

KY Youth Services Satisfaction
Consumer Survey Report 2025
Statewide





In 2025, the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky's Community Mental Health Centers (CMHCs).

Introduction

This document was created as a result of collaboration between:

The Kentucky Department for Behavioral Health, Developmental and Intellectual
Disabilities (DBHDID)

and

The Community Mental Health Centers (CMHCs)

Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

Why This 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 is designed as the primary tool to evaluate and include the youth client caregivers' perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all Community Mental Health Center (CMHC) clients on services received.

This report includes results about the survey’s seven core domains:

Domain	Primary Concerns Related to the Domain	Domain Questions
General Satisfaction	Services were, overall, satisfactory and preferable to other choices	1, 4, 5, 9, 10
Access to Services	Staff availability, the range of service options, and how quickly and conveniently services were received	7, 8
Cultural Sensitivity	Cultural and linguistic access and whether services promoted recovery and continuity of care	11, 12, 13, 14
Participation in Treatment Planning	Clients’ participation in planning services. For example, whether the patient, not staff, decided treatment goals	2, 3, 6
Outcomes	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes	15, 16, 17, 18, 19, 20
Social Connectedness	Services contributed to improving natural supports which come from family or friends	22, 23, 24, 25
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms	16, 17, 18, 19, 20, 21

State Mental Health Authority

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194A.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/>

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.



Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer, staff make the survey available to people who arrive for outpatient appointments at select clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Survey analysis was guided by the Uniform Reporting System standards from the Substance Abuse and Mental Health Services Administration. There are three levels of survey analysis:

1. **Overall.** Survey analyses were conducted after removal of blank surveys. Blank surveys were defined as surveys with 100% of survey questions unanswered. Incomplete surveys were defined as surveys with some answered survey questions, but more than 33% of survey questions unanswered.
2. **Domain.** Analyses of individual domains further excluded respondents missing more than 1/3 of a domain's questions. The remaining surveys were then analyzed to compute either
 - i. The average domain score; this analysis computed the mean of all non-missing domain questions per survey (i.e., the survey-level domain score) and then took the average across surveys to get one overall domain score.
 - ii. The percent of surveys with a positive domain score; this analysis counted the number of surveys with a survey-level domain score greater than 3.5 divided by the total number of non-excluded surveys.
3. **Question.** Analyses of single survey questions included all non-missing answers. 'Strongly Agree' and 'Agree' (scores 4 and 5) were considered positive responses.

Survey Penetration Rate

Table 1. Statewide Survey Penetration Rate In Fiscal Year 2025 (July 1, 2024 - June 30, 2025)	
Number of Youths (Age < 18) Served	47,161
Number of Surveys Returned	2,010
Number of Blank Surveys	61
Survey Penetration Rate	4%

During fiscal year 2025, 47,161 youth clients visited and 2,010 caregivers of youth clients participated in the survey statewide; this resulted in a 4% penetration rate.

Demographic Characteristics

The statewide race and gender of youth respondents in 2025 is presented below.

Table 3.
Gender of Youth Respondents

Male	1005	49%
Female	896	43%
Missing	170	8%
Total Surveys	2071	100%

The majority of youth respondents were male.

Table 4.
Race/Ethnicity of Youth Respondents

American Indian or Alaska Native	26	1%
Asian	2	0%
Black or African American	107	5%
Native Hawaiian or Other Pacific Islander	1	0%
White	1609	80%
Some Other Race	153	8%
More Than One Race Reported	112	6%
Hispanic	66	3%
Non-Hispanic	1944	97%
Not Available	0	0%
Total Responders	2010	NA

The majority of youth respondents were non-hispanic (97%) and 66 of respondents reported having Hispanic descent.

Youth Clients' Social And Medical Backgrounds

Child/Youth caregivers who responded to the survey were also asked about living arrangements, school attendance, medical history, and number of months the child/youth received services.

Living Arrangement

Table 5.

Child Is Living With Caregiver

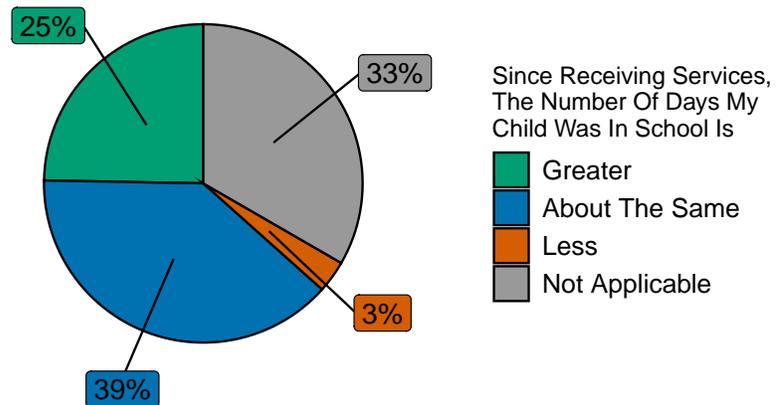
Yes	98%
No	2%
Total Answers	1936

Most respondents (98%) indicated that their children were living with them in 2025. Additionally, 87% report youth clients lived with one or both parents while 13% lived with other family members (data not shown).

School Attendance

Figure 1. Number Of Days The Child Was In School Since Beginning Services

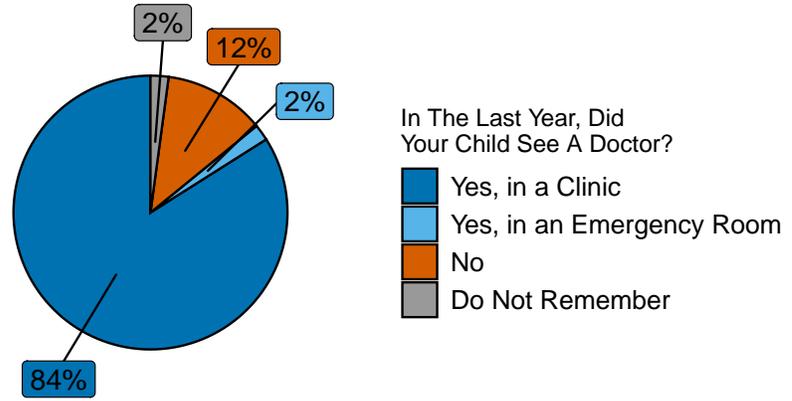
Figure 1 shows that 25% of respondents indicated the number of days their children were in school increased since they started receiving services (Figure 1). However, 12% also report that their child was expelled or suspended after beginning service (data not shown).



Medical History

Figure 2. Medical Doctors (or Nurses) Visits During The Last Year

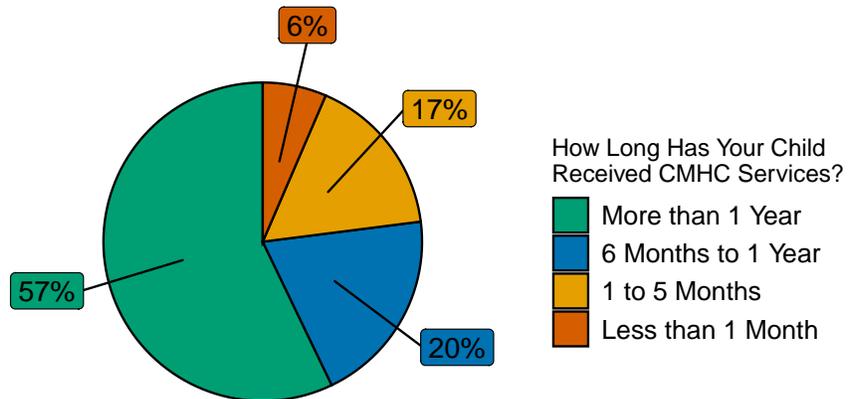
Figure 2 shows that 84% of youth clients visited medical doctors (or nurses) for a health checkup or because they were sick in the past year. 55% also reported that their children are receiving medications for emotional/behavioral problems. Of those receiving medication, 95% indicated that the doctor or nurse informed them of potential side effects.



Number of Months the Child/Youth Received Services

Figure 3. Length of Services Received From CMHCs

Figure 3 shows that 57% of respondents reported their children received services from the CMHC for more than 1 year (Figure 3).



Comparison of Kentucky to National Averages (2021-2024)

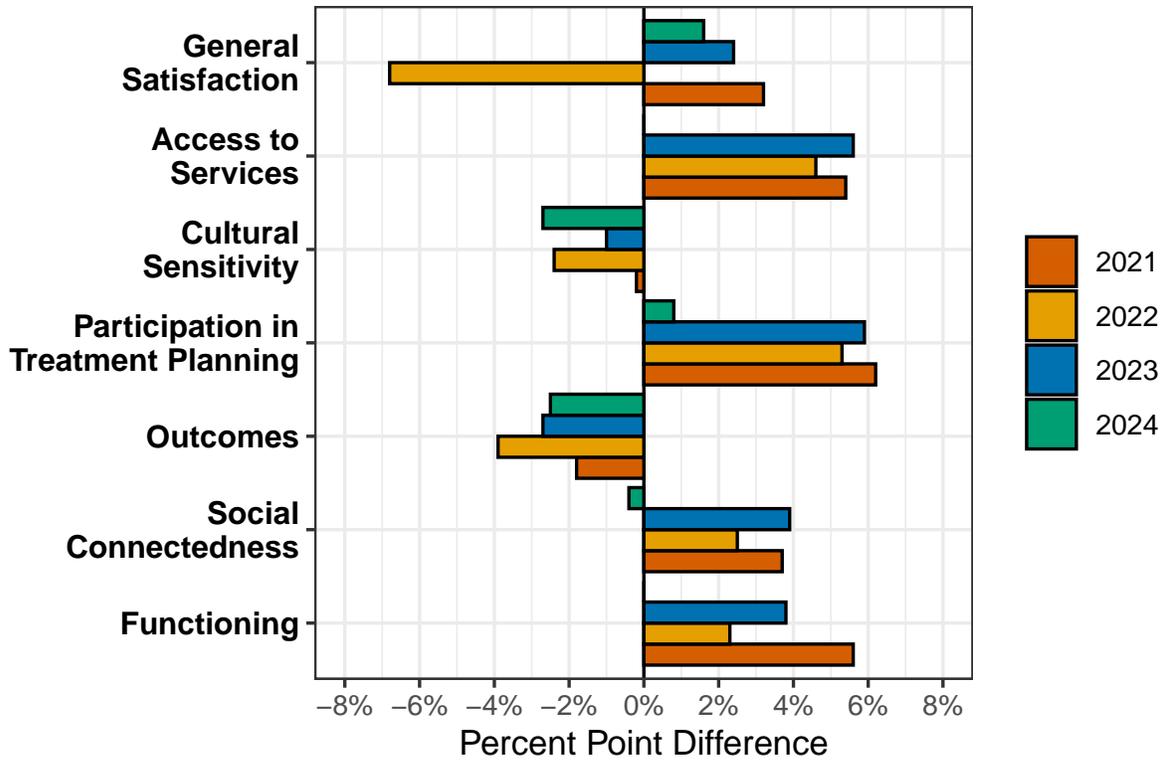


Table 5. Percent Positive Reporting	2021		2022		2023		2024	
	KY	US	KY	US	KY	US	KY	US
General Satisfaction	93%	87%	91%	86%	93%	87%	94%	94%
Access to Services	94%	88%	89%	86%	91%	88%	90%	90%
Cultural Sensitivity	98%	94%	96%	94%	97%	93%	97%	97%
Participation in Treatment Planning	94%	89%	93%	88%	94%	88%	93%	93%
Outcomes	72%	72%	68%	71%	71%	72%	70%	72%
Social Connectedness	91%	88%	79%	86%	90%	88%	88%	87%
Functioning	70%	72%	67%	71%	70%	72%	70%	73%

General Satisfaction

Overview

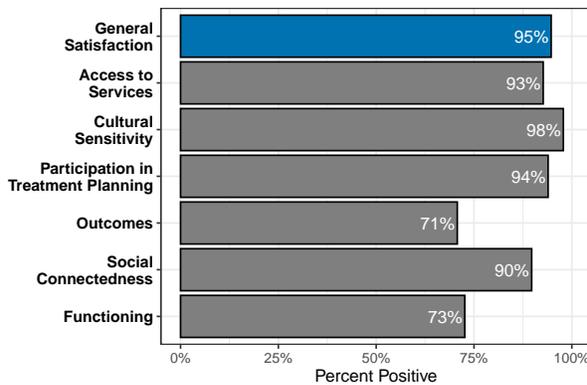
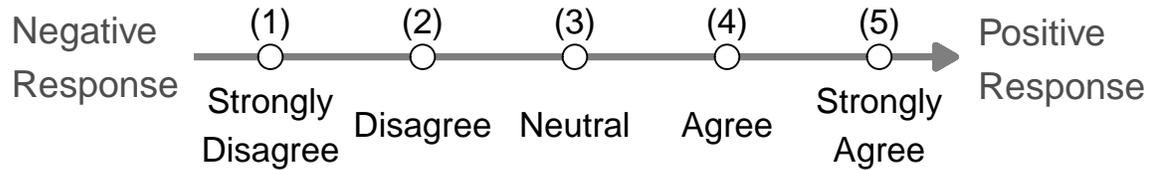
Statewide Totals

The primary concerns of the 'General Satisfaction' domain are:

- Service Satisfaction
- Service Preferences

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS-F Survey Scale

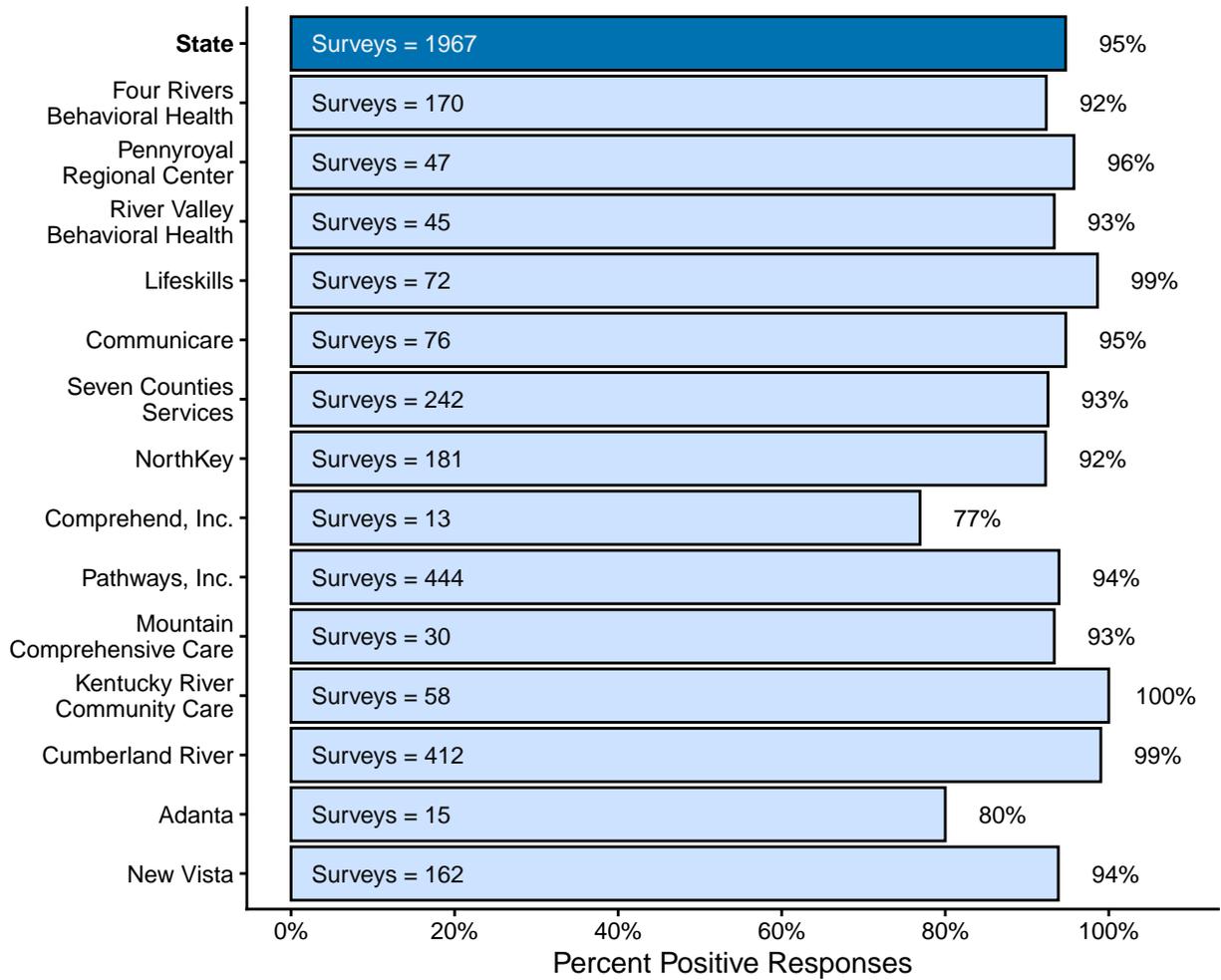


Domain	Score (1 to 5)
General Satisfaction	4.55
Access to Services	4.57
Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 95% of respondents had a positive average rating for the General Satisfaction domain. The average rating for all questions within the domain was 4.55 out of 5.

Regional Totals

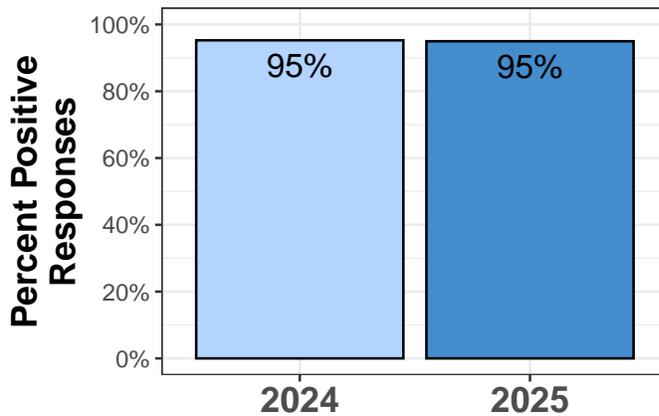
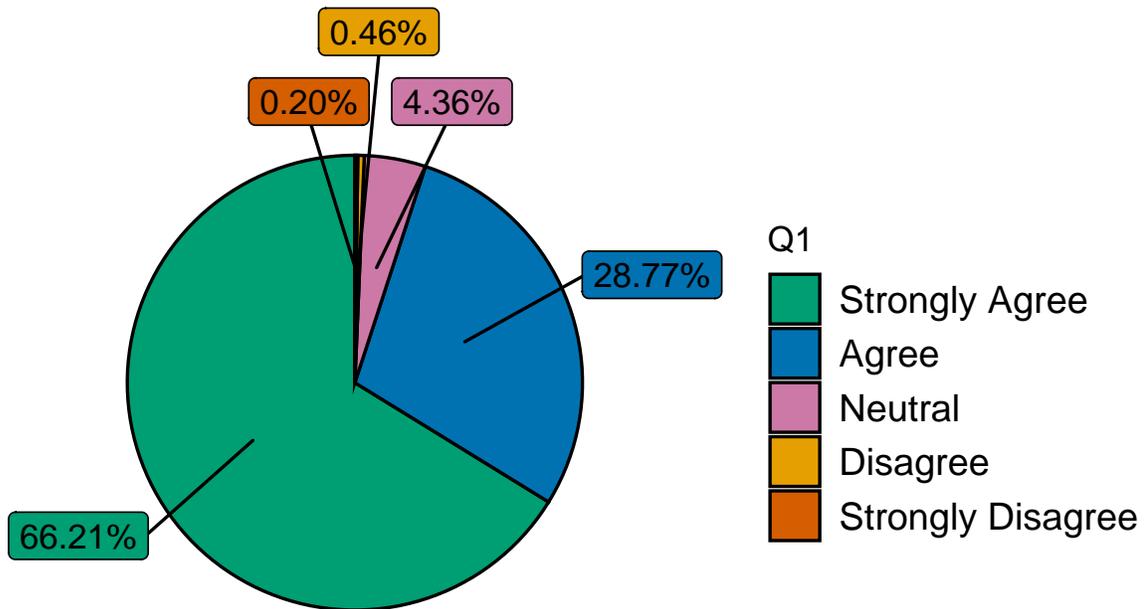
General Satisfaction



General Satisfaction

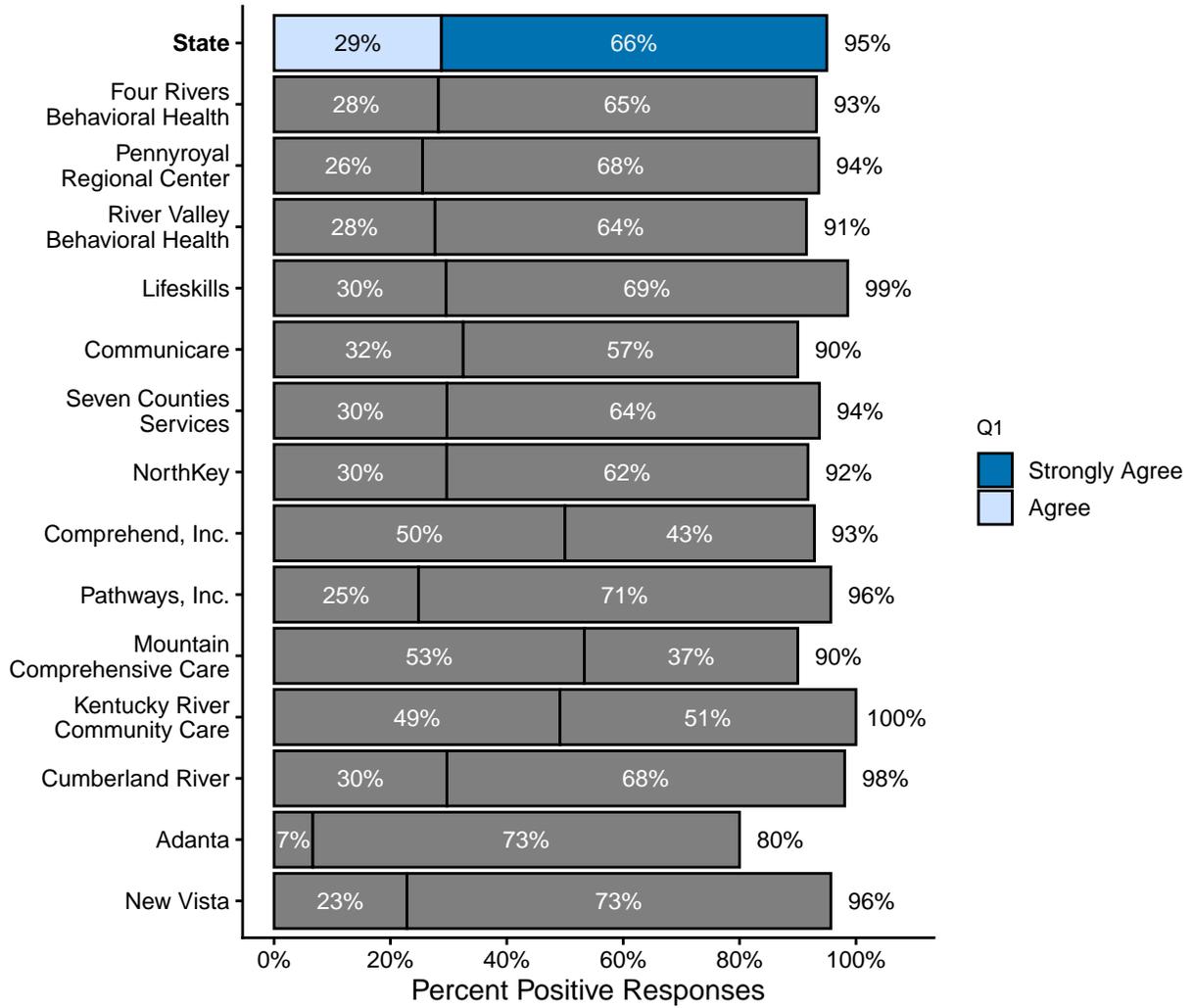
Overall, I Am Satisfied With
The Services My Child Received

Statewide Totals



In 2025, 95% of respondents positively indicated they were satisfied with the services their child received from CMHCs; this is a 0 percentage point change from 2024.

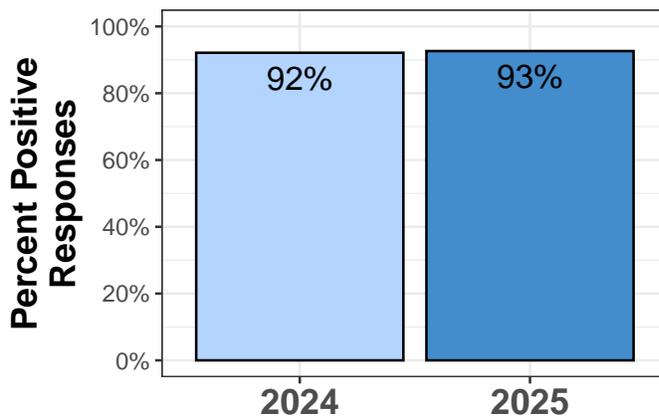
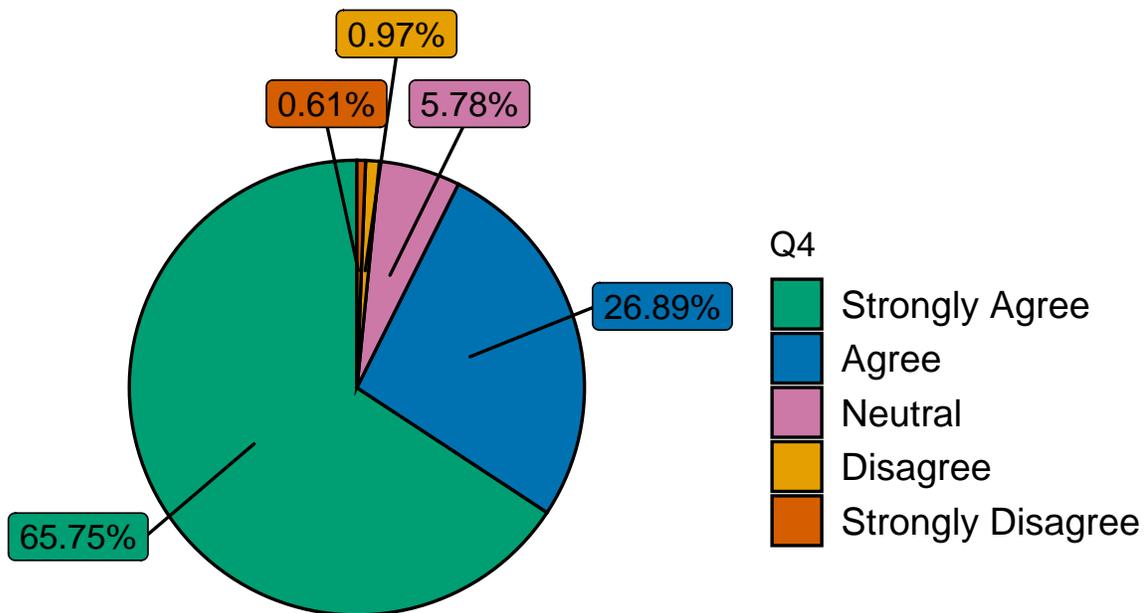
Regional Totals



General Satisfaction

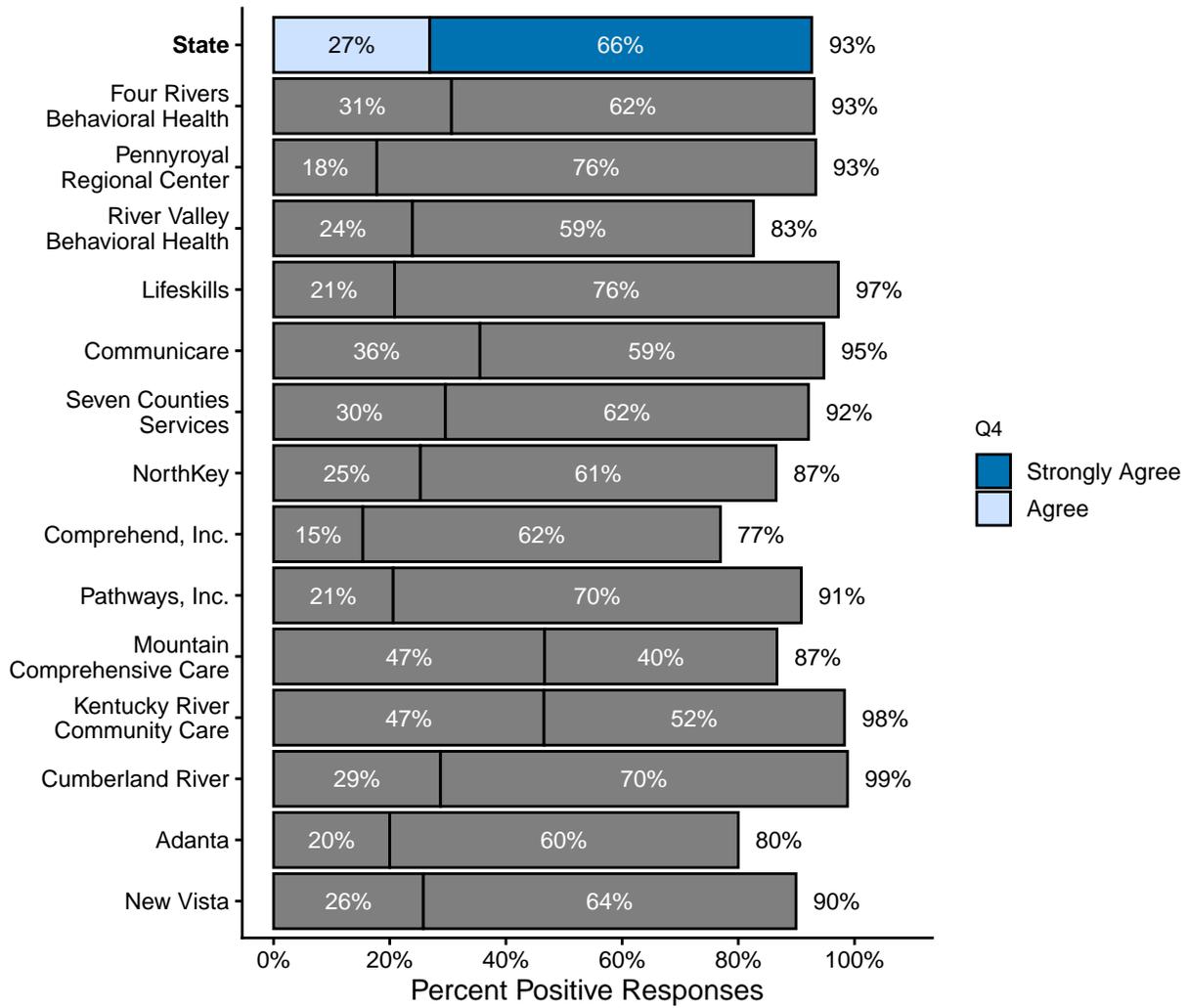
The People Helping My Child Stuck With Us No Matter What

Statewide Totals



In 2025, 93% of respondents positively indicated the people helping their child stuck with them no matter what in; this is a 1 percentage point increase from 2024.

