



Youth Services Survey for Youth / Families Report - Spring 2014
BVHP Integrated Behavioral Health Program

This report covers surveys returned for program codes (RUs): 38513. The number of youth receiving face-to-face services during the survey period was 66 and surveys were returned for 39 youth (59.1%). Number of surveys matched to service data: 0 (0.0%). Number missing client ID: 36. The YSS score (items 1-7, 9-15) for this program, was **4.20** 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 **4.50**, the mean of all other programs was **4.33**.

Global Satisfaction 97.5%

Satisfaction by Program / CYF

Satisfaction	BVHP Integrated Behavioral Health Program	CYF	Total
Not Satisfied	1 2.5 %	85 8.9 %	86 8.6 %
Satisfied	39 97.5 %	872 91.1 %	911 91.4 %
Total	40 100.0 %	957 100.0 %	997 100.0 %

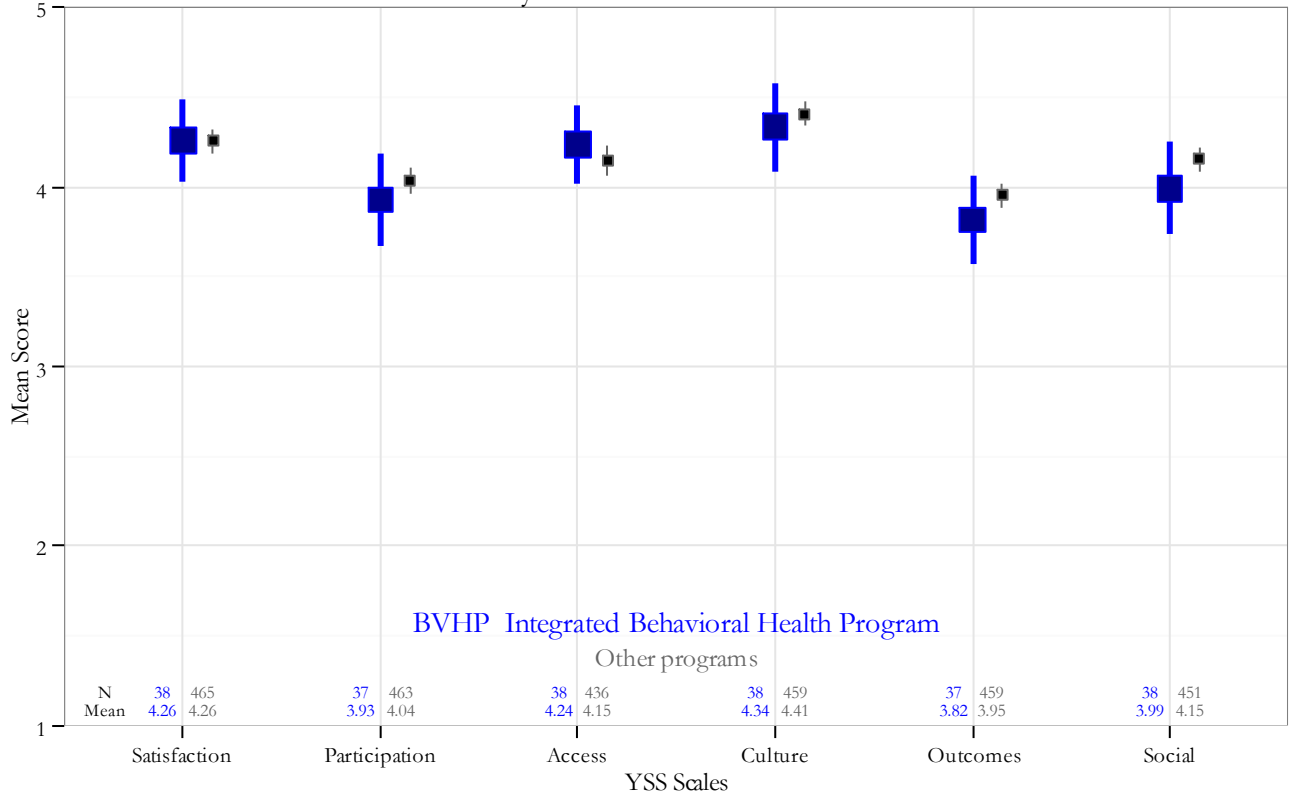
Fisher's p=0.247 · df=1 · Φ=0.045

Survey Compliance

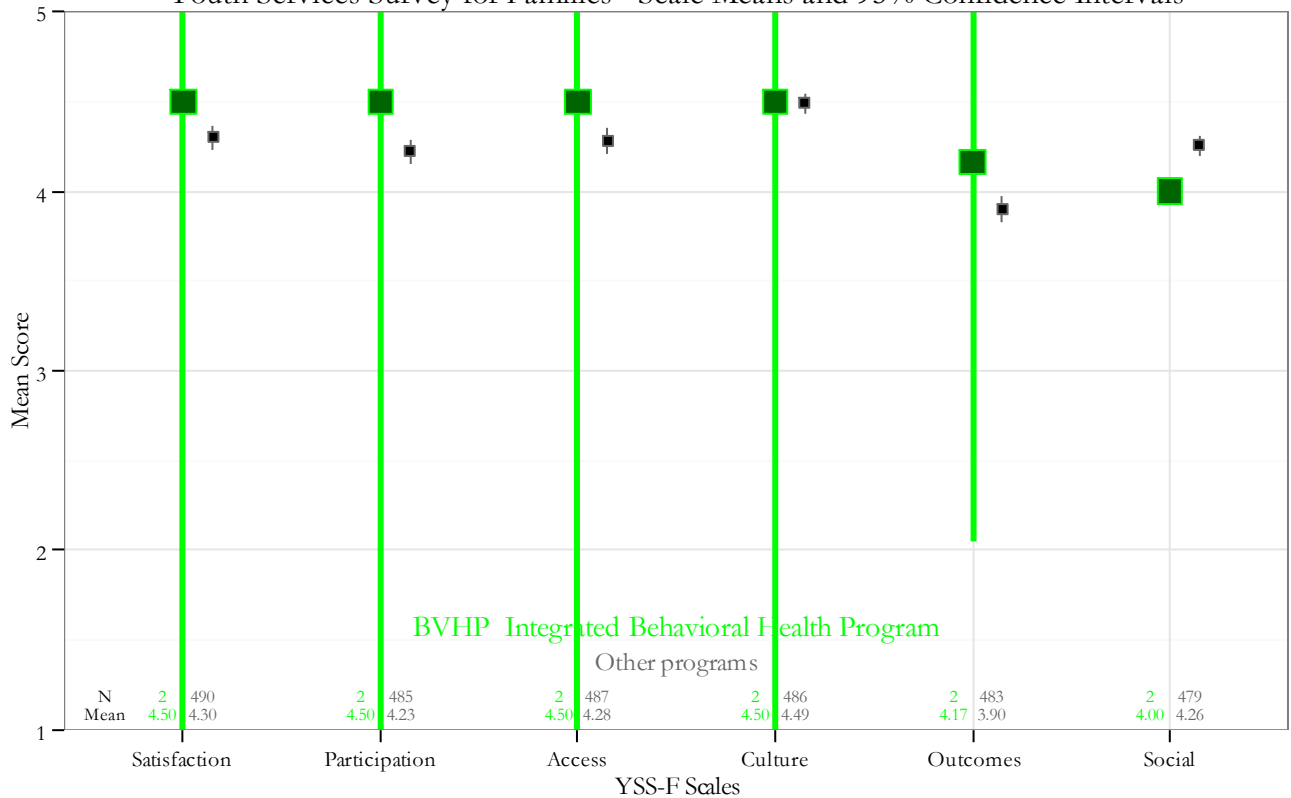
Completion	Survey Completion by Program / CYF			Completion	BVHP Integrated Behavioral Health Program Completion by Respondent Type		
	BVHP Integrated Behavioral Health Program	CYF	Total		Family	Youth	Total
Refused	0 0 %	203 10.2 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	773 39 %	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	40 100 %	940 47.4 %	980 48.5 %	Completed Survey	2 100 %	38 100 %	40 100 %
Total	40 100.0 %	1982 100.0 %	2022 100.0 %	Total	2 100.0 %	38 100.0 %	40 100.0 %

