



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**A Better Way - SF Therapeutic Visitation**

This report covers surveys returned for program codes (RUs): 38GT01. The number of youth receiving face-to-face services during the survey period was 8 and surveys were returned for 15 youth (187.5%). Number of surveys matched to service data: 5 (62.5%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **3.83** out of five, the mean for all other programs was **4.24**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.37**, the mean of all other programs was **4.33**.

**Global Satisfaction 94.4%**

**Satisfaction by Program / CYF**

<b>Satisfaction</b>	<b>A Better Way - SF Therapeutic Visitation</b>	<b>CYF</b>	<b>Total</b>
Not Satisfied	1 5.6 %	85 8.7 %	86 8.6 %
Satisfied	17 94.4 %	894 91.3 %	911 91.4 %
<b>Total</b>	18 100.0 %	979 100.0 %	997 100.0 %

*Fisher's p=1.000 · df=1 · Φ=0.015*

**Survey Compliance**

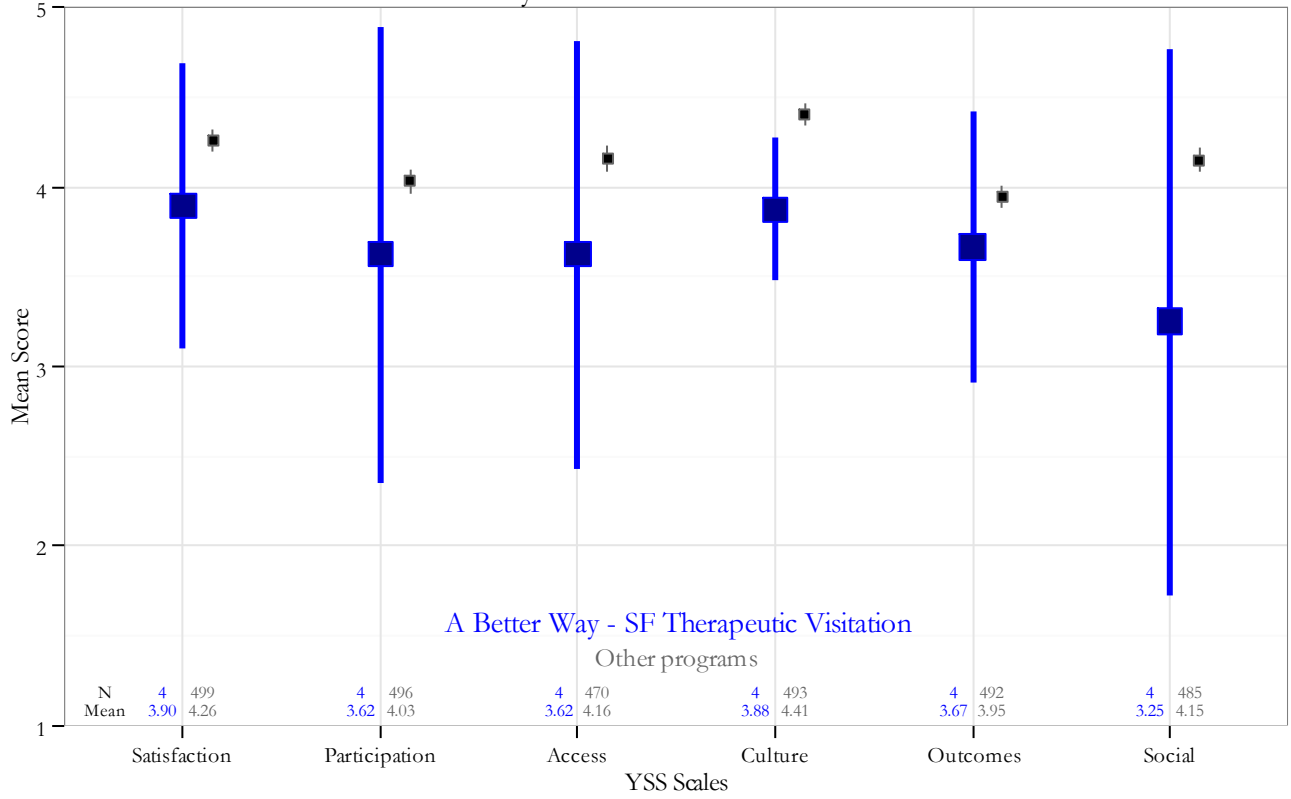
**Survey Completion by  
Program / CYF**

