

## **Client experience monitor Youth End of aid**

### **Is this good aid?**

You have received this questionnaire because you have received youth aid. We would like to know what you think of this youth aid. Are you satisfied, or not? We can evaluate what's going well and what's not going well better if lots of young people fill in this form. If some things turn out not to be going very well, we can do something about it. With your help we can improve the aid. So we hope you will participate!

### **Who are we, and what happens with your answers?**

This questionnaire has been made by the youth aid organisation that has given you aid, and by the municipality you are living in. What does the youth aid organisation do with the answers? It uses the information to improve its aid. What does the municipality do with the answers? The municipality is responsible for all youth aid that is being given in your home town. This means the municipality pays for this aid, and also has to make sure that good aid can be found.

### **Anonymity preferred? That's possible.**

If you don't want the youth aid organization to see your answers, you can indicate this on the questionnaire. The municipality will only get the anonymised answers and is not able to see that you have filled it in. So you don't have to do anything extra.

Thank you for filling in this questionnaire.

### **The start of the aid**

Question 1: I knew where I had to go to when I was looking for help

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I or my parent(s)/guardian(s) didn't look ourselves
- f. Don't know

Question 2: I am satisfied with how soon I had a first interview (intake or start treatment) with my care worker\*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

### **How have you been listened to?**

Question 3: My care worker really listened to what I said I needed.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 4: I was involved in the decisions about my aid.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 5: I am satisfied with the way my parents were involved with the aid I got.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I didn't want my parent(s)/guardian(s) to be involved
- f. Don't know

*\* In this questionnaire, with care workers we mean people who have been helping you or are helping you. Maybe you call these people mentor, coach, therapist or another name.*

**Cooperation between everyone who has been helping you**

Question 6: I think my different care workers\* worked well together.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I only had one care worker
- f. Cooperation was not necessary/desirable
- g. Don't know

Question 7: I think my care worker(s)\* and my school/educational institution \*\* worked well together.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I'm not in school/I am not getting an education
- f. Cooperation was not necessary/desirable
- g. Don't know

*[Only answer Question 7a if your response to question 7 was 'disagree' or 'totally disagree']*

Question 7a: I would have gotten better aid if my care worker(s) and my school/educational program/institution had worked together better.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

*[If your answer to question 7 was 'e' 'I'm not in school/I am not getting an education', you don't have to answer question 7b]*

Question 7b: My school/educational institution has made a plan\*\*\* for my aid.

- a. Yes
- b. No
- 3. Don't know

*\* In this questionnaire, with care workers we mean people who have been helping you or are helping you. Maybe you call these people mentor, coach, therapist or another name.*

*\*\*When it says school, you can think of your teacher, mentor or care coordinator. Important to know: If there has been contact between your care worker(s) and your school, this has only happened after you have given your permission. So if you haven't given your permission there will not have been contact.*

*\*\*\*A plan that the school has made together with you and your parent(s)/guardian(s). This plan states what education you will follow after this school/educational institution, and how you can be supported. This is also called a 'ontwikkelperspectiefplan (OPP)', a development perspective plan.*

**How are you doing now?**

Question 8a: I am doing well at home/the place where I live.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8b: I am doing well at school/my educational institution or work\*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Not applicable
- f. Don't know

Question 8c: I am doing well in my free time\*\*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8c: I am doing well physically.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8e: I feel well\*\*\*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8f: I feel safe.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

*\*Do you have a side job, but are you at school for the largest part of your time? Then we are interested in how you are doing at school.*

*\*\* Think about the things you are doing in your free time, like a hobby or sports.*

*\*\*\* Think about how you are feeling mentally/psychically.*

Question 8g: I have self confidence.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

**Have you benefited from the aid?**

**Question 9: Give a mark of 1 to 10 for how useful the aid has been to you.**

Tick a number here. The number tells us how helpful the aid has been to you. 1 - didn't help at all, 10 - helped a lot.

Question 10: Choose the answer that best applies to you.

I have benefited enough from the aid for me to go on afterwards:

- a. Totally agree: I don't need any more aid.
- b. Agree: I don't need further aid at this time, but I expect I will be asking for aid again later on.
- c. Disagree\*: I do need aid, but less.
- d. Totally disagree\*\*: I need the same kind of aid, or more.

**In conclusion**

If you want to tell or explain anything, you can do this here.

**Tick what's appropriate**

- a. I have filled in the questionnaire myself.
- b. I have filled in the questionnaire together with someone

Your answers can help the youth aid organisation improve its aid. So it would be appreciated if you share your answers with the youth aid organisation. If you don't want this, tick the following box:

- I don't want my answers/data to be shared with the youth aid organisation

**This is the end of the questionnaire.**

**Thank you for filling it in!**

*\* With a lighter form of aid I manage well.*

*\*\* I need the same kind of aid or more substantial aid.*