Fisher's p=0.000 · df=5 · Φ=0.146

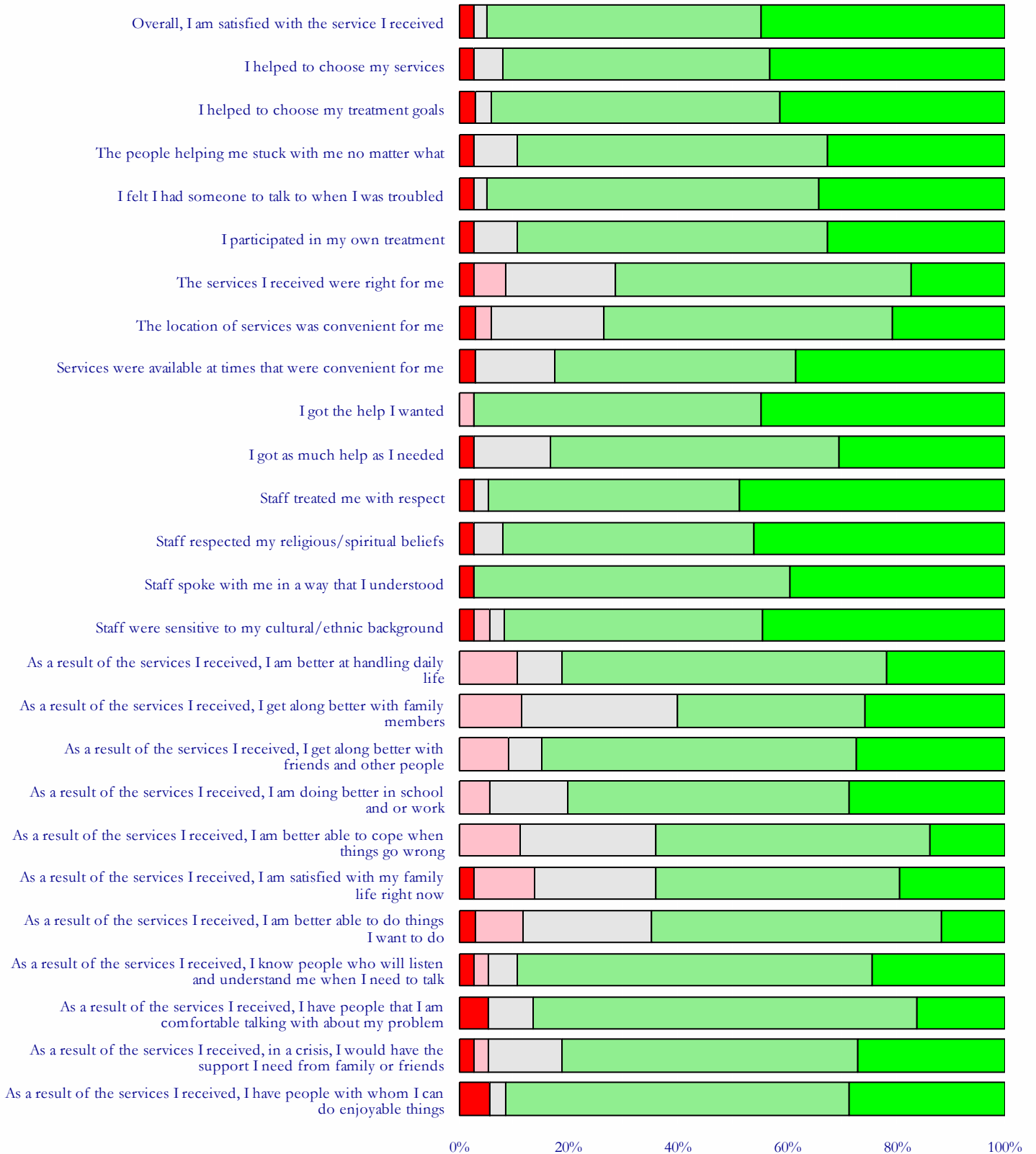
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



