



Youth Services Survey for Youth / Families Report - Spring 2014 CASARC Outpatient Service

This report covers surveys returned for program codes (RUs): 38C51. The number of youth receiving face-to-face services during the survey period was 23 and surveys were returned for 33 youth (143.5%). Number of surveys matched to service data: 19 (82.6%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.51** 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 **4.57**, the mean of all other programs was **4.32**.

Global Satisfaction 100.0%

Satisfaction	Satisfaction by Program / CYF		Total
	CASARC Outpatient Service	CYF	
Not Satisfied	0 0 %	86 8.8 %	86 8.6 %
Satisfied	19 100 %	892 91.2 %	911 91.4 %
Total	19 100.0 %	978 100.0 %	997 100.0 %

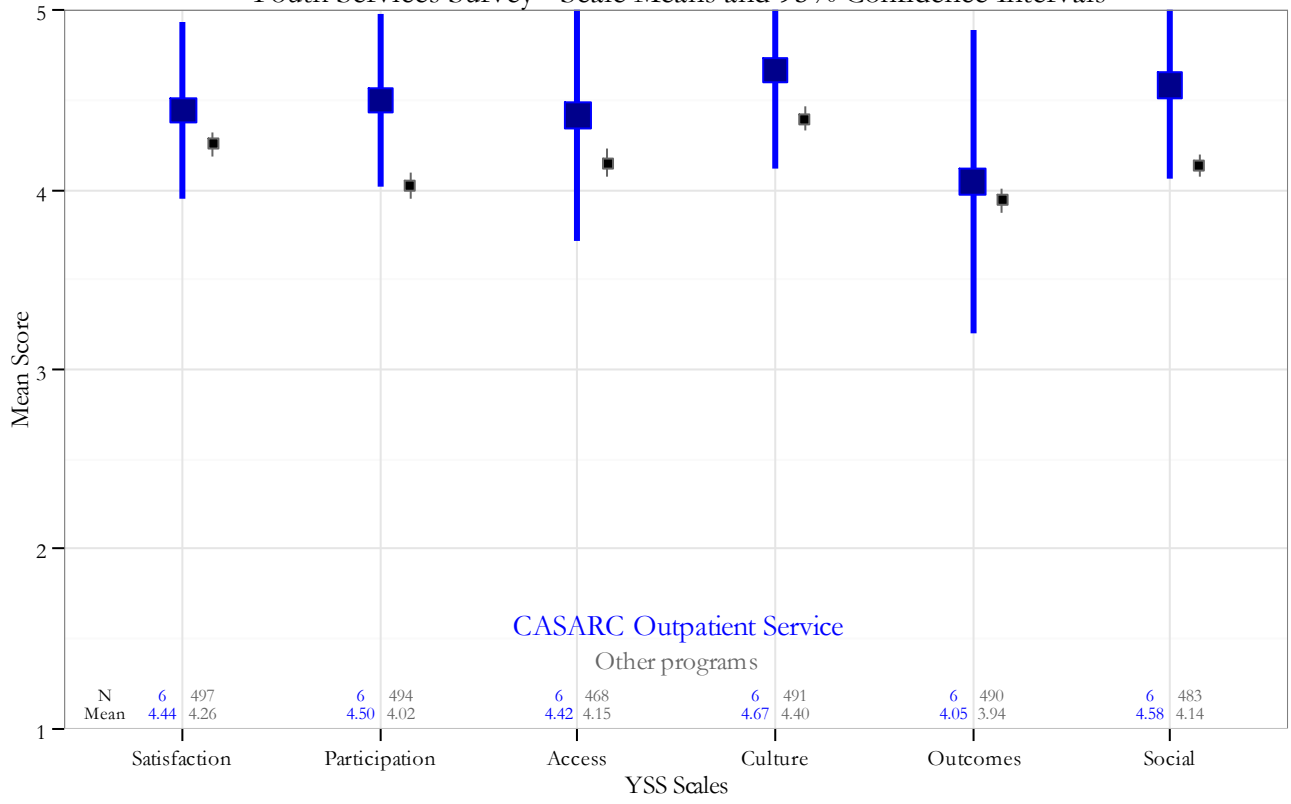
Fisher's p=0.398 · df=1 · Φ=0.043

Survey Compliance

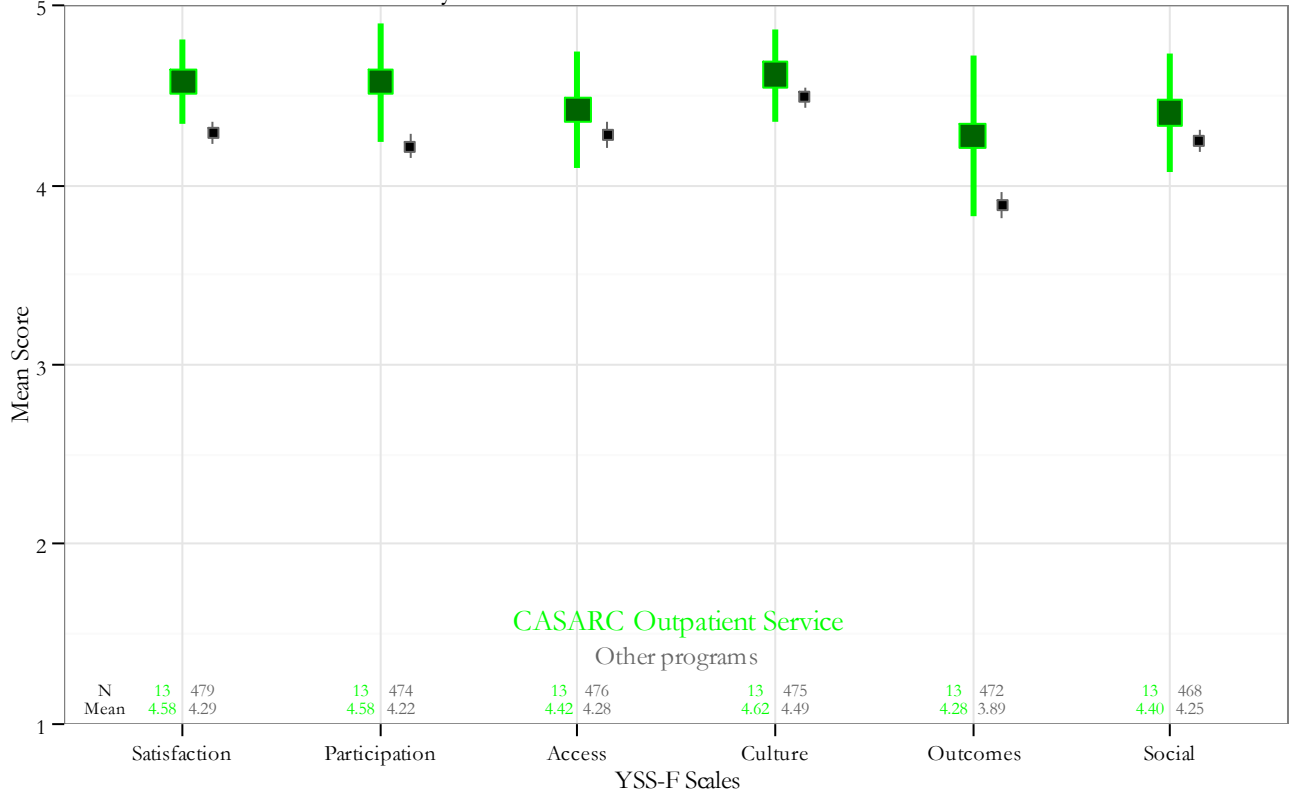
Completion	Survey Completion by Program / CYF			Completion	CASARC Outpatient Service Completion by Respondent Type		
	CASARC Outpatient Service	CYF	Total		Family	Youth	Total
Refused	1 2.3 %	202 10.2 %	203 10 %	Refused	1 3.1 %	0 0 %	1 2.3 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	20 46.5 %	753 38 %	773 38.2 %	Other	16 50 %	4 36.4 %	20 46.5 %
Missing w/o Reason	3 7 %	45 2.3 %	48 2.3 %	Missing w/o Reason	2 6.2 %	1 9.1 %	3 7 %
Completed Survey	19 44.2 %	961 48.6 %	980 48.4 %	Completed Survey	13 40.6 %	6 54.5 %	19 44.2 %
Total	43 100.0 %	1979 100.0 %	2022 100.0 %	Total	32 100.0 %	11 100.0 %	43 100.0 %

