



Youth Services Survey for Youth / Families Report - Spring 2014 Community Youth Center

This report covers surveys returned for program codes (RUs): 38CY3, 38CY4. The number of youth receiving face-to-face services during the survey period was 26 and surveys were returned for 42 youth (161.5%). Number of surveys matched to service data: 11 (42.3%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.50** out of five, the mean for all other programs was **4.22**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.36**, the mean of all other programs was **4.33**.

Global Satisfaction 100.0%

Satisfaction by Program / CYF			
Satisfaction	Community Youth Center	CYF	Total
Not Satisfied	0 0 %	86 8.9 %	86 8.6 %
Satisfied	35 100 %	876 91.1 %	911 91.4 %
Total	35 100.0 %	962 100.0 %	997 100.0 %

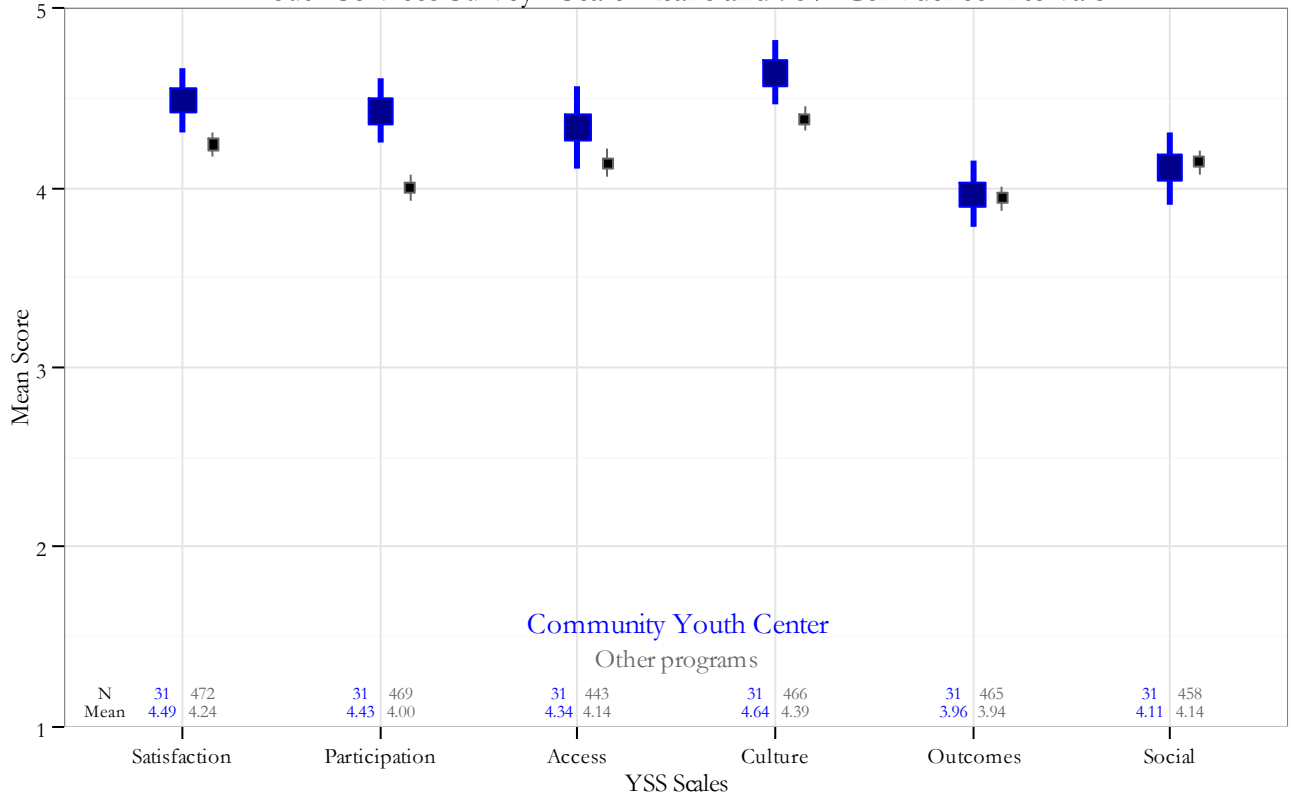
Fisher's p=0.066 · df=1 · Φ=0.059

Survey Compliance

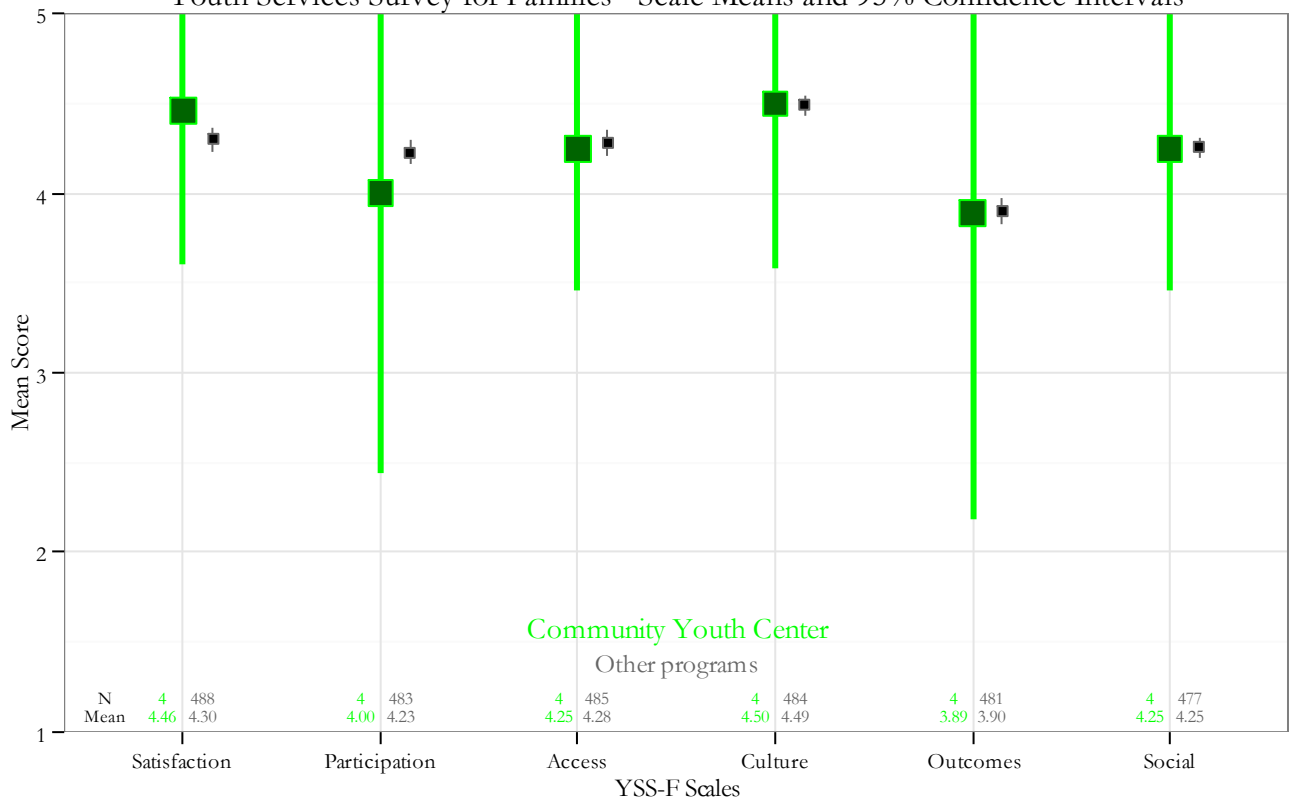
Completion	Survey Completion by Program / CYF			Completion	Community Youth Center Completion by Respondent Type		
	Community Youth Center	CYF	Total		Family	Youth	Total
Refused	3 4.7 %	200 10.2 %	203 10 %	Refused	1 3.7 %	2 5.4 %	3 4.7 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	26 40.6 %	747 38.2 %	773 38.2 %	Other	22 81.5 %	4 10.8 %	26 40.6 %
Missing w/o Reason	0 0 %	48 2.5 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	35 54.7 %	945 48.3 %	980 48.4 %	Completed Survey	4 14.8 %	31 83.8 %	35 54.6 %
Total	64 100.0 %	1958 100.0 %	2022 100.0 %	Total	27 100.0 %	37 100.0 %	64 100.0 %

