



Youth Services Survey for Youth / Families Report - Spring 2014
Chinatown Child Development Center

This report covers surveys returned for program codes (RUs): 38746. The number of youth receiving face-to-face services during the survey period was 98 and surveys were returned for 35 youth (35.7%). Number of surveys matched to service data: 31 (31.6%). Number missing client ID: 1. The YSS score (items 1-7, 9-15) for this program, was **3.85** out of five, the mean for all other programs was **4.25**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.44**, the mean of all other programs was **4.33**.

Global Satisfaction 86.4%

Satisfaction by Program / CYF

Satisfaction	Chinatown Child Development Center	CYF	Total
Not Satisfied	3 13.6 %	83 8.5 %	86 8.6 %
Satisfied	19 86.4 %	892 91.5 %	911 91.4 %
Total	22 100.0 %	975 100.0 %	997 100.0 %

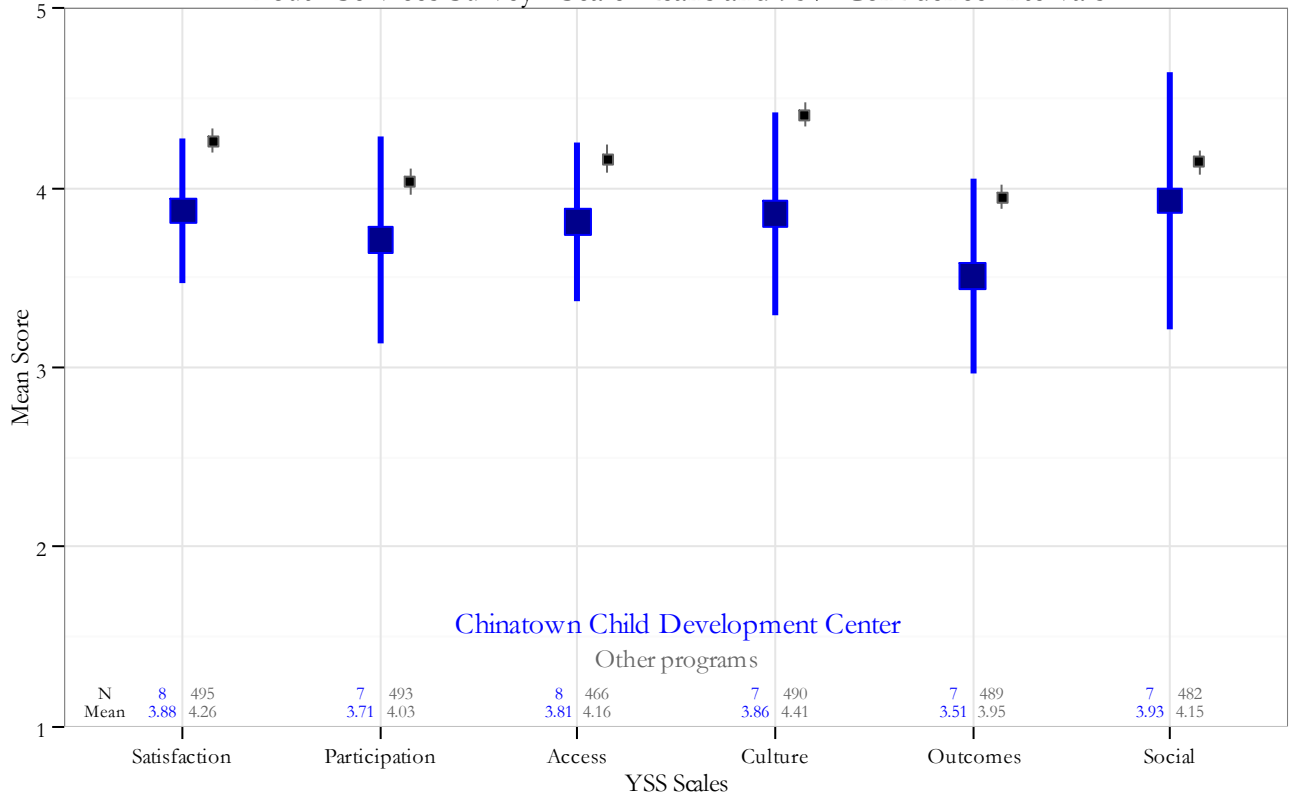
Fisher's p=0.428 · df=1 · Φ=0.027

Survey Compliance

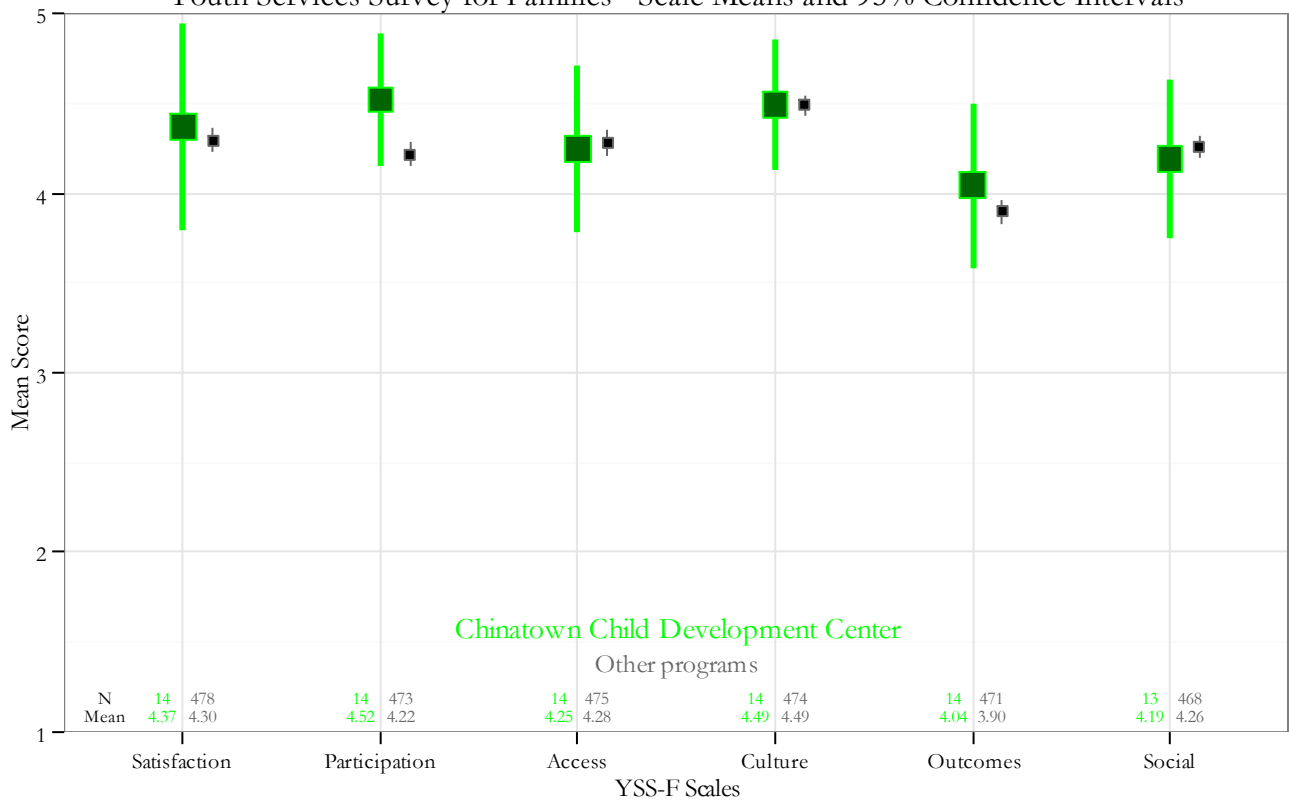
Completion	Survey Completion by Program / CYF			Chinatown Child Development Center Completion by Respondent Type		
	Chinatown Child Development Center	CYF	Total	Family	Youth	Total
Refused	0 0 %	203 10.2 %	203 10 %	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	0 0 %	0 0 %	0 0 %
Other	16 42.1 %	757 38.2 %	773 38.2 %	15 51.7 %	1 11.1 %	16 42.1 %
Missing w/o Reason	1 2.6 %	47 2.4 %	48 2.3 %	0 0 %	1 11.1 %	1 2.6 %
Completed Survey	21 55.3 %	959 48.3 %	980 48.4 %	14 48.3 %	7 77.8 %	21 55.2 %
Total	38 100.0 %	1984 100.0 %	2022 100.0 %	29 100.0 %	9 100.0 %	38 100.0 %