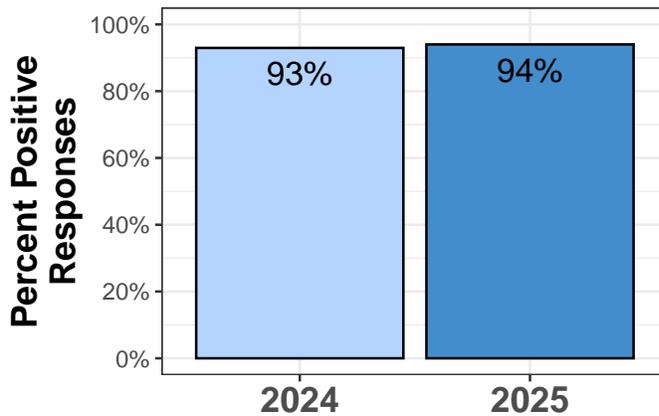
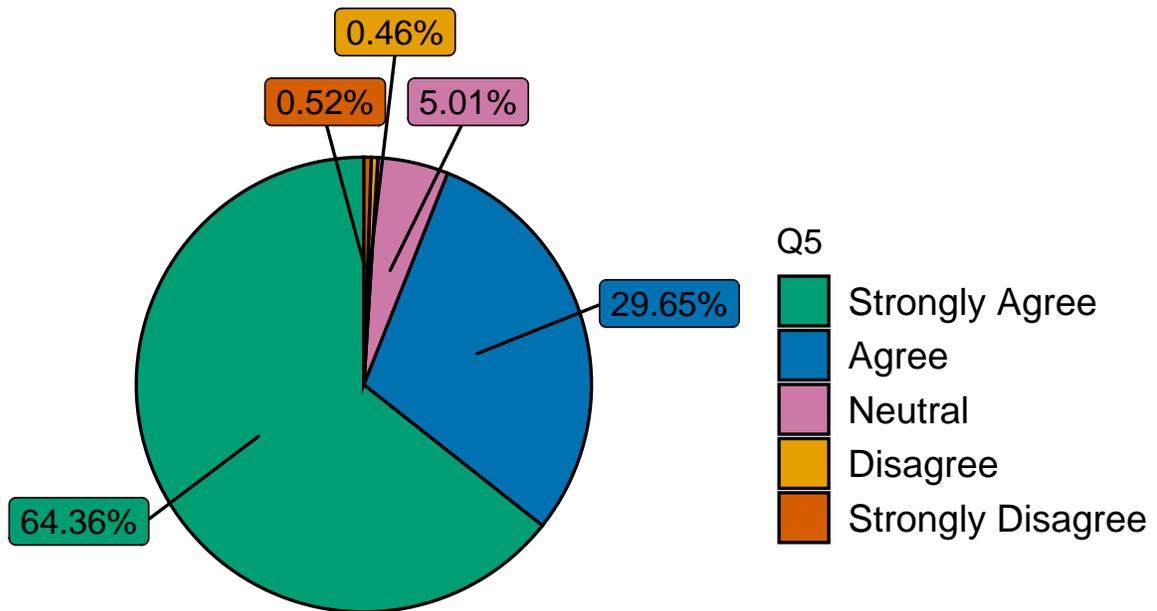
Regional Totals



General Satisfaction

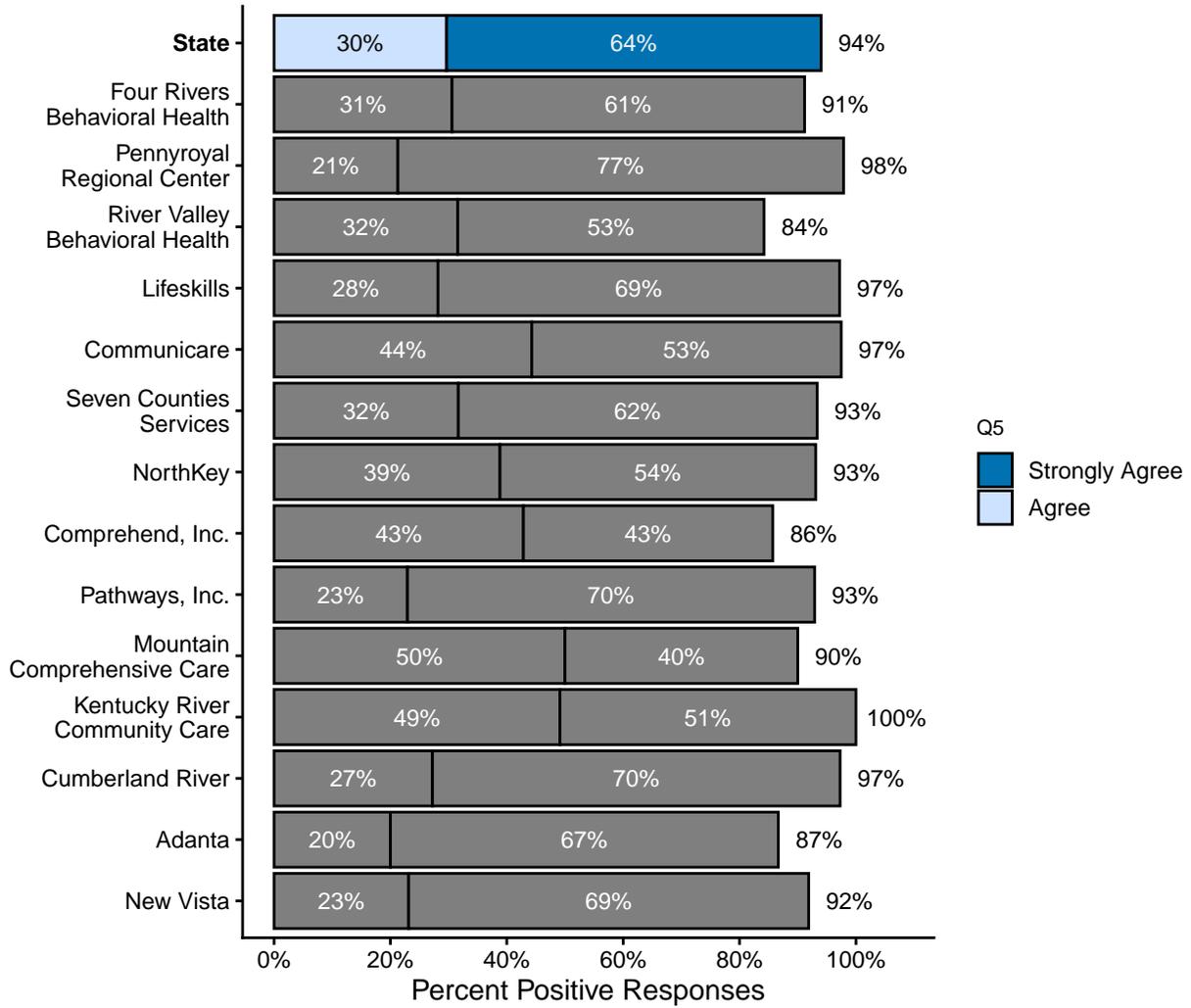
I Felt My Child Had Someone To Talk To When They Were Troubled

Statewide Totals



In 2025, 94% of respondents positively indicated they felt their child had someone to talk to when they were troubled; this is a 1 percentage point increase from 2024.

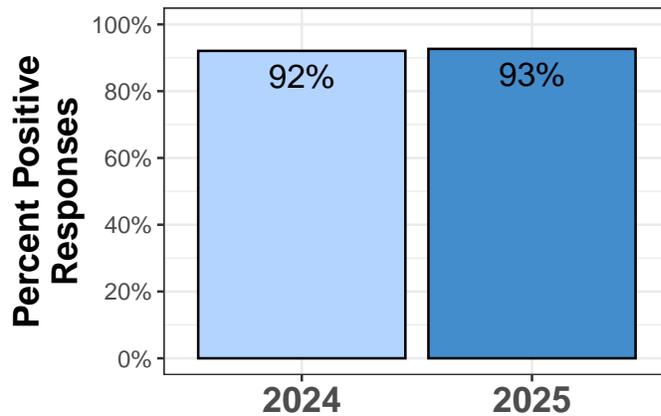
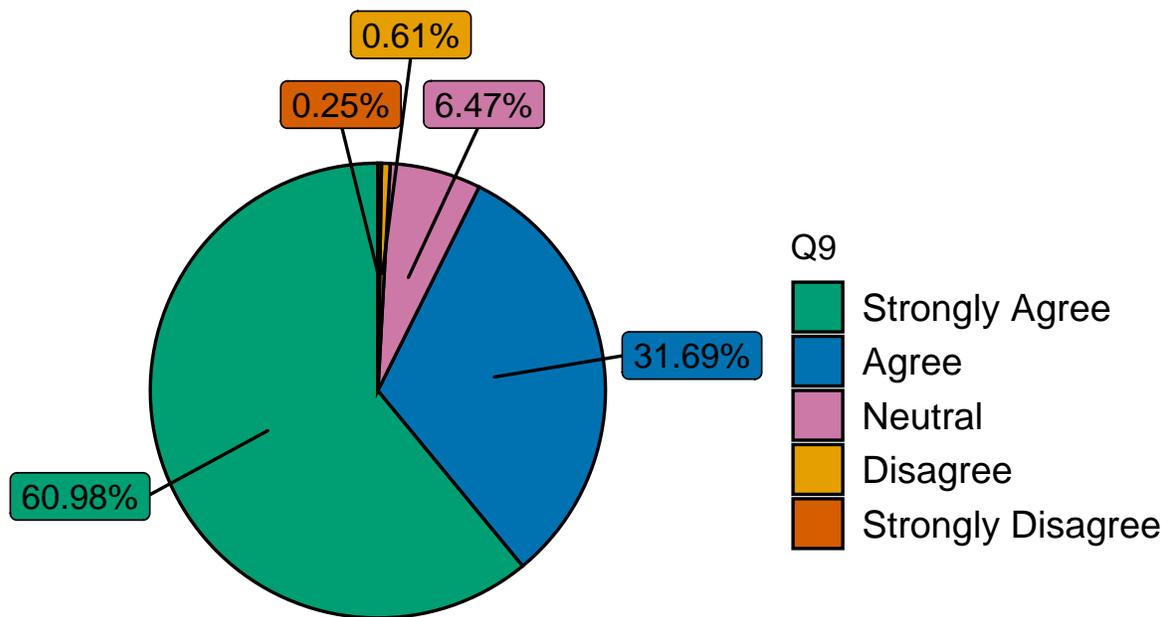
Regional Totals



General Satisfaction

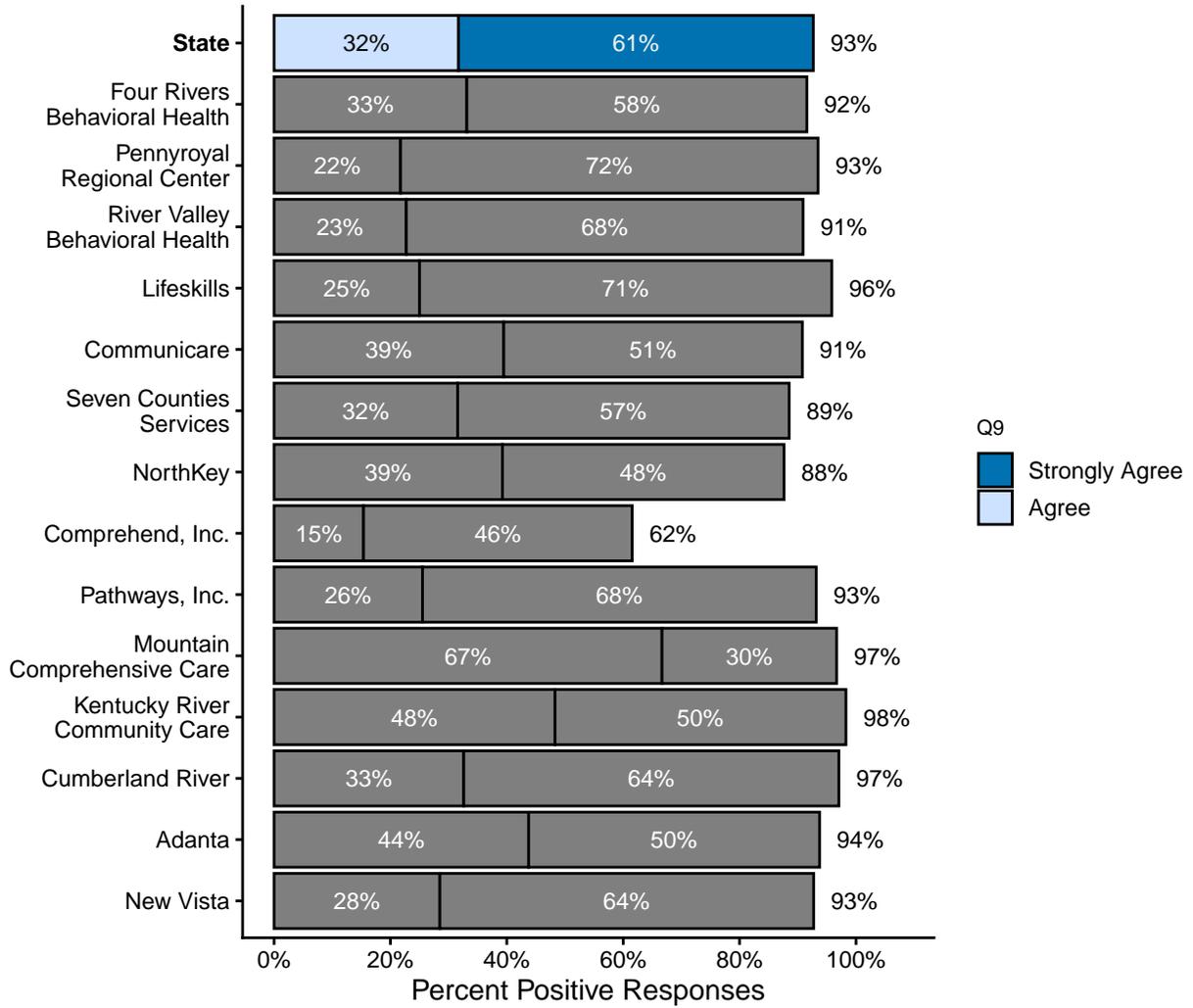
My Family Got The Help We Wanted For My Child

Statewide Totals



In 2025, 93% of respondents positively indicated their family got the help they wanted for their child; this is a 1 percentage point increase from 2024.

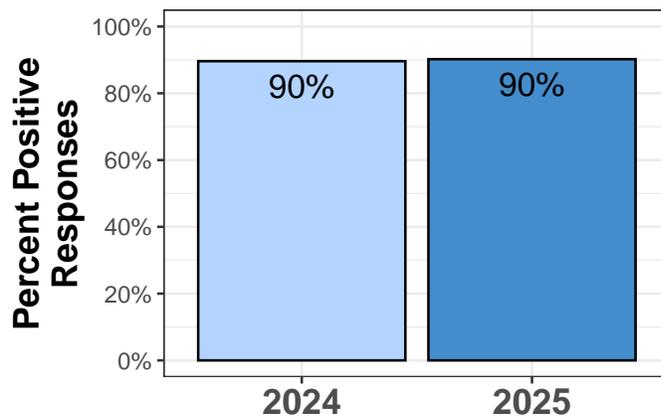
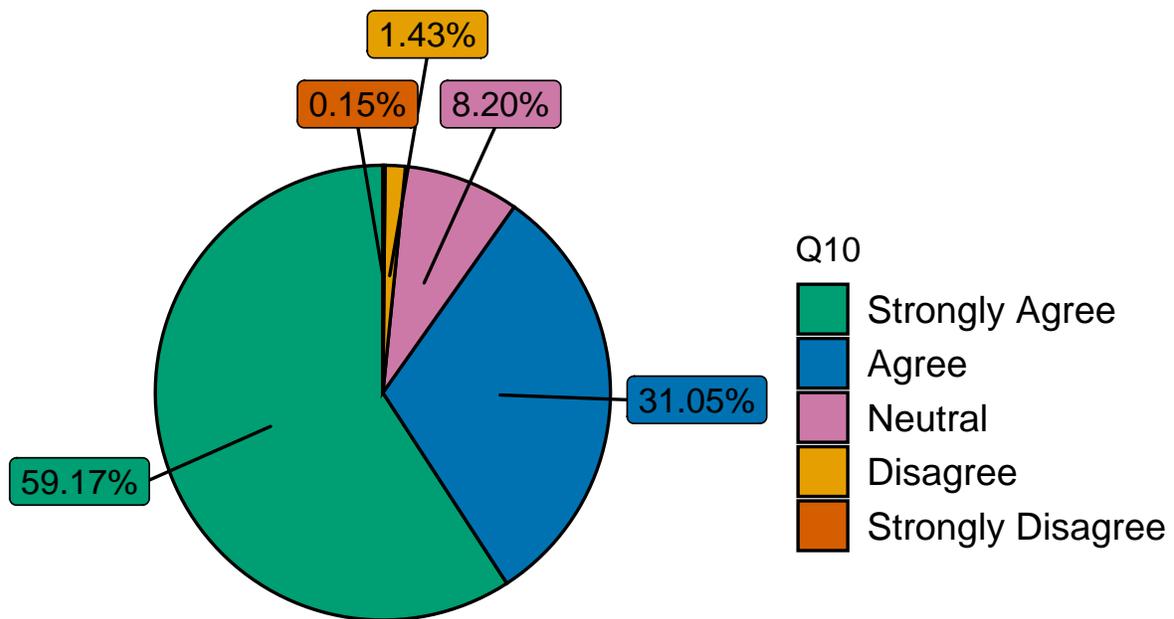
Regional Totals



General Satisfaction

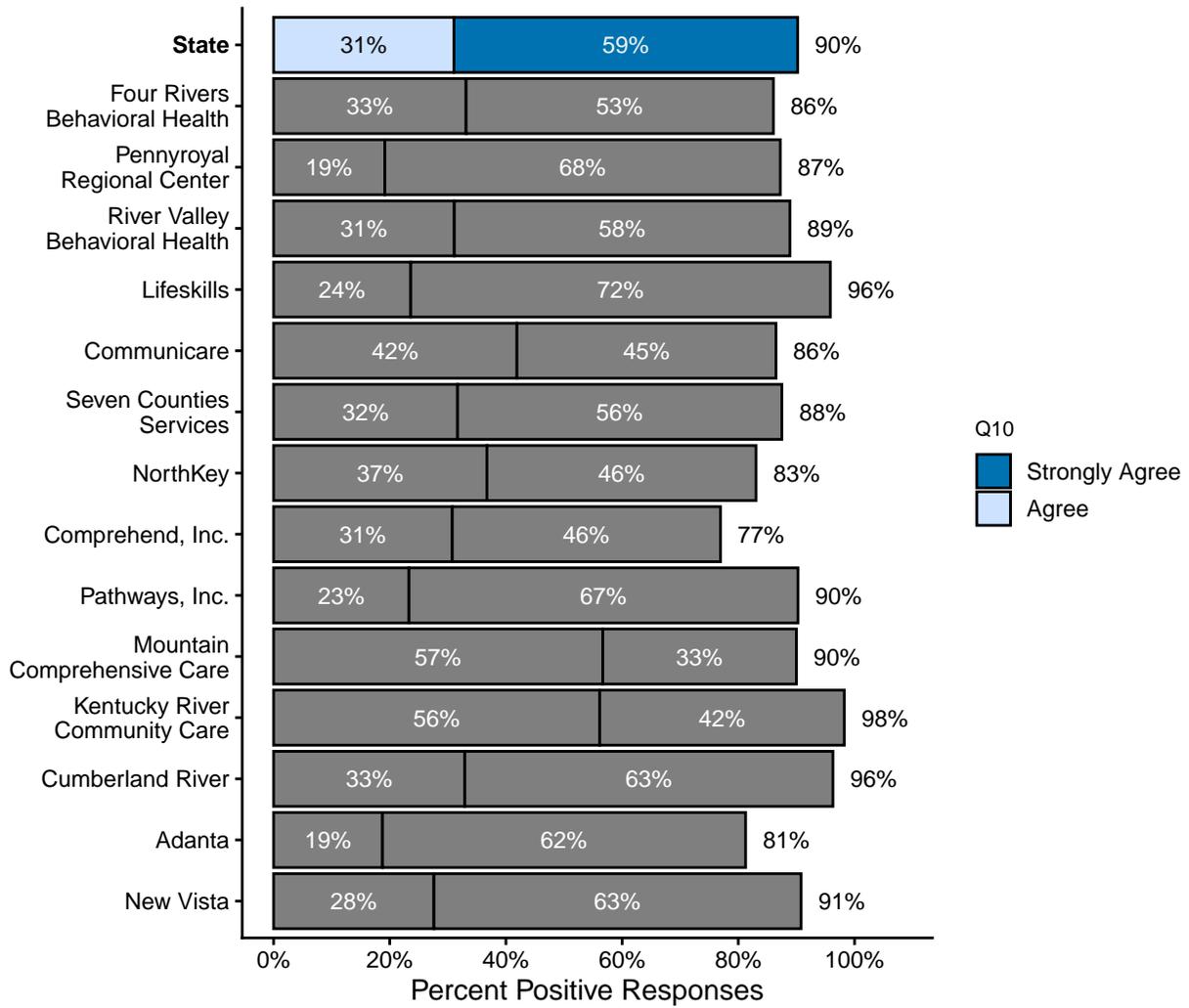
My Family Got As Much Help As We Needed For My Child

Statewide Totals



In 2025, 90% of respondents positively indicated their family got as much help as they needed for their child; this is a 0 percentage point change from 2024.

Regional Totals



Access To Services

Overview

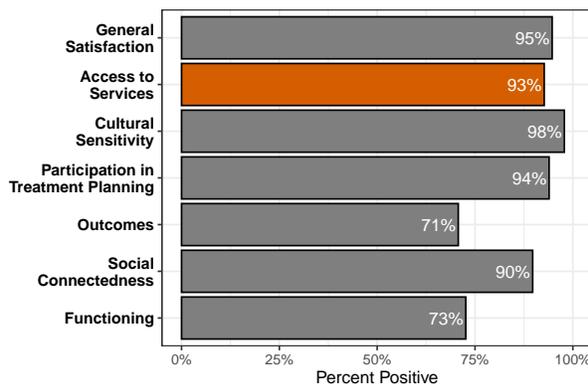
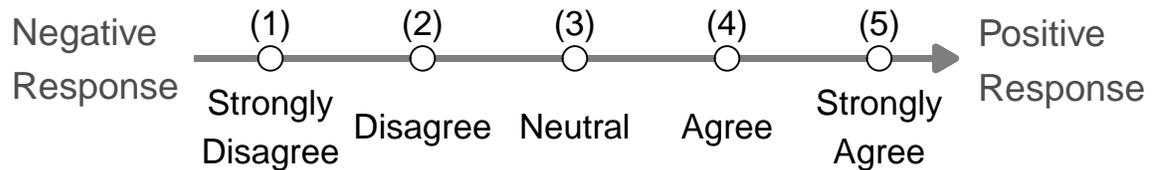
Statewide Totals

The primary concerns of the 'Access To Services' domain are:

- Quick And Convenient Entry Into Services
- A Full Range Of Service Options
- Staff Availability

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS–F Survey Scale

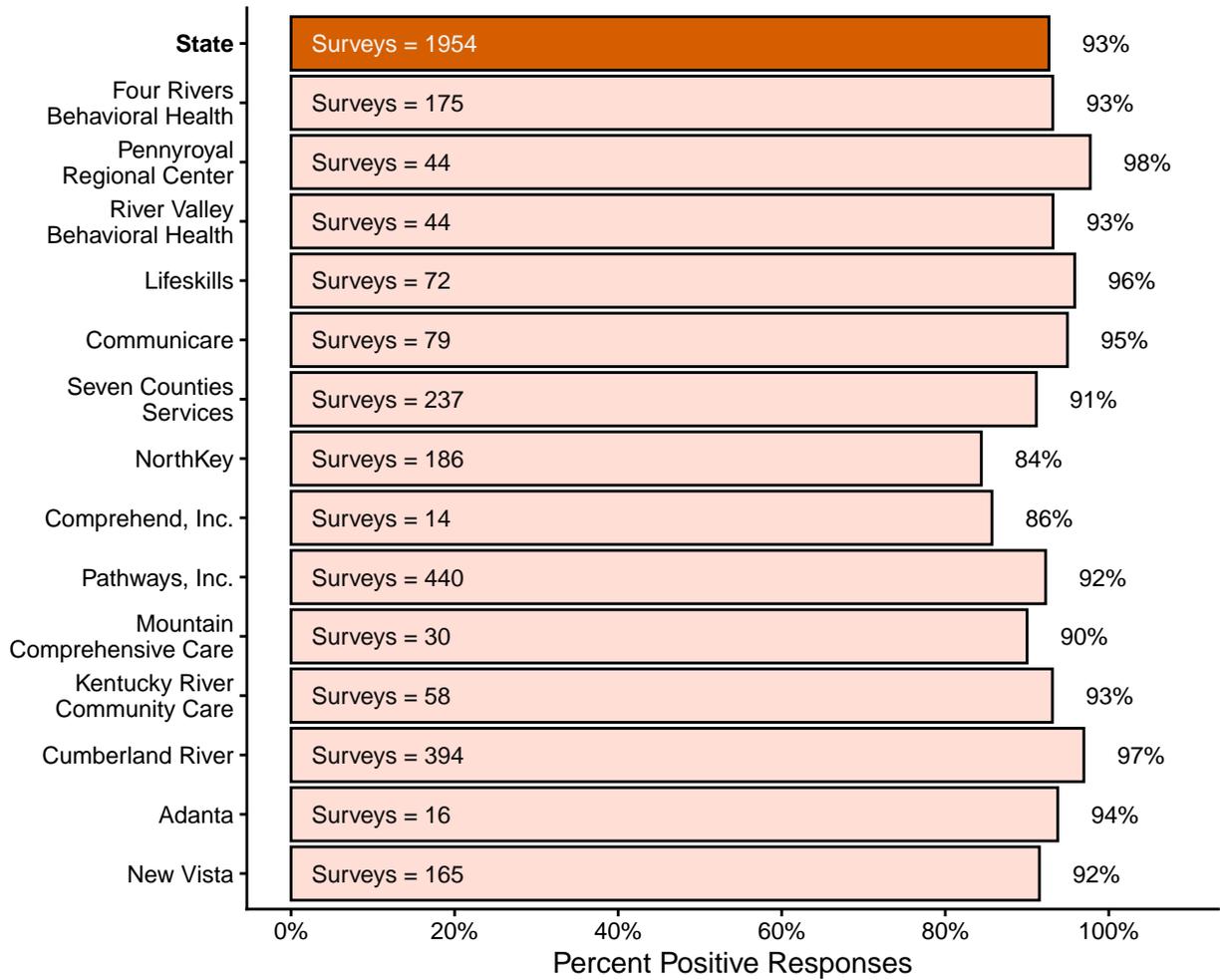


Domain	Score (1 to 5)
General Satisfaction	4.55
Access to Services	4.57
Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 93% of respondents had a positive average rating for the Access To Services domain. The average rating for all questions within the domain was 4.57 out of 5.

