



Youth Services Survey for Youth / Families Report - Spring 2014
Chinatown Northbeach Mental Health Services

This report covers surveys returned for program codes (RUs): 38723. The number of youth receiving face-to-face services during the survey period was 263 and surveys were returned for 2 youth (0.8%). Number of surveys matched to service data: 1 (0.4%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **3.46** 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 **4.69**, the mean of all other programs was **4.33**.

Global Satisfaction 75.0%

Satisfaction by Program / CYF

Satisfaction	Chinatown Northbeach Mental Health	CYF	Total
Not Satisfied	1 25 %	85 8.6 %	86 8.6 %
Satisfied	3 75 %	908 91.4 %	911 91.4 %
Total	4 100.0 %	993 100.0 %	997 100.0 %

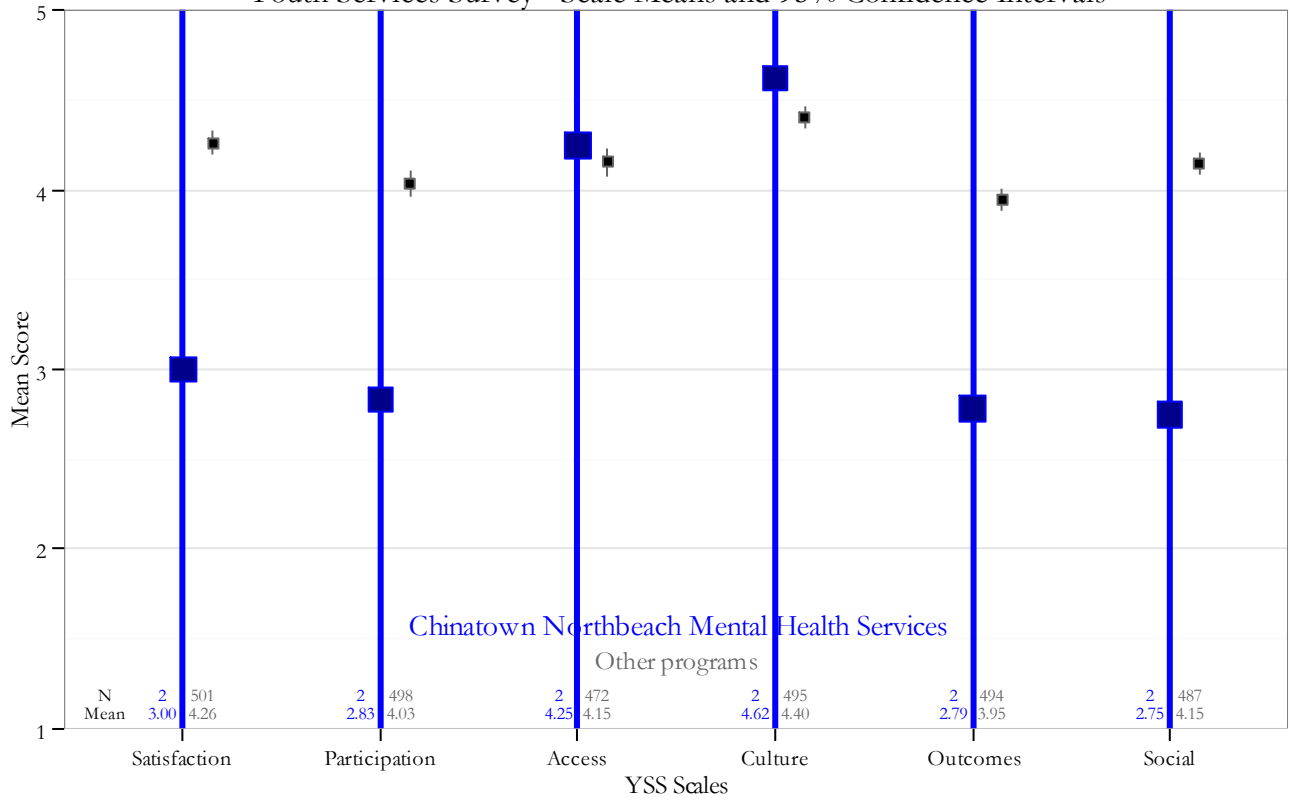
Fisher's p=0.303 · df=1 · Φ=0.037

Survey Compliance

Completion	Survey Completion by Program / CYF			Chinatown Northbeach Mental Health			
	Chinatown Northbeach Mental Health	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 38.3 %	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	4 100 %	976 48.4 %	980 48.5 %	Completed Survey	2 100 %	2 100 %	4 100 %
Total	4 100.0 %	2018 100.0 %	2022 100.0 %	Total	2 100.0 %	2 100.0 %	4 100.0 %

Fisher's p=0.321 · df=5 · Φ=0.046

Youth Services Survey - Scale Means and 95% Confidence Intervals



Not enough Family data for scale means CI chart

Youth Services Survey for Youth



Youth Services Survey for Youth N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
I helped to choose my services	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
I helped to choose my treatment goals	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
The people helping me stuck with me no matter what	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
I felt I had someone to talk to when I was troubled	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %	0 0 %
The services I received were right for me	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
The location of services was convenient for me	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
Services were available at times that were convenient for me	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %
I got as much help as I needed	0 0 %	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %
Staff treated me with respect	0 0 %	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	0 0 %	2 100 %	0 0 %
As a result of the services I received, I am better at handling daily life	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
As a result of the services I received, I get along better with family members	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
As a result of the services I received, I get along better with friends and other people	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
As a result of the services I received, I am doing better in school and or work	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
As a result of the services I received, I am better able to cope when things go wrong	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
As a result of the services I received, I am satisfied with my family life right now	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
As a result of the services I received, I am better able to do things I want to do	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	1 50 %	0 0 %	0 0 %	1 50 %	0 0 %	0 0 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %
As a result of the services I received, I have people with whom I can do enjoyable things	1 50 %	0 0 %	0 0 %	0 0 %	1 50 %	0 0 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table. N = 2