	0 (0%)	0 (0%)	3 (23%)	5 (17%)	9 (31%)	11 (20%)	20 (11%)	0 (0%)	0 (0%)	6 (21%)	1 (6%)	0 (0%)	1 (10%)	25 (16%)	34 (13%)
Native American	n/a	n/a	0 (0%)	0 (0%)	2 (9%)	0 (0%)	0 (0%)	0 (0%)	2 (7%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	1 (3%)	1 (6%)	3 (25%)	0 (0%)	8 (5%)	3 (1%)
White/Caucasian	n/a	n/a	2 (67%)	5 (100%)	13 (57%)	0 (0%)	0 (0%)	6 (46%)	17 (57%)	15 (52%)	37 (67%)	114 (62%)	2 (100%)	3 (100%)	20 (69%)	13 (76%)	0 (0%)	8 (80%)	91 (59%)	164 (63%)
Other	n/a	n/a	0 (0%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (50%)	0 (0%)	8 (5%)	1 (0%)
<b>Domain (% Agree)</b>																				
Satisfaction	79%	87%	67%	67%	59%	0%	0%	100%	84%	97%	84%	89%	100%	100%	81%	94%	100%	100%	81%	91%
Access	62%	76%	67%	50%	41%	0%	0%	62%	93%	79%	59%	82%	100%	100%	63%	100%	67%	80%	66%	81%
Participation	72%	81%	67%	67%	61%	0%	0%	100%	73%	93%	70%	91%	100%	100%	76%	94%	83%	90%	72%	91%
Cultural Sensitivity	83%	96%	67%	100%	68%	0%	0%	100%	96%	96%	92%	95%	100%	100%	91%	100%	83%	89%	86%	96%
Appropriateness	79%	86%	67%	67%	67%	0%	0%	100%	74%	85%	84%	80%	100%	67%	90%	88%	100%	100%	82%	83%
Outcome	62%	31%	67%	67%	52%	0%	0%	55%	67%	70%	72%	66%	100%	33%	83%	73%	67%	100%	69%	65%

\*response rate was calculated by dividing the total number of surveys by the number of distinct clients served in May 2009.

<sup>1</sup> Albertina Kerr response rate based on annual service census for residential clients, and clients served in May 2009 for outpatient clients.

<sup>2</sup> At least half of DePaul's respondents were non-Verity clients. We cannot calculate an accurate response rate.