Regional Totals

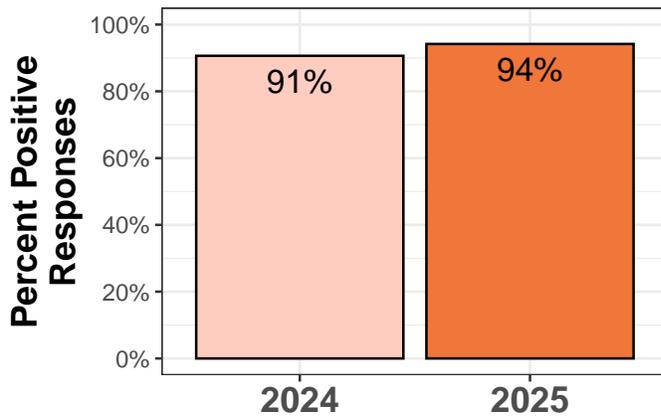
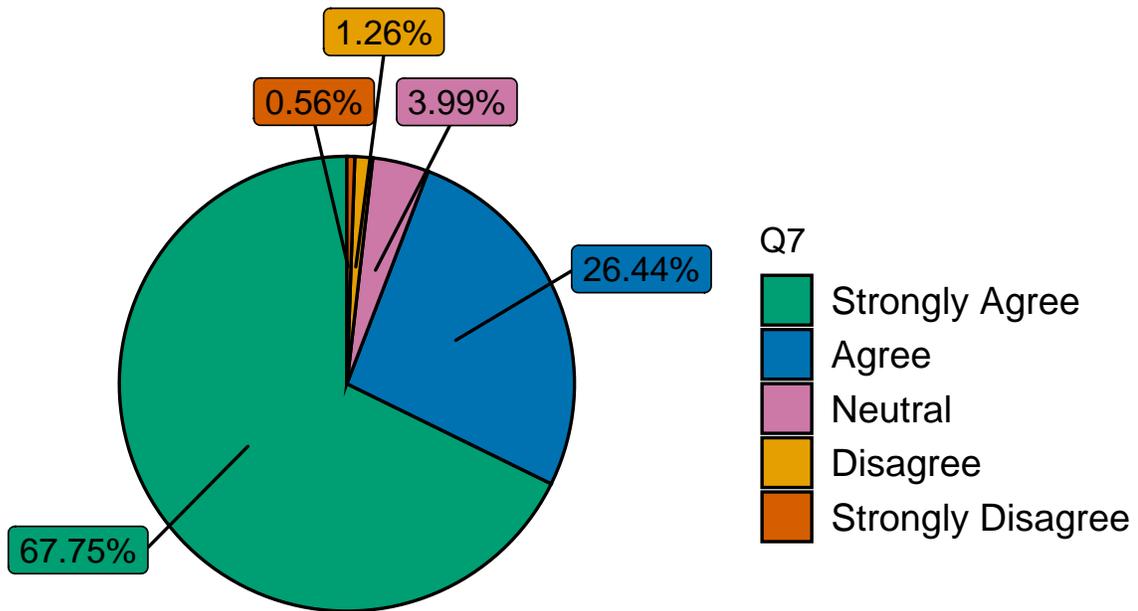
Access to Services



Access To Services

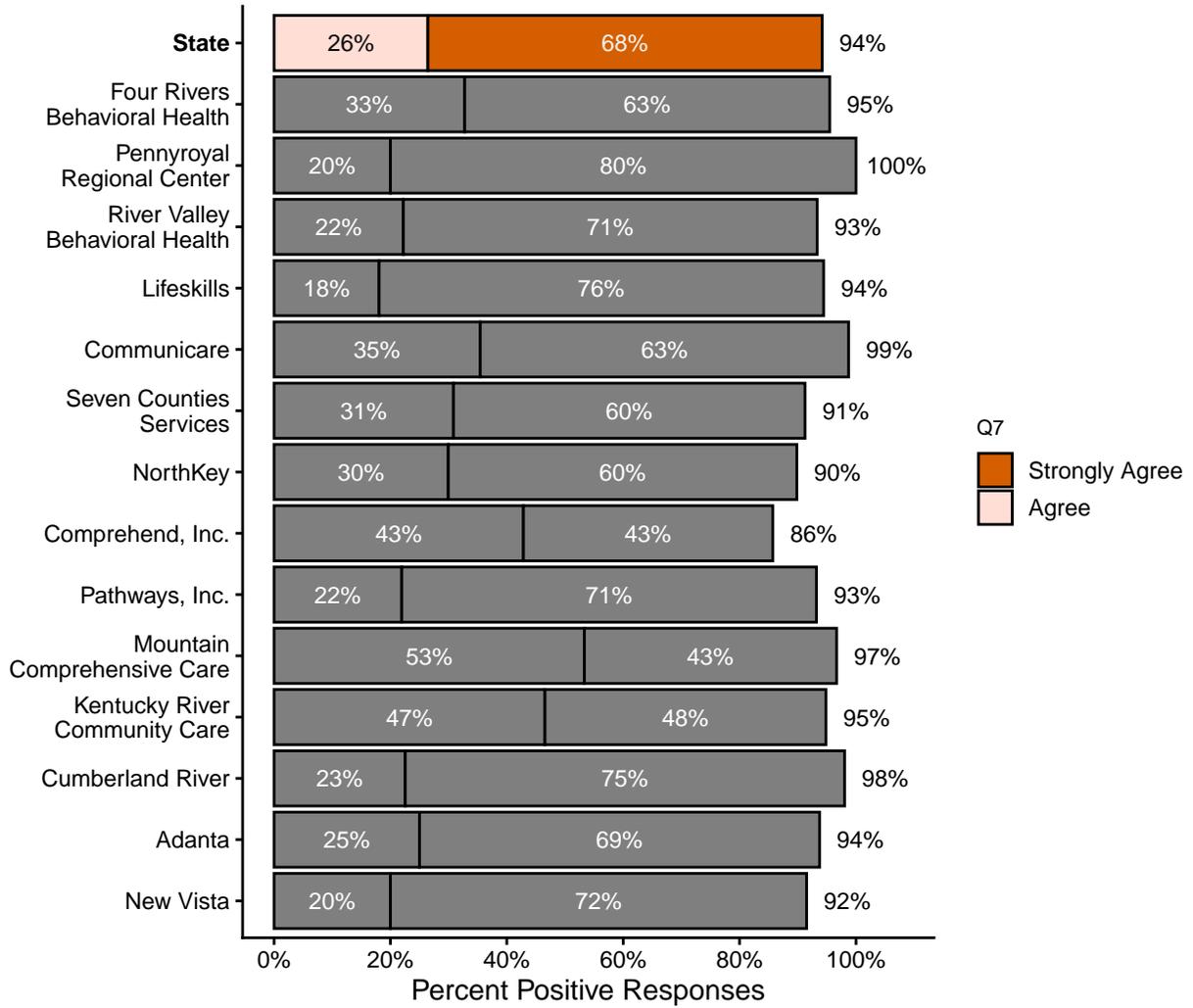
The Location Of Services Was Convenient For Us

Statewide Totals



In 2025, 94% of respondents positively indicated the location of services (parking, public transportation, distance, etc.) was convenient; this is a 3 percentage point increase from 2024.

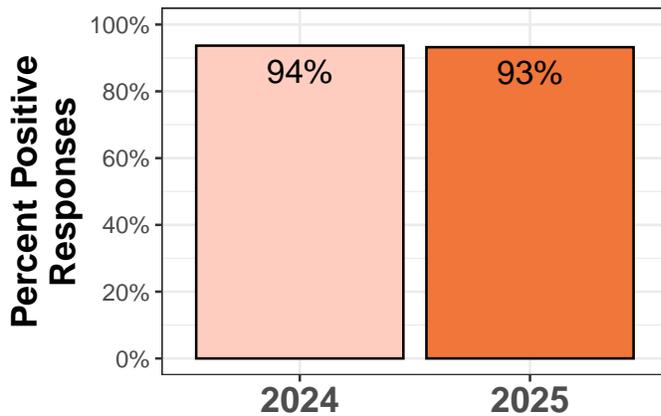
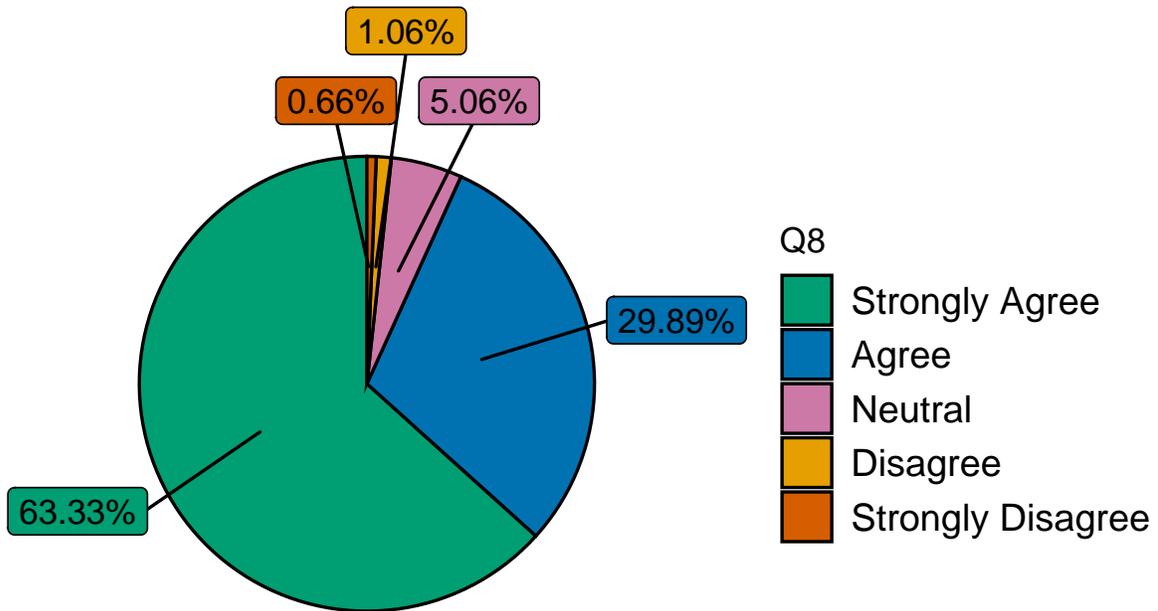
Regional Totals



Access To Services

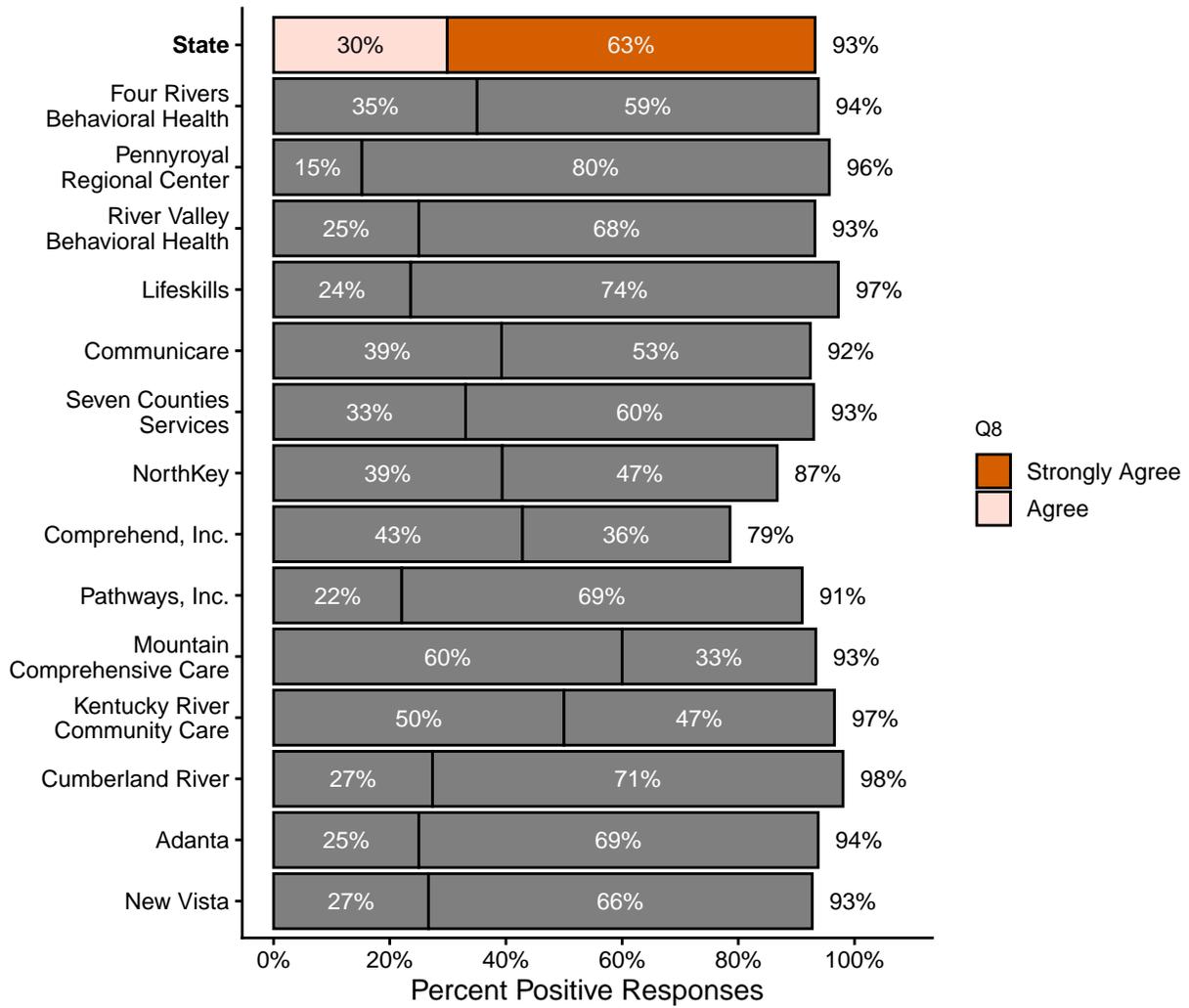
Services Were Available At Times That Were Convenient For Us

Statewide Totals



In 2025, 93% of respondents positively indicated that services were available at times that were convenient for them; this is a -1 percentage point decrease from 2024.

Regional Totals



Cultural Sensitivity

Overview

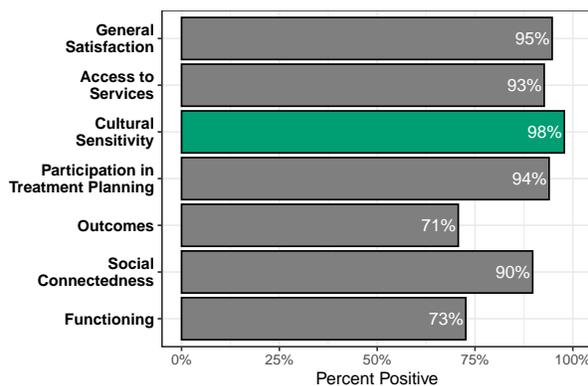
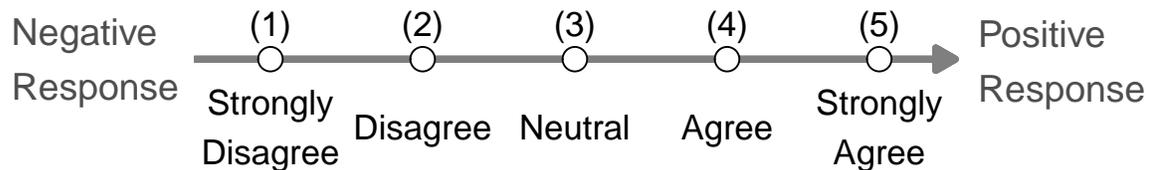
Statewide Totals

The primary concerns of the ‘Cultural Sensitivity’ domain are:

- Quick And Convenient Entry Into Services
- A Full Range Of Service Options
- Staff Availability

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS–F Survey Scale

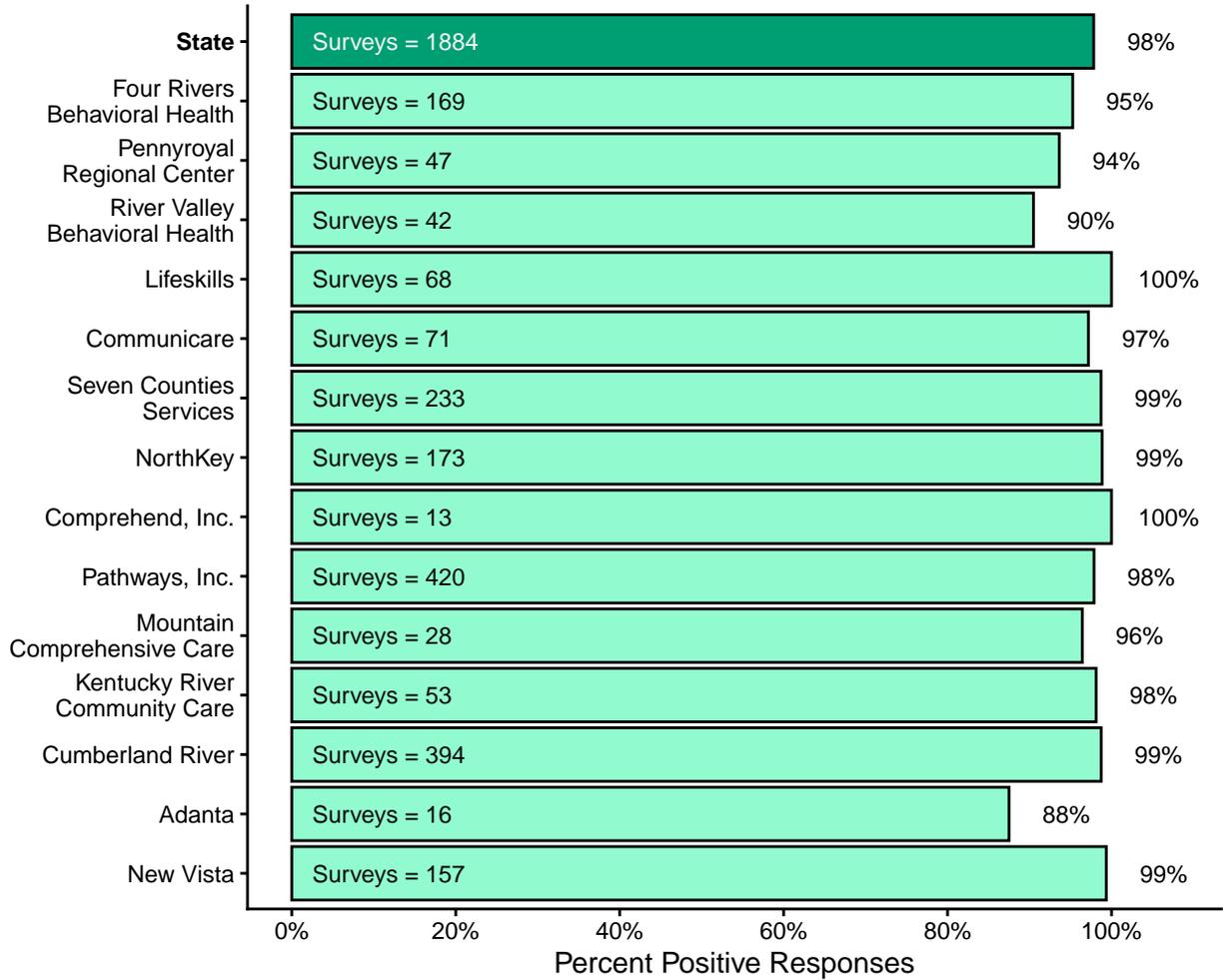


Domain	Score (1 to 5)
General Satisfaction	4.55
Access to Services	4.57
Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 98% of respondents had a positive average rating for the Cultural Sensitivity domain. The average rating for all questions within the domain was 4.68 out of 5.

Regional Totals

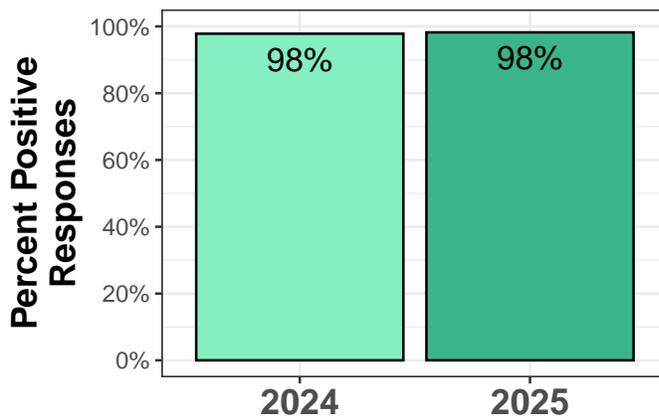
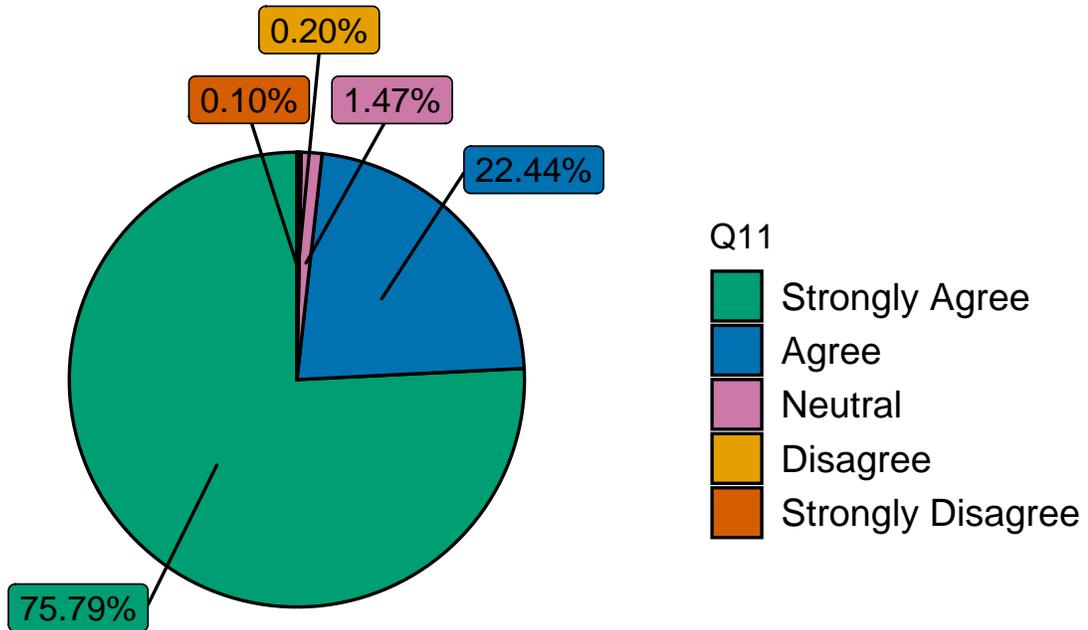
Cultural Sensitivity



Cultural Sensitivity

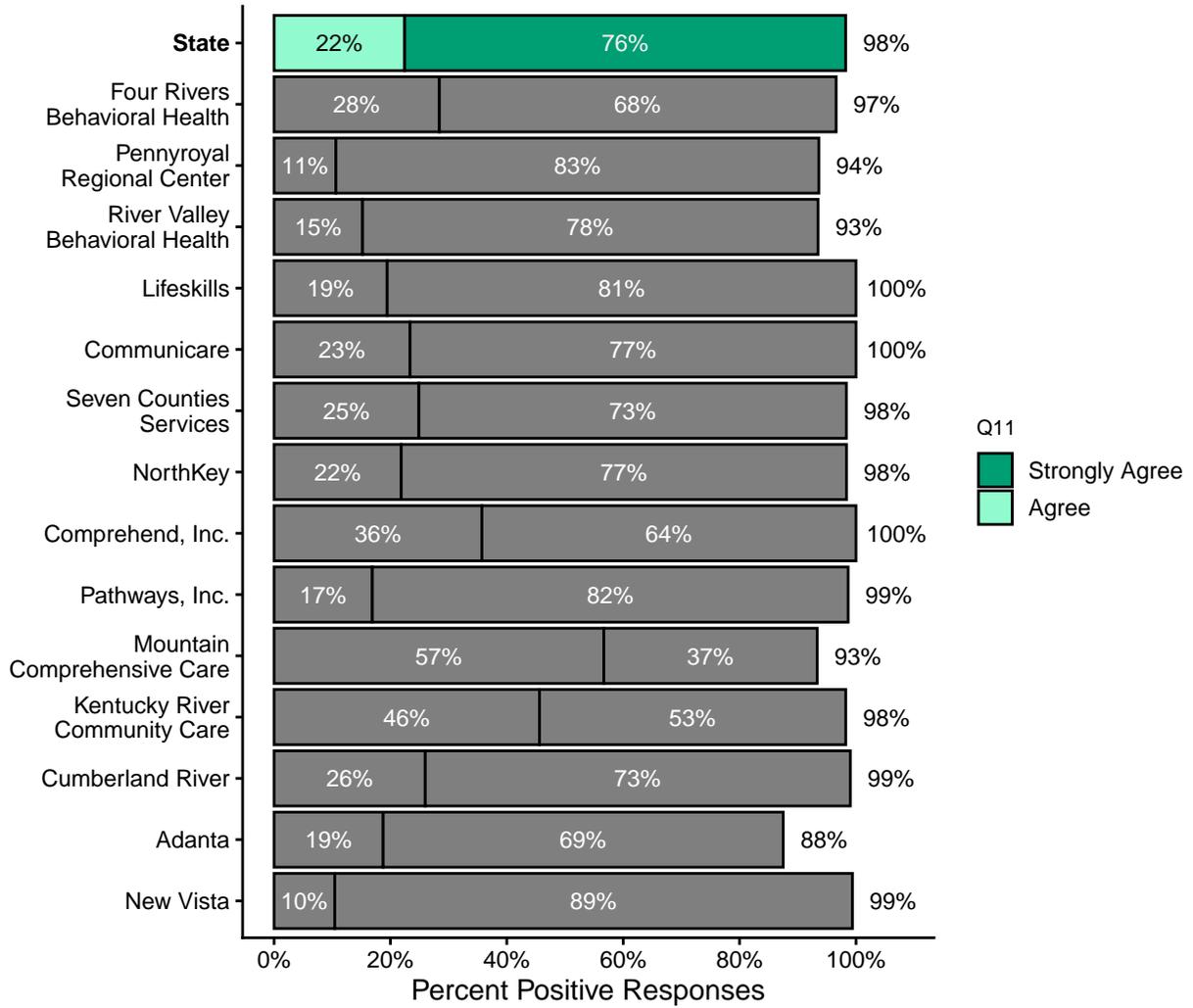
Staff Treated Me With Respect

Statewide Totals



In 2025, 98% of respondents positively indicated the staff treated them with respect; this is a 0 percentage point change from 2024.

