



Youth Services Survey for Youth / Families Report - Spring 2014
AFS Outpatient Services

This report covers surveys returned for program codes (RUs): 38GSOP. The number of youth receiving face-to-face services during the survey period was 72 and surveys were returned for 28 youth (38.9%). Number of surveys matched to service data: 24 (33.3%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.23** 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 **3.99**, the mean of all other programs was **4.33**.

Global Satisfaction 92.9%

Satisfaction by Program / CYF

Satisfaction	AFS Outpatient Services	CYF	Total
Not Satisfied	1 7.1 %	85 8.6 %	86 8.6 %
Satisfied	13 92.9 %	898 91.4 %	911 91.4 %
Total	14 100.0 %	983 100.0 %	997 100.0 %

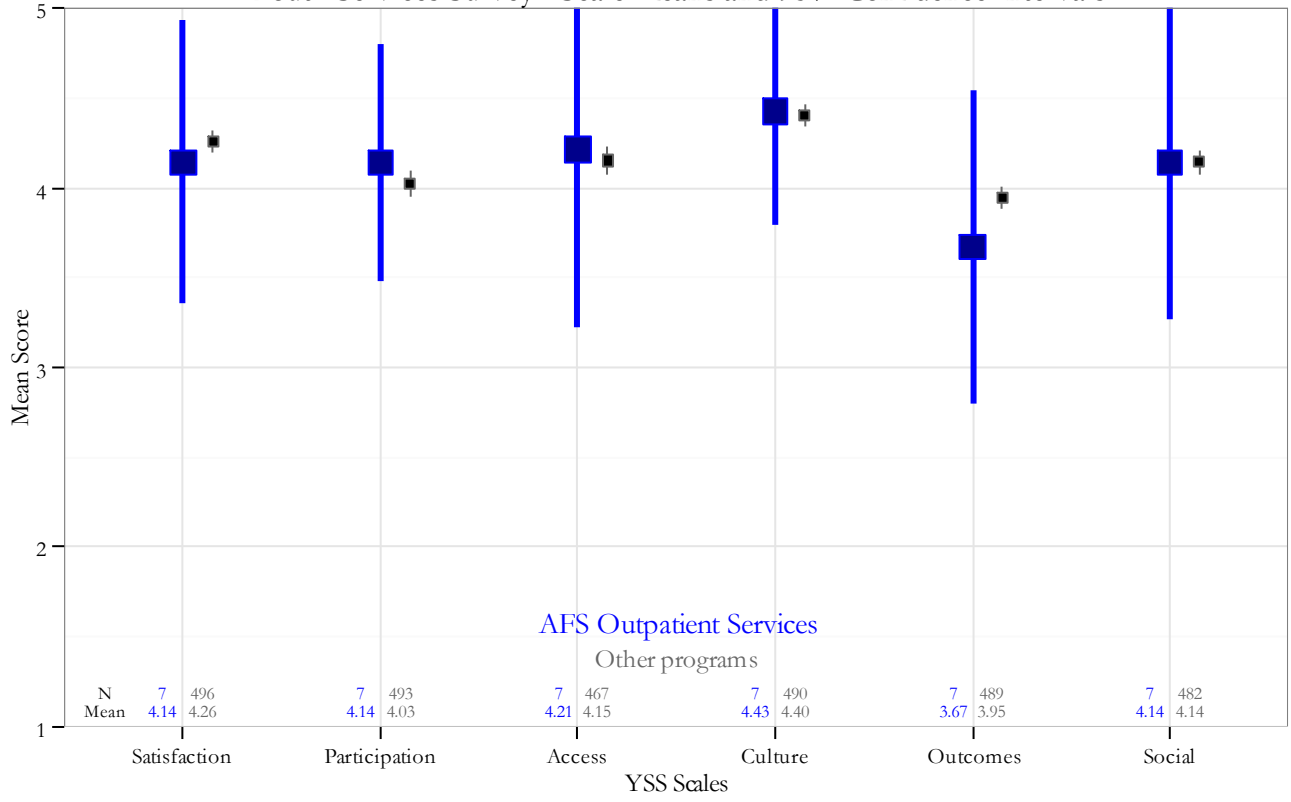
