



All Child Youth and Family Programs
 Youth Services Survey for Youth / Families Report

The number of youth receiving face-to-face services during the survey period was 2347 and surveys were returned for 1356 youth (57.8%). Number of survey client IDs matched to service data: 950 (40.5%). Number missing client ID (BIS number): 69.

Global satisfaction based on the percentage of returned forms with a mean score greater than 3.5 on a five point scale, on items 1-7 and 9-15 of the YSS and YSS-F. See the Excel spreadsheet (CYF_Satisfaction_Spring2014_summary.xlsx) for a summary of results by program.

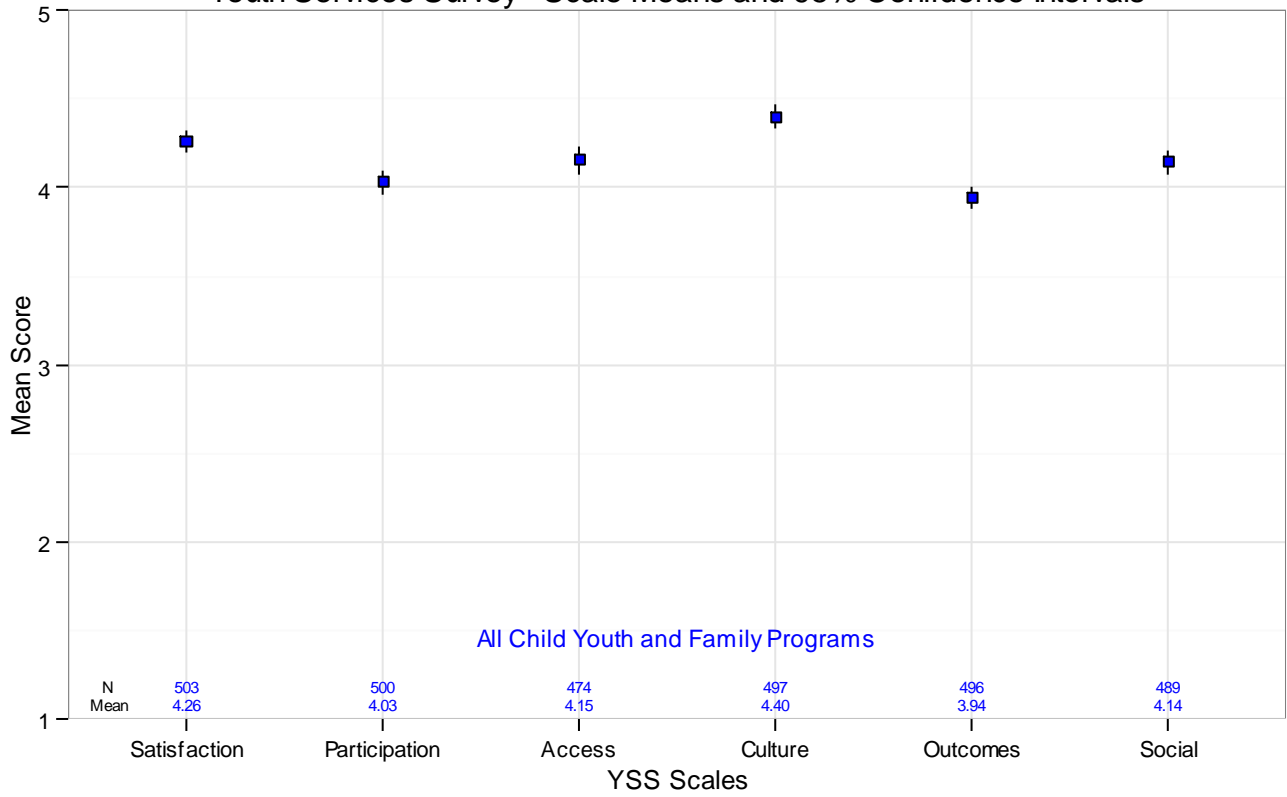
Global Satisfaction 93.0%

Survey Compliance

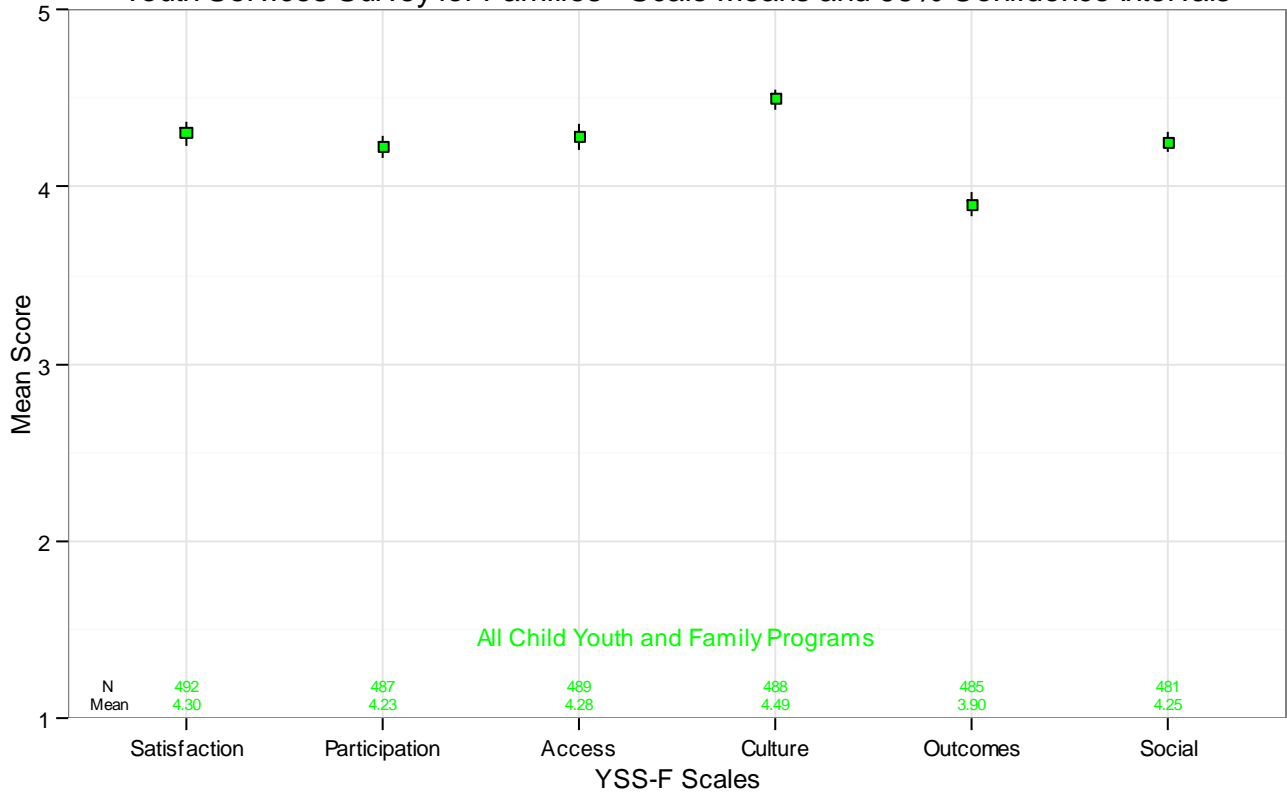
Completion	All Child Youth and Family Programs		Total
	Completion by Respondent Type		
	Family	Youth	
Refused	120 10.1 %	83 10 %	203 10 %
Impaired	3 0.3 %	8 1 %	11 0.5 %
Language	5 0.4 %	2 0.2 %	7 0.3 %
Other	556 46.6 %	217 26.2 %	773 38.2 %
Missing w/o Reason	27 2.3 %	21 2.5 %	48 2.3 %
Completed Survey	483 40.5 %	497 60 %	980 48.5 %
Total	1194 100.0 %	828 100.0 %	2022 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.219