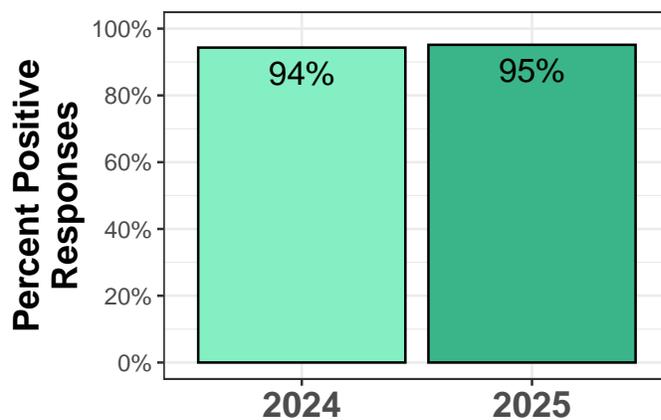
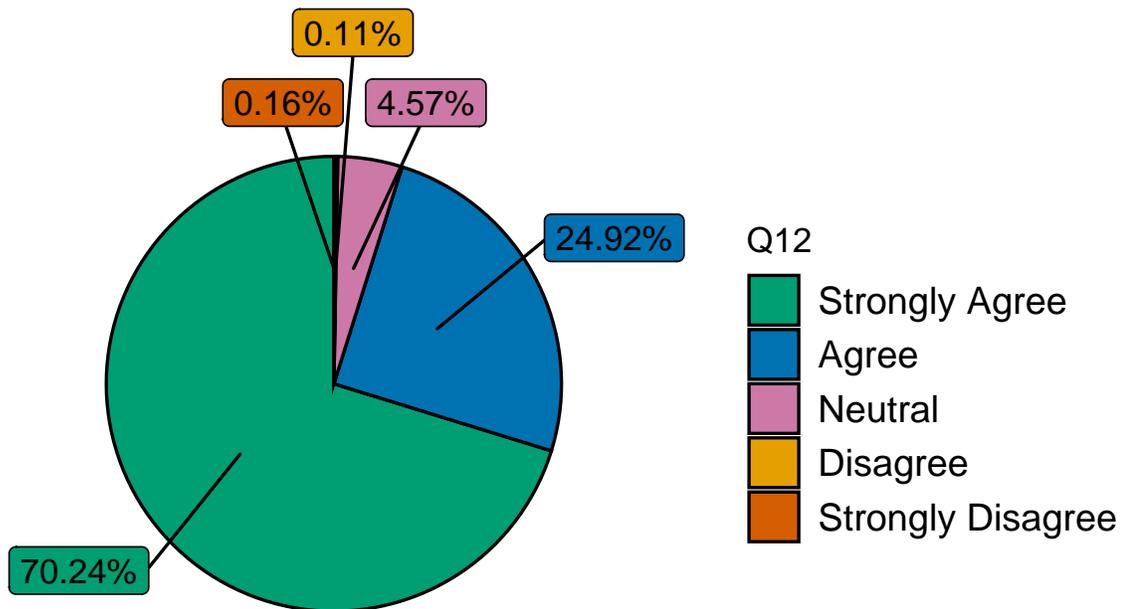
Regional Totals



Cultural Sensitivity

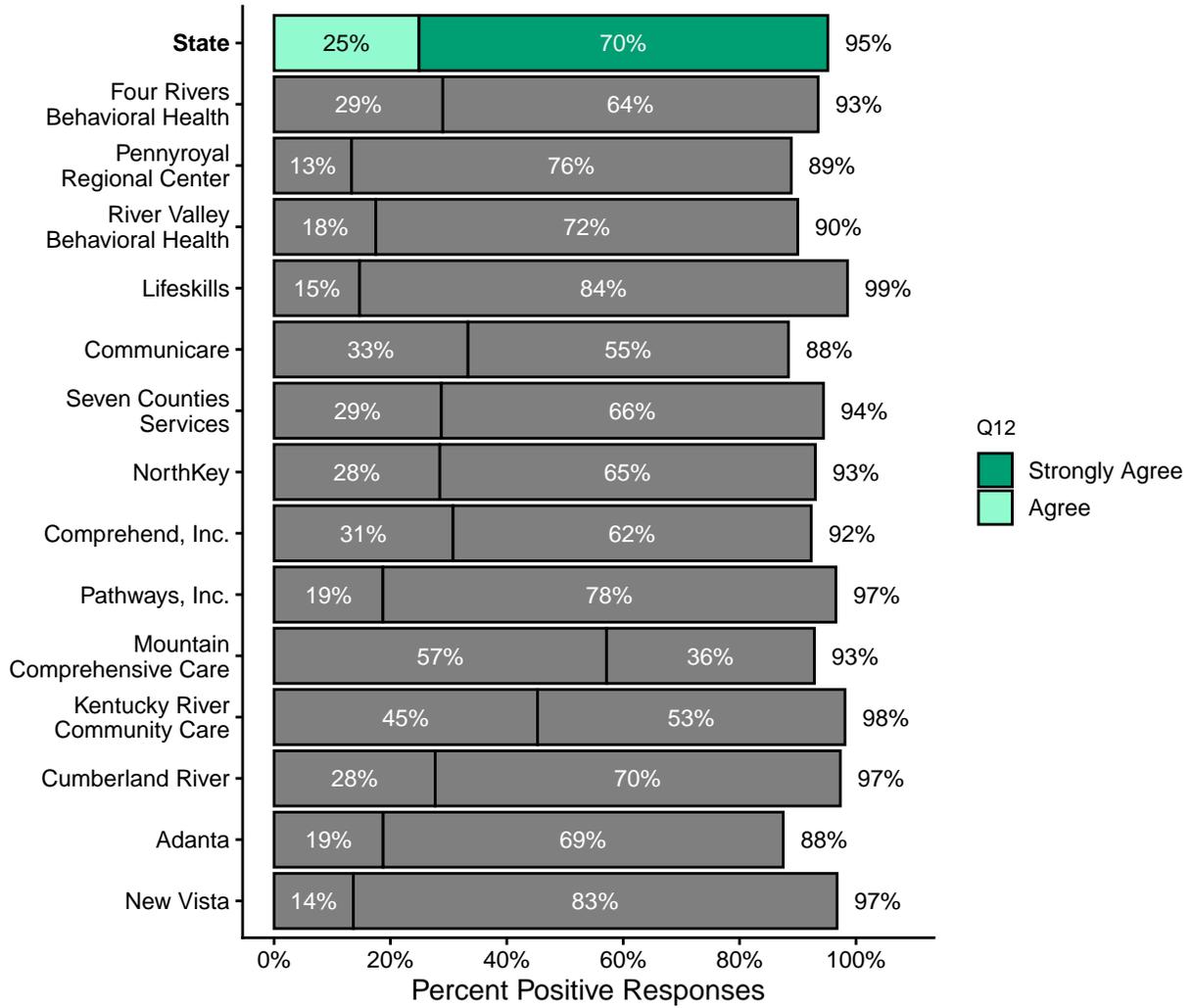
Staff Respected My Family's Religious/Spiritual Beliefs

Statewide Totals



In 2025, 95% of respondents positively indicated the staff respected their family's religious/spiritual beliefs; this is a 1 percentage point increase from 2024.

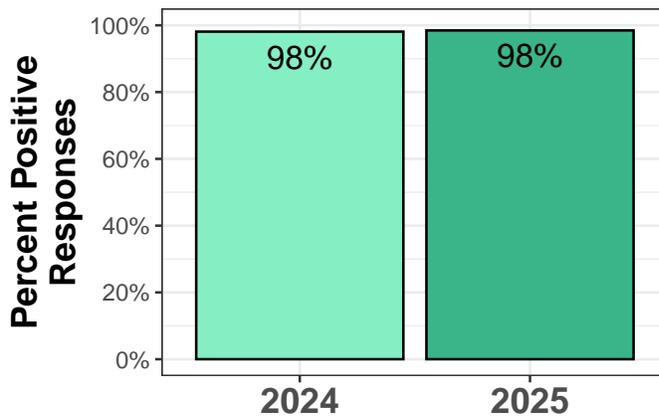
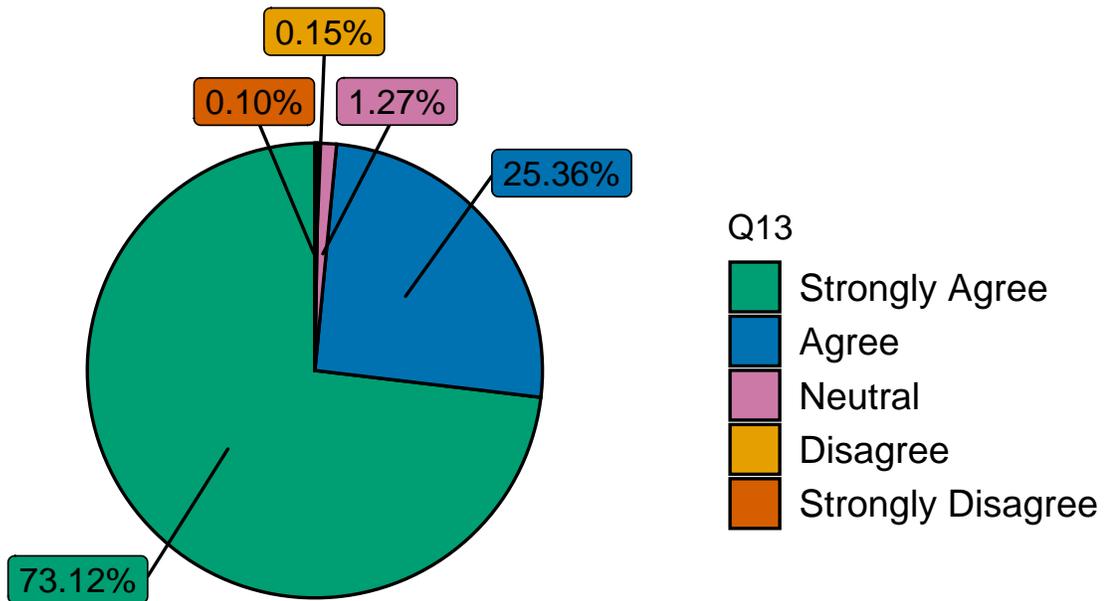
Regional Totals



Cultural Sensitivity

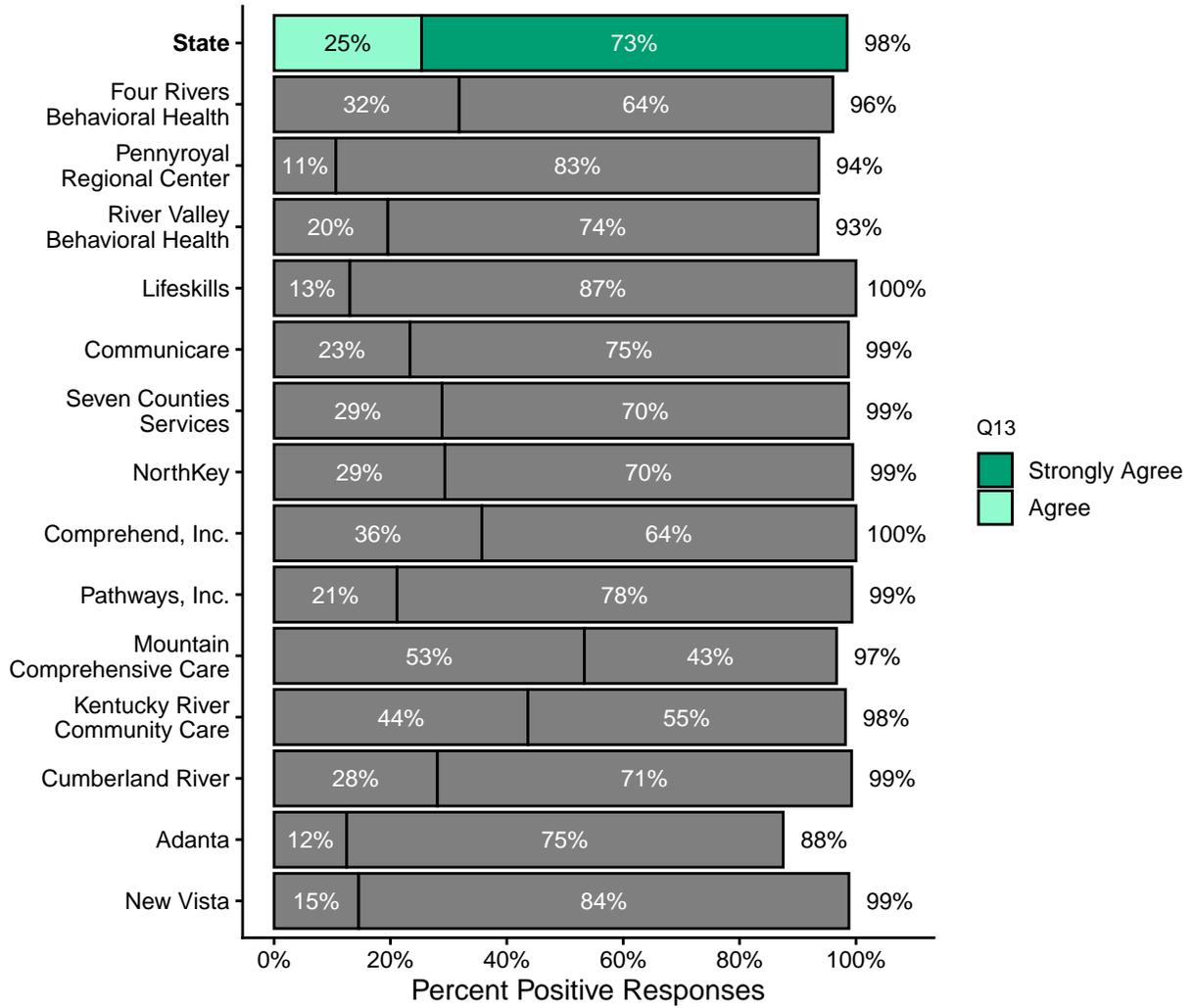
Staff Spoke With Me In A Way That I Understood

Statewide Totals



In 2025, 98% of respondents positively indicated the staff spoke with them in a way they understood; this is a 0 percentage point change from 2024.

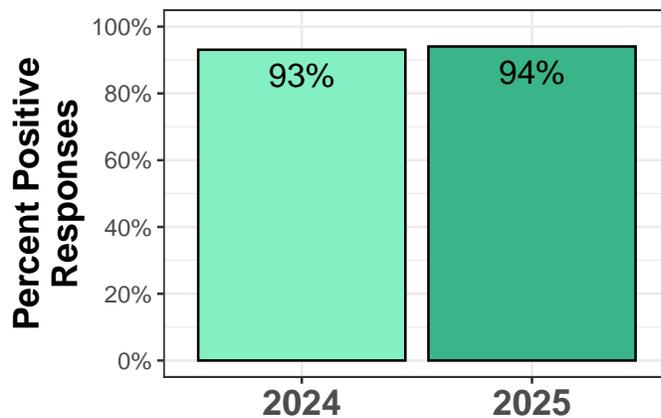
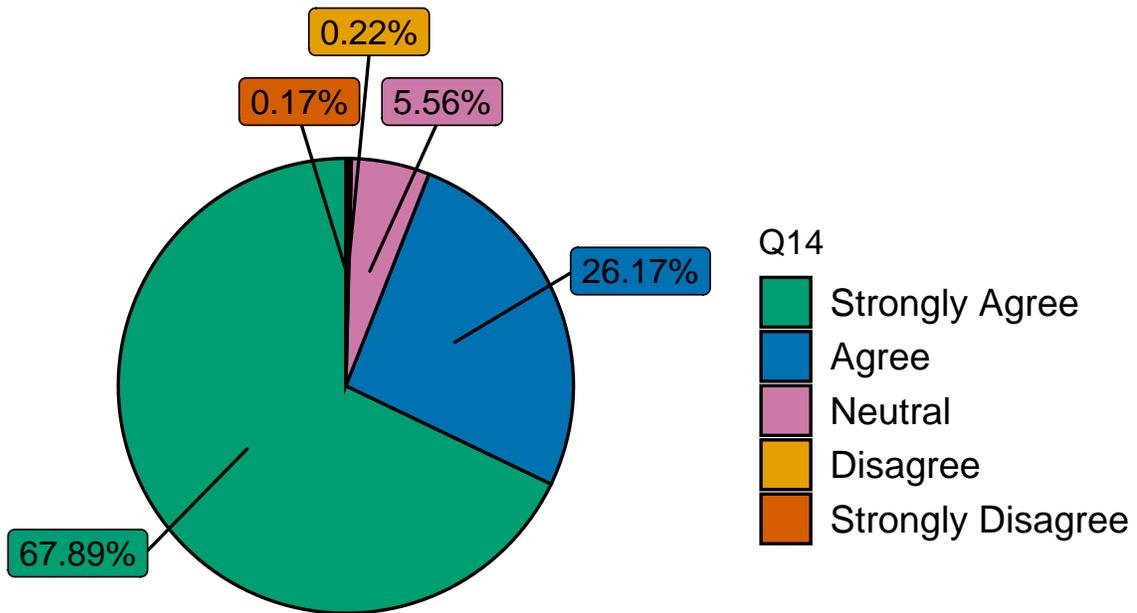
Regional Totals



Cultural Sensitivity

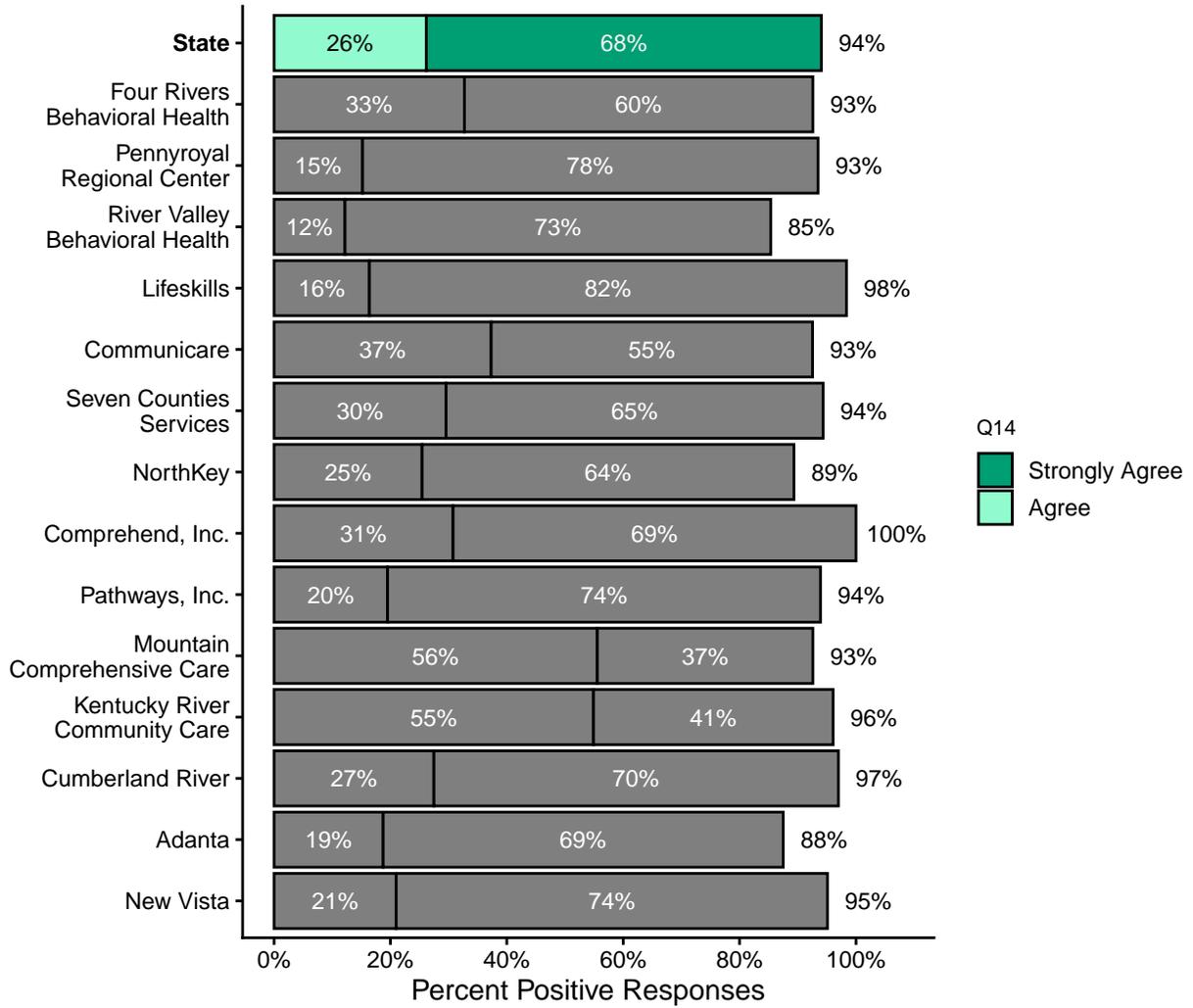
Staff Were Sensitive To My Cultural/Ethnic Background

Statewide Totals



In 2025, 94% of respondents positively indicated the staff were sensitive to their cultural/ethnic background; this is a 1 percentage point increase from 2024.

Regional Totals



Participation In Treatment Planning

Overview

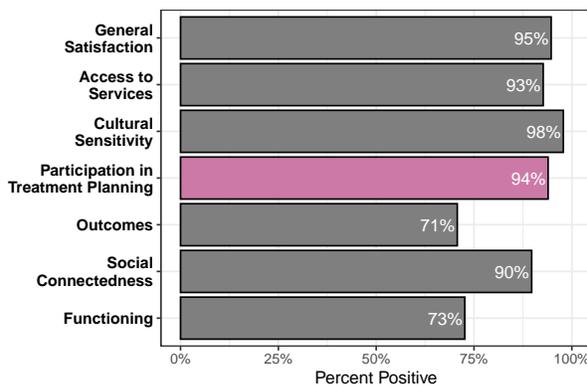
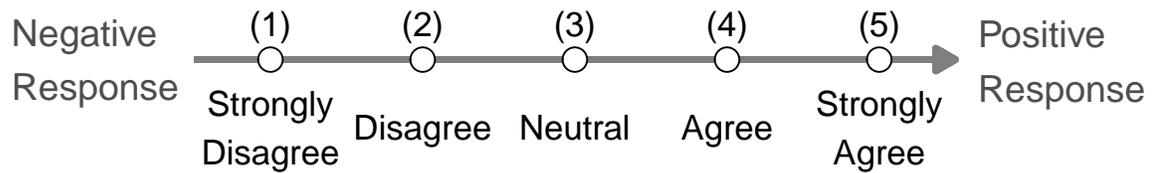
Statewide Totals

The primary concerns of the ‘Participation In Treatment Planning’ domain are:

- Meaningful Client Participation In Planning Their Child’s Service Array

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS–F Survey Scale

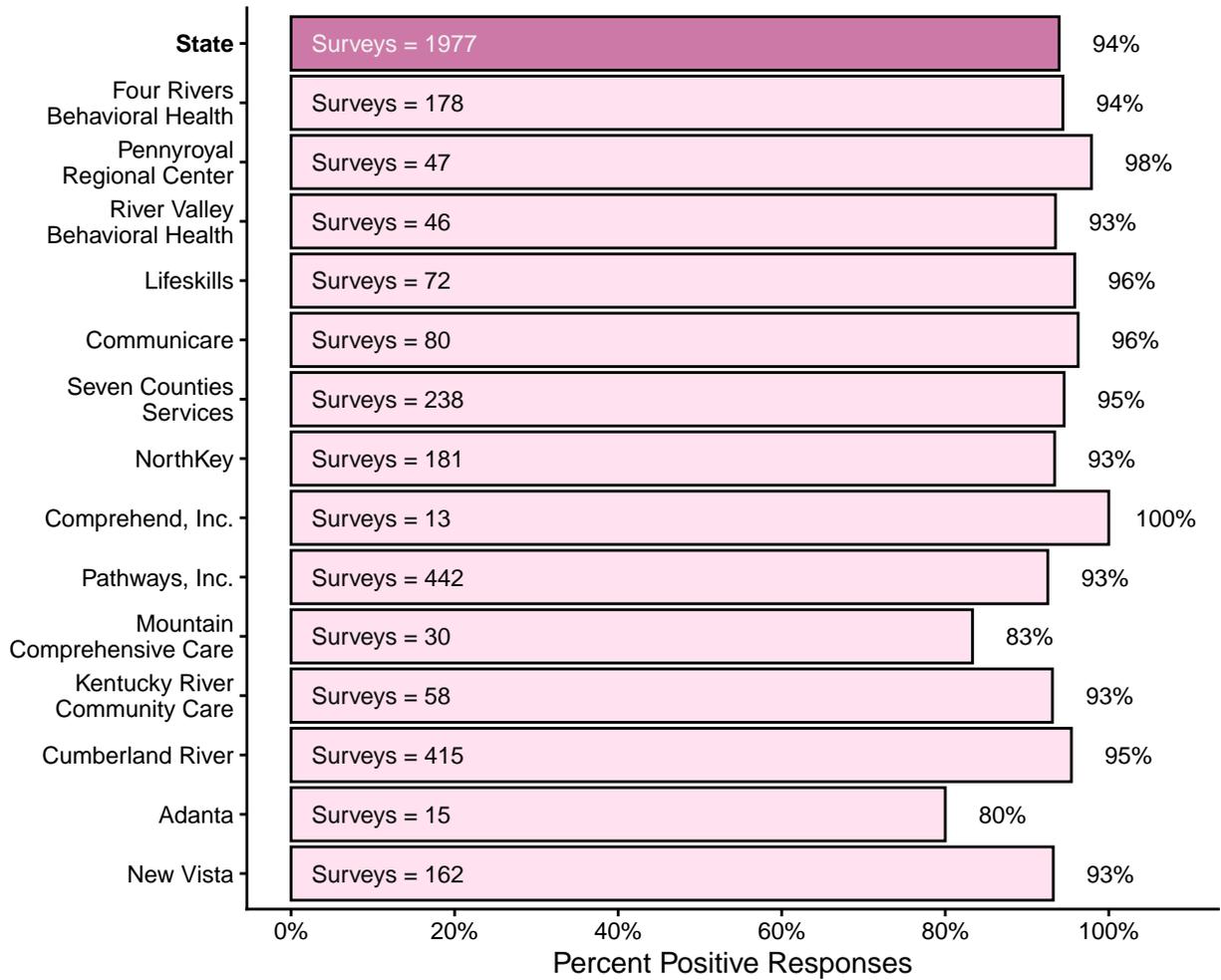


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Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 94% of respondents had a positive average rating for the Participation In Treatment Planning domain. The average rating for all questions within the domain was 4.53 out of 5.