Fisher's p=0.157 · df=5 · Φ_c=0.062

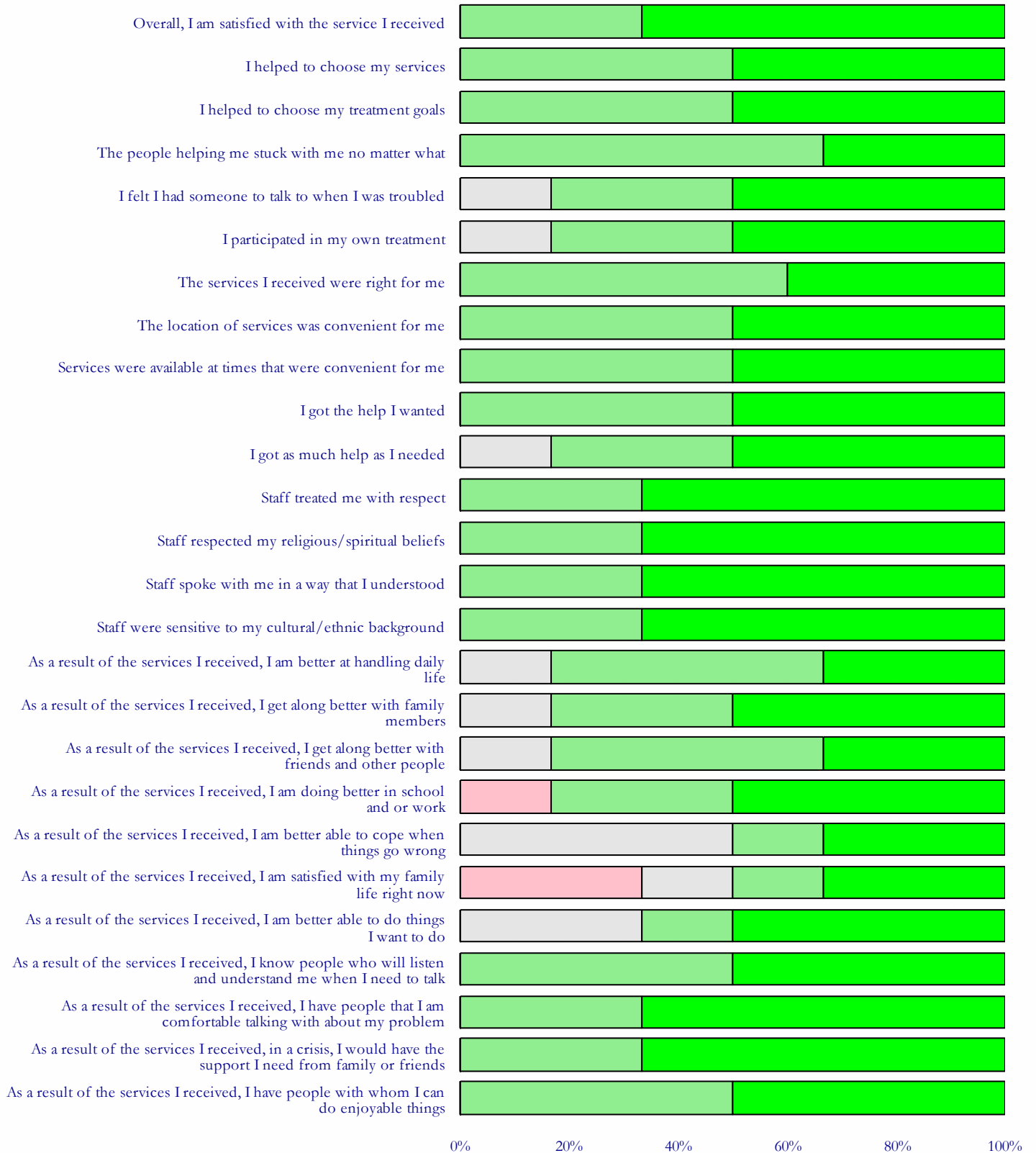
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