Fisher's p=0.249 · df=5 · Φ_c=0.049

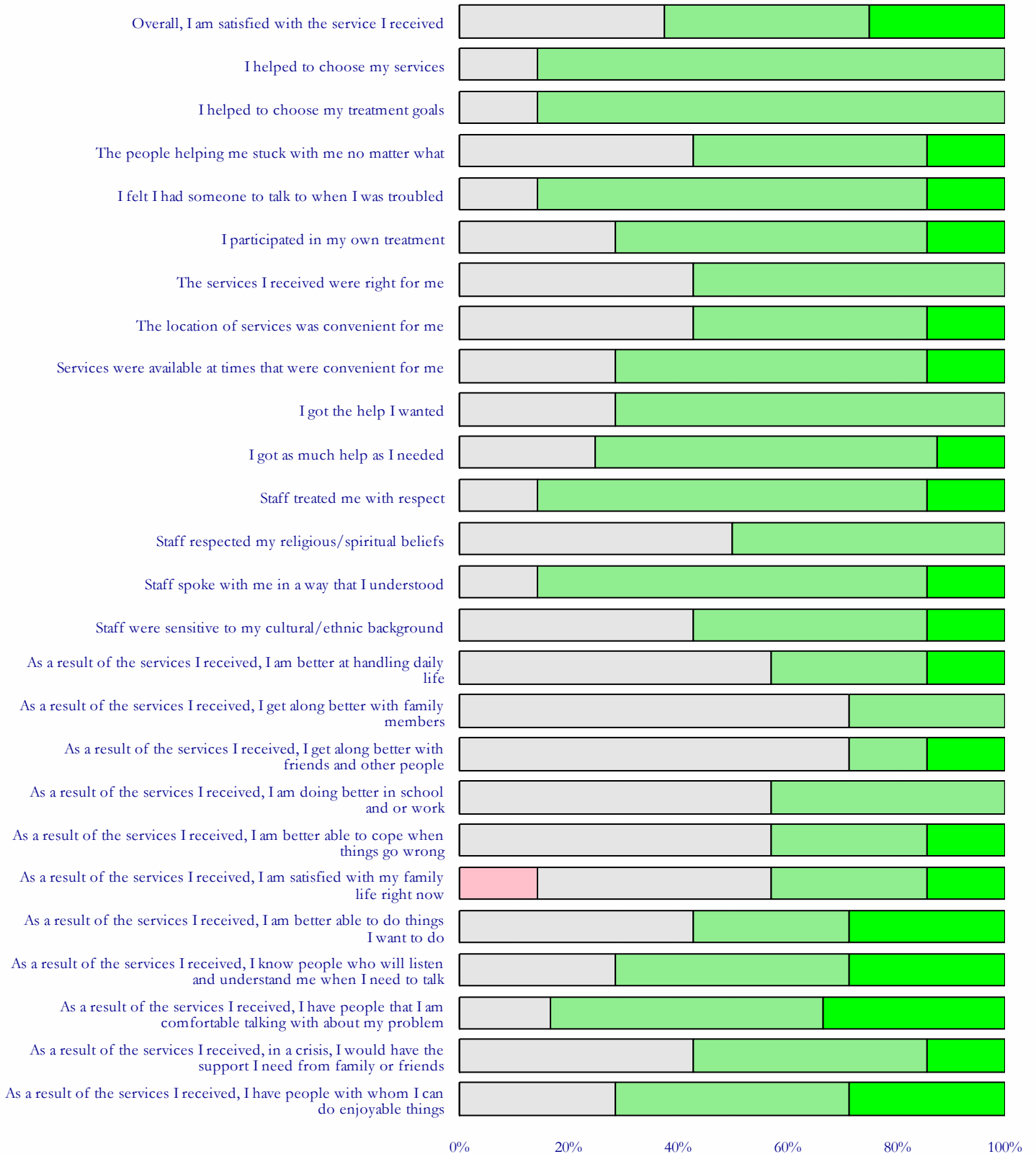
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