Regional Totals

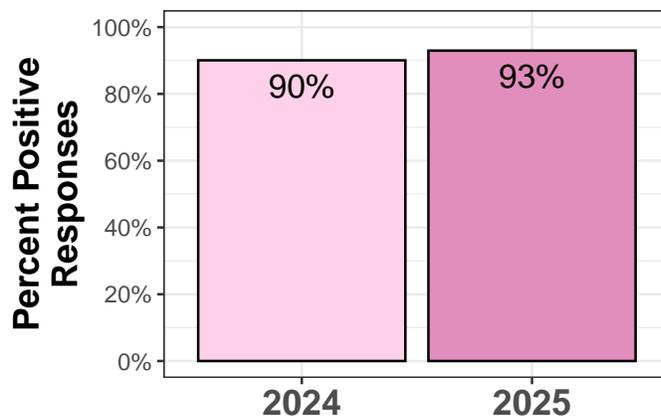
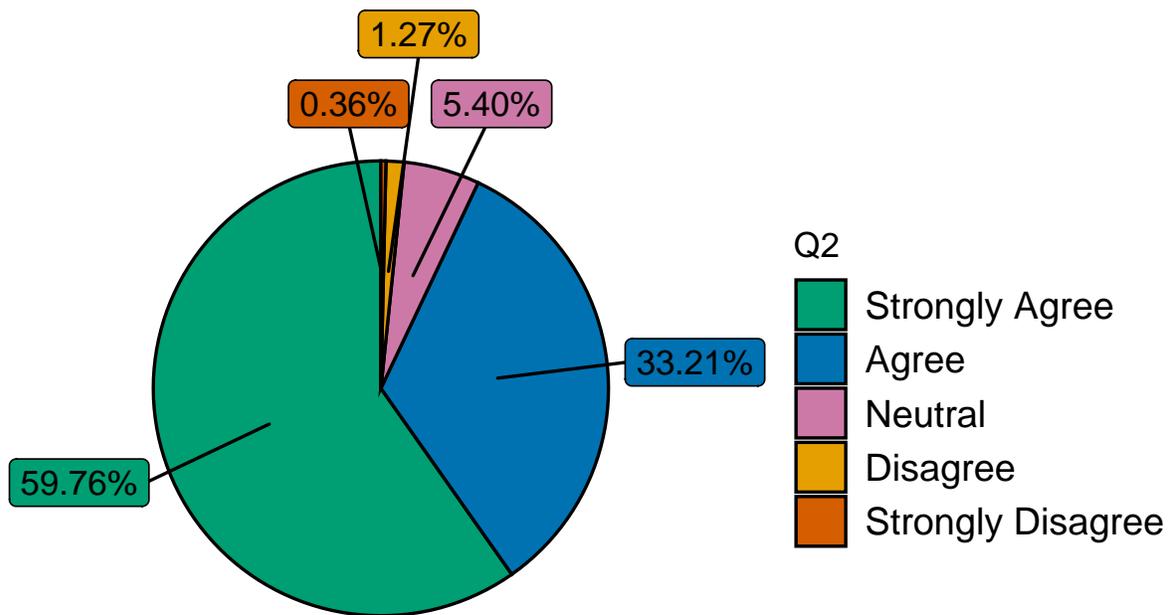
Participation in Treatment Planning



Participation In Treatment Planning

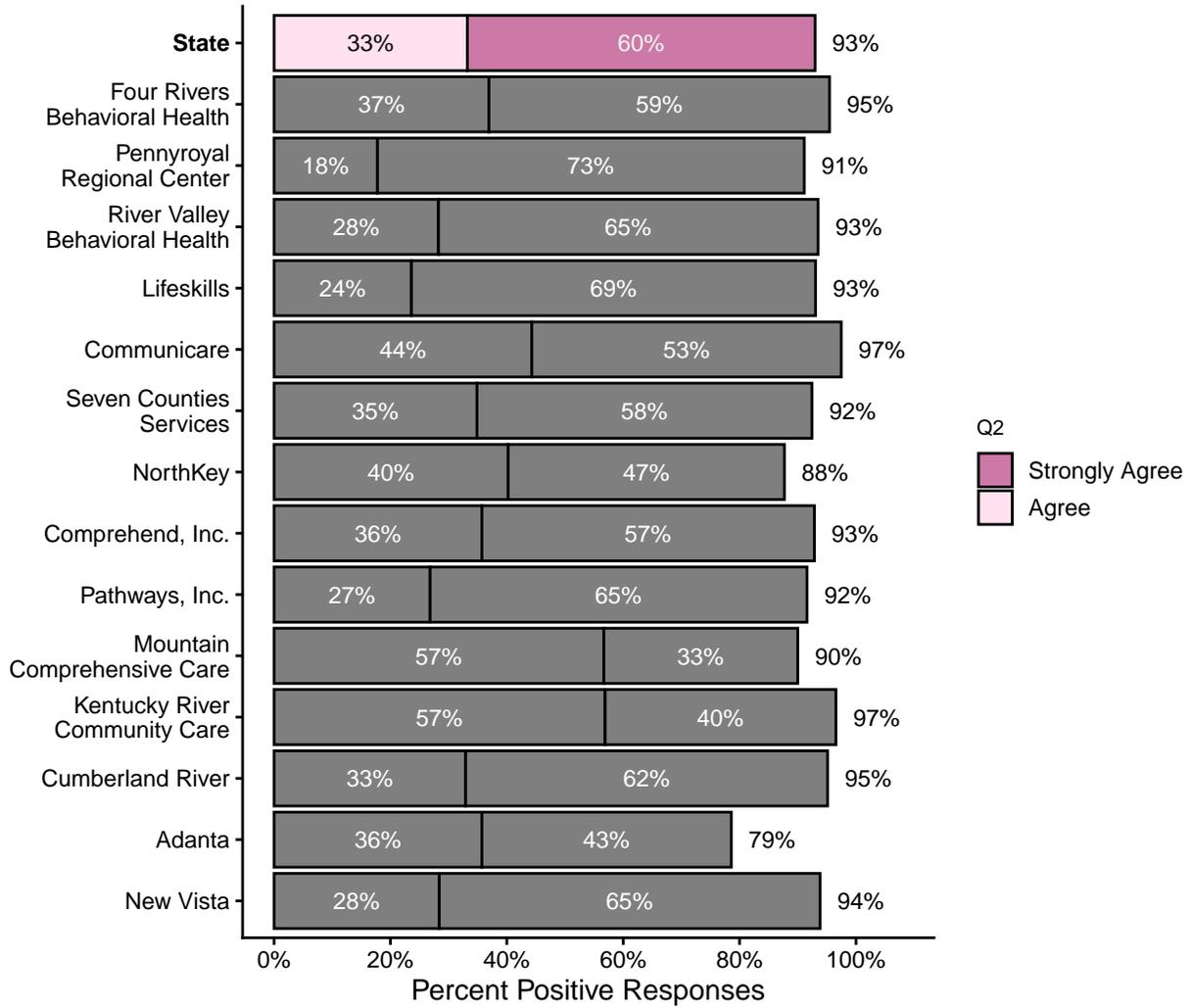
I Helped Choose My Child's Services

Statewide Totals



In 2025, 93% of respondents positively indicated they helped choose their child's services; this is a 3 percentage point increase from 2024.

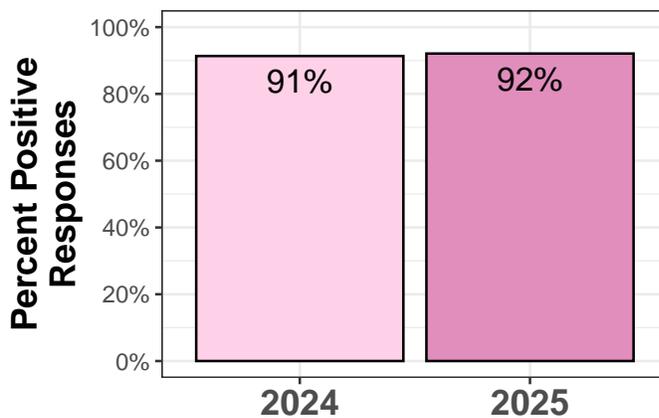
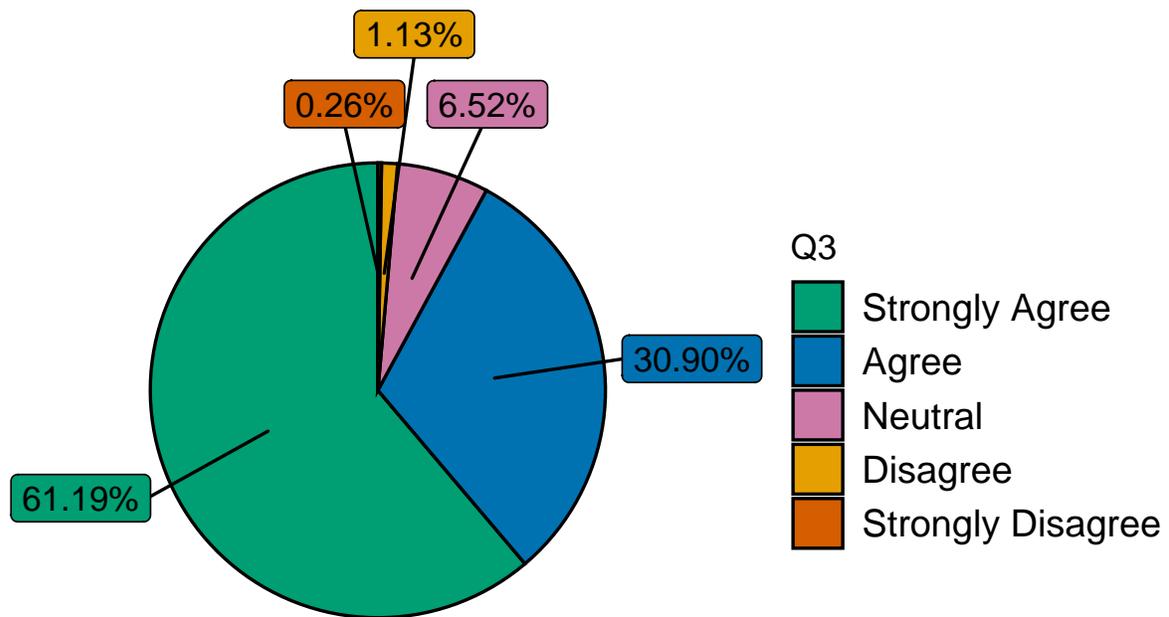
Regional Totals



Participation In Treatment Planning

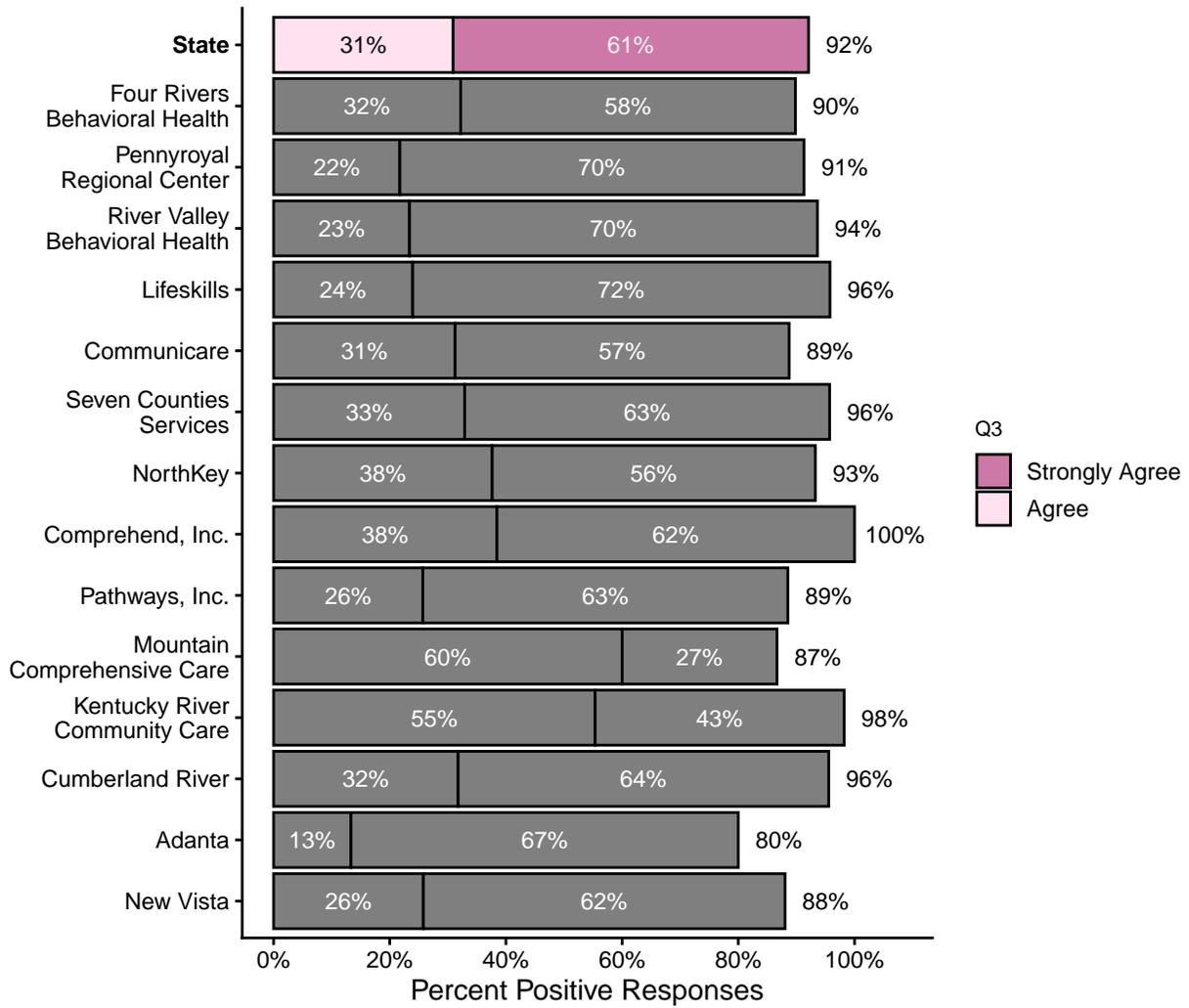
I Helped To Choose My Child's Treatment Goals

Statewide Totals



In 2025, 92% of respondents positively indicated they helped choose their child's treatment goals; this is a 1 percentage point increase from 2024.

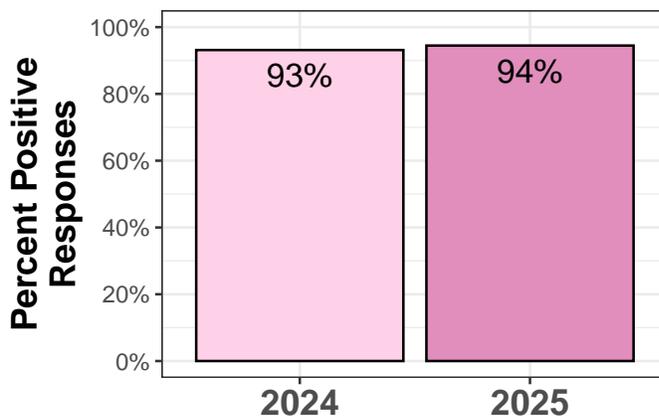
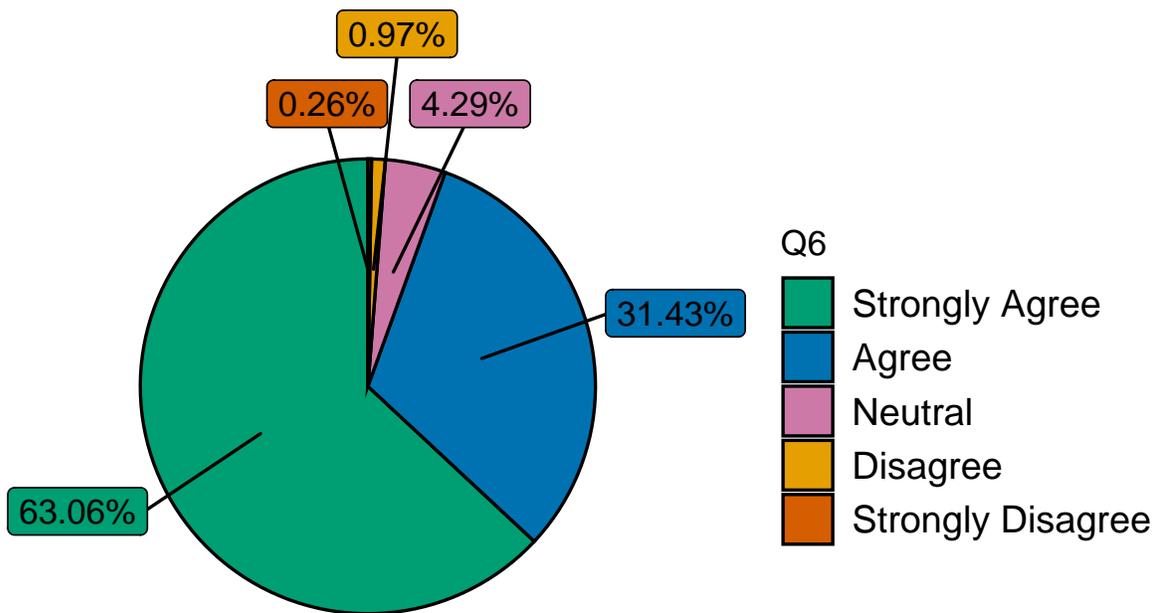
Regional Totals



Participation In Treatment Planning

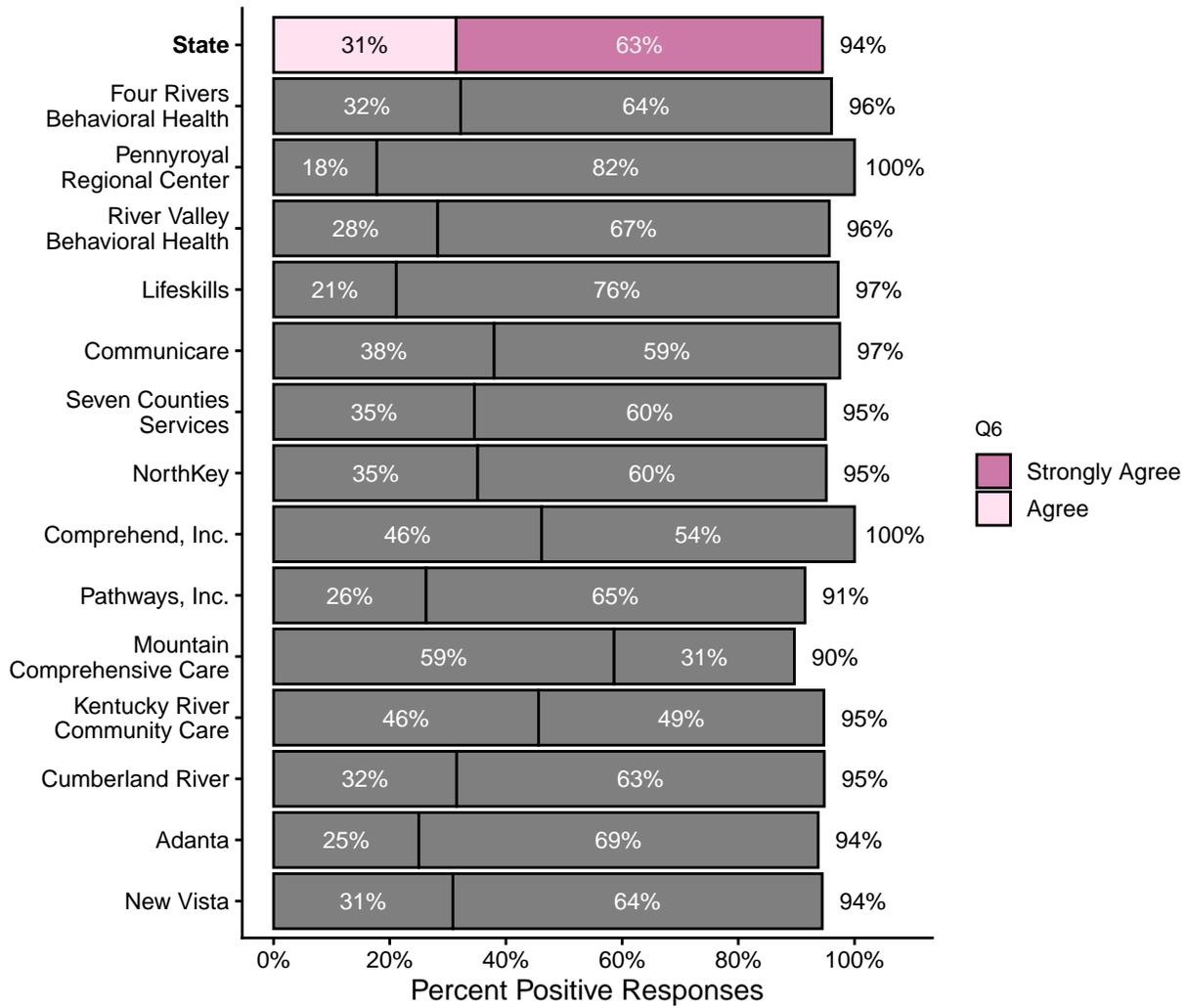
I Participated In My Child's Treatment

Statewide Totals



In 2025, 94% of respondents positively indicated they participated in their child's treatment; this is a 1 percentage point increase from 2024.

Regional Totals



Outcomes

Overview

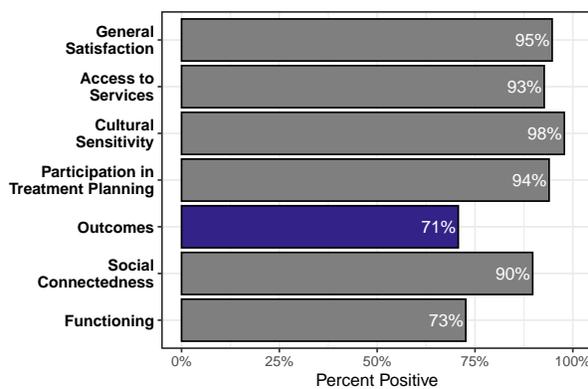
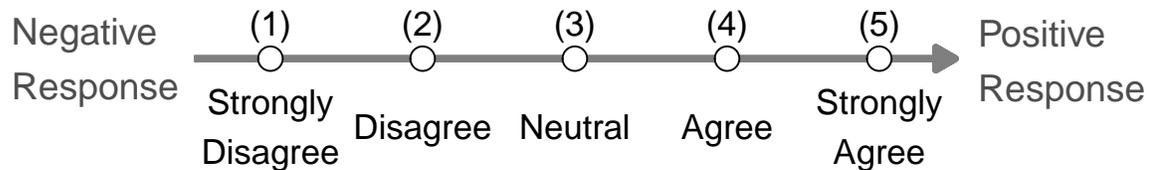
Statewide Totals

The primary concerns of the 'Outcomes' domain are:

- Minimal Negative Outcomes From Treatment
- Reduced Psychological Distress
- Increased Sense Of Personhood
- Increase In Productive Activity
- Increased Coping Capacity
- Positive Changes In Areas For Which Treatment Is Sought

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS-F Survey Scale

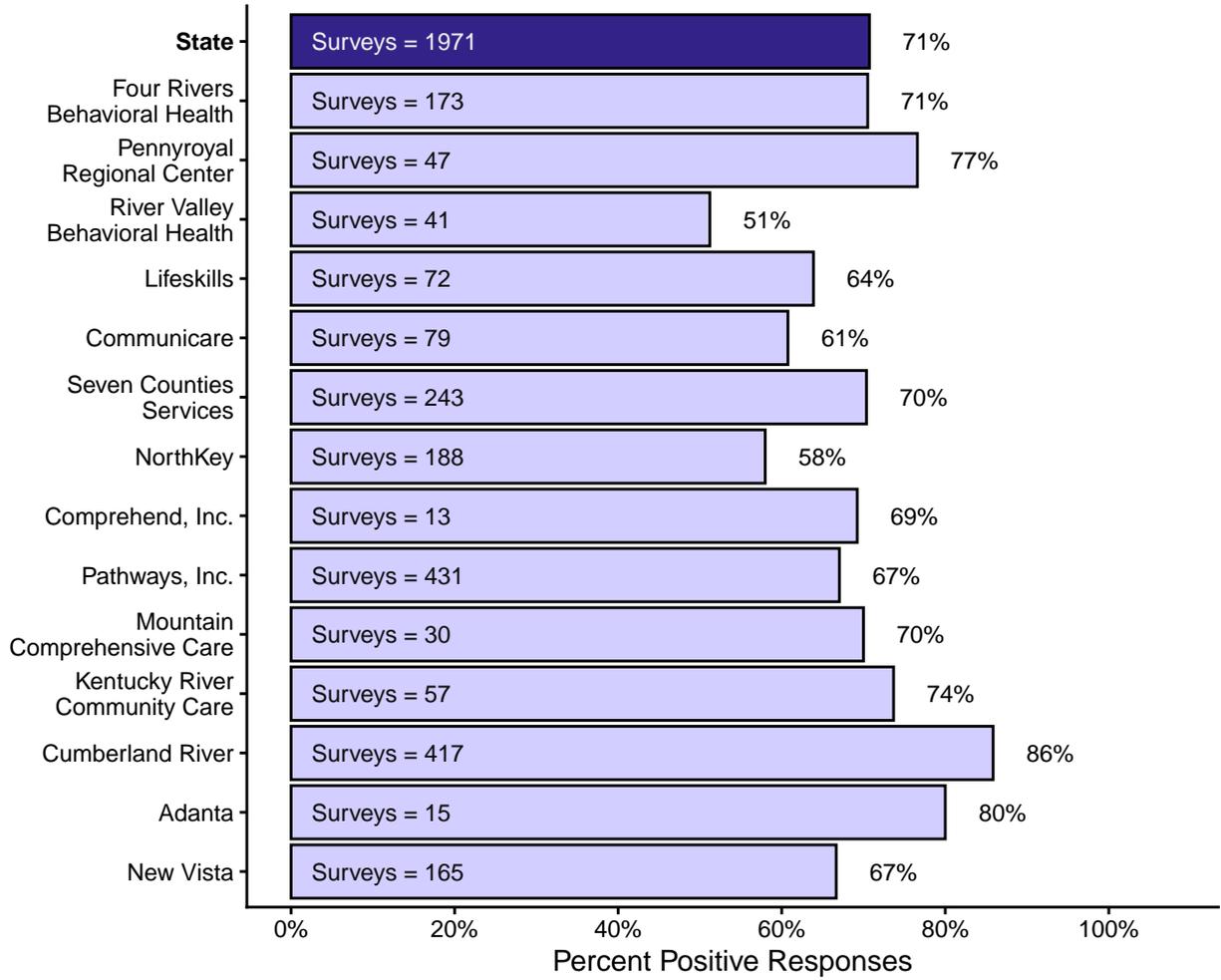


Domain	Score (1 to 5)
General Satisfaction	4.55
Access to Services	4.57
Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 71% of respondents had a positive average rating for the Outcomes domain. The average rating for all questions within the domain was 3.96 out of 5.

Regional Totals

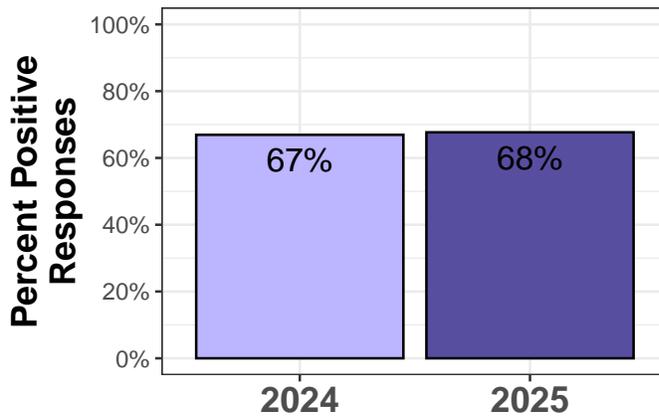
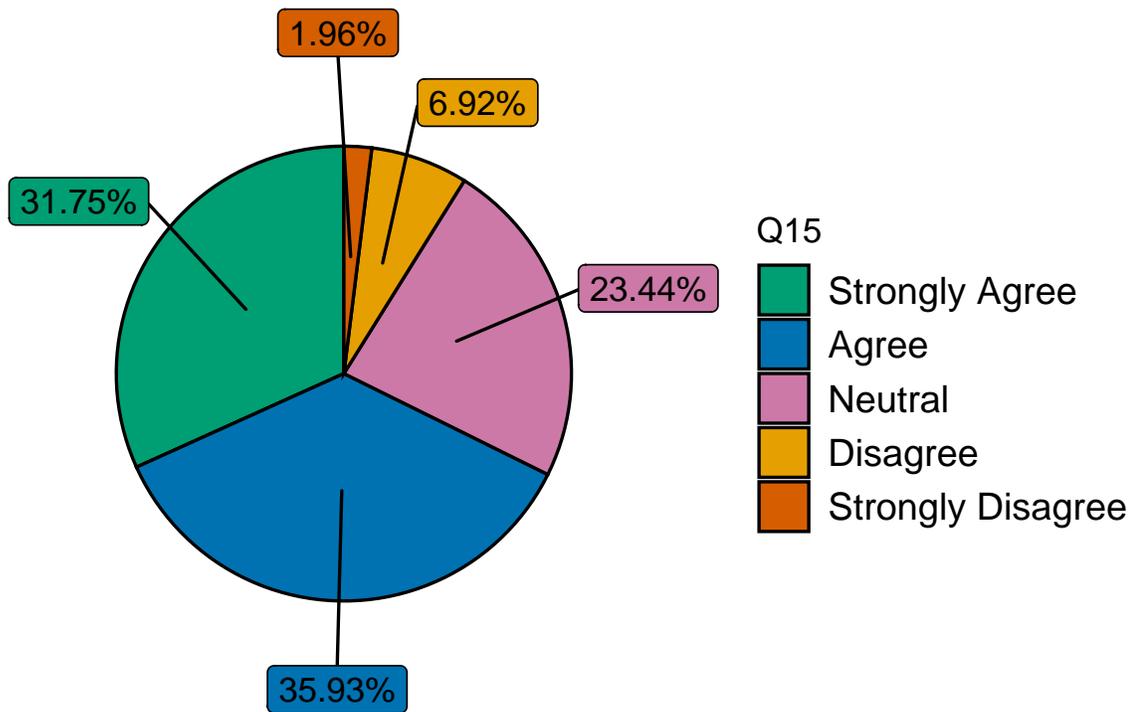
Outcomes



Outcomes

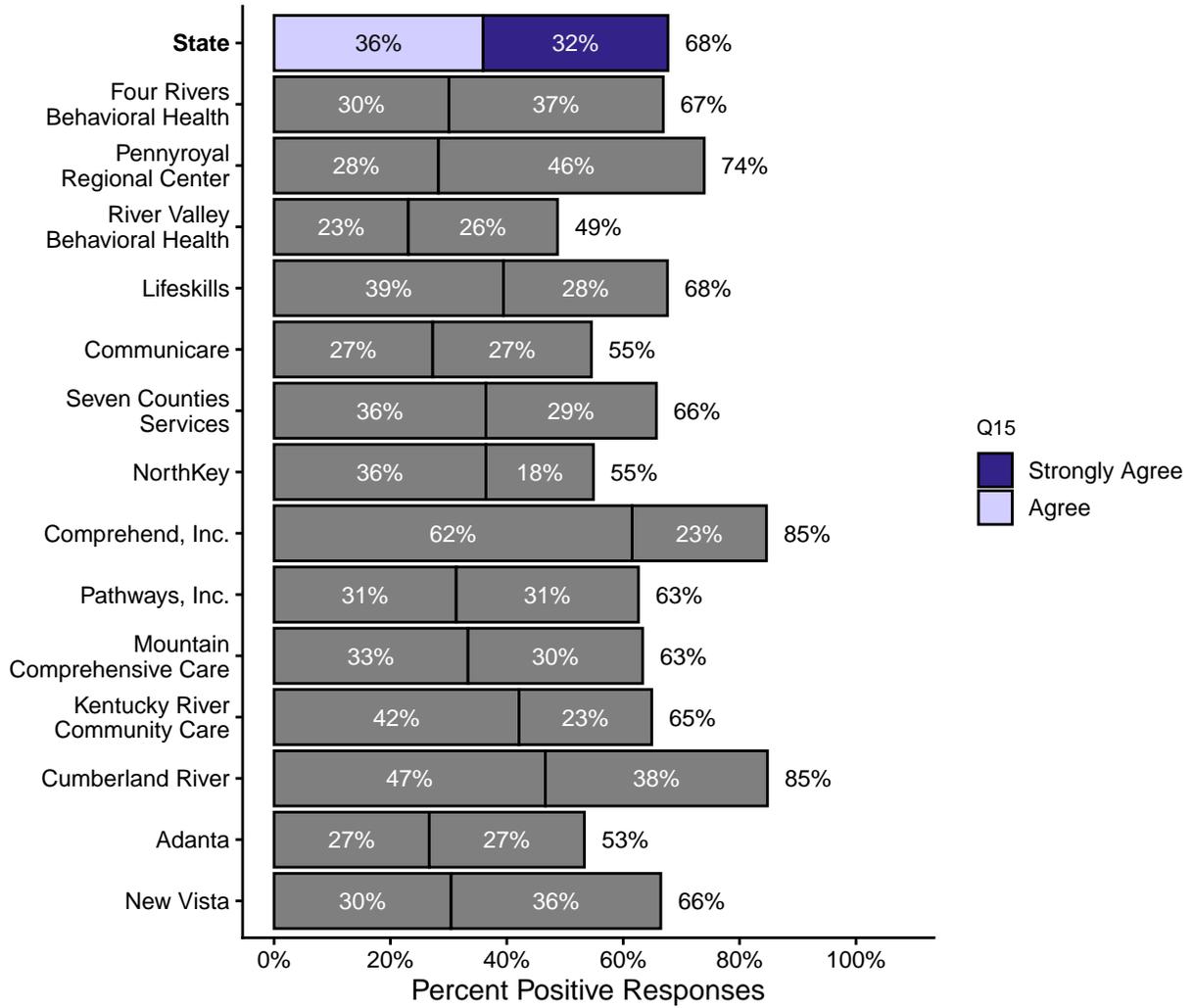
My Child's Symptoms Are Not Bothering Them As Much

Statewide Totals



In 2025, 68% of respondents positively indicated their child's symptoms were not bothering them as much; this is a 1 percentage point increase from 2024.

