



Youth Services Survey for Youth / Families Report - Spring 2014
A Better Way MHS

This report covers surveys returned for program codes (RUs): 38GT05. The number of youth receiving face-to-face services during the survey period was 3 and surveys were returned for 4 youth (133.3%). Number of surveys matched to service data: 2 (66.7%). Number missing client ID: 0. No youth data on the YSS for this program, the mean for all other programs was **4.24**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.40**, the mean of all other programs was **4.33**.

Global Satisfaction 100.0%

Satisfaction	Satisfaction by Program / CYF		Total
	A Better Way MHS	CYF	
Not Satisfied	0 0 %	86 8.7 %	86 8.6 %
Satisfied	3 100 %	908 91.3 %	911 91.4 %
Total	3 100.0 %	994 100.0 %	997 100.0 %

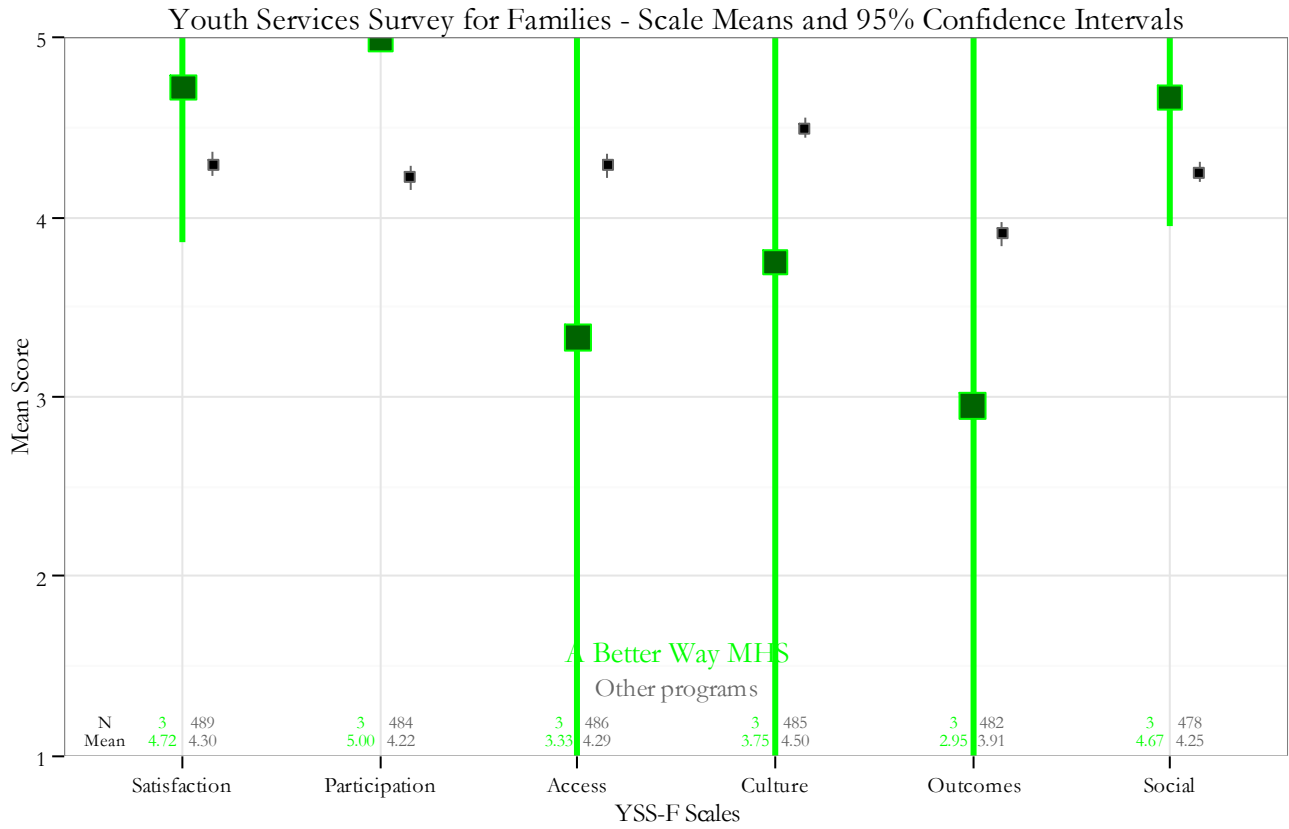
Fisher's p=1.000 · df=1 · Φ=0.017

Survey Compliance

Completion	Survey Completion by Program / CYF			Completion	A Better Way MHS Completion by Respondent Type		Total
	A Better Way MHS	CYF	Total		Family	Youth	
Refused	1 25 %	202 10 %	203 10 %	Refused	1 25 %	0 0 %	1 25 %
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	0 0 %	773 38.3 %	773 38.2 %	Other	0 0 %	0 0 %	0 0 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	3 75 %	977 48.4 %	980 48.4 %	Completed Survey	3 75 %	0 0 %	3 75 %
Total	4 100.0 %	2018 100.0 %	2022 100.0 %	Total	4 100.0 %	0 100.0 %	4 100.0 %

