



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

This report covers surveys returned for program codes (RUs): 38GTOP. The number of youth receiving face-to-face services during the survey period was 34 and surveys were returned for 27 youth (79.4%). Number of surveys matched to service data: 22 (64.7%). Number missing client ID: 1. The YSS score (items 1-7, 9-15) for this program, was **4.26** 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 **3.89**, the mean of all other programs was **4.34**.

### Global Satisfaction 81.8%

#### Satisfaction by Program / CYF

Satisfaction	A Better Way Outpatient	CYF	Total
Not Satisfied	4 18.2 %	82 8.4 %	86 8.6 %
Satisfied	18 81.8 %	893 91.6 %	911 91.4 %
<b>Total</b>	22 100.0 %	975 100.0 %	997 100.0 %

*Fisher's p=0.114 · df=1 · Φ=0.051*

### Survey Compliance

#### Survey Completion by Program / CYF

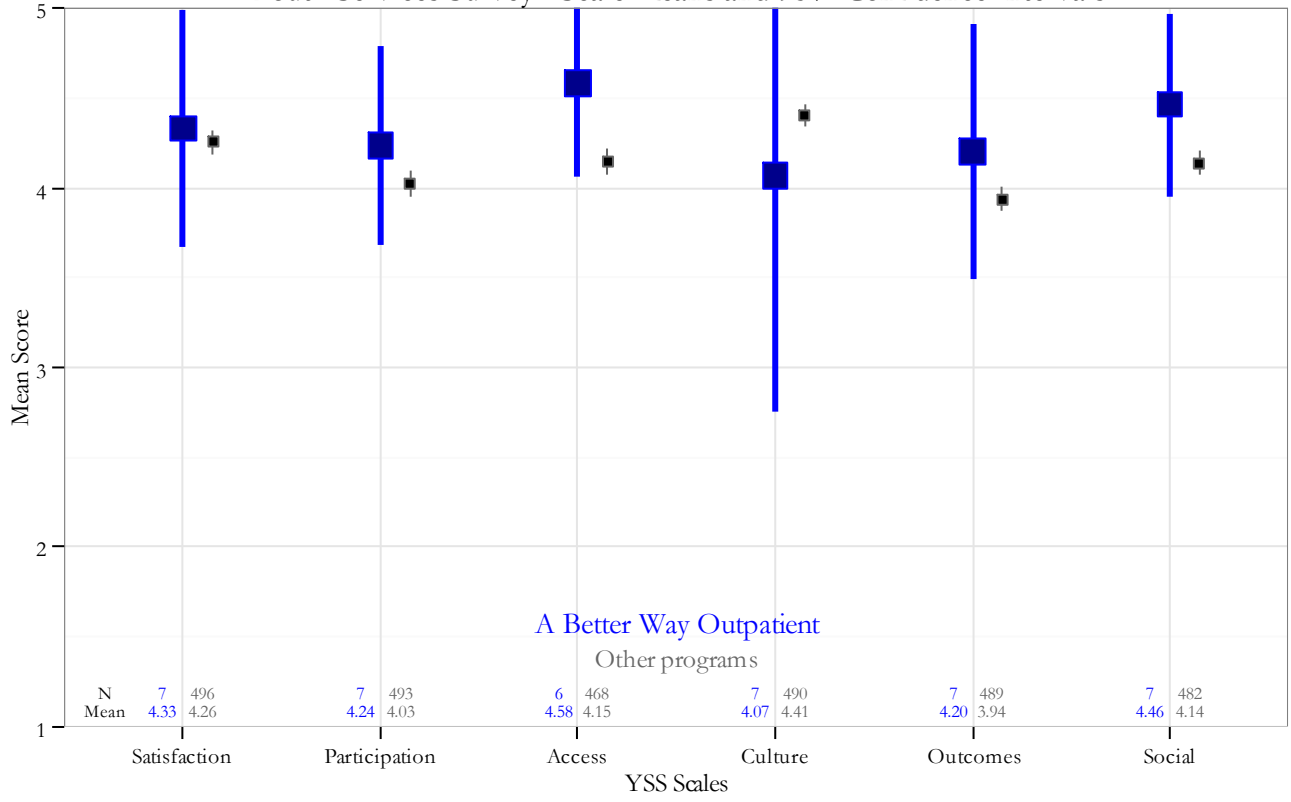
Completion	A Better Way Outpatient	CYF	Total
Refused	4 13.8 %	199 10 %	203 10 %
Impaired	0 0 %	11 0.6 %	11 0.5 %
Language	0 0 %	7 0.4 %	7 0.3 %
Other	3 10.3 %	770 38.6 %	773 38.2 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %
Completed Survey	22 75.9 %	958 48.1 %	980 48.5 %
<b>Total</b>	29 100.0 %	1993 100.0 %	2022 100.0 %