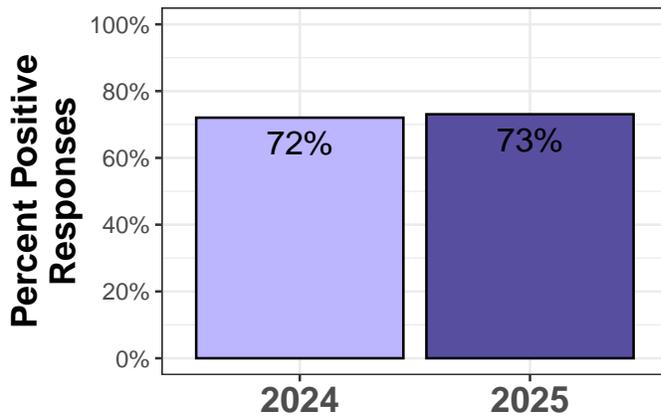
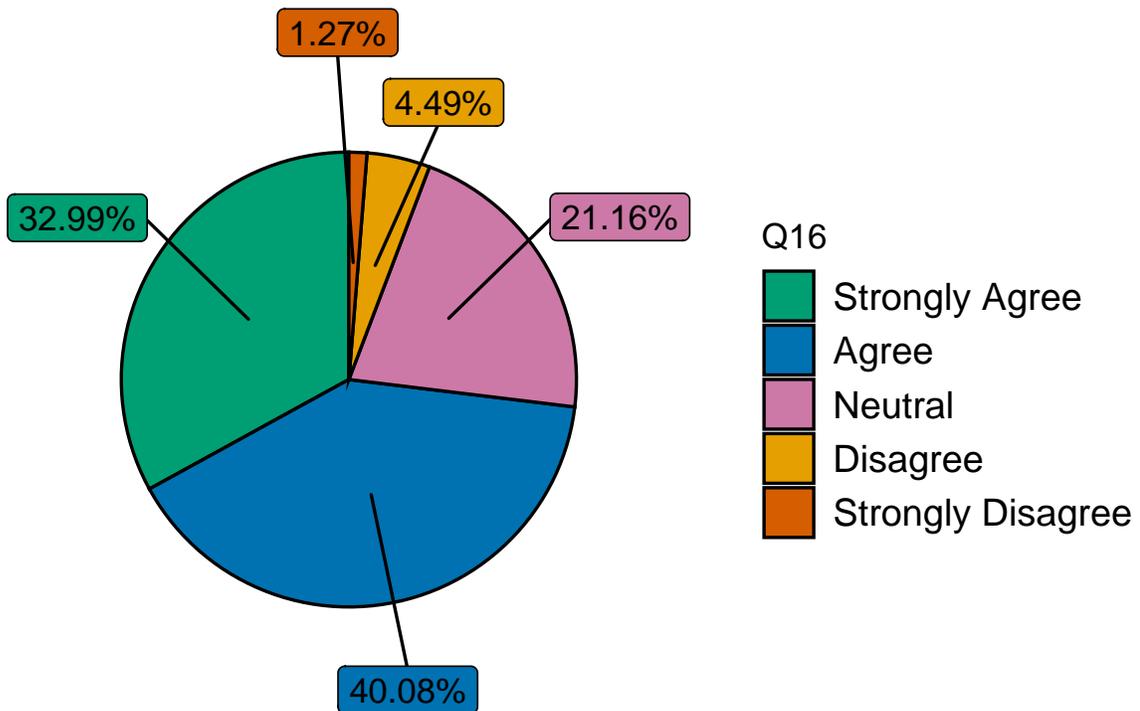
Regional Totals



Outcomes

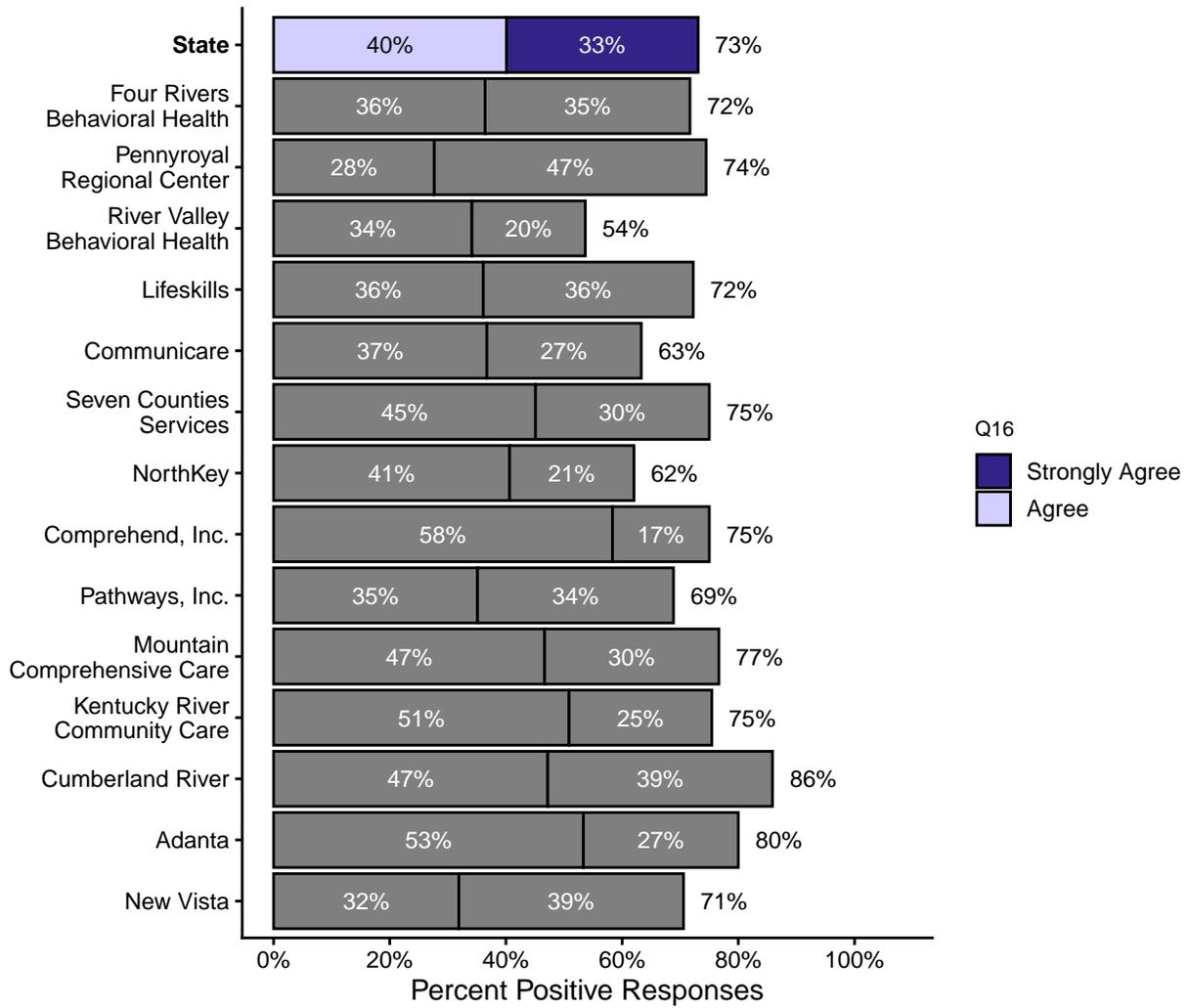
My Child Is Better At Handling Daily Life

Statewide Totals



In 2025, 73% of respondents positively indicated their child was better at handling daily life; this is a 1 percentage point increase from 2024.

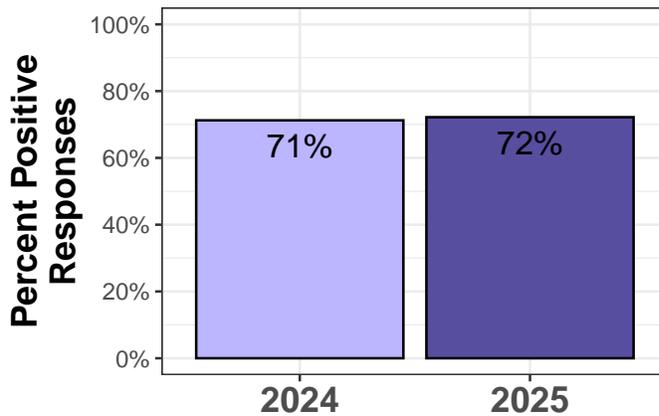
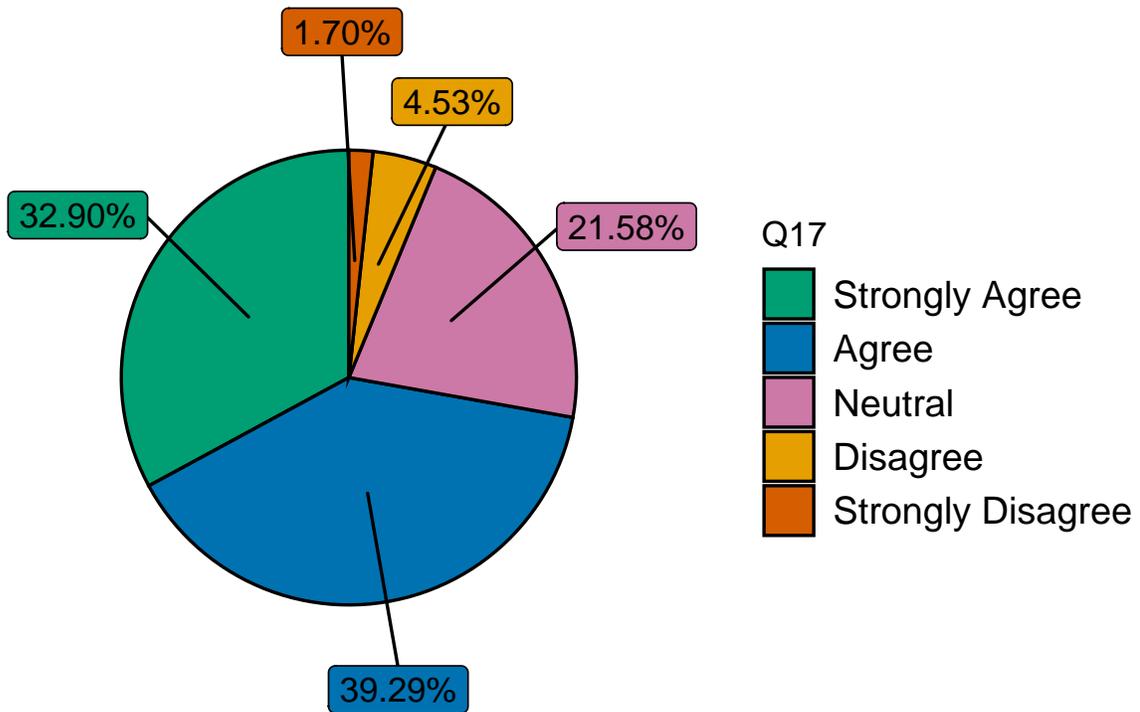
Regional Totals



Outcomes

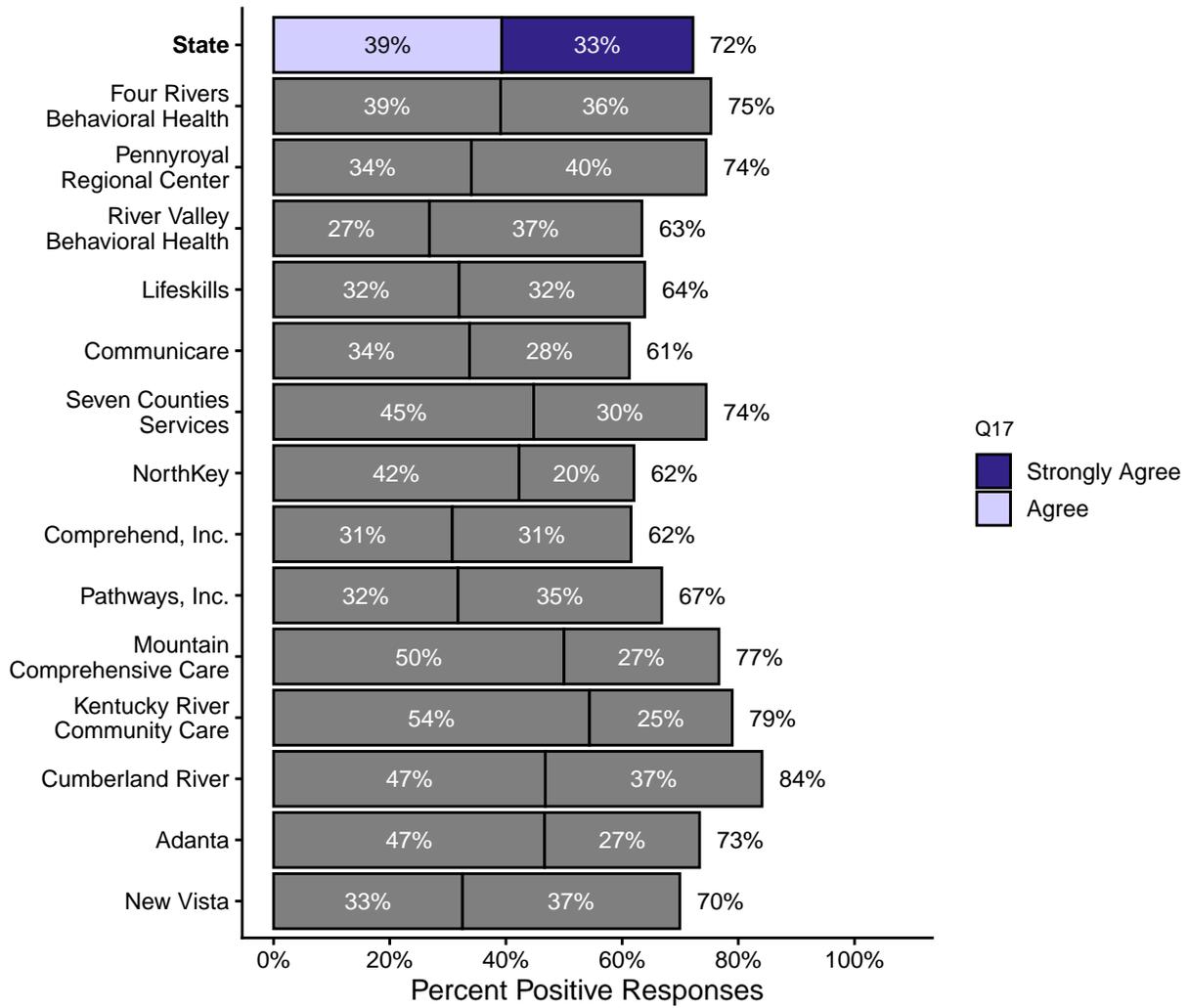
My Child Gets Along Better With Family Members

Statewide Totals



In 2025, 72% of respondents positively indicated their child got along better with family members; this is a 1 percentage point increase from 2024.

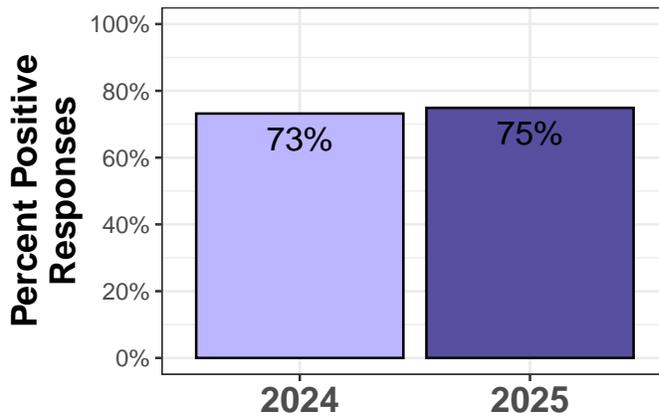
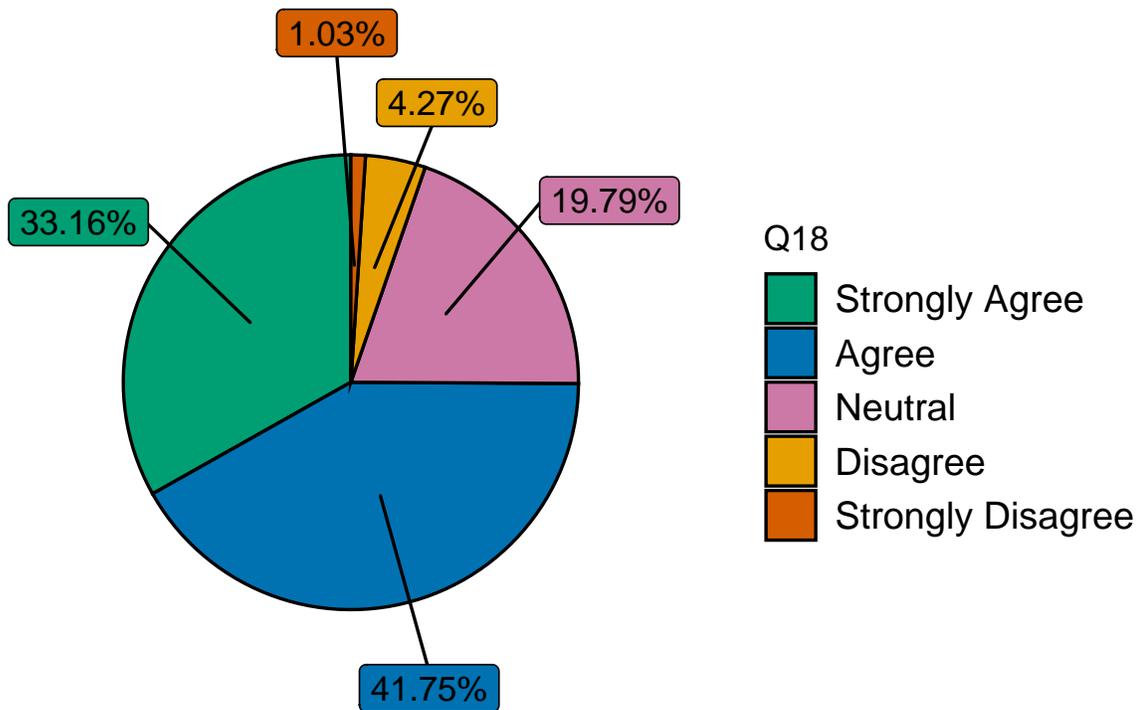
Regional Totals



Outcomes

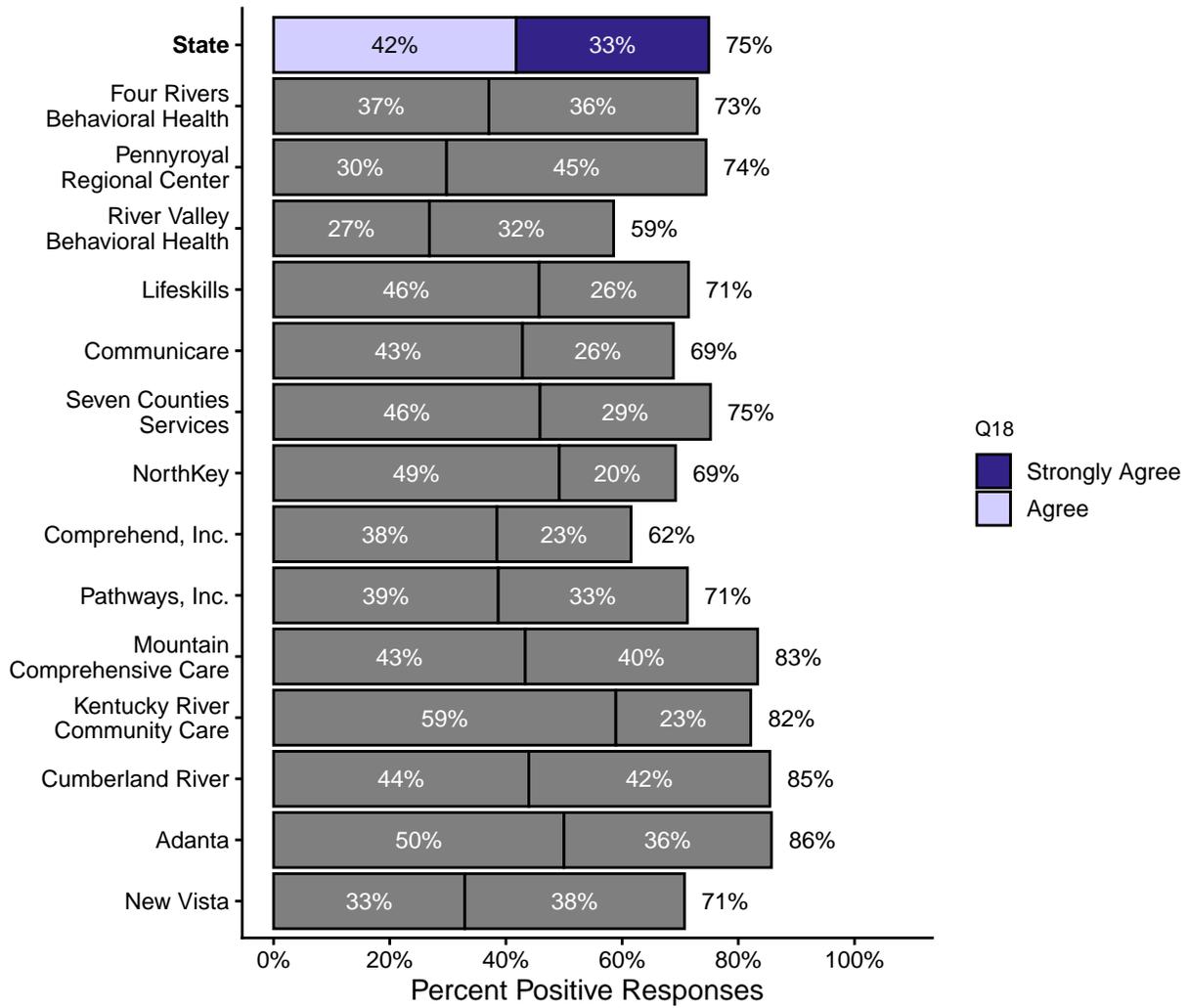
My Child Gets Along Better With Friends And Other People

Statewide Totals



In 2025, 75% of respondents positively indicated their child got along better with friends and other people; this is a 2 percentage point increase from 2024.