Fisher's p=1.000 · df=1 · Φ=0.006

Survey Compliance

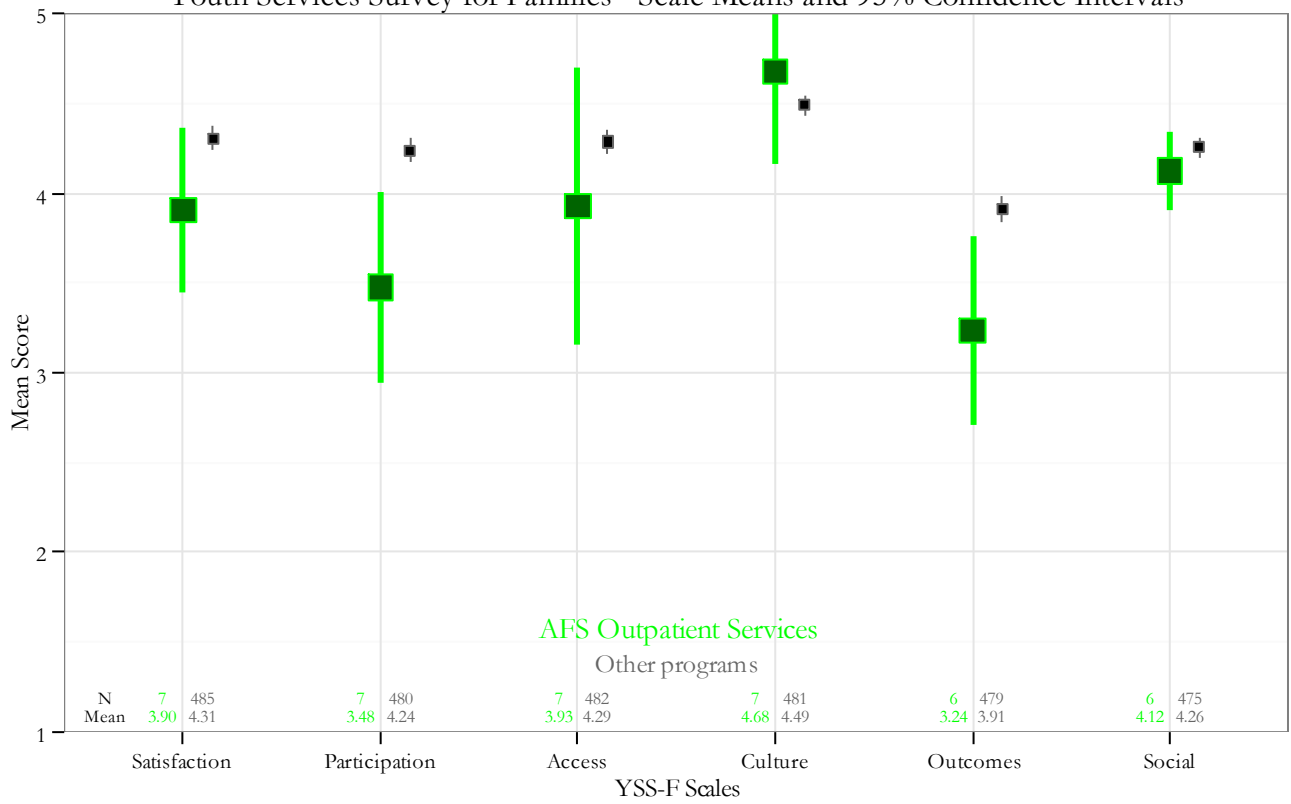
Survey Completion by Program / CYF				AFS Outpatient Services Completion by Respondent Type			
Completion	AFS Outpatient Services	CYF	Total	Completion	Family	Youth	Total
Refused	4 11.8 %	199 10 %	203 10 %	Refused	2 11.1 %	2 12.5 %	4 11.8 %
Impaired	3 8.8 %	8 0.4 %	11 0.5 %	Impaired	2 11.1 %	1 6.2 %	3 8.8 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	12 35.3 %	761 38.3 %	773 38.2 %	Other	6 33.3 %	6 37.5 %	12 35.2 %
Missing w/o Reason	1 2.9 %	47 2.4 %	48 2.3 %	Missing w/o Reason	1 5.6 %	0 0 %	1 2.9 %
Completed Survey	14 41.2 %	966 48.6 %	980 48.5 %	Completed Survey	7 38.9 %	7 43.8 %	14 41.2 %
Total	34 100.0 %	1988 100.0 %	2022 100.0 %	Total	18 100.0 %	16 100.0 %	34 100.0 %