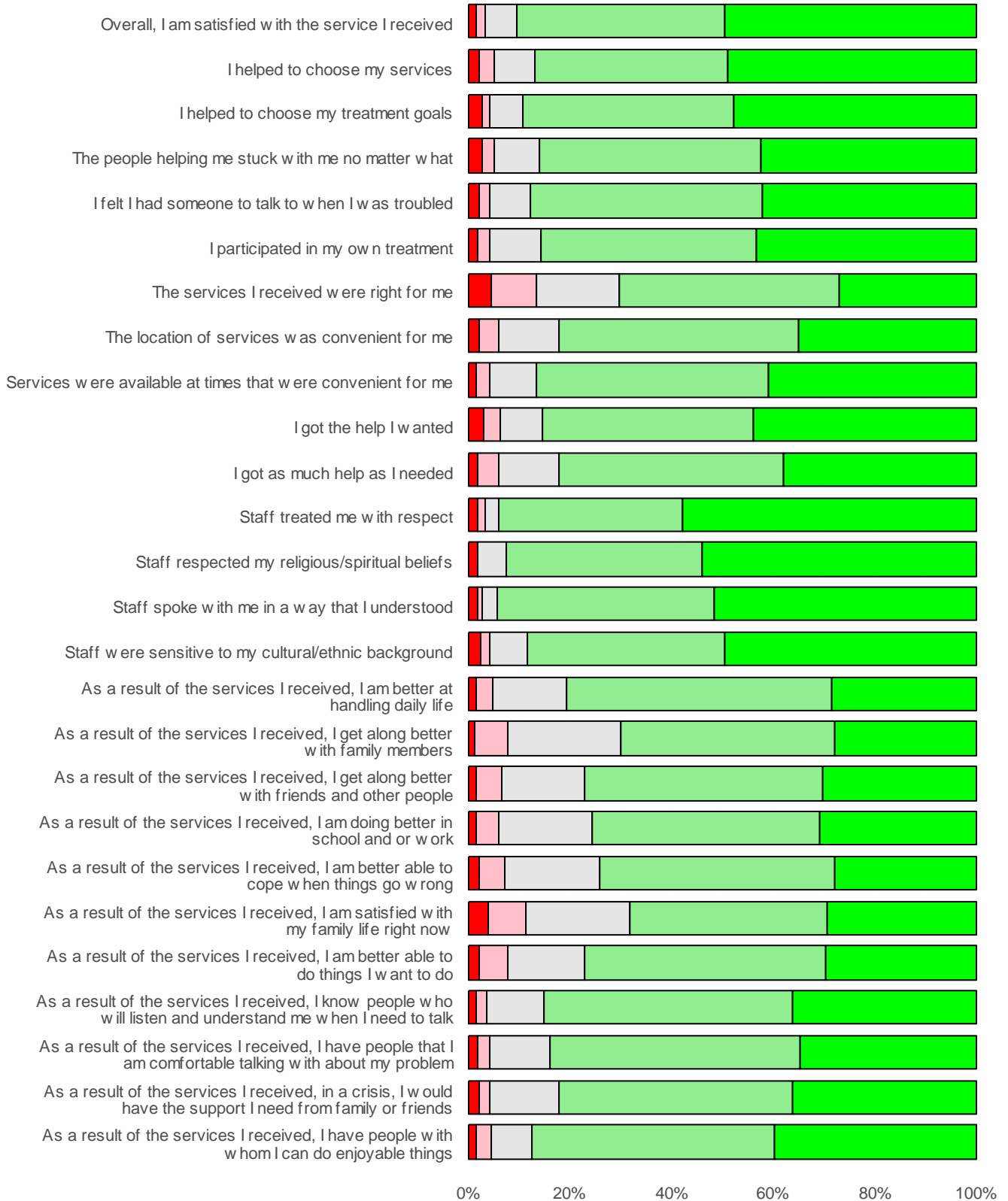
Youth Services Survey - Scale Means and 95% Confidence Intervals