*Fisher's p=0.017 · df=5 · Φ<sub>c</sub>=0.077*

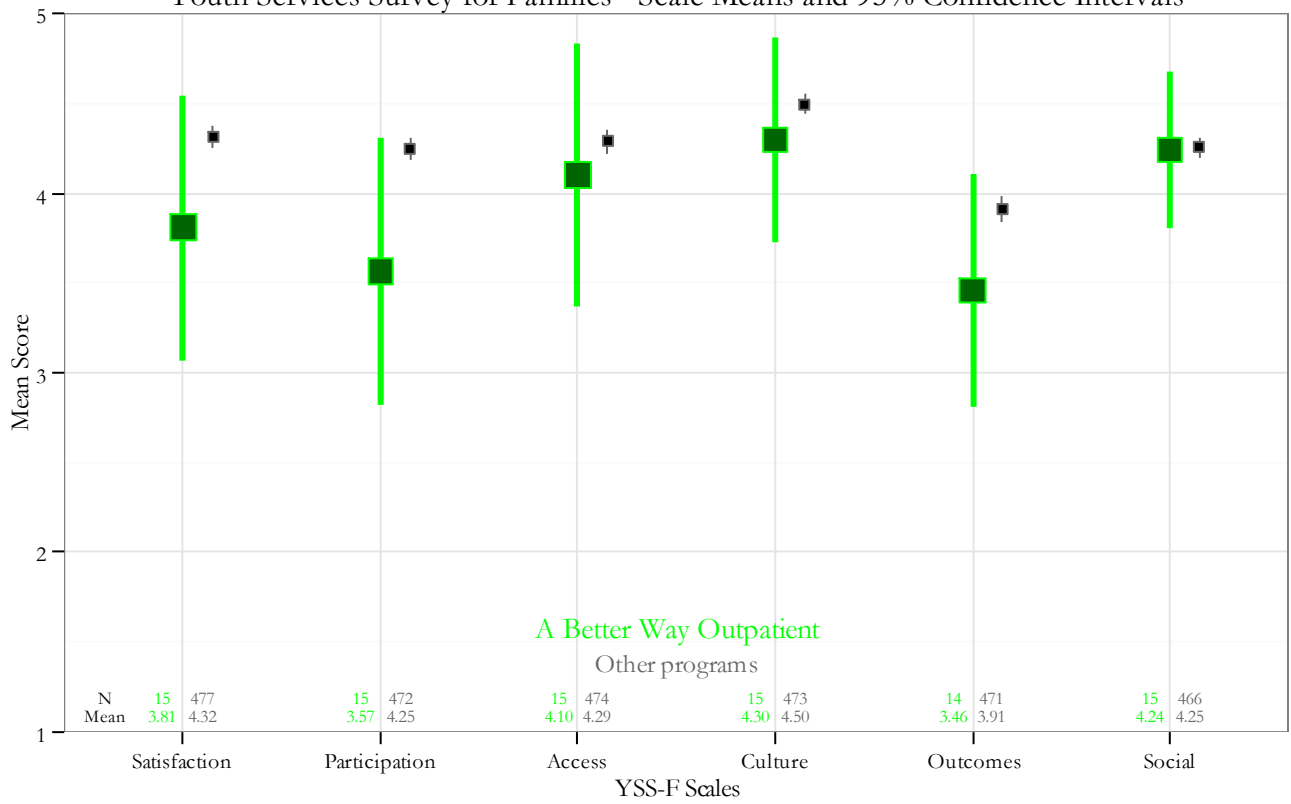
#### A Better Way Outpatient Completion by Respondent Type

Completion	Family	Youth	Total
Refused	4 19 %	0 0 %	4 13.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 9.5 %	1 12.5 %	3 10.3 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	15 71.4 %	7 87.5 %	22 75.8 %
<b>Total</b>	21 100.0 %	8 100.0 %	29 100.0 %