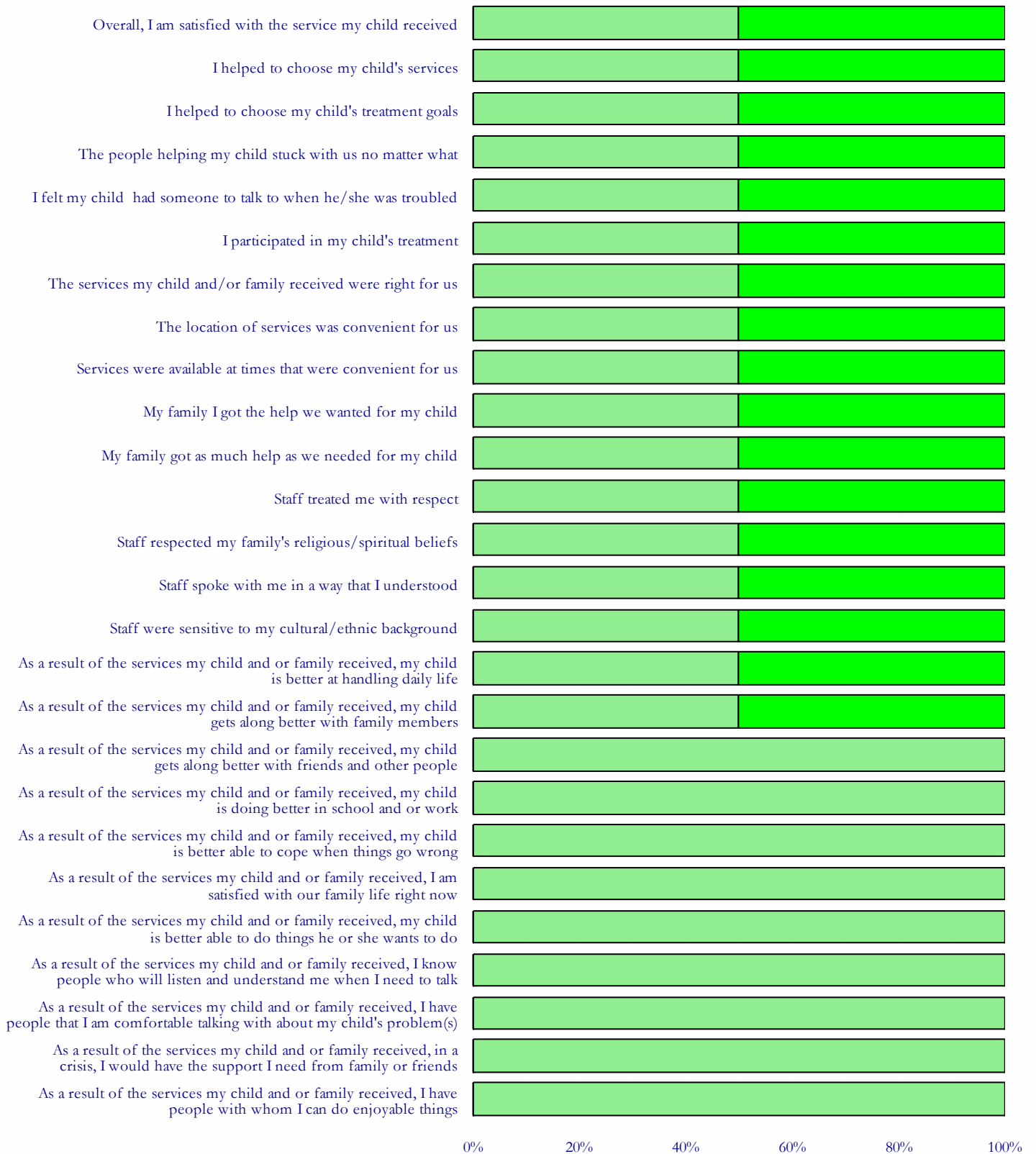
Youth Services Survey for Youth



Youth Services Survey for Youth N = 38

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 3 %	0 0 %	1 3 %	19 50 %	17 45 %	0 0 %
I helped to choose my services	1 3 %	0 0 %	2 5 %	18 47 %	16 42 %	1 3 %
I helped to choose my treatment goals	1 3 %	0 0 %	1 3 %	18 47 %	14 37 %	4 11 %
The people helping me stuck with me no matter what	1 3 %	0 0 %	3 8 %	21 55 %	12 32 %	1 3 %
I felt I had someone to talk to when I was troubled	1 3 %	0 0 %	1 3 %	23 61 %	13 34 %	0 0 %
I participated in my own treatment	1 3 %	0 0 %	3 8 %	21 55 %	12 32 %	1 3 %
The services I received were right for me	1 3 %	2 5 %	7 18 %	19 50 %	6 16 %	3 8 %
The location of services was convenient for me	1 3 %	1 3 %	7 18 %	18 47 %	7 18 %	4 11 %
Services were available at times that were convenient for me	1 3 %	0 0 %	5 13 %	15 39 %	13 34 %	4 11 %
I got the help I wanted	0 0 %	1 3 %	0 0 %	20 53 %	17 45 %	0 0 %
I got as much help as I needed	1 3 %	0 0 %	5 13 %	19 50 %	11 29 %	2 5 %
Staff treated me with respect	1 3 %	0 0 %	1 3 %	17 45 %	18 47 %	1 3 %
Staff respected my religious/spiritual beliefs	1 3 %	0 0 %	2 5 %	17 45 %	17 45 %	1 3 %
Staff spoke with me in a way that I understood	1 3 %	0 0 %	0 0 %	22 58 %	15 39 %	0 0 %
Staff were sensitive to my cultural/ethnic background	1 3 %	1 3 %	1 3 %	17 45 %	16 42 %	2 5 %
As a result of the services I received, I am better at handling daily life	0 0 %	4 11 %	3 8 %	22 58 %	8 21 %	1 3 %
As a result of the services I received, I get along better with family members	0 0 %	4 11 %	10 26 %	12 32 %	9 24 %	3 8 %
As a result of the services I received, I get along better with friends and other people	0 0 %	3 8 %	2 5 %	19 50 %	9 24 %	5 13 %