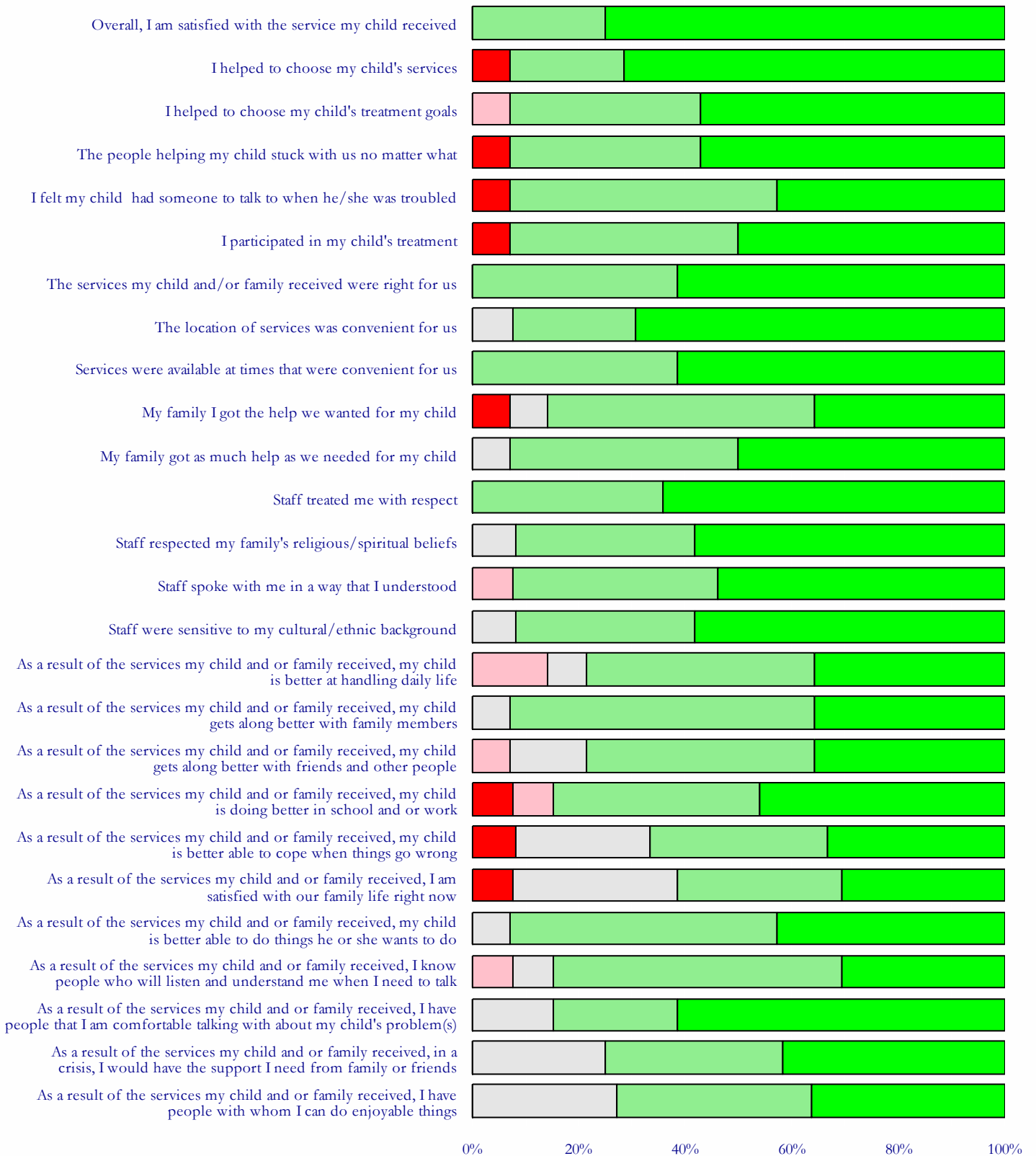
Youth Services Survey for Youth



Youth Services Survey for Youth N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	3 33 %	3 33 %	2 22 %	1 11 %
I helped to choose my services	0 0 %	0 0 %	1 11 %	6 67 %	0 0 %	2 22 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 11 %	6 67 %	0 0 %	2 22 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	3 33 %	3 33 %	1 11 %	2 22 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	1 11 %	5 56 %	1 11 %	2 22 %
I participated in my own treatment	0 0 %	0 0 %	2 22 %	4 44 %	1 11 %	2 22 %
The services I received were right for me	0 0 %	0 0 %	3 33 %	4 44 %	0 0 %	2 22 %
The location of services was convenient for me	0 0 %	0 0 %	3 33 %	3 33 %	1 11 %	2 22 %
Services were available at times that were convenient for me	0 0 %	0 0 %	2 22 %	4 44 %	1 11 %	2 22 %
I got the help I wanted	0 0 %	0 0 %	2 22 %	5 56 %	0 0 %	2 22 %
I got as much help as I needed	0 0 %	0 0 %	2 22 %	5 56 %	1 11 %	1 11 %
Staff treated me with respect	0 0 %	0 0 %	1 11 %	5 56 %	1 11 %	2 22 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	2 22 %	2 22 %	0 0 %	5 56 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 11 %	5 56 %	1 11 %	2 22 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	3 33 %	3 33 %	1 11 %	2 22 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	4 44 %	2 22 %	1 11 %	2 22 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	5 56 %	2 22 %	0 0 %	2 22 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	5 56 %	1 11 %	1 11 %	2 22 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	4 44 %	3 33 %	0 0 %	2 22 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	4 44 %	2 22 %	1 11 %	2 22 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 11 %	3 33 %	2 22 %	1 11 %	2 22 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	3 33 %	2 22 %	2 22 %	2 22 %
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 %	2 22 %	3 33 %	2 22 %	2 22 %
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 11 %	3 33 %	2 22 %	3 33 %
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 %	3 33 %	3 33 %	1 11 %	2 22 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	2 22 %	3 33 %	2 22 %	2 22 %

Youth Services Survey for Families