**A Better Way - SF Therapeutic  
Visitation**

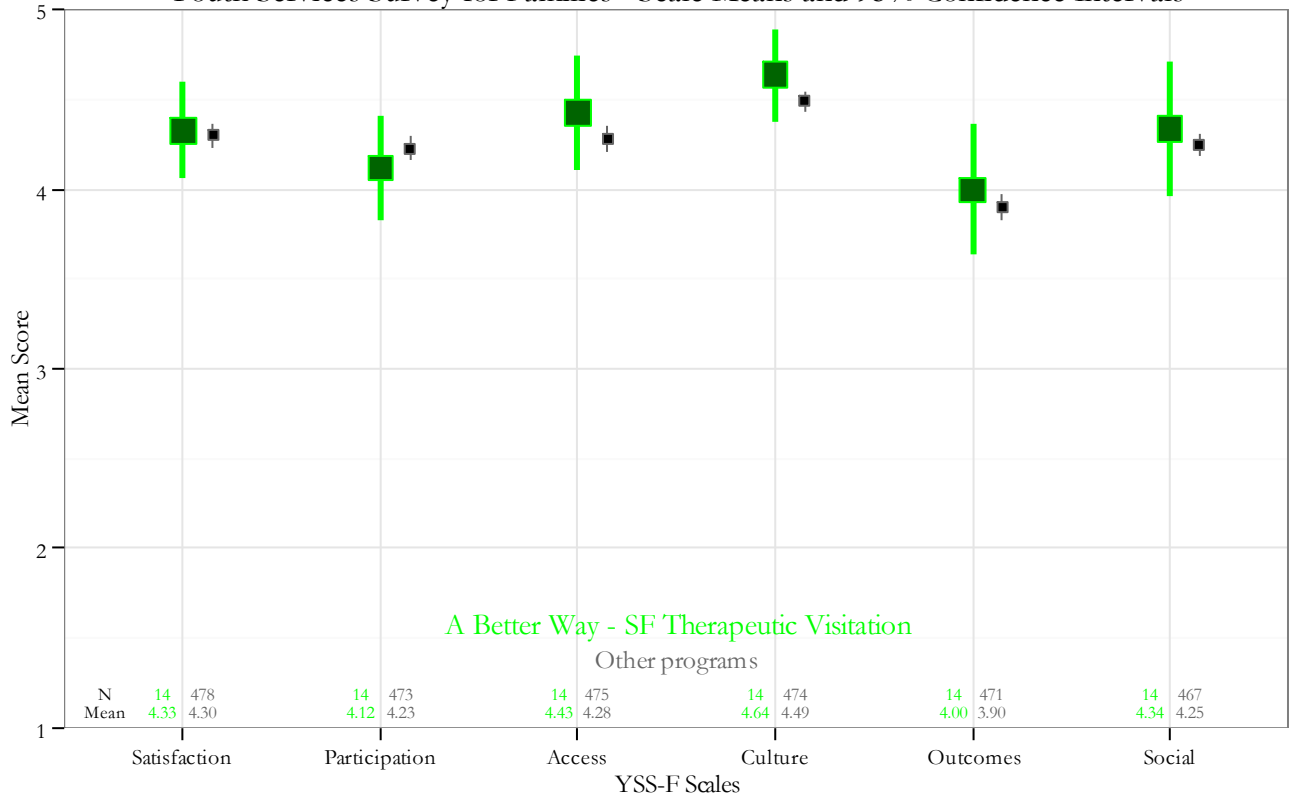
<b>Completion</b>	<b>A Better Way - SF Therapeutic Visitation</b>		<b>Total</b>	<b>Completion</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	<b>A Better Way - SF Therapeutic Visitation</b>	<b>CYF</b>			<b>Family</b>	<b>Youth</b>	
Refused	0 0 %	203 10.1 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.5 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.3 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	2 9.5 %	771 38.5 %	773 38.2 %	Other	2 11.8 %	0 0 %	2 9.5 %
Missing w/o Reason	1 4.8 %	47 2.3 %	48 2.3 %	Missing w/o Reason	1 5.9 %	0 0 %	1 4.8 %
Completed Survey	18 85.7 %	962 48.1 %	980 48.5 %	Completed Survey	14 82.4 %	4 100 %	18 85.7 %
<b>Total</b>	21 100.0 %	2001 100.0 %	2022 100.0 %	<b>Total</b>	17 100.0 %	4 100.0 %	21 100.0 %