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals



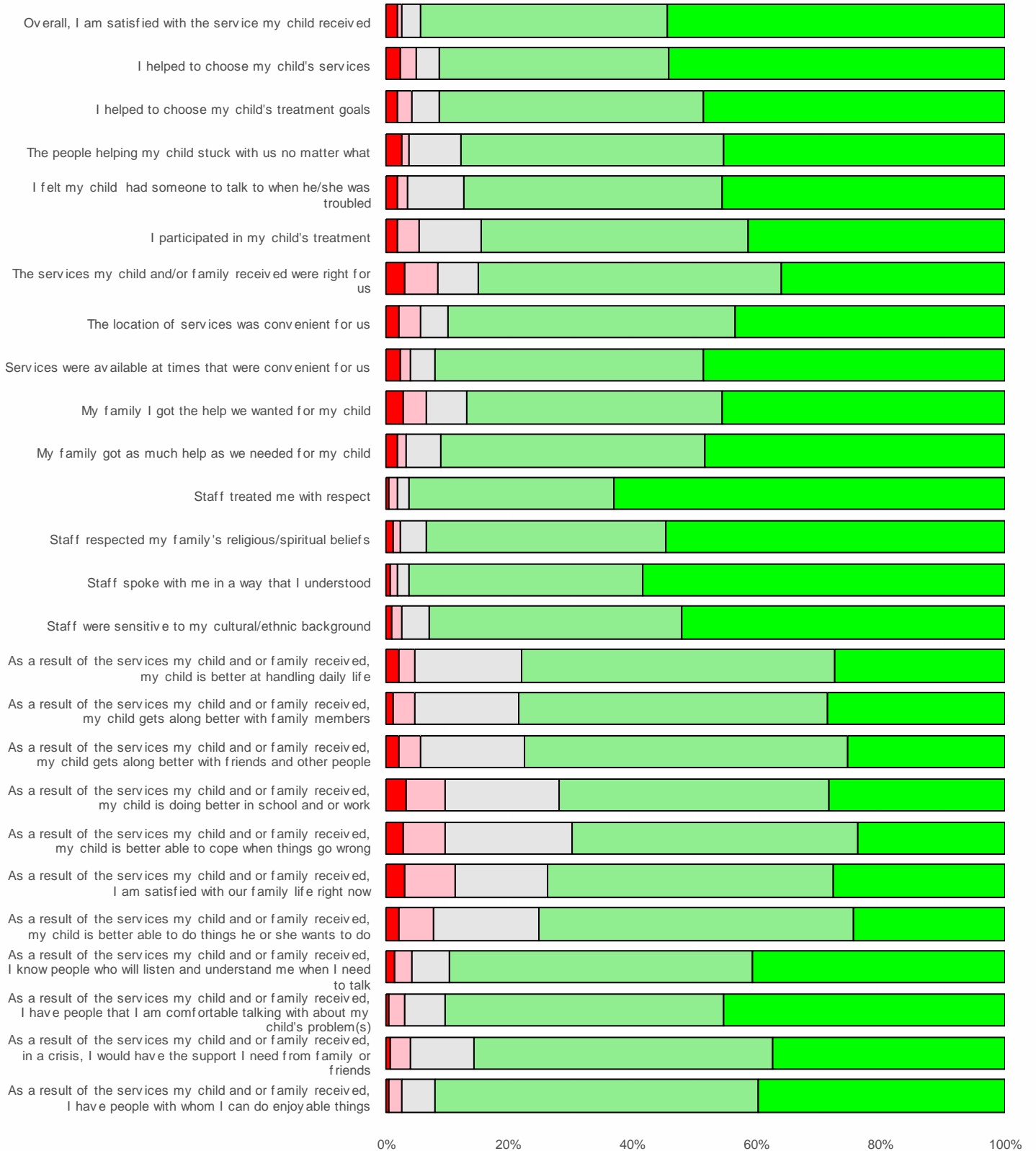
Youth Services Survey for Youth



Youth Services Survey for Youth N = 828

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	8 1 %	9 1 %	31 4 %	202 24 %	246 30 %	332 40 %
I helped to choose my services	11 1 %	14 2 %	40 5 %	185 22 %	240 29 %	338 41 %
I helped to choose my treatment goals	13 2 %	8 1 %	31 4 %	202 24 %	232 28 %	342 41 %
The people helping me stuck with me no matter what	14 2 %	11 1 %	43 5 %	214 26 %	207 25 %	339 41 %
I felt I had someone to talk to when I was troubled	10 1 %	11 1 %	39 5 %	220 27 %	205 25 %	343 41 %
I participated in my own treatment	10 1 %	11 1 %	49 6 %	210 25 %	213 26 %	335 40 %
The services I received were right for me	22 3 %	42 5 %	78 9 %	206 25 %	128 15 %	352 43 %
The location of services was convenient for me	11 1 %	18 2 %	58 7 %	227 27 %	169 20 %	345 42 %
Services were available at times that were convenient for me	8 1 %	12 1 %	44 5 %	219 26 %	196 24 %	349 42 %
I got the help I wanted	14 2 %	15 2 %	39 5 %	191 23 %	203 25 %	366 44 %
I got as much help as I needed	9 1 %	19 2 %	55 7 %	206 25 %	177 21 %	362 44 %
Staff treated me with respect	10 1 %	6 1 %	13 2 %	177 21 %	282 34 %	340 41 %
Staff respected my religious/spiritual beliefs	8 1 %	0 0 %	26 3 %	171 21 %	240 29 %	383 46 %
Staff spoke with me in a way that I understood	9 1 %	4 0 %	15 2 %	207 25 %	251 30 %	342 41 %
Staff were sensitive to my cultural/ethnic background	12 1 %	8 1 %	35 4 %	182 22 %	232 28 %	359 43 %
As a result of the services I received, I am better at handling daily life	8 1 %	16 2 %	69 8 %	253 31 %	137 17 %	345 42 %
As a result of the services I received, I get along better with family members	7 1 %	31 4 %	105 13 %	202 24 %	133 16 %	350 42 %
As a result of the services I received, I get along better with friends and other people	7 1 %	25 3 %	78 9 %	222 27 %	145 18 %	351 42 %
As a result of the services I received, I am doing better in school and or work	8 1 %	21 3 %	86 10 %	210 25 %	145 18 %	358 43 %
As a result of the services I received, I am better able to cope when things go wrong	11 1 %	24 3 %	89 11 %	220 27 %	134 16 %	350 42 %
As a result of the services I received, I am satisfied with my family life right now	19 2 %	36 4 %	98 12 %	187 23 %	142 17 %	346 42 %
As a result of the services I received, I am better able to do things I want to do	11 1 %	26 3 %	73 9 %	227 27 %	143 17 %	348 42 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	8 1 %	10 1 %	54 7 %	237 29 %	175 21 %	344 42 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	9 1 %	12 1 %	56 7 %	236 28 %	167 20 %	348 42 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	10 1 %	11 1 %	65 8 %	221 27 %	175 21 %	346 42 %
As a result of the services I received, I have people with whom I can do enjoyable things	8 1 %	13 2 %	39 5 %	226 27 %	188 23 %	354 43 %

