



Youth Services Survey for Youth / Families Report - Spring 2014
Boys & Girls Clubs of San Francisco

This report covers surveys returned for program codes (RUs): 38BT3. The number of youth receiving face-to-face services during the survey period was 0 and surveys were returned for 14 youth (0%). Number of surveys matched to service data: 0 (0%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **1.43** 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 **4.28**, the mean of all other programs was **4.33**.

Global Satisfaction 93.3%

Satisfaction by Program / CYF

Satisfaction	Boys Girls Clubs of San Francisco	CYF	Total
Not Satisfied	1 6.7 %	85 8.7 %	86 8.6 %
Satisfied	14 93.3 %	897 91.3 %	911 91.4 %
Total	15 100.0 %	982 100.0 %	997 100.0 %

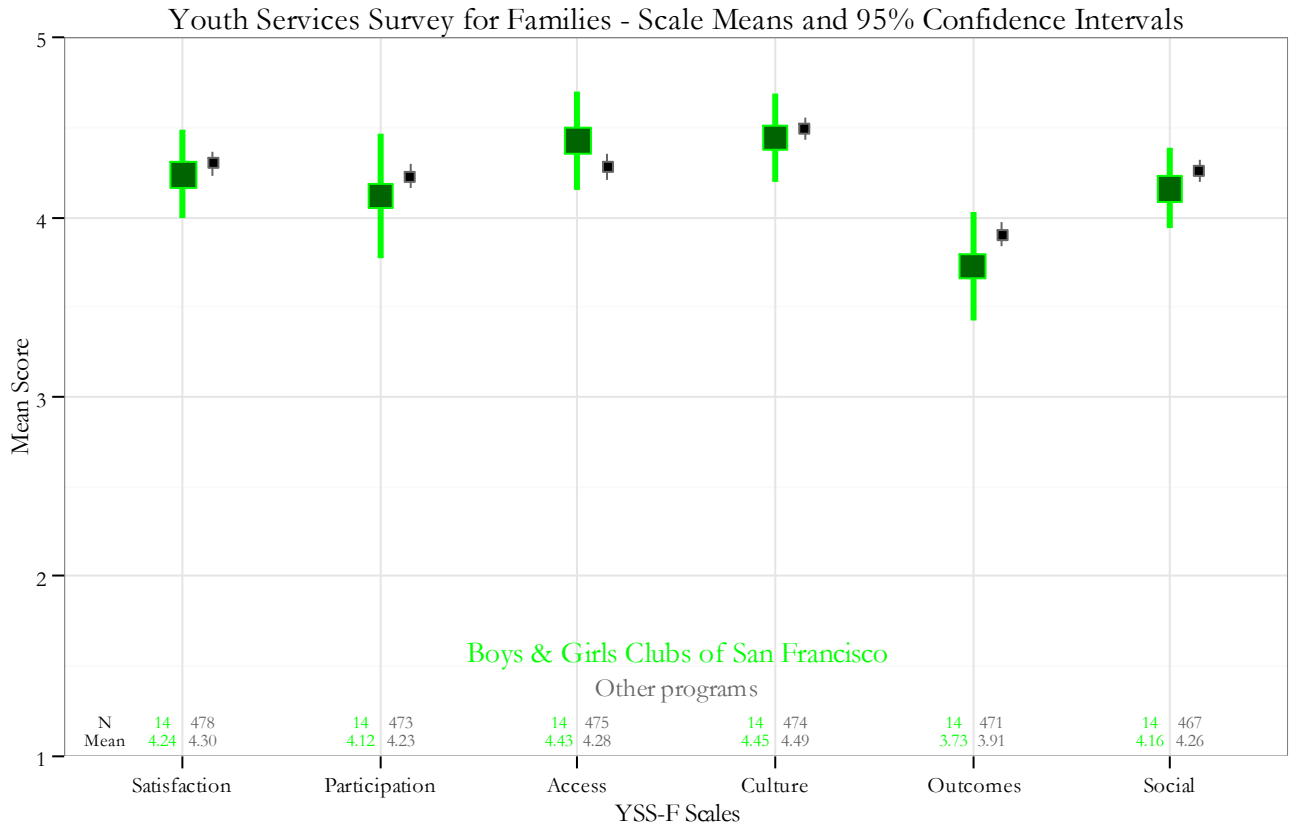
Fisher's p=1.000 · df=1 · Φ=0.009

Survey Compliance

Completion	Survey Completion by Program / CYF			Boys Girls Clubs of San Francisco			
	Boys Girls Clubs of San Francisco	CYF	Total	Completion	Completion by Respondent Type	Total	
Refused	0 0 %	203 10.1 %	203 10 %	Refused	Family: 0 0 %	Youth: 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	0 0 %	773 38.5 %	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	15 100 %	965 48.1 %	980 48.4 %	Completed Survey	14 100 %	1 100 %	15 100 %
Total	15 100.0 %	2007 100.0 %	2022 100.0 %	Total	14 100.0 %	1 100.0 %	15 100.0 %

