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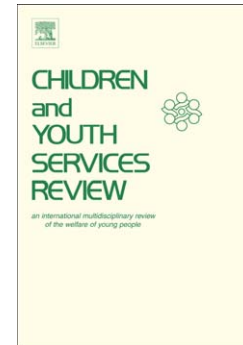
A positive youth development measure of service use satisfaction for youth:
The 13-item youth services satisfaction (YSS-13)

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A Positive Youth Development measure of Service Use Satisfaction for Youth: The 13-item Youth Services Satisfaction (YSS-13)**Linda Liebenberg^a**

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Using data from 593 at-risk adolescents (12-17 years) this article reports on an examination of the psychometric properties of a reduced version of the Youth Services Survey (YSS), a youth self-report measure of service quality. The paper reports on the content validity, internal validity, reproducibility, floor and ceiling effects and responsiveness of the measure. The analysis supports the use of a 13-item version of the YSS as a valid and reliable measure of service quality. The YSS-13 is broadly consistent with “The Big Three” principles of

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