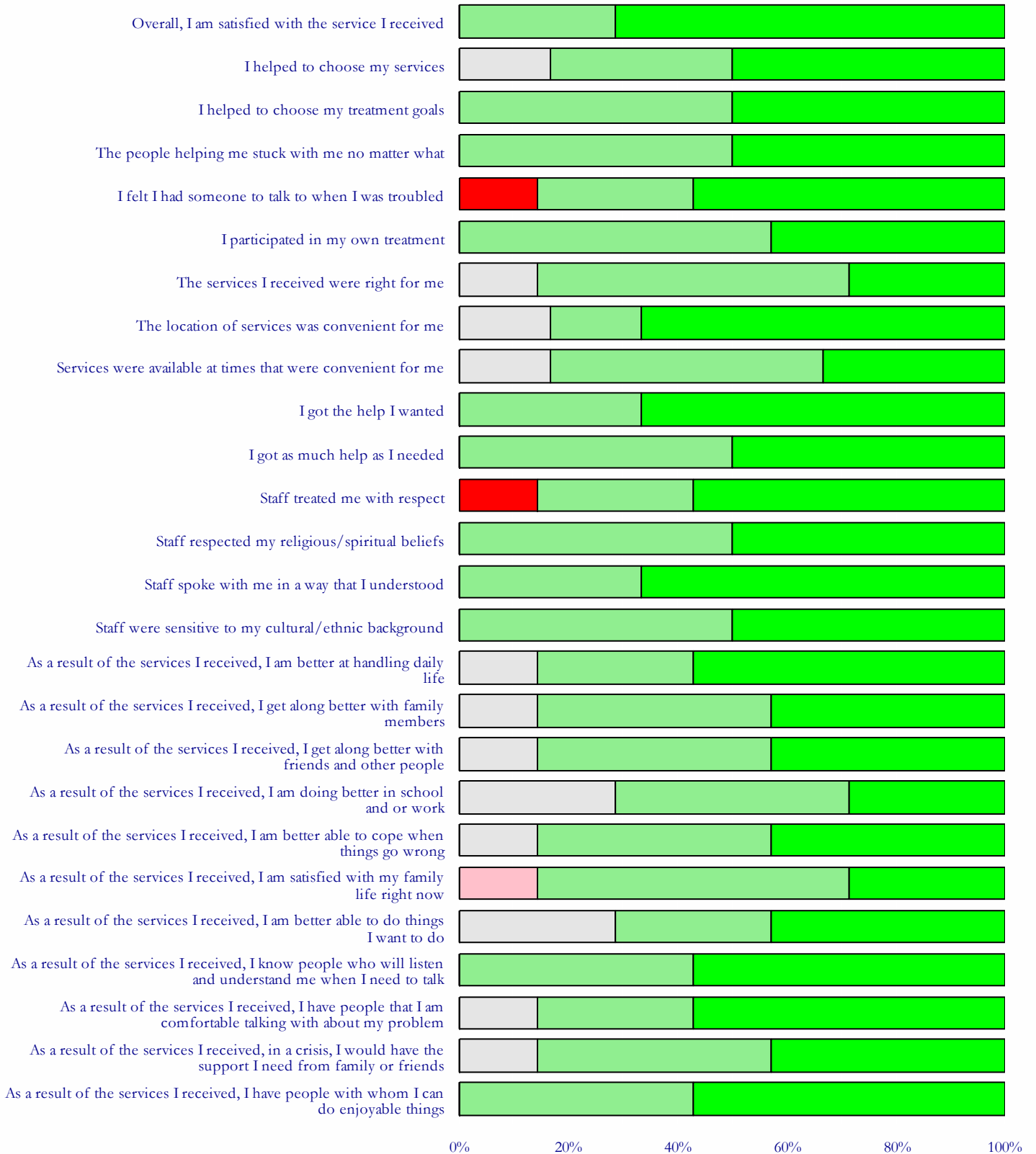
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