*Fisher's p=0.014 · df=5 · Φ<sub>c</sub>=0.082*

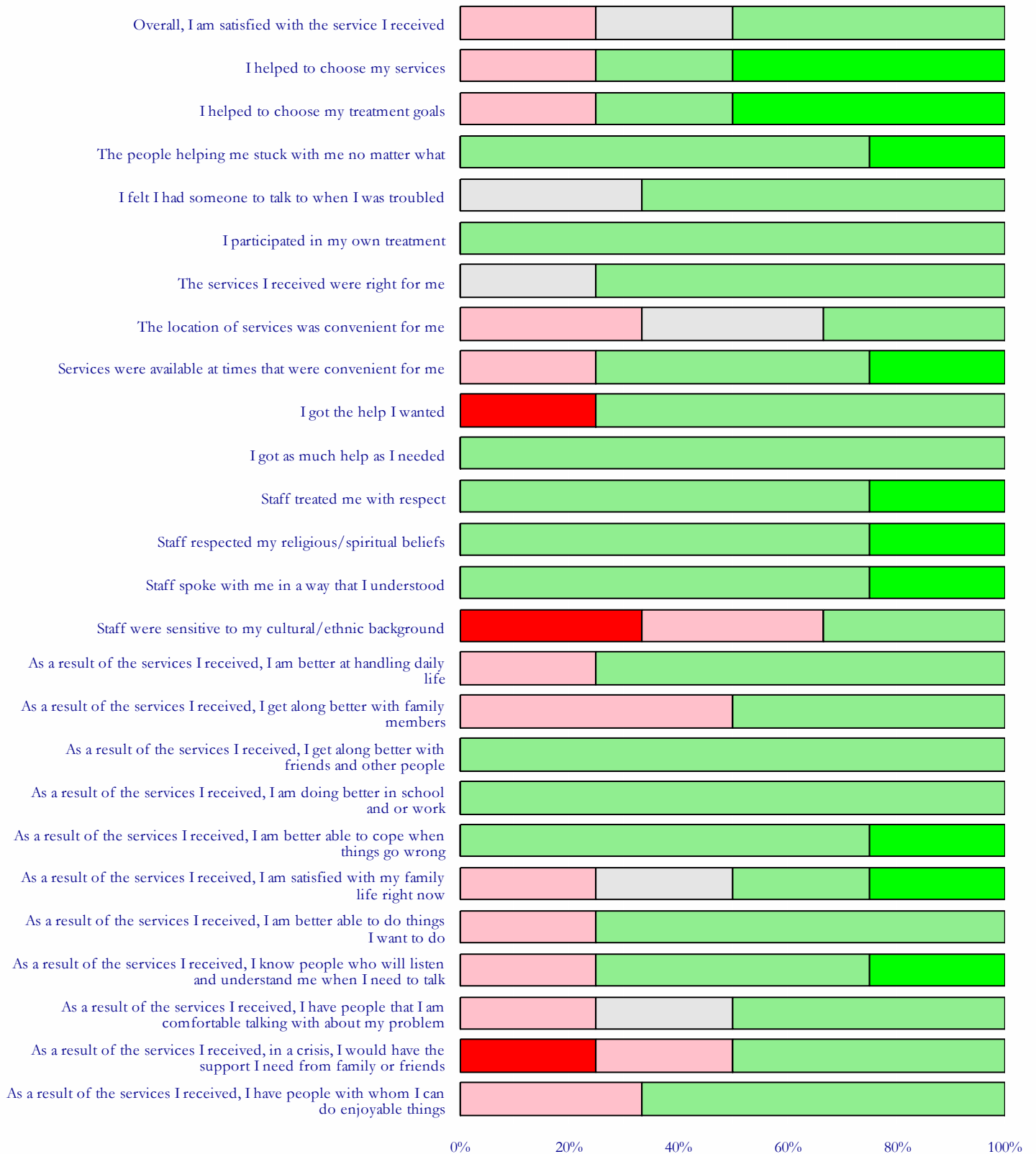
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