Youth Services Survey for Families



Youth Services Survey for Families N = 1194

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	10 1 %	3 0 %	15 1 %	193 16 %	266 22 %	707 59 %
I helped to choose my child's services	11 1 %	12 1 %	18 2 %	173 14 %	254 21 %	726 61 %
I helped to choose my child's treatment goals	9 1 %	11 1 %	22 2 %	202 17 %	232 19 %	718 60 %
The people helping my child stuck with us no matter what	13 1 %	5 0 %	41 3 %	203 17 %	219 18 %	713 60 %
I felt my child had someone to talk to when he/she was troubled	10 1 %	8 1 %	44 4 %	202 17 %	222 19 %	708 59 %
I participated in my child's treatment	10 1 %	16 1 %	48 4 %	207 17 %	200 17 %	713 60 %
The services my child and/or family received were right for us	14 1 %	25 2 %	30 3 %	223 19 %	166 14 %	736 62 %
The location of services was convenient for us	10 1 %	16 1 %	21 2 %	213 18 %	201 17 %	733 61 %
Services were available at times that were convenient for us	11 1 %	8 1 %	18 2 %	201 17 %	227 19 %	729 61 %
My family I got the help we wanted for my child	14 1 %	18 2 %	31 3 %	196 16 %	218 18 %	717 60 %
My family got as much help as we needed for my child	9 1 %	7 1 %	27 2 %	206 17 %	234 20 %	711 60 %
Staff treated me with respect	3 0 %	7 1 %	8 1 %	159 13 %	304 25 %	713 60 %
Staff respected my family's religious/spiritual beliefs	5 0 %	5 0 %	18 2 %	164 14 %	233 20 %	769 64 %
Staff spoke with me in a way that I understood	4 0 %	5 0 %	10 1 %	182 15 %	284 24 %	709 59 %
Staff were sensitive to my cultural/ethnic background	5 0 %	7 1 %	19 2 %	181 15 %	231 19 %	751 63 %
As a result of the services my child and or family received, my child is better at handling daily life	10 1 %	12 1 %	80 7 %	236 20 %	128 11 %	728 61 %
As a result of the services my child and or family received, my child gets along better with family members	6 0 %	16 1 %	79 7 %	233 20 %	135 11 %	725 61 %
As a result of the services my child and or family received, my child gets along better with friends and other people	10 1 %	16 1 %	76 6 %	238 20 %	116 10 %	738 62 %
As a result of the services my child and or family received, my child is doing better in school and or work	15 1 %	29 2 %	83 7 %	198 17 %	130 11 %	739 62 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	13 1 %	32 3 %	95 8 %	214 18 %	111 9 %	729 61 %
As a result of the services my child and or family received, I am satisfied with our family life right now	15 1 %	38 3 %	70 6 %	215 18 %	130 11 %	726 61 %
As a result of the services my child and or family received, my child is better able to do things he or she wants to do	10 1 %	26 2 %	80 7 %	238 20 %	115 10 %	725 61 %
As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	7 1 %	13 1 %	28 2 %	228 19 %	191 16 %	727 61 %
As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	3 0 %	12 1 %	31 3 %	212 18 %	215 18 %	721 60 %
As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	4 0 %	15 1 %	48 4 %	224 19 %	174 15 %	729 61 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	3 0 %	9 1 %	25 2 %	238 20 %	182 15 %	737 62 %