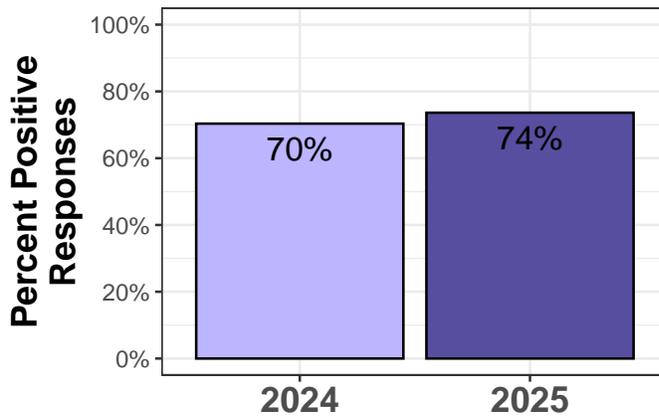
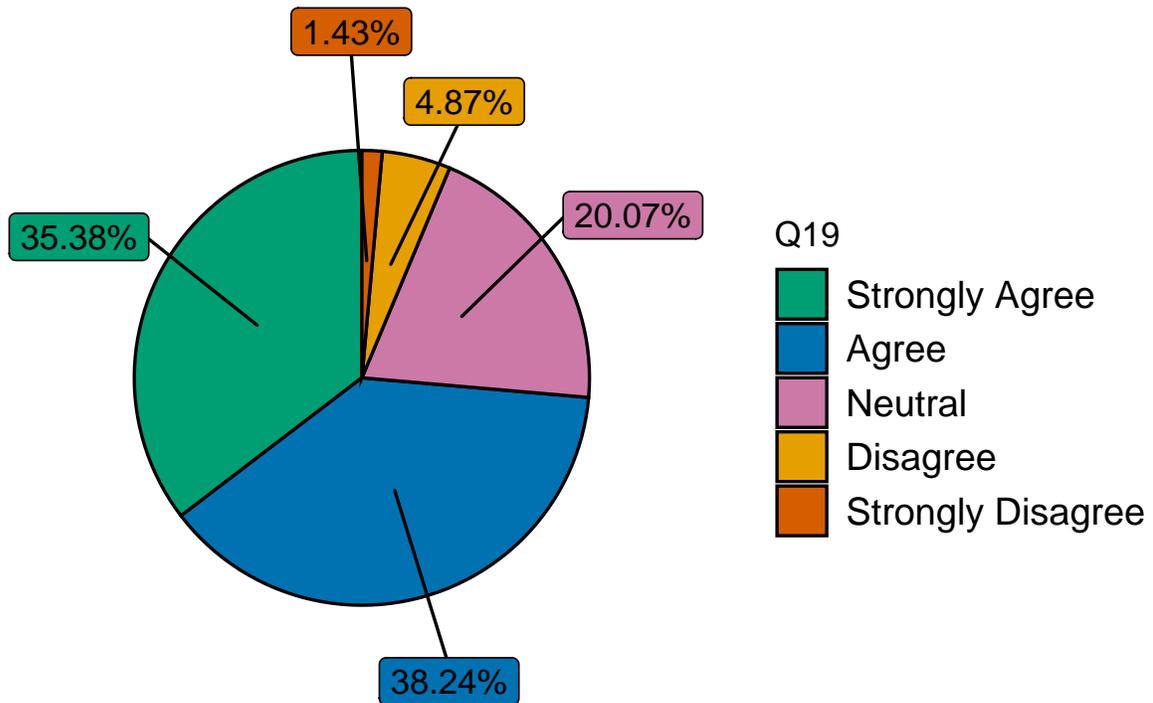
Regional Totals



Outcomes

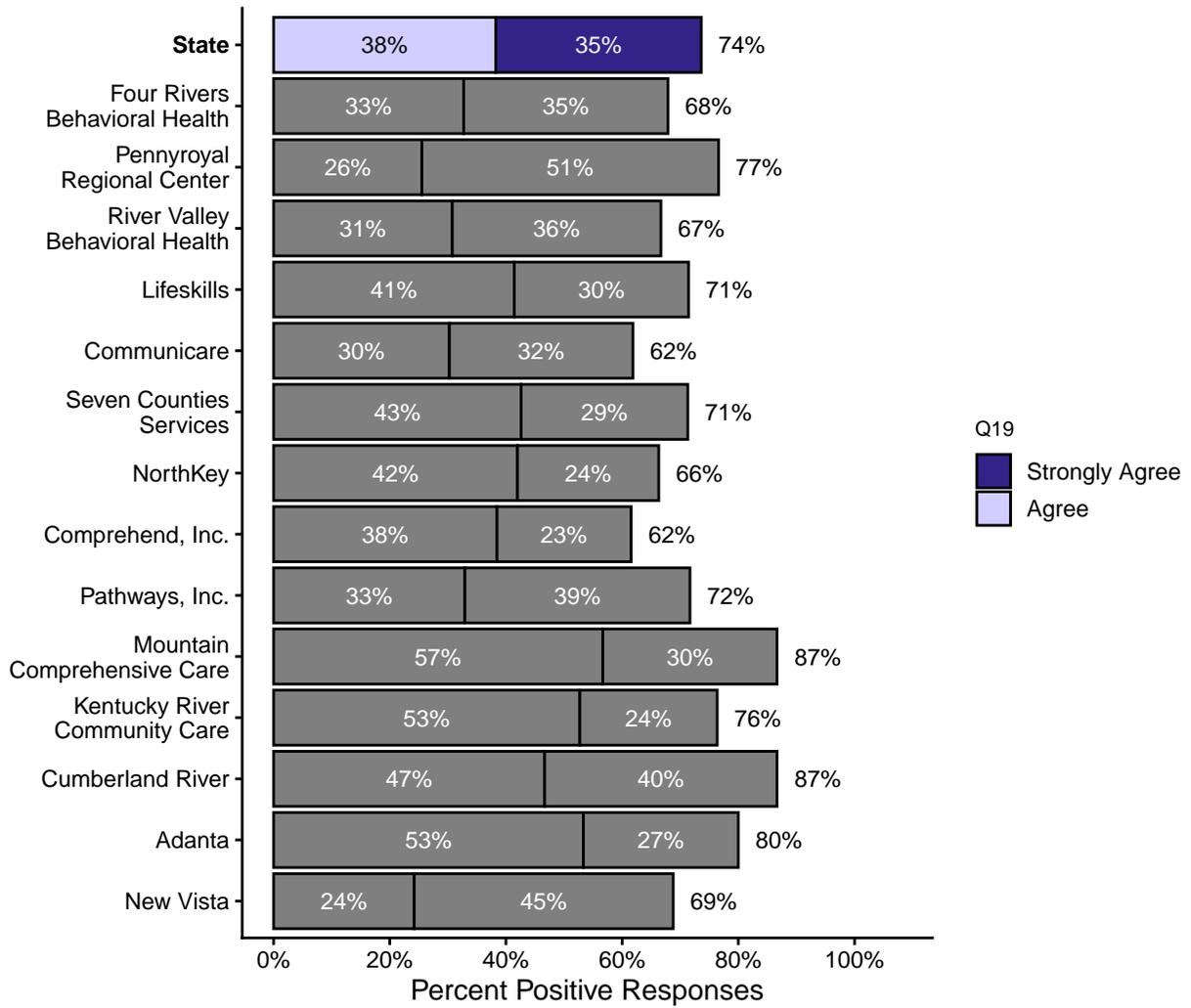
My Child Is Doing Better In School And/Or Work

Statewide Totals



In 2025, 74% of respondents positively indicated their child was doing better in school and/or work; this is a 4 percentage point increase from 2024.

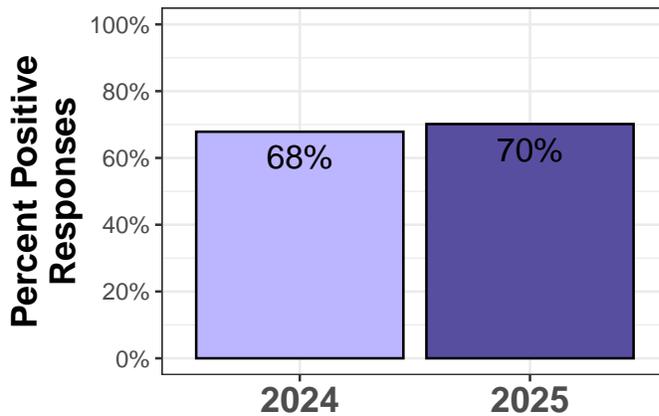
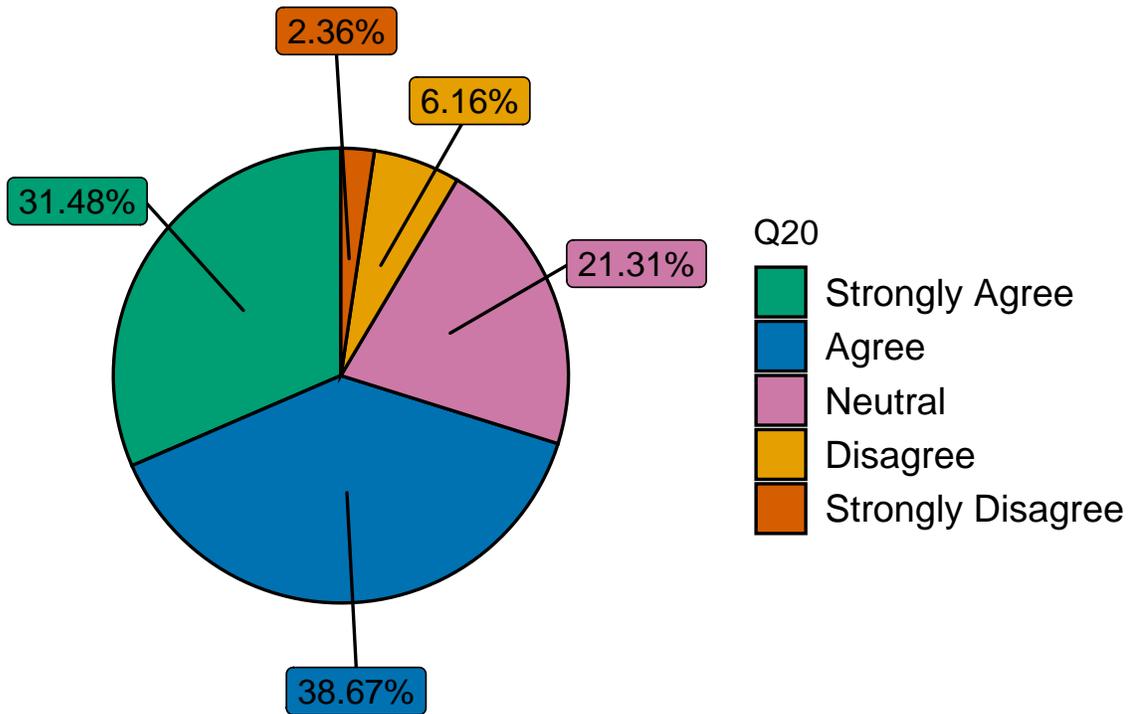
Regional Totals



Outcomes

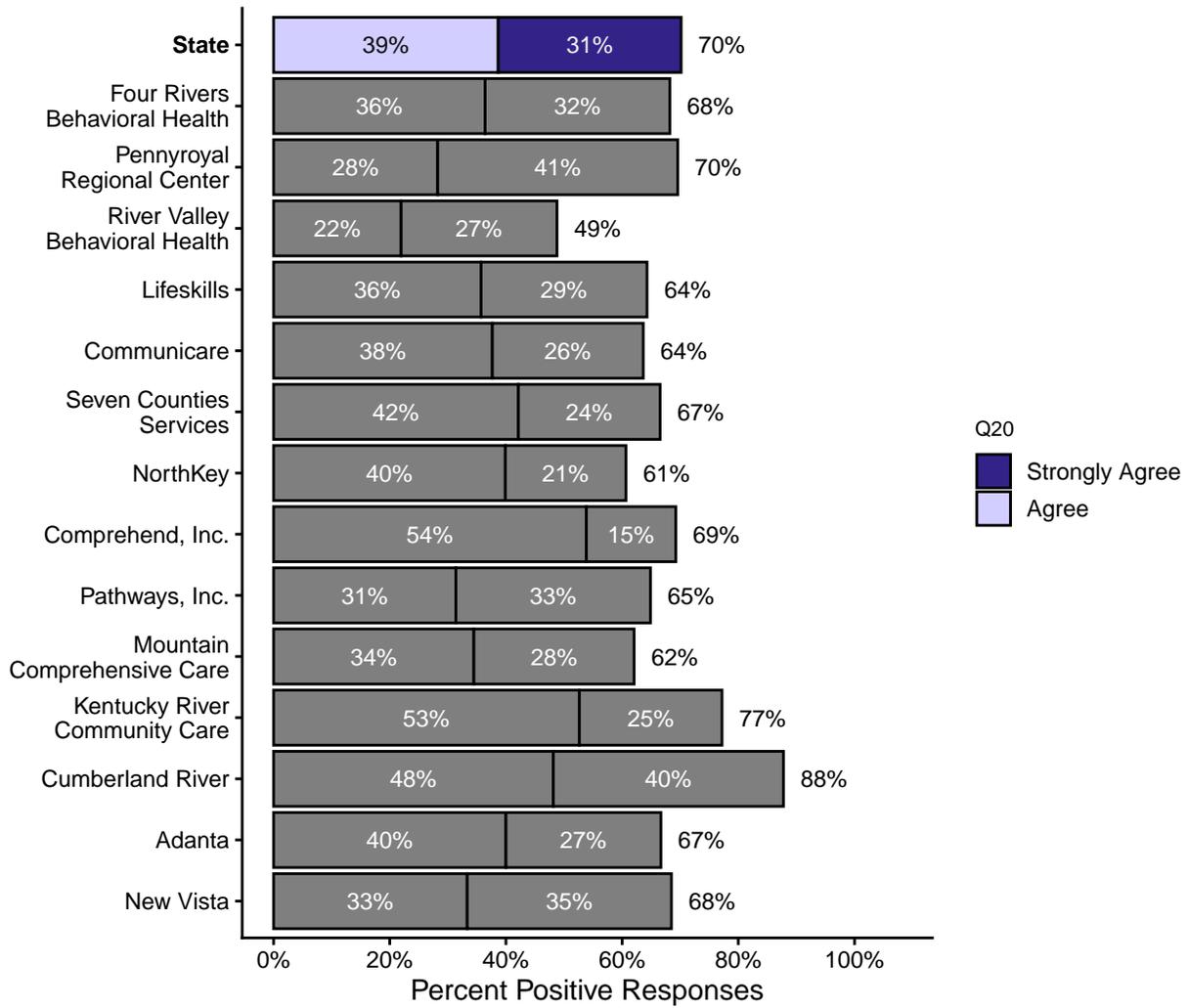
My Child Is Better Able To Cope When Things Go Wrong

Statewide Totals



In 2025, 70% of respondents positively indicated their child was better able to cope when things went wrong; this is a 2 percentage point increase from 2024.

Regional Totals



Social Connectedness

Overview

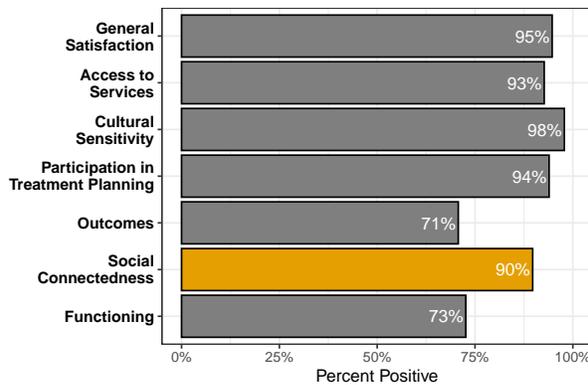
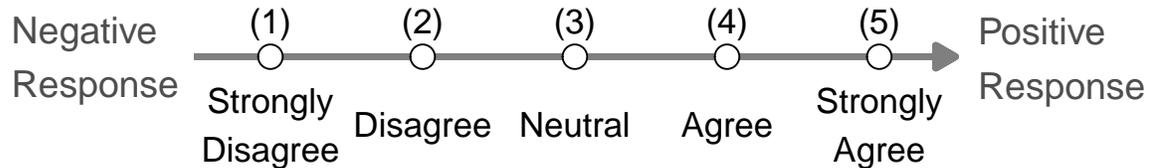
Statewide Totals

The primary concerns of the 'Social Connectedness' domain are:

- Increased Natural Supports For Caregiver In Times of Crisis
- Increased Social Activities Of Caregiver

By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS-F Survey Scale

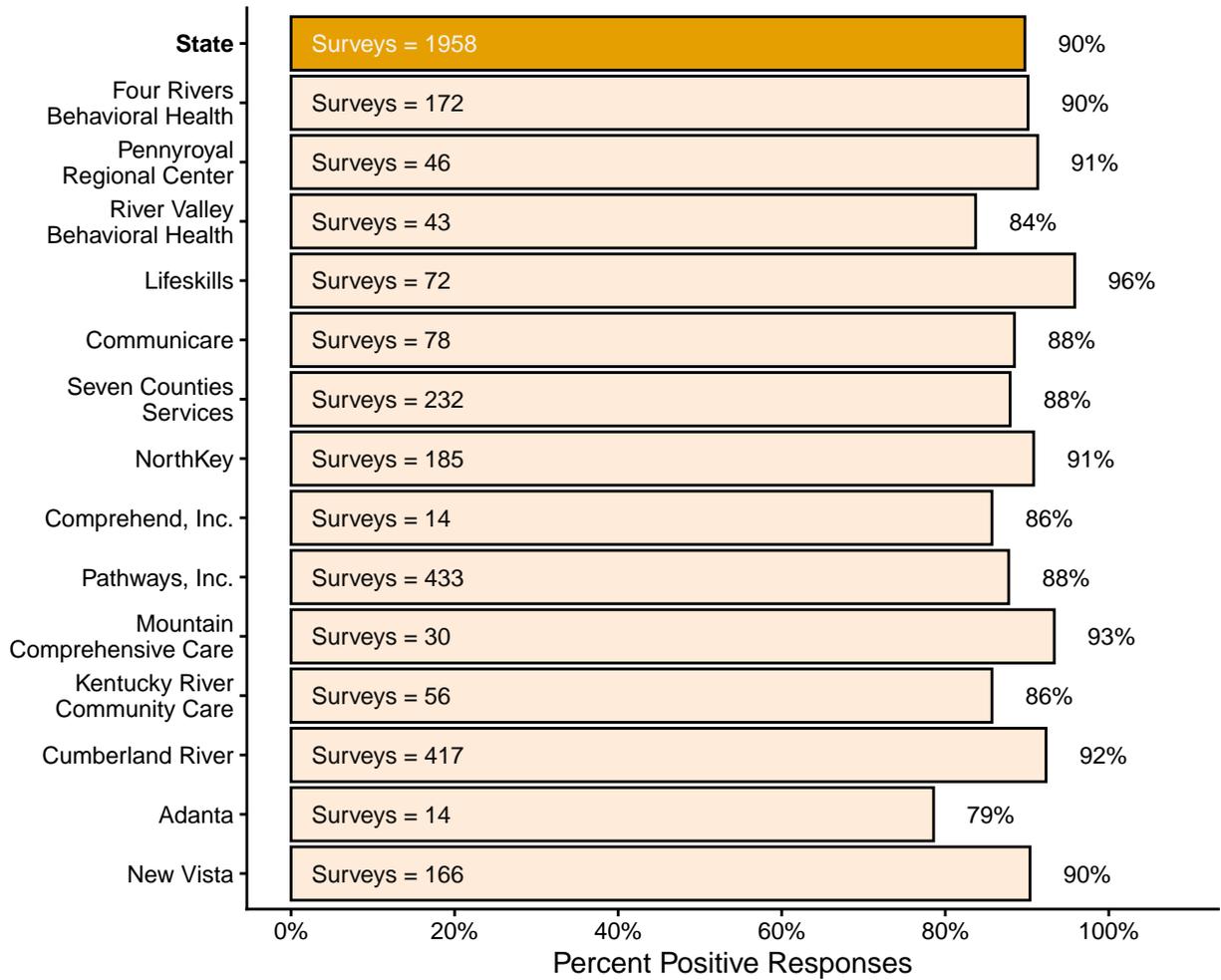


Domain	Score (1 to 5)
General Satisfaction	4.55
Access to Services	4.57
Cultural Sensitivity	4.68
Participation in Treatment Planning	4.53
Outcomes	3.96
Social Connectedness	4.40
Functioning	4.00

In 2025, 90% of respondents had a positive average rating for the Social Connectedness domain. The average rating for all questions within the domain was 4.4 out of 5.

Regional Totals

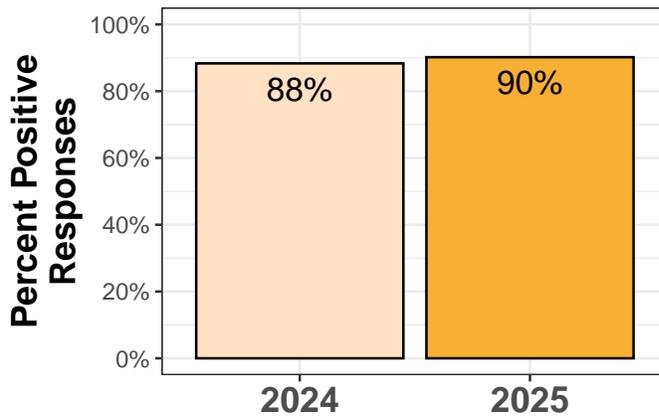
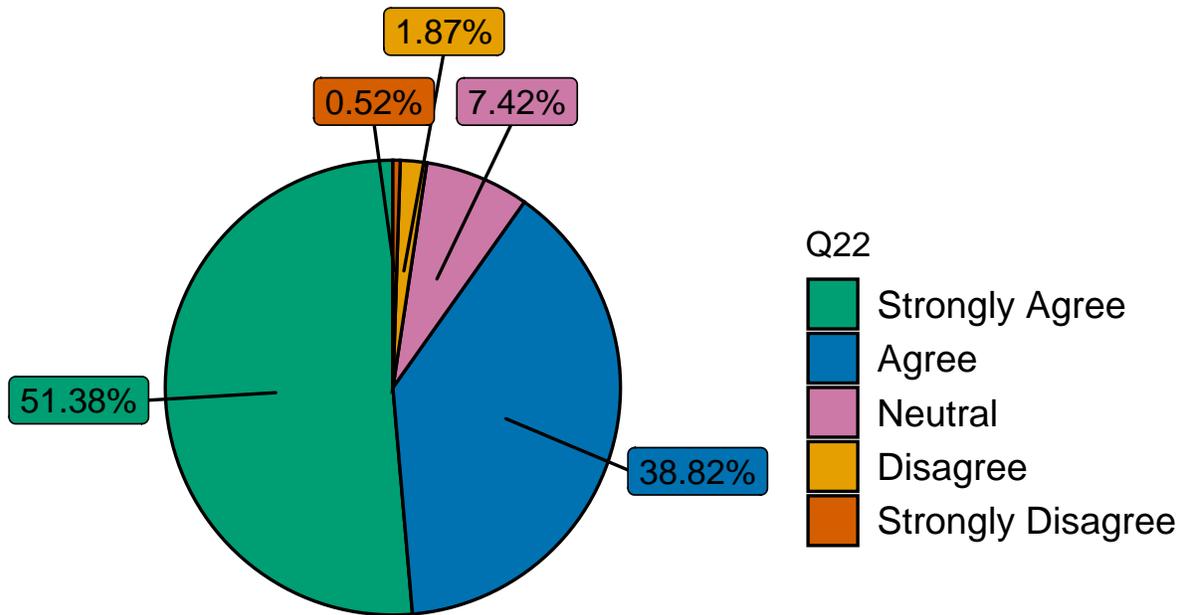
Social Connectedness



Social Connectedness

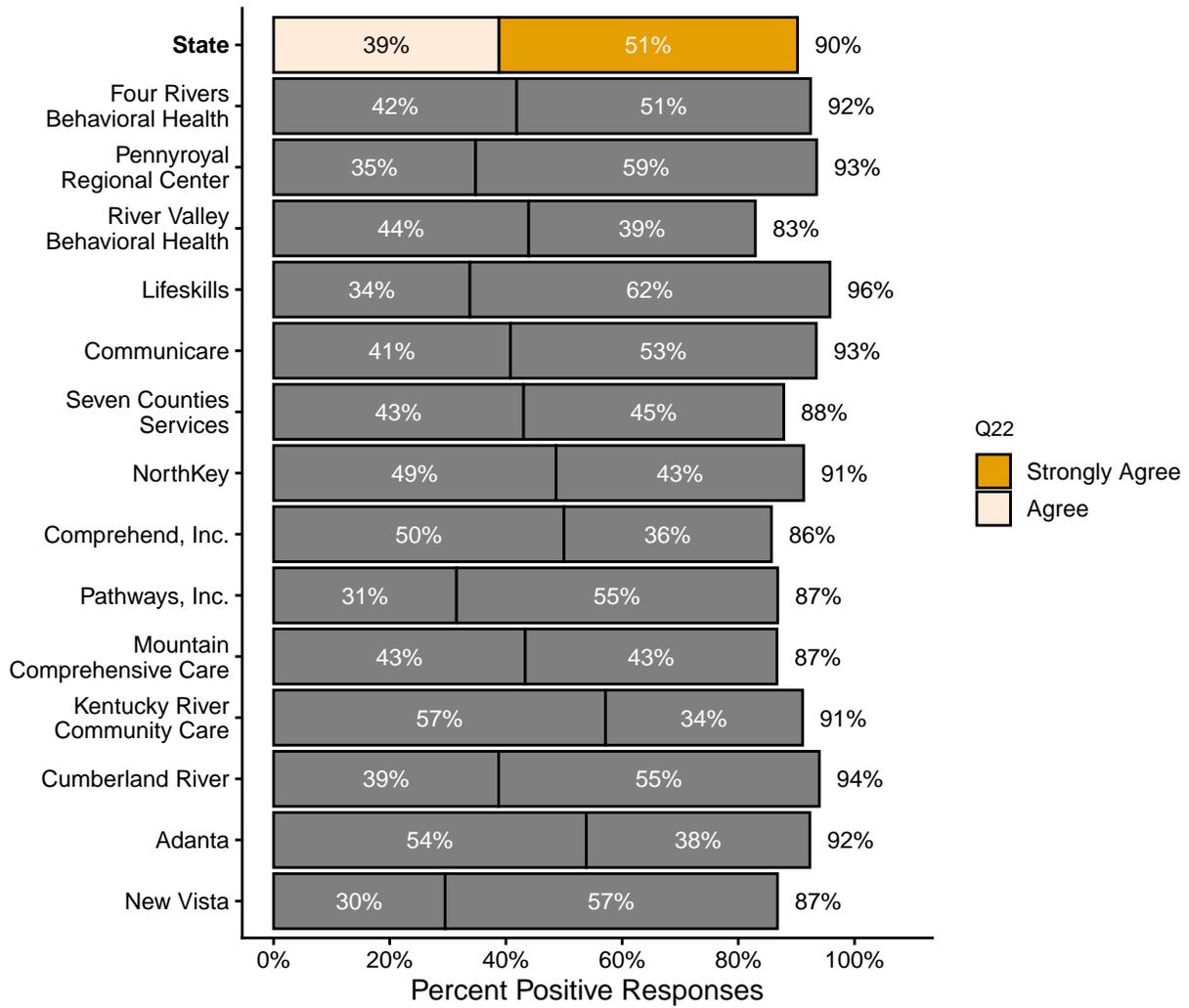
I Know People Who Will Listen And Understand Me When I Need To Talk

Statewide Totals



In 2025, 90% of respondents positively indicated they knew people who would listen and understand them when they needed to talk; this is a 2 percentage point increase from 2024.

