

# Summary of the YES! Participant Satisfaction Survey Results

April 2019

Summary Prepared by the University of Wisconsin-Madison Population Health Institute

In February and March 2019, staff from the University of Wisconsin-Madison Population Health Institute (UWPHI) collaborated with staff from the Wisconsin Department of Health Services (WI DHS) and staff from the local Jefferson and Outagamie YES! sites to develop a participant satisfaction survey to be completed with as many YES! participants (current and discharged) as possible. This survey included 25 questions where participants rated their satisfaction with many aspects of YES! services and provided suggestions for future YES! services. In March 2019, the satisfaction survey was completed by 20 YES! participants, including five participants from Jefferson YES! and 15 participants from the Outagamie YES! site. Survey responses were summarized by UWPHI staff, and a summary of the survey responses can be seen below.

Table 1 (below) summarizes participant ratings for the 25 questions where participants rated satisfaction with the various aspects of YES! services. As a note, the rating scale used on the survey was as follows:

- Strongly Agree (SA)
- Agree (A)
- Disagree (D)
- Strongly Disagree (SD)
- Missing/Refused to Answer (M)

Survey Question	Jefferson Ratings (N = 5)	Outagamie Ratings (N = 15)	TOTAL Ratings (N = 20)	Participant Comments
1. There is at least one person who believes in me.	80% SA (4) 20% A (1)	80% SA (12) 20% A (3)	80% SA (16) 20% A (4)	- "Therapist and case workers."
2. I have a place to live that feels like a comfortable home to me.	60% SA (3) 40% A (2)	40% SA (6) 33% A (5) 20% D (3) 7% SD (1)	45% SA (9) 35% A (7) 15% D (3) 5% SD (1)	- "I like the space but not the people I live by." - "It's a complicated situation." - "Going through roommate issues." - "Work on it with Project YES!"
3. I have the support I need to function in the roles I want in my community.	60% SA (3) 20% A (1) 20% D (1)	47% SA (7) 47% A (7) 6% M (1)	50% SA (10) 40% A (8) 5% D (1) 5% M (1)	- "I don't know where I can get support to do the things I want to do."
4. The YES! services I receive led me to be more independent, not dependent.	100% SA (5)	53% SA (8) 47% A (7)	65% SA (13) 35% A (7)	- "Started recently so still working into it."
5. YES! staff respect me as a whole person.	100% SA (5)	73% SA (11) 27% A (4)	80% SA (16) 20% A (4)	
6. I can get mental health/substance abuse services I need when I need them.	80% SA (4) 20% A (1)	67% SA (10) 33% A (5)	70% SA (14) 30% A (6)	- "Always able to call/text someone if I'm struggling." - "I just started."
7. YES! services help me develop the skills I need.	100% SA (5)	67% SA (10) 33% A (5)	75% SA (15) 25% A (5)	
8. YES! staff see me as an equal partner in my YES! services.	100% SA (5)	67% SA (10) 33% A (5)	75% SA (15) 25% A (5)	
9. YES! staff support my self-care or wellness.	100% SA (5)	67% SA (10) 33% A (5)	75% SA (15) 25% A (5)	
10. YES! staff stood up for me to get the services and resources I need.	60% SA (3) 20% A (1) 20% D (1)	73% SA (11) 27% A (4)	70% SA (14) 25% A (5) 5% D (1)	- "I've always been advocated for and heard." - "I've tried to do more but haven't gotten the services." - "Meeting w/roommates to form an agreement." - "Staff has been very helpful."