As a result of the services I received, I am doing better in school and or work	0 0 %	2 5 %	5 13 %	18 47 %	10 26 %	3 8 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	4 11 %	9 24 %	18 47 %	5 13 %	2 5 %
As a result of the services I received, I am satisfied with my family life right now	1 3 %	4 11 %	8 21 %	16 42 %	7 18 %	2 5 %
As a result of the services I received, I am better able to do things I want to do	1 3 %	3 8 %	8 21 %	18 47 %	4 11 %	4 11 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	1 3 %	1 3 %	2 5 %	24 63 %	9 24 %	1 3 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	2 5 %	0 0 %	3 8 %	26 68 %	6 16 %	1 3 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 3 %	1 3 %	5 13 %	20 53 %	10 26 %	1 3 %
As a result of the services I received, I have people with whom I can do enjoyable things	2 5 %	0 0 %	1 3 %	22 58 %	10 26 %	3 8 %

Youth Services Survey for Families



Youth Services Survey for Families N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	0 0 %	1 50 %	1 50 %	0 0 %
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 %	2 100 %	0 0 %	0 0 %
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 %	0 0 %	2 100 %	0 0 %	0 0 %
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 %	0 0 %	0 0 %	2 100 %	0 0 %	0 0 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %	0 0 %
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 %	0 0 %	0 0 %	1 50 %	0 0 %	1 50 %
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 %	2 100 %	0 0 %	0 0 %
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 %	2 100 %	0 0 %	0 0 %
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 %	2 100 %	0 0 %	0 0 %
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 %	2 100 %	0 0 %	0 0 %