

Youth Empowered Solutions (YES!) Participant Satisfaction Survey Results

April 2019

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. A total of 20 YES! participants completed the 25-question survey and rated their satisfaction with many aspects of YES! services and provided suggestions for future YES! services.

Survey Question	% Strongly Agree or Agree (N = 20)
There is at least one person who believes in me.	100%
The YES! services I receive led me to be more independent, not dependent.	100%
YES! staff respect me as a whole person.	100%
I can get mental health/substance abuse services I need when I need them.	100%
YES! services help me develop the skills I need.	100%
YES! staff see me as an equal partner in my YES! services.	100%
YES! staff support my self-care or wellness.	100%
YES! staff encourage me to do things that are meaningful to me.	100%
YES! staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.).	100%
YES! staff help me build on my strengths.	100%
I participated in my treatment.	100%
I get the help that I want through YES!	100%
YES! staff stood up for me to get the services and resources I need.	95%
My treatment goals are/were stated in my own words.	95%
YES! staff speak to me in a way that I can understand.	95%
I have the support I need to function in the roles I want in my community.	90%
YES! services are available at times that are convenient to me.	90%
I am better at coping with issues that come up.	90%
I have a place to live that feels like a comfortable home to me.	80%
I have received services for mental health or substance use from providers other than YES! providers.	80%

What did you like most about the YES! services you received? (N = 20)

- “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.”
- “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 [a Transition Facilitator]. 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.”

How would you describe the differences between the YES! services you received and other services you've received outside of YES? (N = 18)

- “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.”
- “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 [my Transition Facilitator] 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.”

What are three skills you feel are most important for staff to have when working with youth/young adults? (N = 20)



What would you like to see change about the YES! services you received? (N - 15)

- “N/A” (x2)
- “Nothing” (x3)
- “N/A I'm not here much, this is my first survey or time being here.”
- “Still deciding.”
- “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.”
- “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.”

Any other comments/feedback about YES! services? (N = 10)

- “No” (x3)
- “N/A” (x2)
- “Not really :)”
- “I've only had great experiences with YES!”
- “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.”