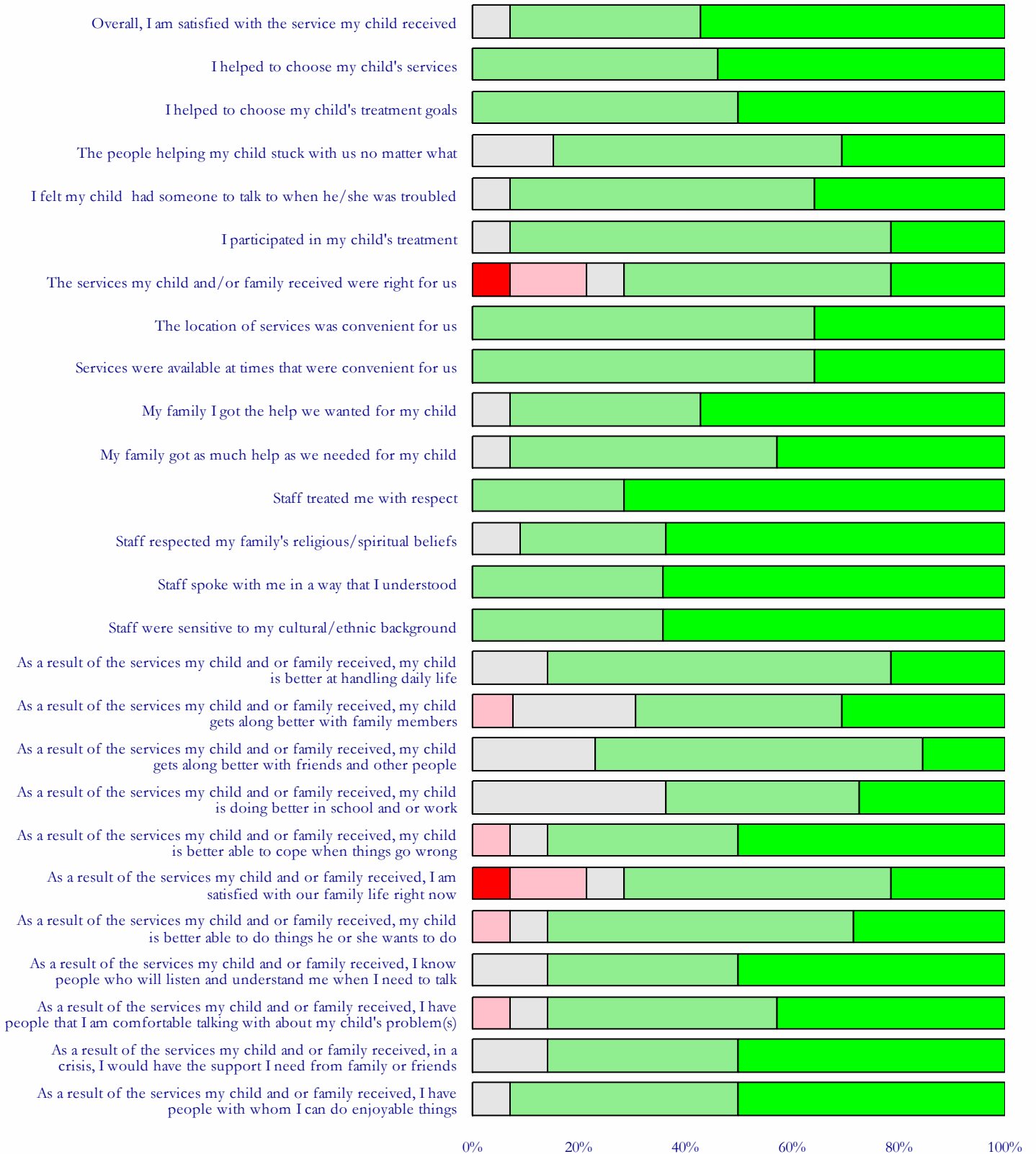
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	1 25 %	1 25 %	2 50 %	0 0 %	0 0 %
I helped to choose my services	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %	0 0 %
I helped to choose my treatment goals	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %	0 0 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	1 25 %	2 50 %	0 0 %	1 25 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	3 75 %	0 0 %	1 25 %
The services I received were right for me	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %	0 0 %
The location of services was convenient for me	0 0 %	1 25 %	1 25 %	1 25 %	0 0 %	1 25 %
Services were available at times that were convenient for me	0 0 %	1 25 %	0 0 %	2 50 %	1 25 %	0 0 %
I got the help I wanted	1 25 %	0 0 %	0 0 %	3 75 %	0 0 %	0 0 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	4 100 %	0 0 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
Staff were sensitive to my cultural/ethnic background	1 25 %	1 25 %	0 0 %	1 25 %	0 0 %	1 25 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 25 %	0 0 %	3 75 %	0 0 %	0 0 %
As a result of the services I received, I get along better with family members	0 0 %	2 50 %	0 0 %	2 50 %	0 0 %	0 0 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	0 0 %	4 100 %	0 0 %	0 0 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	0 0 %	3 75 %	0 0 %	1 25 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 25 %	1 25 %	1 25 %	1 25 %	0 0 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	1 25 %	0 0 %	3 75 %	0 0 %	0 0 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0 %	1 25 %	0 0 %	2 50 %	1 25 %	0 0 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 25 %	1 25 %	2 50 %	0 0 %	0 0 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 25 %	1 25 %	0 0 %	2 50 %	0 0 %	0 0 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 25 %	0 0 %	2 50 %	0 0 %	1 25 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	1 6 %	5 29 %	8 47 %	3 18 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	6 35 %	7 41 %	4 24 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	6 35 %	6 35 %	5 29 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	2 12 %	7 41 %	4 24 %	4 24 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	1 6 %	8 47 %	5 29 %	3 18 %