Fisher's p=0.010 · df=5 · Φ_c=0.148

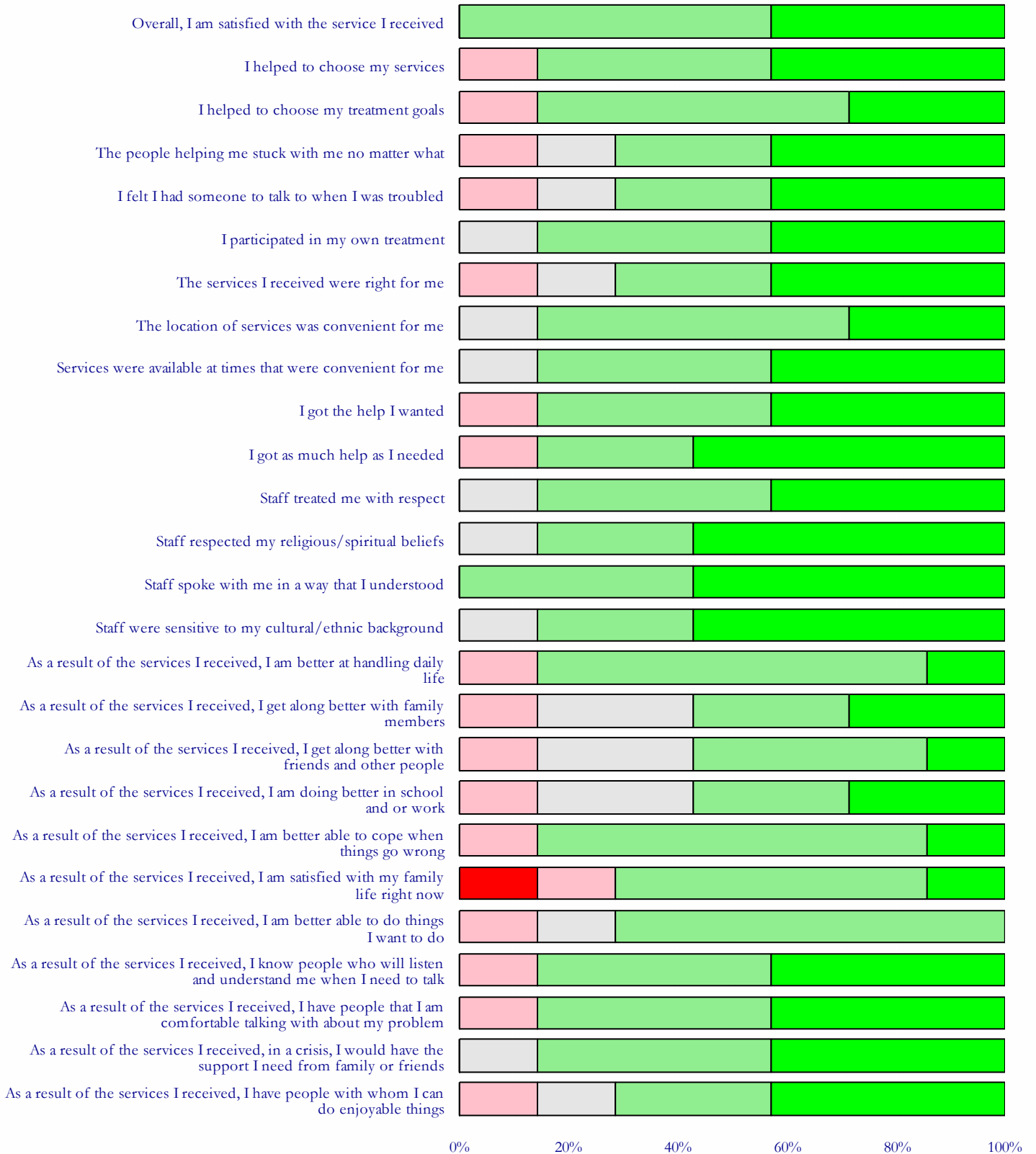
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