Fisher's p=0.546 · df=5 · Φ_c=0.048

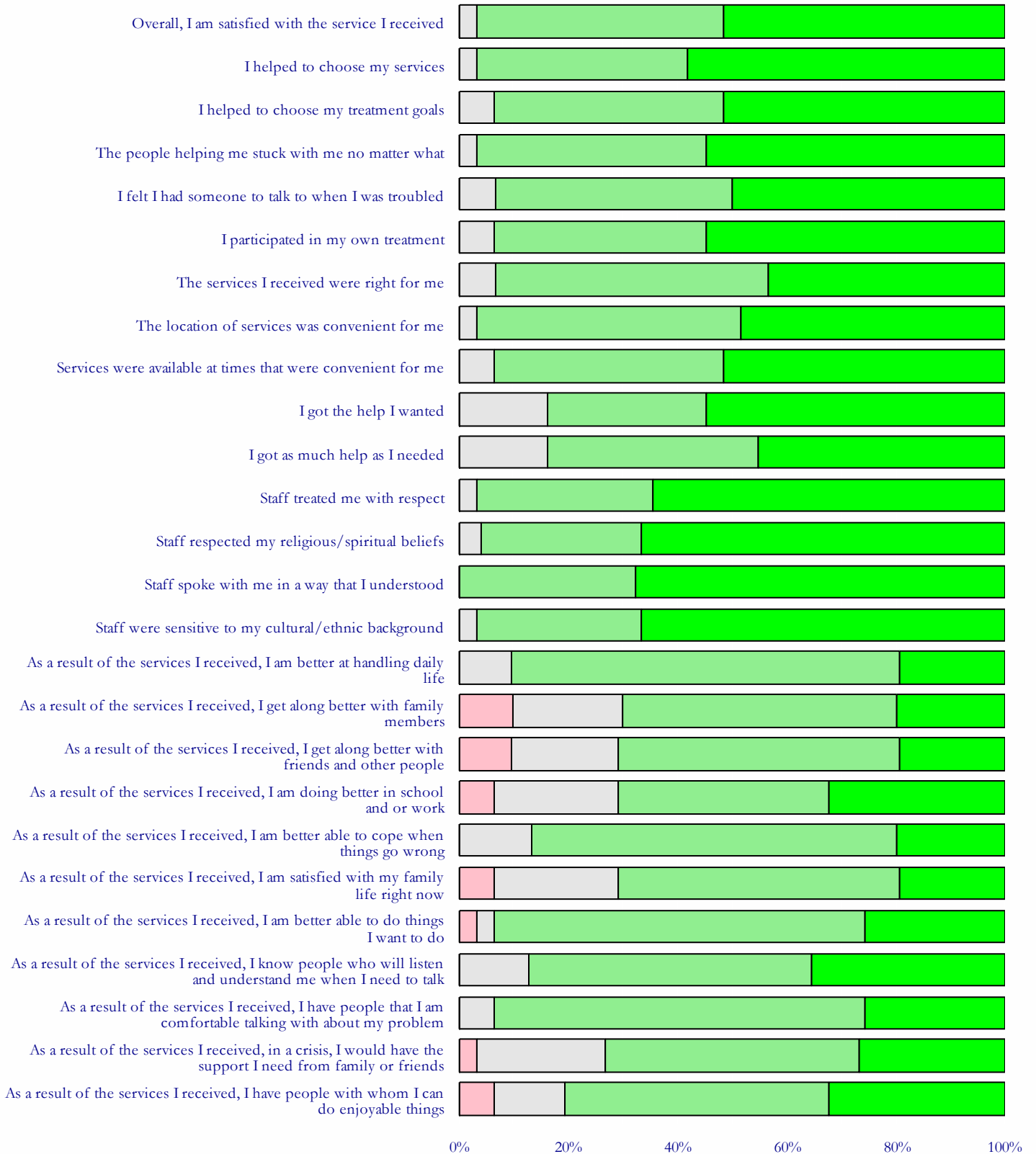
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