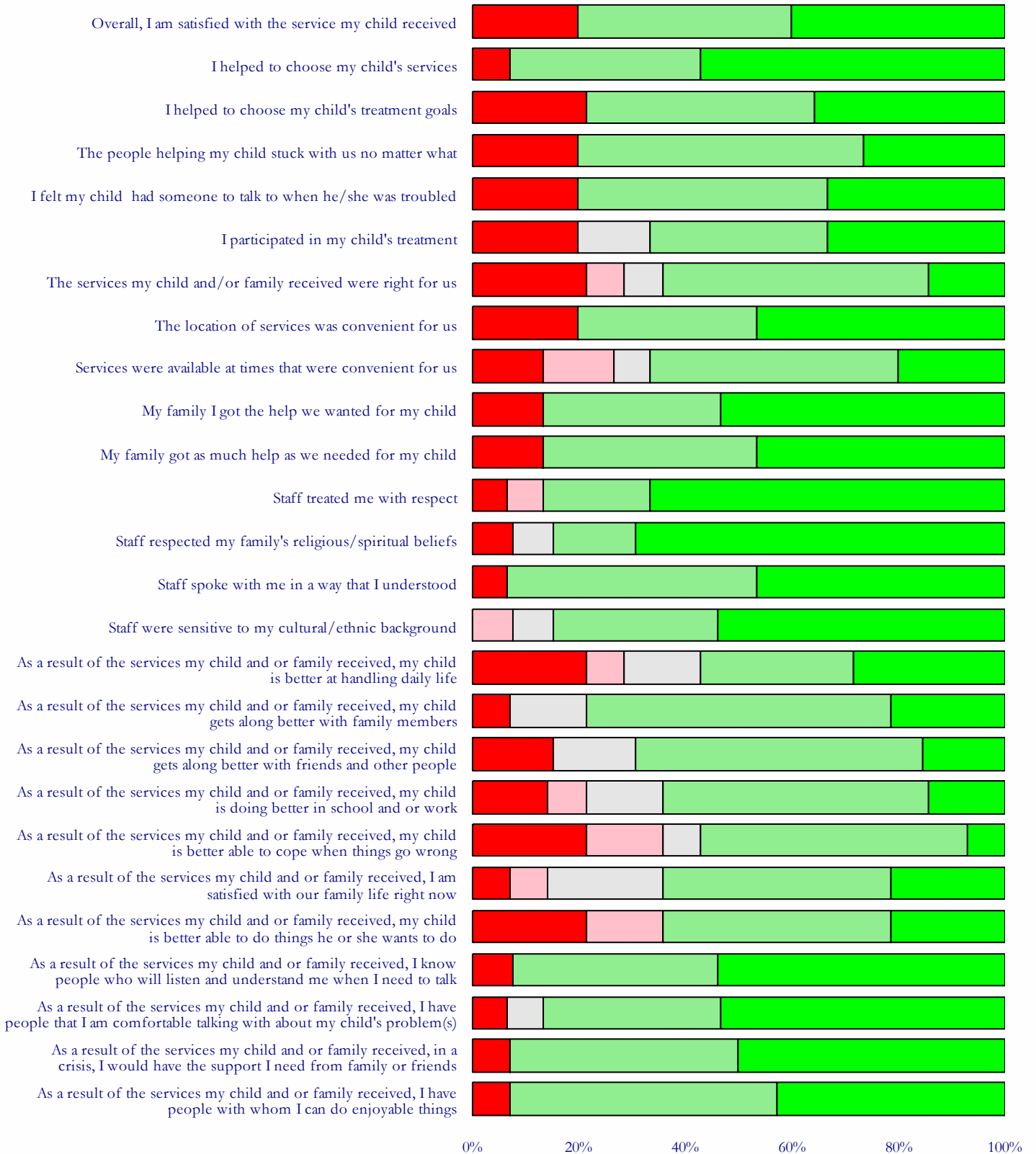
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	2 25 %	5 62 %	1 12 %
I helped to choose my services	0 0 %	0 0 %	1 12 %	2 25 %	3 38 %	2 25 %
I helped to choose my treatment goals	0 0 %	0 0 %	0 0 %	3 38 %	3 38 %	2 25 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	3 38 %	3 38 %	2 25 %
I felt I had someone to talk to when I was troubled	1 12 %	0 0 %	0 0 %	2 25 %	4 50 %	1 12 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	4 50 %	3 38 %	1 12 %
The services I received were right for me	0 0 %	0 0 %	1 12 %	4 50 %	2 25 %	1 12 %
The location of services was convenient for me	0 0 %	0 0 %	1 12 %	1 12 %	4 50 %	2 25 %
Services were available at times that were convenient for me	0 0 %	0 0 %	1 12 %	3 38 %	2 25 %	2 25 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	2 25 %	4 50 %	2 25 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	3 38 %	3 38 %	2 25 %
Staff treated me with respect	1 12 %	0 0 %	0 0 %	2 25 %	4 50 %	1 12 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	3 38 %	3 38 %	2 25 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 25 %	4 50 %	2 25 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	3 38 %	3 38 %	2 25 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	1 12 %	2 25 %	4 50 %	1 12 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 12 %	3 38 %	3 38 %	1 12 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	1 12 %	3 38 %	3 38 %	1 12 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	2 25 %	3 38 %	2 25 %	1 12 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	1 12 %	3 38 %	3 38 %	1 12 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 12 %	0 0 %	4 50 %	2 25 %	1 12 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	2 25 %	2 25 %	3 38 %	1 12 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0 %	0 0 %	0 0 %	3 38 %	4 50 %	1 12 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	1 12 %	2 25 %	4 50 %	1 12 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0 %	0 0 %	1 12 %	3 38 %	3 38 %	1 12 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	0 0 %	3 38 %	4 50 %	1 12 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 21