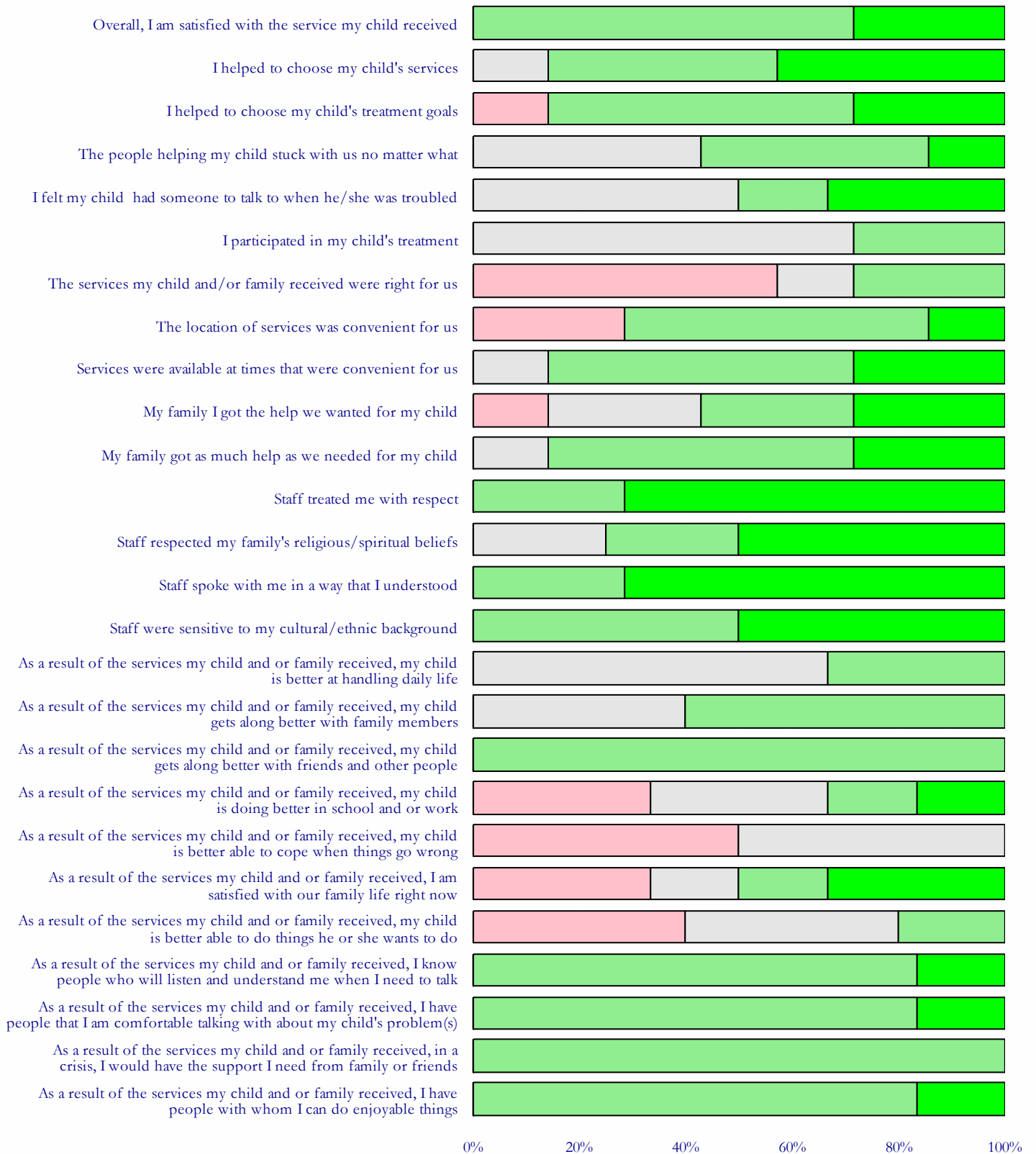
Youth Services Survey for Youth



Youth Services Survey for Youth N = 16

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	4 25 %	3 19 %	9 56 %
I helped to choose my services	0 0 %	1 6 %	0 0 %	3 19 %	3 19 %	9 56 %
I helped to choose my treatment goals	0 0 %	1 6 %	0 0 %	4 25 %	2 12 %	9 56 %
The people helping me stuck with me no matter what	0 0 %	1 6 %	1 6 %	2 12 %	3 19 %	9 56 %
I felt I had someone to talk to when I was troubled	0 0 %	1 6 %	1 6 %	2 12 %	3 19 %	9 56 %
I participated in my own treatment	0 0 %	0 0 %	1 6 %	3 19 %	3 19 %	9 56 %
The services I received were right for me	0 0 %	1 6 %	1 6 %	2 12 %	3 19 %	9 56 %
The location of services was convenient for me	0 0 %	0 0 %	1 6 %	4 25 %	2 12 %	9 56 %
Services were available at times that were convenient for me	0 0 %	0 0 %	1 6 %	3 19 %	3 19 %	9 56 %
I got the help I wanted	0 0 %	1 6 %	0 0 %	3 19 %	3 19 %	9 56 %
I got as much help as I needed	0 0 %	1 6 %	0 0 %	2 12 %	4 25 %	9 56 %
Staff treated me with respect	0 0 %	0 0 %	1 6 %	3 19 %	3 19 %	9 56 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 6 %	2 12 %	4 25 %	9 56 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 19 %	4 25 %	9 56 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 6 %	2 12 %	4 25 %	9 56 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 6 %	0 0 %	5 31 %	1 6 %	9 56 %
As a result of the services I received, I get along better with family members	0 0 %	1 6 %	2 12 %	2 12 %	2 12 %	9 56 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 6 %	2 12 %	3 19 %	1 6 %	9 56 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 6 %	2 12 %	2 12 %	2 12 %	9 56 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 6 %	0 0 %	5 31 %	1 6 %	9 56 %
As a result of the services I received, I am satisfied with my family life right now	1 6 %	1 6 %	0 0 %	4 25 %	1 6 %	9 56 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	1 6 %	1 6 %	5 31 %	0 0 %	9 56 %
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 6 %	0 0 %	3 19 %	3 19 %	9 56 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 6 %	0 0 %	3 19 %	3 19 %	9 56 %
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 6 %	3 19 %	3 19 %	9 56 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 6 %	1 6 %	2 12 %	3 19 %	9 56 %