<b>Table 1: Summary of Participant Satisfaction Ratings</b>				
<b>Survey Question</b>	<b>Jefferson Ratings (N = 5)</b>	<b>Outagamie Ratings (N = 15)</b>	<b>TOTAL Ratings (N = 20)</b>	<b>Participant Comments</b>
11. YES! staff encourage me to do things that are meaningful to me.	80% SA (4) 20% A (1)	87% SA (13) 13% A (2)	85% SA (17) 15% A (3)	- "Encourage group and other activities to brighten life."
12. YES! staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.).	100% SA (5)	93% SA (14) 7% A (1)	95% SA (19) 5% A (1)	- "Also very understanding of others."
13. I have received services for mental health or substance use from providers other than YES! providers.	60% SA (3) 40% D (2)	60% SA (9) 27% A (4) 6.5% D (1) 6.5% SD (1)	60% SA (12) 20% A (4) 15% D (3) 5% SD (1)	- "Kelly (Outagamie county social worker)."
14. YES! staff help me build on my strengths.	100% SA (5)	87% SA (13) 13% A (2)	90% SA (18) 10% A (2)	
15. I participated in my treatment.	80% SA (4) 20% A (1)	80% SA (12) 20% A (3)	80% SA (16) 20% A (4)	- "I think I have, but also could've done more."
16. My treatment goals are/were stated in my own words.	80% SA (4) 20% D (1)	73% SA (11) 27% A (4)	75% SA (15) 20% A (4) 5% D (1)	
17. YES! services are available at times that are convenient to me.	40% SA (2) 20% A (1) 20% D (1) 20% SD (1)	60% SA (9) 40% A (6)	55% SA (11) 35% A (7) 5% D (1) 5% SD (1)	- "It's more so when I have time and the CCS service failed to have time." - "Very flexible with scheduling."
18. I get the help that I want through YES!	80% SA (4) 20% A (1)	73% SA (11) 27% A (4)	75% SA (15) 25% A (5)	
19. YES! staff speak to me in a way that I can understand.	80% SA (4) 20% D (1)	80% SA (12) 20% A (3)	80% SA (16) 15% A (3) 5% D (1)	- "In groups I feel they try to communicate in a way that isn't always a normal conversation."
20. I am better at coping with issues that come up.	80% SA (4) 20% A (1)	60% SA (9) 27% A (4) 6.5% D (1) 6.5% M (1)	65% SA (13) 25% A (5) 5% D (1) 5% M (1)	- "It's a struggle." - "Slowly but surely getting under control."

The information below summarizes participant responses to the five open-ended questions included in the YES! participant satisfaction survey.

### **Question 21. What did you like most about the YES! services you received?**

#### Jefferson Participant Responses (N = 5)

- "They're caring, supportive and help me work through my treatment."
- "I like the support and groups I get to go to."
- "A lot of treatment options/services, great people."
- "Getting along with people making friends."
- "The support, understanding, and willingness to simply hear me out. As well as being offered to go to events/opportunities."

#### Outagamie Participant Responses (N = 15)

- "How accepting they are."
- "Groups, new people, paintings."
- "That I can text my staff here through text to set up appointments. It's very helpful."
- "Supportive staff, respected me being trans."
- "Reliable staff."
- "I really love going to all the different groups that are offered and meeting new friends."
- "That I can get help that I need like: counselor, doctor, transportation, servers/job."
- "The staff :)"

- “I liked how everyone is so supportive of each other whenever they need someone.”
- “Very reliable staff as well as feeling welcome and appreciated.”
- “I like that they help me and they don't judge me for who I am.”
- “My favorite part of YES was the connection I was able to make with Joe. Having a healthy person to guide and help me out drastically changed my life.”
- “That my case worker could focus and dedicate their time to my life just as much as I can.”
- “That they care about your recovery and all around you as a person.”
- “Them helping me and talking about my concerns.”

**Question 22. What would you like to see change about the YES! services you received?**

Jefferson Participant Responses (N = 4)

- “Nothing? Maybe some more firmness or push at points where I've kinda avoided/pushed off to do later.”
- “Better communication.”
- “More options for transportation.”
- “Do a lot more active stuff.”

Outagamie Participant Responses (N = 14)

- “N/A” (x2)
- “N/A I'm not here much, this is my first survey or time being here.”
- “Nothing.”
- “Nothing yet.”
- “Nothing really.”
- “Still deciding”
- “More individual help.”
- “I would like to be notified that I'm being drug tested a day ahead of time and to schedule so my school doesn't see.”
- “Not having pizza at every group. It gets old. Maybe we could learn to make healthier choices when it comes to food.”
- “More groups and longer age out time.”
- “Nothing really, I mean adding Sunday and Saturday would be nice.”
- “I would like there to be more YES! services in more states.”
- “Open up to a larger area. For example, my friend can't get services because she lives in Neenah so just opening it up to more people.”