I participated in my child's treatment	0 0 %	0 0 %	1 6 %	10 59 %	3 18 %	3 18 %
The services my child and/or family received were right for us	1 6 %	2 12 %	1 6 %	7 41 %	3 18 %	3 18 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	9 53 %	5 29 %	3 18 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	9 53 %	5 29 %	3 18 %
My family I got the help we wanted for my child	0 0 %	0 0 %	1 6 %	5 29 %	8 47 %	3 18 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 6 %	7 41 %	6 35 %	3 18 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	4 24 %	10 59 %	3 18 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 6 %	3 18 %	7 41 %	6 35 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	5 29 %	9 53 %	3 18 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	5 29 %	9 53 %	3 18 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	2 12 %	9 53 %	3 18 %	3 18 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	1 6 %	3 18 %	5 29 %	4 24 %	4 24 %
As a result of the services my child and or family received, my child gets along better with friends and other people	0 0 %	0 0 %	3 18 %	8 47 %	2 12 %	4 24 %
As a result of the services my child and or family received, my child is doing better in school and or work	0 0 %	0 0 %	4 24 %	4 24 %	3 18 %	6 35 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0 %	1 6 %	1 6 %	5 29 %	7 41 %	3 18 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 6 %	2 12 %	1 6 %	7 41 %	3 18 %	3 18 %
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	0 0 %	1 6 %	1 6 %	8 47 %	4 24 %	3 18 %
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	0 0 %	0 0 %	2 12 %	5 29 %	7 41 %	3 18 %
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)	0 0 %	1 6 %	1 6 %	6 35 %	6 35 %	3 18 %
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	0 0 %	0 0 %	2 12 %	5 29 %	7 41 %	3 18 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	1 6 %	6 35 %	7 41 %	3 18 %