Youth Services Survey for Families



Youth Services Survey for Families N = 18

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
I helped to choose my child's services	0 0 %	0 0 %	1 6 %	3 17 %	3 17 %	11 61 %
I helped to choose my child's treatment goals	0 0 %	1 6 %	0 0 %	4 22 %	2 11 %	11 61 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	3 17 %	3 17 %	1 6 %	11 61 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	3 17 %	1 6 %	2 11 %	12 67 %
I participated in my child's treatment	0 0 %	0 0 %	5 28 %	2 11 %	0 0 %	11 61 %
The services my child and/or family received were right for us	0 0 %	4 22 %	1 6 %	2 11 %	0 0 %	11 61 %
The location of services was convenient for us	0 0 %	2 11 %	0 0 %	4 22 %	1 6 %	11 61 %
Services were available at times that were convenient for us	0 0 %	0 0 %	1 6 %	4 22 %	2 11 %	11 61 %
My family I got the help we wanted for my child	0 0 %	1 6 %	2 11 %	2 11 %	2 11 %	11 61 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 6 %	4 22 %	2 11 %	11 61 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 11 %	5 28 %	11 61 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 6 %	1 6 %	2 11 %	14 78 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 11 %	5 28 %	11 61 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 11 %	2 11 %	14 78 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	4 22 %	2 11 %	0 0 %	12 67 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	2 11 %	3 17 %	0 0 %	13 72 %
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 %	0 0 %	5 28 %	0 0 %	13 72 %
As a result of the services my child and or family received, my child is doing better in school and or work	0 0 %	2 11 %	2 11 %	1 6 %	1 6 %	12 67 %
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 %	3 17 %	3 17 %	0 0 %	0 0 %	12 67 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	2 11 %	1 6 %	1 6 %	2 11 %	12 67 %
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 %	2 11 %	2 11 %	1 6 %	0 0 %	13 72 %
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 %	5 28 %	1 6 %	12 67 %
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 %	5 28 %	1 6 %	12 67 %
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 %	6 33 %	0 0 %	12 67 %
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 %	5 28 %	1 6 %	12 67 %