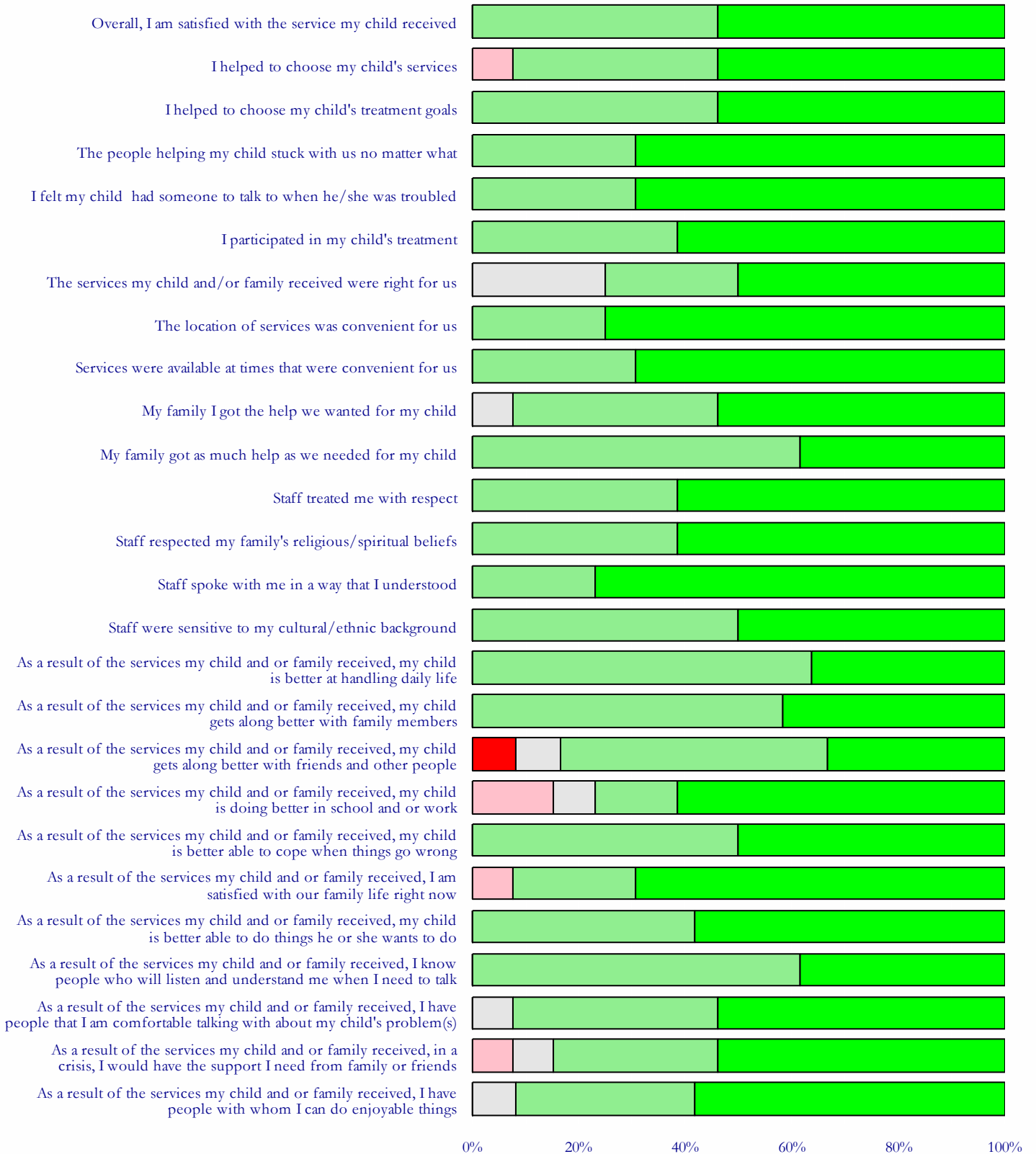
Youth Services Survey for Youth



Youth Services Survey for Youth N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I helped to choose my treatment goals	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	4 36 %	2 18 %	5 45 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
I participated in my own treatment	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
The services I received were right for me	0 0 %	0 0 %	0 0 %	3 27 %	2 18 %	6 55 %
The location of services was convenient for me	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I got as much help as I needed	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	1 9 %	3 27 %	2 18 %	5 45 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	1 9 %	3 27 %	2 18 %	5 45 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 9 %	0 0 %	2 18 %	3 27 %	5 45 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	3 27 %	1 9 %	2 18 %	5 45 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	2 18 %	1 9 %	1 9 %	2 18 %	5 45 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	2 18 %	1 9 %	3 27 %	5 45 %
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 27 %	3 27 %	5 45 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
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 %	0 0 %	2 18 %	4 36 %	5 45 %
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 27 %	3 27 %	5 45 %

Youth Services Survey for Families



Youth Services Survey for Families N = 32

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	6 19 %	7 22 %	19 59 %
I helped to choose my child's services	0 0 %	1 3 %	0 0 %	5 16 %	7 22 %	19 59 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	6 19 %	7 22 %	19 59 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	4 12 %	9 28 %	19 59 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	4 12 %	9 28 %	19 59 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	5 16 %	8 25 %	19 59 %
The services my child and/or family received were right for us	0 0 %	0 0 %	3 9 %	3 9 %	6 19 %	20 62 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	3 9 %	9 28 %	20 62 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	4 12 %	9 28 %	19 59 %
My family I got the help we wanted for my child	0 0 %	0 0 %	1 3 %	5 16 %	7 22 %	19 59 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	8 25 %	5 16 %	19 59 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	5 16 %	8 25 %	19 59 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	5 16 %	8 25 %	19 59 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 9 %	10 31 %	19 59 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	6 19 %	6 19 %	20 62 %
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 %	7 22 %	4 12 %	21 66 %
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 %	7 22 %	5 16 %	20 62 %
As a result of the services my child and or family received, my child gets along better with friends and other people	1 3 %	0 0 %	1 3 %	6 19 %	4 12 %	20 62 %
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 6 %	1 3 %	2 6 %	8 25 %	19 59 %
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 %	6 19 %	6 19 %	20 62 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	1 3 %	0 0 %	3 9 %	9 28 %	19 59 %
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 %	5 16 %	7 22 %	20 62 %
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 %	8 25 %	5 16 %	19 59 %
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 %	1 3 %	5 16 %	7 22 %	19 59 %
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 %	1 3 %	1 3 %	4 12 %	7 22 %	19 59 %
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 %	1 3 %	4 12 %	7 22 %	20 62 %