**Question 23. How would you describe the differences between the YES! services you received and other services you've received outside of YES?**

Jefferson Participant Responses (N = 3)

- “The YES team has been more understanding than the other services I had.”
- “The CCS services I received are a lot more personal while the attitude is a lot more physical and hands on.”
- “Being able to talk and given chances to go somewhere else to work/sit elsewhere/try something new.”

Outagamie Participant Responses (N = 15)

- “Very open and understanding.”
- “My counselor comes to me and focuses on what I want to talk about.”
- “YES! staff generally more friendly and understanding. They're also trustworthy and they stay to their word.”
- “YES! is more warm and inviting than my other service when it comes to groups.”
- “A lot more focused on understanding what I want/need and explaining what is best for me.”

- “With Project YES! I felt like I had a friend in Joe and every single staff member is very supportive and friendly. Everyone wanted to see me succeed and when I did they were proud of me and it was an amazing feeling.”
- “People see me as a person and not just a mental illness (therapists, peers, workers).”
- “More mature, understanding and can be more respectful than other services.”
- “YES! better than other services because other places I go just mess with me and not fully help me with my needs.”
- “YES! helps me meet new people, and other services don't talk to you at all!!”
- “I like going to YES! because they have more different groups than NAMI like LGBT group.”
- “I'm at Casa Clave right now and they give me groups and one on one talking and the YES! program is kinda the same as I go through it.”
- “More relaxed, less formal.”
- “YES! is better.”
- “First program of this kind for myself.”

**Question 24. What are three skills you feel are most important for staff to have when working with youth/young adults?**

Jefferson Participant Responses (N = 5)

- “Communication that can relate”
- “Fun and not a complete textbook type person, it makes things comfortable”
- “Help give advice/outside perspective”
- “Kindness”
- “Knowing how to validate”
- “Listening skills”
- “Meeting people halfway when it comes to their needs”
- “Non-judgmental environment”
- “Participate in the groups”
- “Respect”
- “Understanding and caring environment (everyone matters)”
- “Understanding and hearing youth/young adult's feelings”
- “Willingness to hear out”

Outagamie Participant Responses (N = 15)

- “Active listening”
- “Believe in people like they did for me because I did not believe in myself at first but they did. :)”
- “Be more open”
- “Caring/Passionate”
- “Chicken fingers”
- “Collaborative”
- “Coloring”
- “Communication” (x2)
- “Connection- meeting them where they are at/not focusing on differences”
- “Coping”
- “Deep-breathing”
- “Don't get upset”
- “Educated”
- “Encouragement”
- “Focus”
- “Good conversation”
- “Good listener”, “Listening to others”

- “Guidance (healthy)”
- “Honesty, Honesty (Not sugar coated)”
- “Independent”
- “Non-judgmental”
- “On time”
- “Open mindedness”
- “Outgoing”
- “Patience” (x3)
- “Perseverance” (x2)
- “Regardful”
- “Relatable”
- “Respect, Respect”
- “Resourceful”
- “Self esteem”
- “Supportive”
- “Talking slow”
- “Trust”
- “Willingness”

**Question 25. Any other comments/feedback about YES! services?**

Jefferson Participant Responses (N = 3)

- “N/A”
- “Not really :)”
- “I’ve only had great experiences with YES!”

Outagamie Participant Responses (N = 8)

- “N/A”
- “No” (x2)
- “No thank you.”
- “YES! program is one of the best services I’ve been in.”
- “Love the whole team.”
- “You guys are doing great, keep up the good work.”
- “I am proud to have been a part of Project YES!. I am grateful for all of the wonderful connections I have made with Project YES! I am amazed by all of the opportunities I was presented with while in the program. I really believe my life is better today because I was part of Project YES! and I hope every young adult who needs this program finds it.”