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	3 14 %	0 0 %	0 0 %	6 29 %	6 29 %	6 29 %
I helped to choose my child's services	1 5 %	0 0 %	0 0 %	5 24 %	8 38 %	7 33 %
I helped to choose my child's treatment goals	3 14 %	0 0 %	0 0 %	6 29 %	5 24 %	7 33 %
The people helping my child stuck with us no matter what	3 14 %	0 0 %	0 0 %	8 38 %	4 19 %	6 29 %
I felt my child had someone to talk to when he/she was troubled	3 14 %	0 0 %	0 0 %	7 33 %	5 24 %	6 29 %
I participated in my child's treatment	3 14 %	0 0 %	2 10 %	5 24 %	5 24 %	6 29 %
The services my child and/or family received were right for us	3 14 %	1 5 %	1 5 %	7 33 %	2 10 %	7 33 %
The location of services was convenient for us	3 14 %	0 0 %	0 0 %	5 24 %	7 33 %	6 29 %
Services were available at times that were convenient for us	2 10 %	2 10 %	1 5 %	7 33 %	3 14 %	6 29 %
My family I got the help we wanted for my child	2 10 %	0 0 %	0 0 %	5 24 %	8 38 %	6 29 %
My family got as much help as we needed for my child	2 10 %	0 0 %	0 0 %	6 29 %	7 33 %	6 29 %
Staff treated me with respect	1 5 %	1 5 %	0 0 %	3 14 %	10 48 %	6 29 %
Staff respected my family's religious/spiritual beliefs	1 5 %	0 0 %	1 5 %	2 10 %	9 43 %	8 38 %
Staff spoke with me in a way that I understood	1 5 %	0 0 %	0 0 %	7 33 %	7 33 %	6 29 %
Staff were sensitive to my cultural/ethnic background	0 0 %	1 5 %	1 5 %	4 19 %	7 33 %	8 38 %
As a result of the services my child and or family received, my child is better at handling daily life	3 14 %	1 5 %	2 10 %	4 19 %	4 19 %	7 33 %
As a result of the services my child and or family received, my child gets along better with family members	1 5 %	0 0 %	2 10 %	8 38 %	3 14 %	7 33 %
As a result of the services my child and or family received, my child gets along better with friends and other people	2 10 %	0 0 %	2 10 %	7 33 %	2 10 %	8 38 %
As a result of the services my child and or family received, my child is doing better in school and or work	2 10 %	1 5 %	2 10 %	7 33 %	2 10 %	7 33 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	3 14 %	2 10 %	1 5 %	7 33 %	1 5 %	7 33 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 5 %	1 5 %	3 14 %	6 29 %	3 14 %	7 33 %
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	3 14 %	2 10 %	0 0 %	6 29 %	3 14 %	7 33 %
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	1 5 %	0 0 %	0 0 %	5 24 %	7 33 %	8 38 %
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)	1 5 %	0 0 %	1 5 %	5 24 %	8 38 %	6 29 %
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	1 5 %	0 0 %	0 0 %	6 29 %	7 33 %	7 33 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 5 %	0 0 %	0 0 %	7 33 %	6 29 %	7 33 %