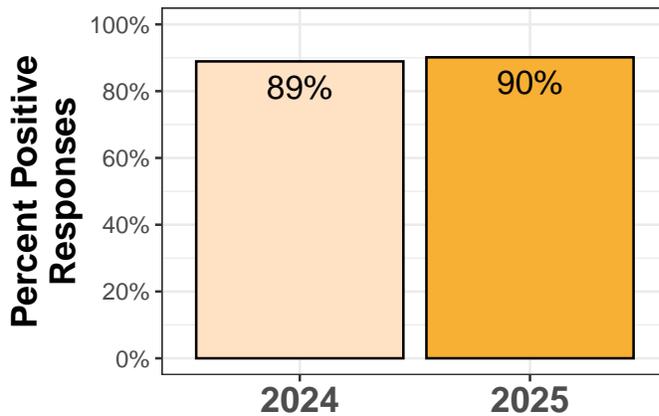
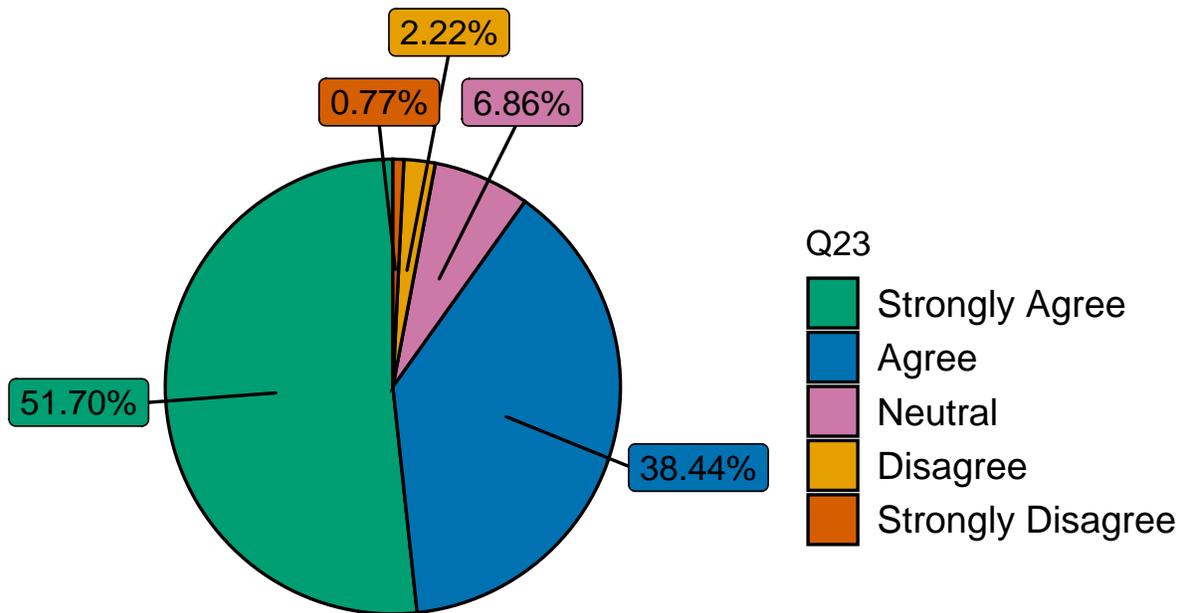
Regional Totals



Social Connectedness

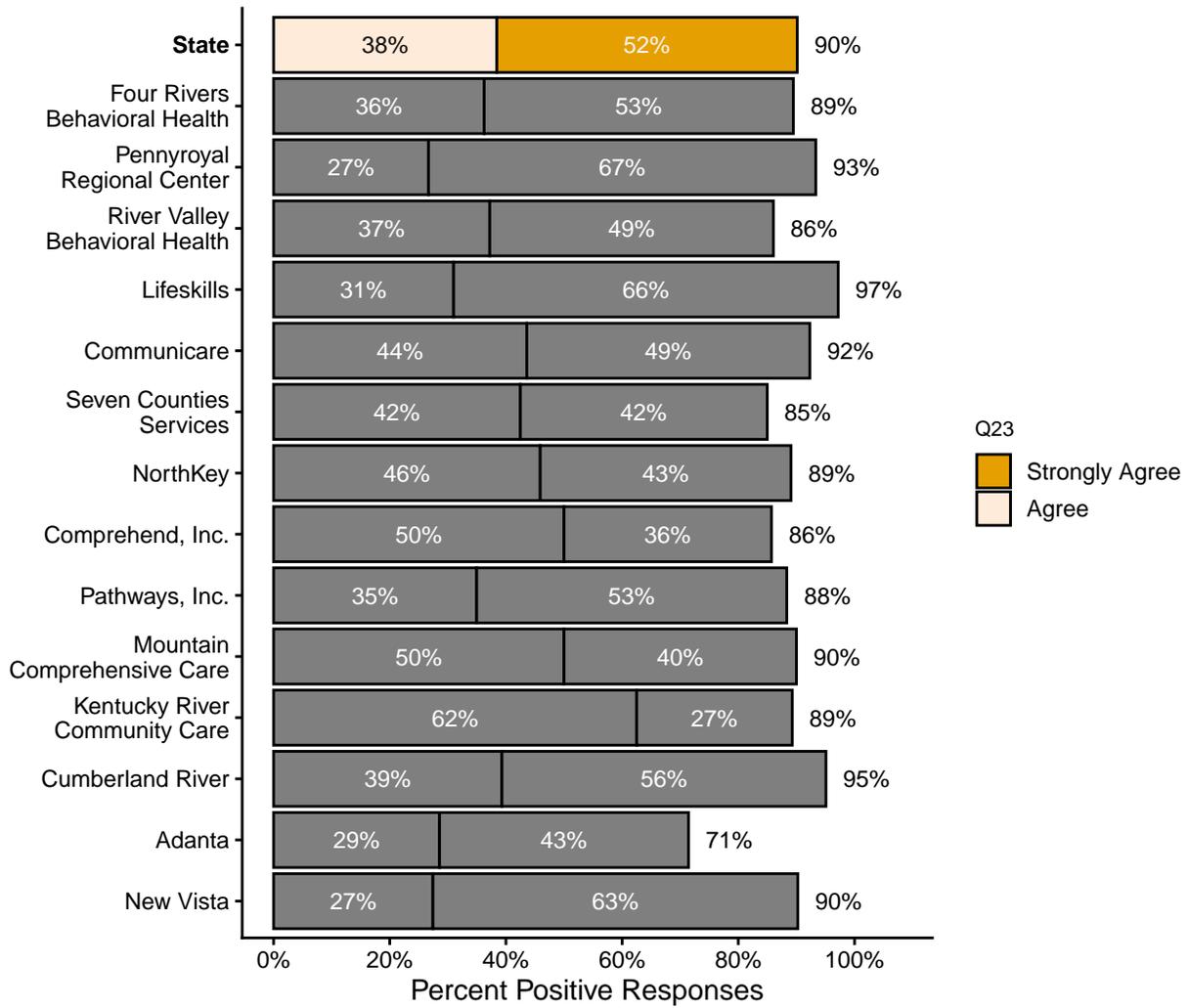
I Have People That I Am Comfortable Talking With About My Child's Problems

Statewide Totals



In 2025, 90% of respondents positively indicated they have people they were comfortable talking with about their child's problems; this is a 1 percentage point increase from 2024.

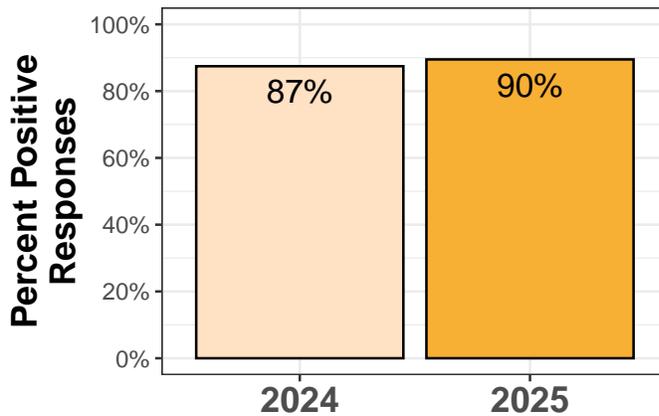
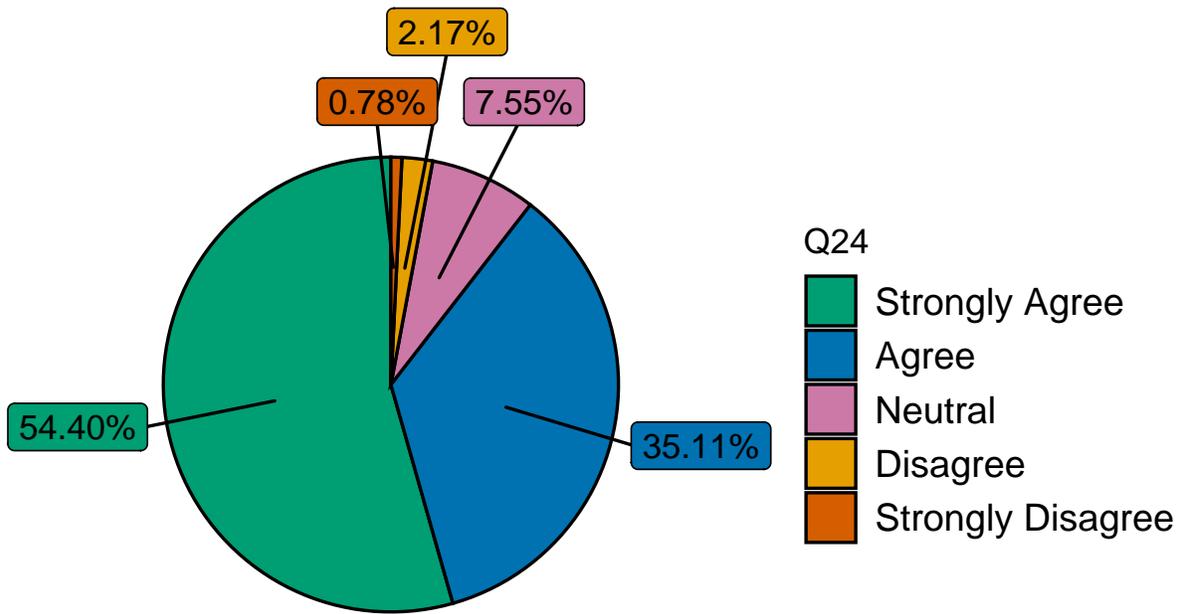
Regional Totals



Social Connectedness

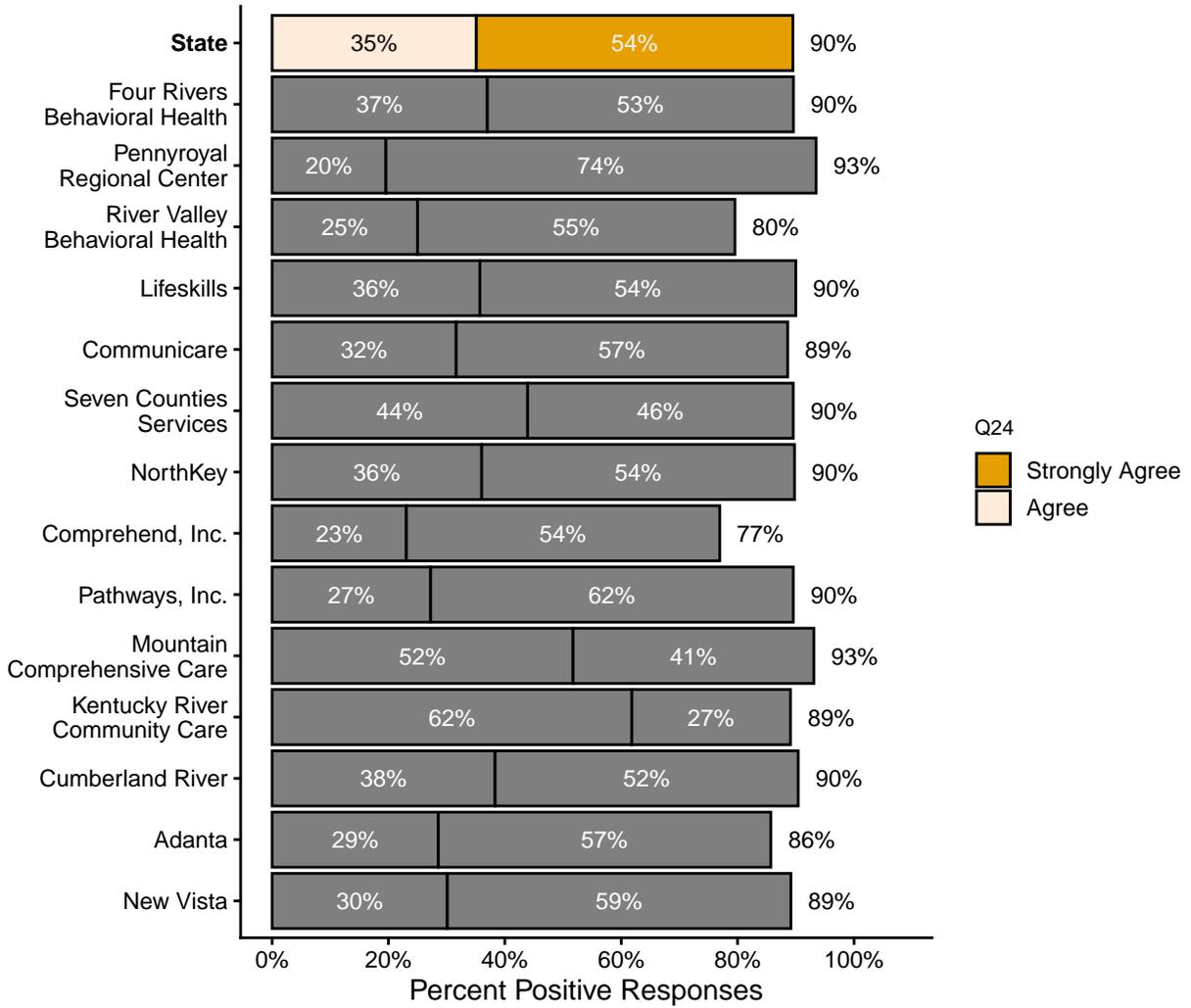
In A Crisis, I Would Have The Support I Need From Family Or Friends

Statewide Totals



In 2025, 90% of respondents positively indicated they would have the support they needed from family or friends in a crisis; this is a 3 percentage point increase from 2024.

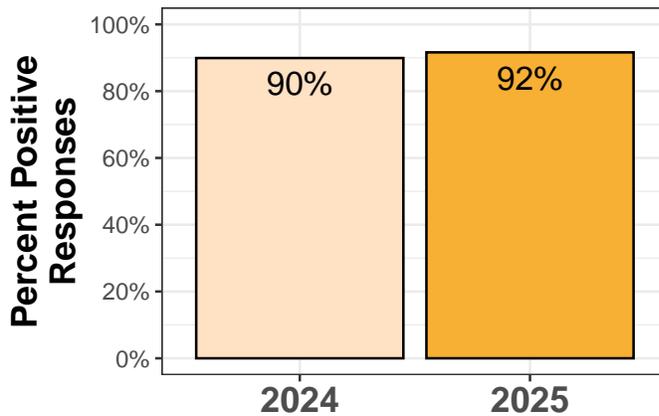
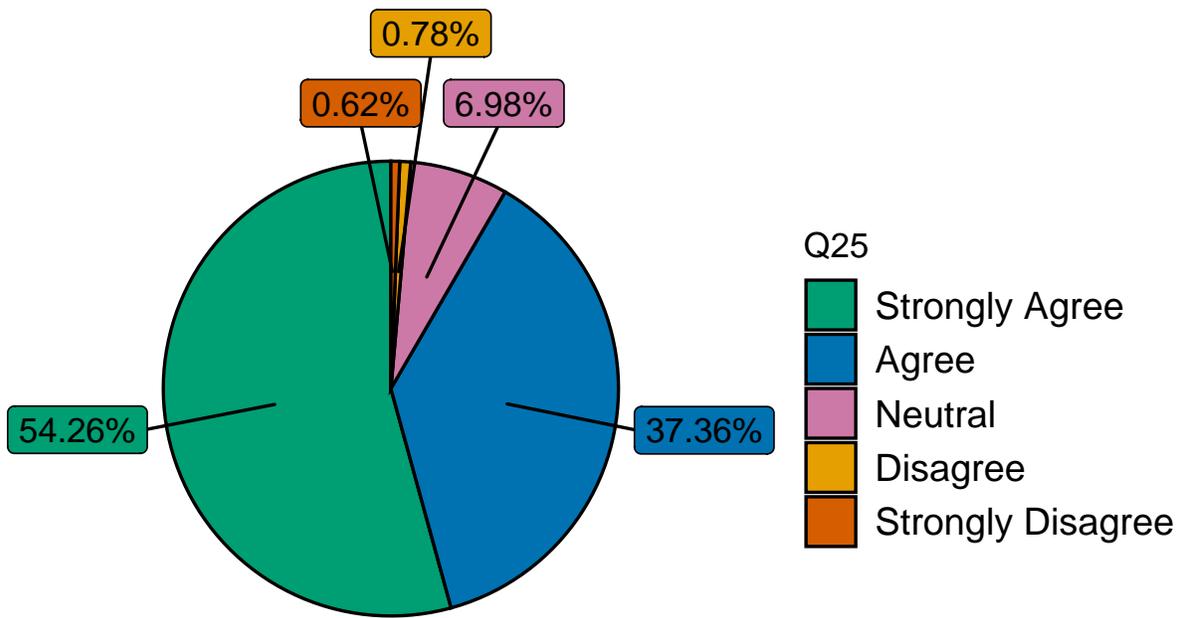
Regional Totals



Social Connectedness

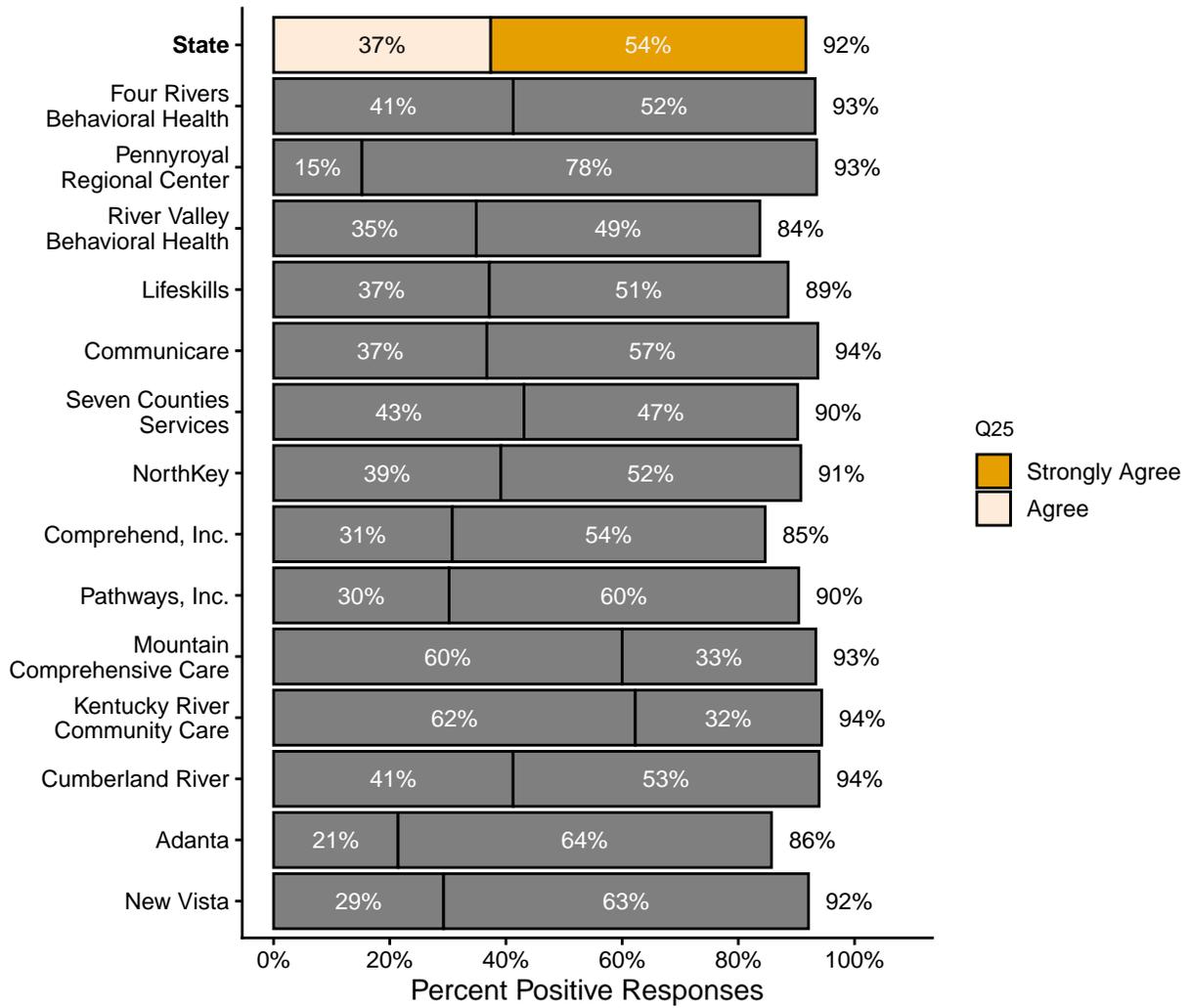
In A Crisis, I Have People With Whom I Can Do Enjoyable Things

Statewide Totals



In 2025, 92% of respondents positively indicated they have people with whom they could do enjoyable things; this is a 2 percentage point increase from 2024.

Regional Totals



Functioning

Overview

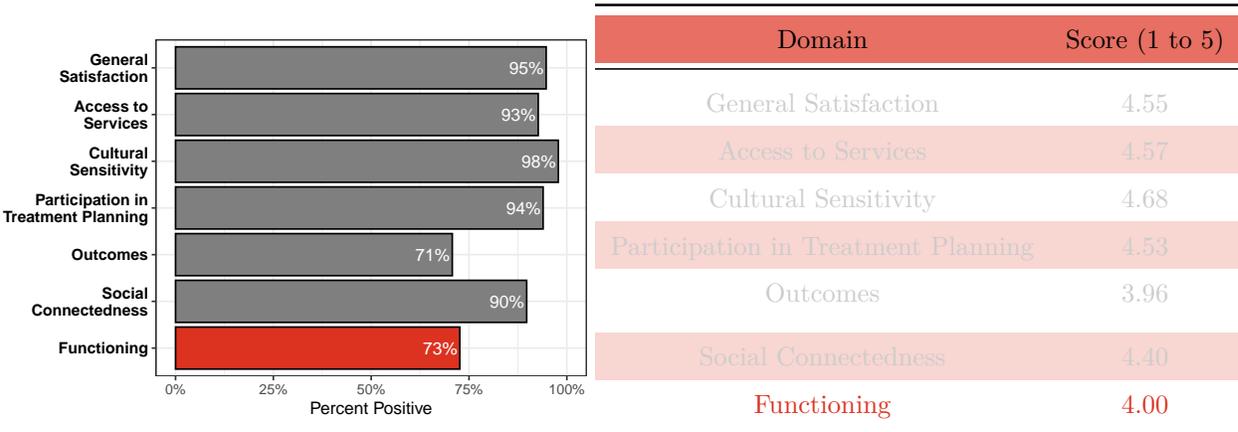
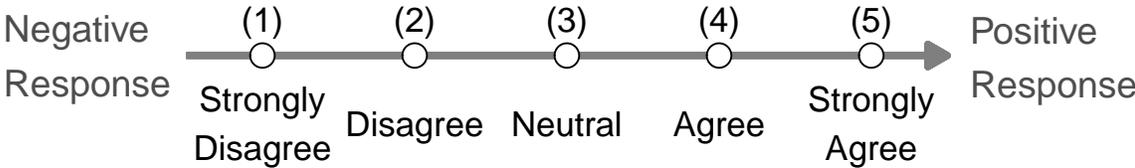
Statewide Totals

The primary concerns of the ‘Functioning’ domain are:

- Increased Independent Functioning
- Better Capacity Of Independent Community Living
- Improved Sense Of Daily Activity Meaningfulness
- Reduced Distress Caused By Symptoms

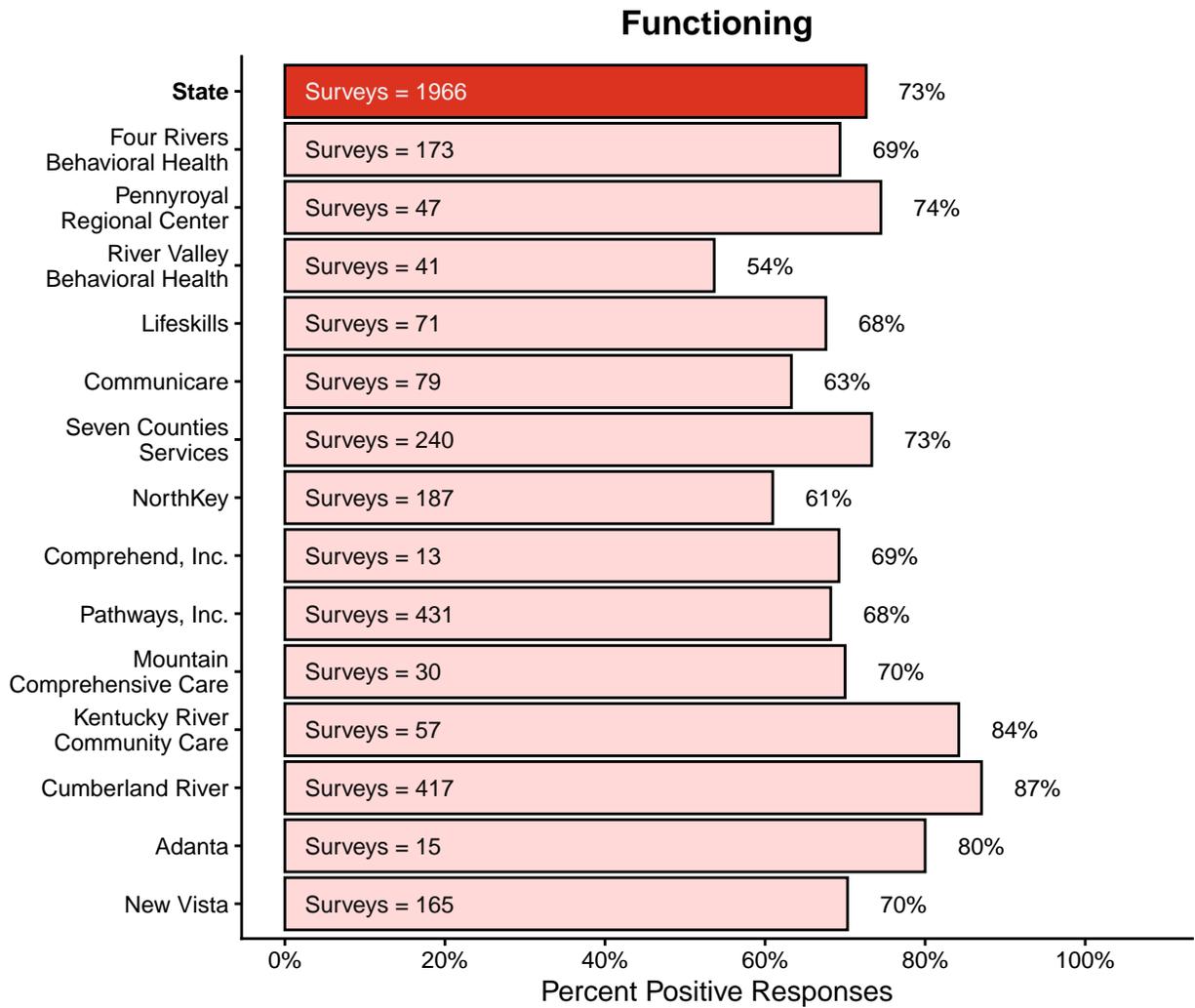
By national standards a domain score of 3.5 or greater indicates that respondents, on average, positively perceived the services.

YSS–F Survey Scale



In 2025, 73% of respondents had a positive average rating for the Functioning domain. The average rating for all questions within the domain was 4 out of 5.

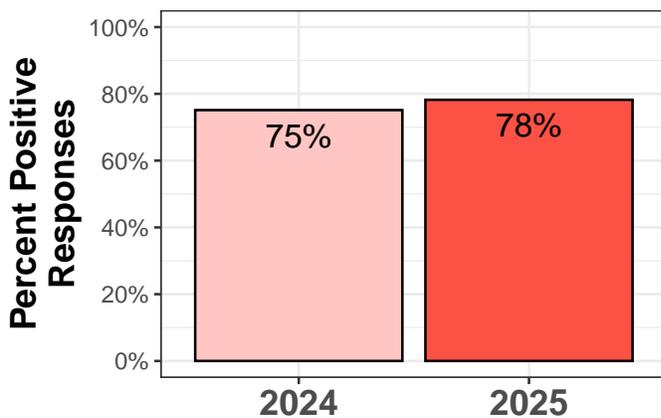
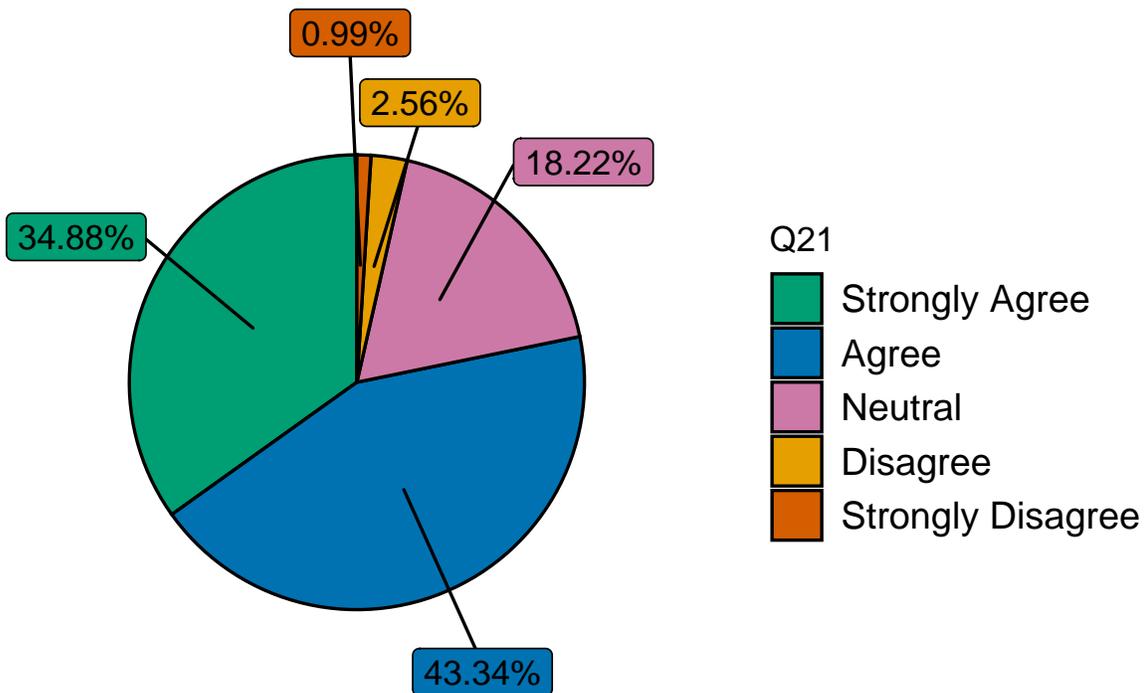
Regional Totals



Functioning

My Child Is Better Able To Do Things They Want To Do

Statewide Totals



In 2025, 78% of respondents positively indicated their child was better able to do things they wanted to do; this is a 3 percentage point increase from 2024.

Regional Totals