Youth Services Survey for Families N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	3 10 %	9 31 %	17 59 %
I helped to choose my child's services	1 3 %	0 0 %	0 0 %	3 10 %	10 34 %	15 52 %
I helped to choose my child's treatment goals	0 0 %	1 3 %	0 0 %	5 17 %	8 28 %	15 52 %
The people helping my child stuck with us no matter what	1 3 %	0 0 %	0 0 %	5 17 %	8 28 %	15 52 %
I felt my child had someone to talk to when he/she was troubled	1 3 %	0 0 %	0 0 %	7 24 %	6 21 %	15 52 %
I participated in my child's treatment	1 3 %	0 0 %	0 0 %	6 21 %	7 24 %	15 52 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	5 17 %	8 28 %	16 55 %
The location of services was convenient for us	0 0 %	0 0 %	1 3 %	3 10 %	9 31 %	16 55 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	5 17 %	8 28 %	16 55 %
My family I got the help we wanted for my child	1 3 %	0 0 %	1 3 %	7 24 %	5 17 %	15 52 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 3 %	6 21 %	7 24 %	15 52 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	5 17 %	9 31 %	15 52 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 3 %	4 14 %	7 24 %	17 59 %
Staff spoke with me in a way that I understood	0 0 %	1 3 %	0 0 %	5 17 %	7 24 %	16 55 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 3 %	4 14 %	7 24 %	17 59 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	2 7 %	1 3 %	6 21 %	5 17 %	15 52 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	1 3 %	8 28 %	5 17 %	15 52 %
As a result of the services my child and or family received, my child gets along better with friends and other people	0 0 %	1 3 %	2 7 %	6 21 %	5 17 %	15 52 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 3 %	1 3 %	0 0 %	5 17 %	6 21 %	16 55 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 3 %	0 0 %	3 10 %	4 14 %	4 14 %	17 59 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 3 %	0 0 %	4 14 %	4 14 %	4 14 %	16 55 %
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 %	1 3 %	7 24 %	6 21 %	15 52 %
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 %	1 3 %	1 3 %	7 24 %	4 14 %	16 55 %
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 %	2 7 %	3 10 %	8 28 %	16 55 %
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 %	3 10 %	4 14 %	5 17 %	17 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 %	3 10 %	4 14 %	4 14 %	18 62 %