Fisher's p=0.005 · df=5 · Φ_c=0.089

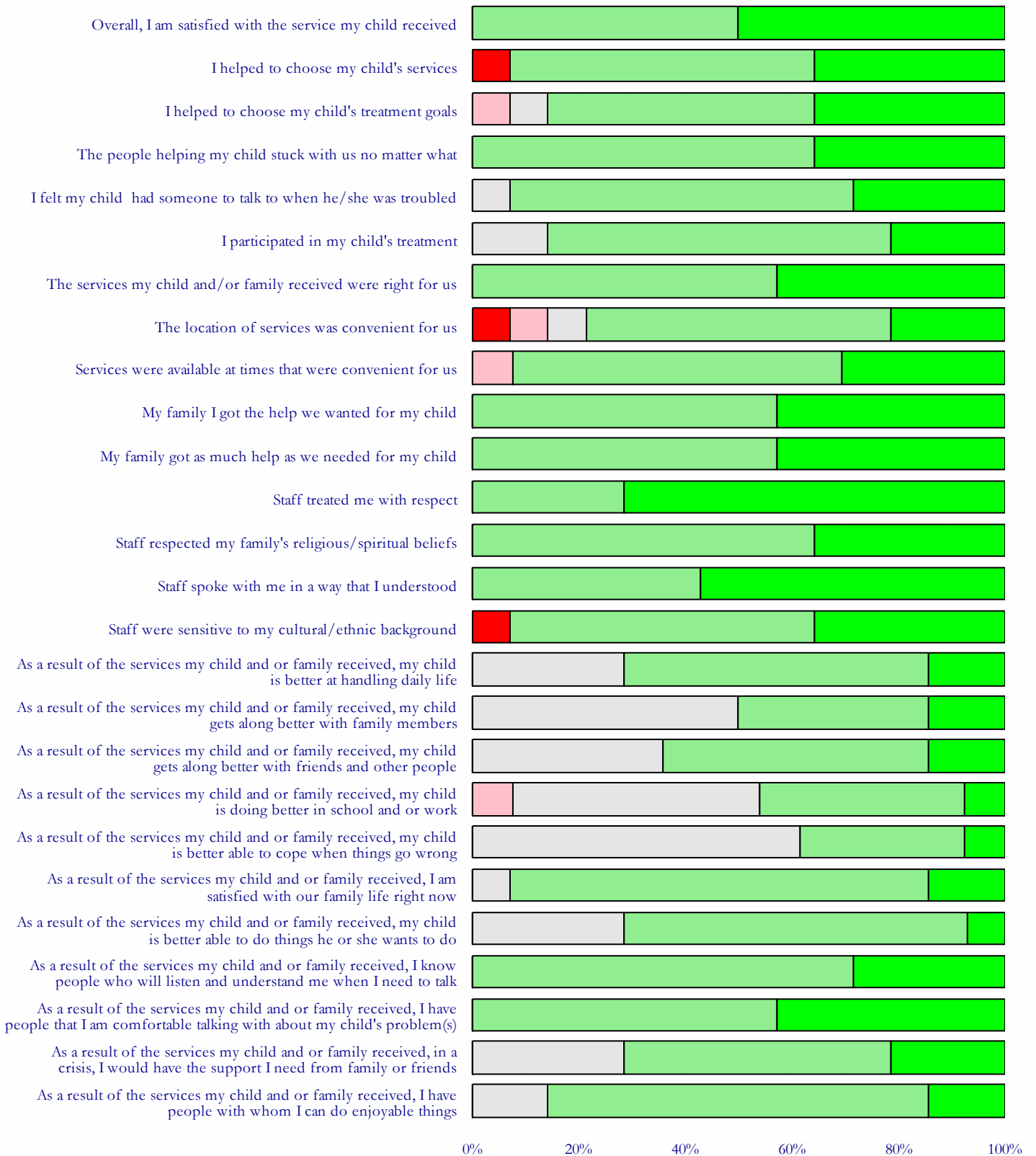
Not enough Youth data for scale means CI chart



Not enough Youth data for Likert chart

Not enough Youth survey data to create a table. N = 1

Youth Services Survey for Families



Youth Services Survey for Families N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	7 50 %	7 50 %	0 0 %
I helped to choose my child's services	1 7 %	0 0 %	0 0 %	8 57 %	5 36 %	0 0 %
I helped to choose my child's treatment goals	0 0 %	1 7 %	1 7 %	7 50 %	5 36 %	0 0 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	9 64 %	5 36 %	0 0 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	1 7 %	9 64 %	4 29 %	0 0 %
I participated in my child's treatment	0 0 %	0 0 %	2 14 %	9 64 %	3 21 %	0 0 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	8 57 %	6 43 %	0 0 %
The location of services was convenient for us	1 7 %	1 7 %	1 7 %	8 57 %	3 21 %	0 0 %
Services were available at times that were convenient for us	0 0 %	1 7 %	0 0 %	8 57 %	4 29 %	1 7 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	8 57 %	6 43 %	0 0 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	8 57 %	6 43 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	4 29 %	10 71 %	0 0 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	9 64 %	5 36 %	0 0 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	6 43 %	8 57 %	0 0 %
Staff were sensitive to my cultural/ethnic background	1 7 %	0 0 %	0 0 %	8 57 %	5 36 %	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 %	4 29 %	8 57 %	2 14 %	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 %	7 50 %	5 36 %	2 14 %	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 %	5 36 %	7 50 %	2 14 %	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 %	1 7 %	6 43 %	5 36 %	1 7 %	1 7 %
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 %	8 57 %	4 29 %	1 7 %	1 7 %
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 %	1 7 %	11 79 %	2 14 %	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 %	4 29 %	9 64 %	1 7 %	0 0 %
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 %	10 71 %	4 29 %	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 %	8 57 %	6 43 %	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 %	4 29 %	7 50 %	3 21 %	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 %	2 14 %	10 71 %	2 14 %	0 0 %