Fisher's p=0.254 · df=5 · Φ=0.039

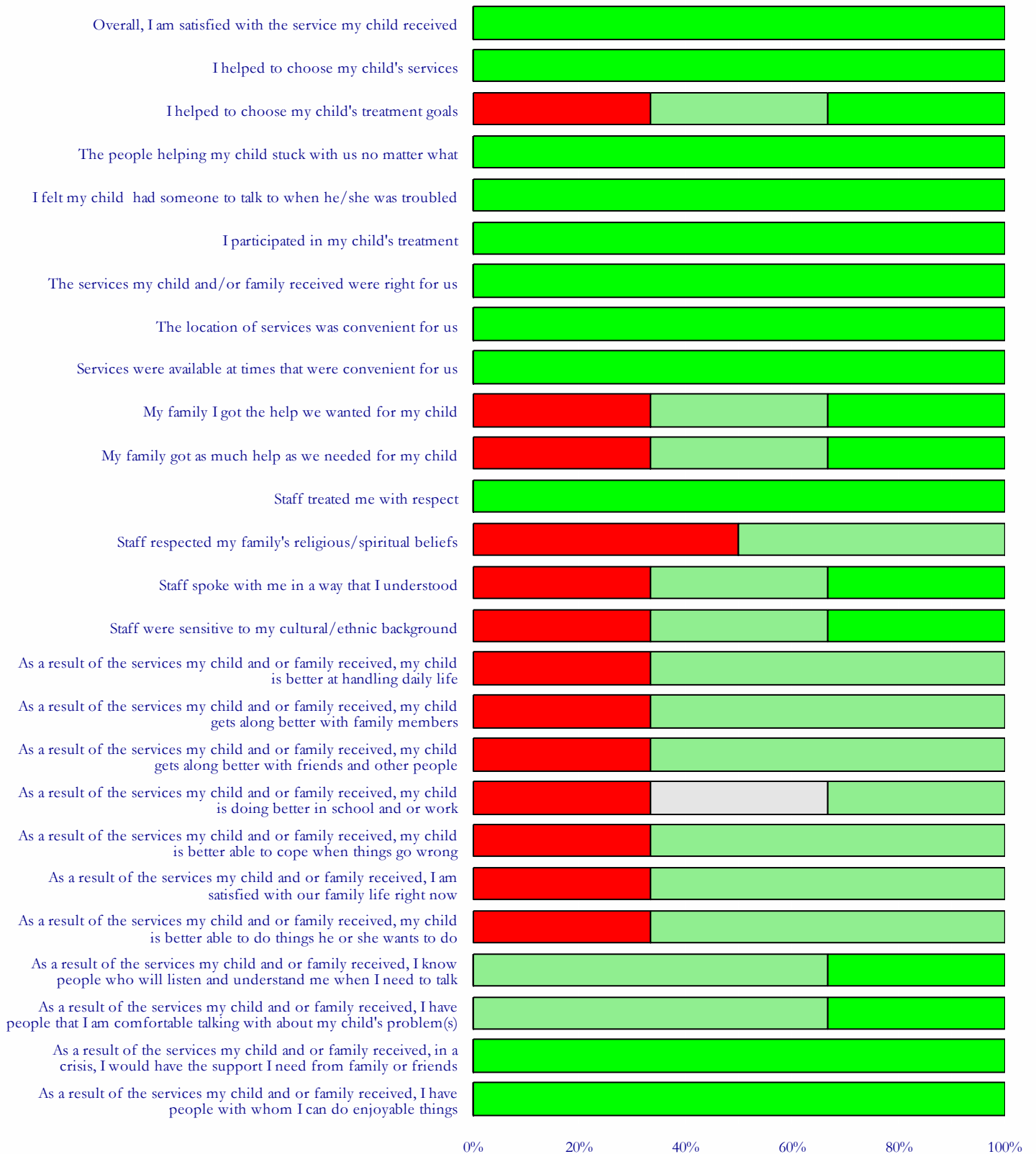
Not enough Youth data for scale means CI chart



Not enough Youth data for Likert chart

Not enough Youth survey data to create a table. N = 0

Youth Services Survey for Families



Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
I helped to choose my child's treatment goals	1 25 %	0 0 %	0 0 %	1 25 %	1 25 %	1 25 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
My family I got the help we wanted for my child	1 25 %	0 0 %	0 0 %	1 25 %	1 25 %	1 25 %
My family got as much help as we needed for my child	1 25 %	0 0 %	0 0 %	1 25 %	1 25 %	1 25 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %
Staff respected my family's religious/spiritual beliefs	1 25 %	0 0 %	0 0 %	1 25 %	0 0 %	2 50 %
Staff spoke with me in a way that I understood	1 25 %	0 0 %	0 0 %	1 25 %	1 25 %	1 25 %
Staff were sensitive to my cultural/ethnic background	1 25 %	0 0 %	0 0 %	1 25 %	1 25 %	1 25 %
As a result of the services my child and or family received, my child is better at handling daily life	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
As a result of the services my child and or family received, my child gets along better with family members	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
As a result of the services my child and or family received, my child gets along better with friends and other people	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 25 %	0 0 %	1 25 %	1 25 %	0 0 %	1 25 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
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	1 25 %	0 0 %	0 0 %	2 50 %	0 0 %	1 25 %
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 %	0 0 %	2 50 %	1 25 %	1 25 %
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 %	0 0 %	0 0 %	2 50 %	1 25 %	1 25 %
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 %	0 0 %	0 0 %	3 75 %	1 25 %
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 %	0 0 %	0 0 %	3 75 %	1 25 %