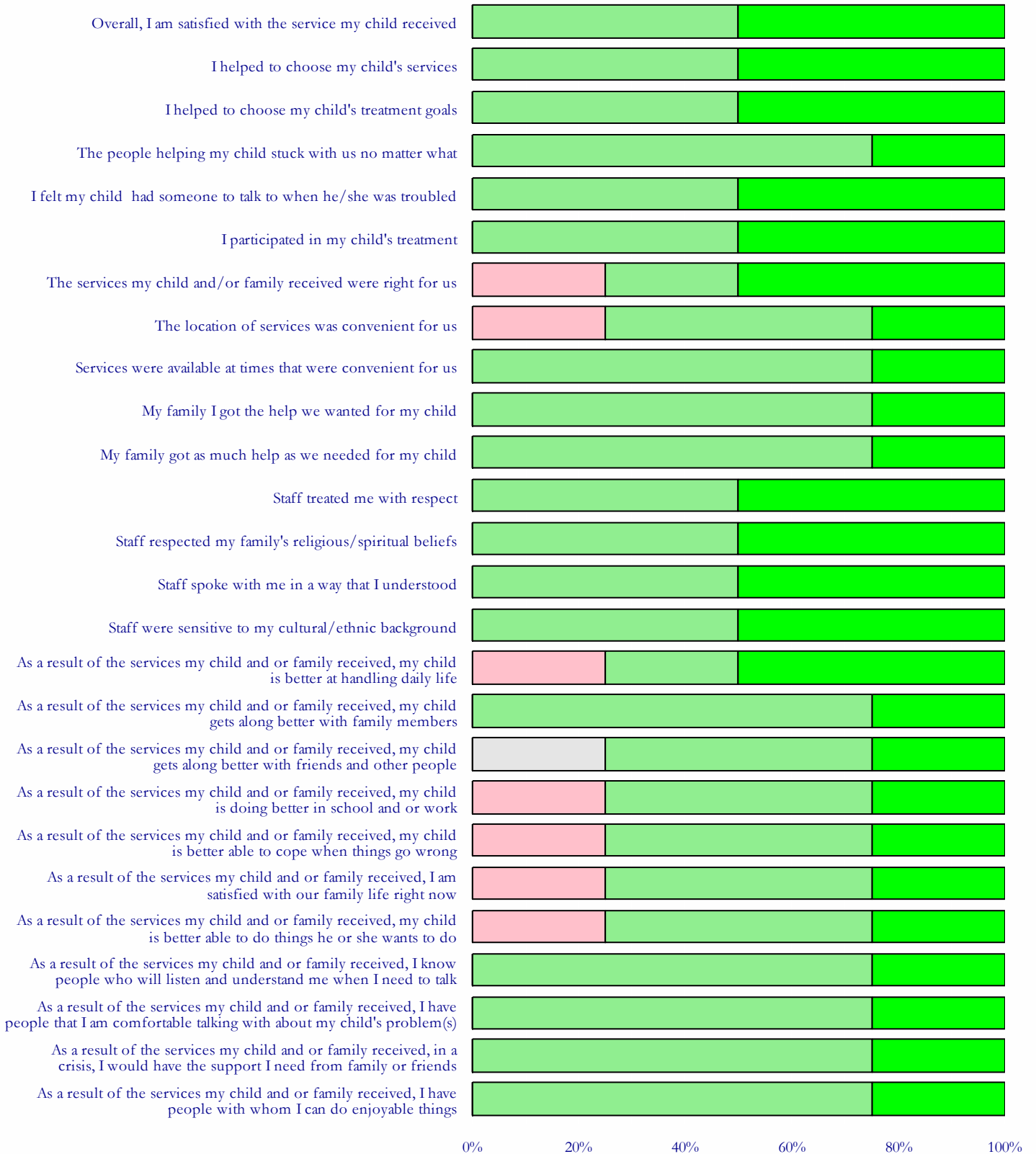
Youth Services Survey for Youth



Youth Services Survey for Youth N = 37

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	1 3 %	14 38 %	16 43 %	6 16 %
I helped to choose my services	0 0 %	0 0 %	1 3 %	12 32 %	18 49 %	6 16 %
I helped to choose my treatment goals	0 0 %	0 0 %	2 5 %	13 35 %	16 43 %	6 16 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	1 3 %	13 35 %	17 46 %	6 16 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	2 5 %	13 35 %	15 41 %	7 19 %
I participated in my own treatment	0 0 %	0 0 %	2 5 %	12 32 %	17 46 %	6 16 %
The services I received were right for me	0 0 %	0 0 %	2 5 %	15 41 %	13 35 %	7 19 %
The location of services was convenient for me	0 0 %	0 0 %	1 3 %	15 41 %	15 41 %	6 16 %
Services were available at times that were convenient for me	0 0 %	0 0 %	2 5 %	13 35 %	16 43 %	6 16 %
I got the help I wanted	0 0 %	0 0 %	5 14 %	9 24 %	17 46 %	6 16 %
I got as much help as I needed	0 0 %	0 0 %	5 14 %	12 32 %	14 38 %	6 16 %
Staff treated me with respect	0 0 %	0 0 %	1 3 %	10 27 %	20 54 %	6 16 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 3 %	7 19 %	16 43 %	13 35 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	10 27 %	21 57 %	6 16 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 3 %	9 24 %	20 54 %	7 19 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	3 8 %	22 59 %	6 16 %	6 16 %
As a result of the services I received, I get along better with family members	0 0 %	3 8 %	6 16 %	15 41 %	6 16 %	7 19 %
As a result of the services I received, I get along better with friends and other people	0 0 %	3 8 %	6 16 %	16 43 %	6 16 %	6 16 %
As a result of the services I received, I am doing better in school and or work	0 0 %	2 5 %	7 19 %	12 32 %	10 27 %	6 16 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	4 11 %	20 54 %	6 16 %	7 19 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	2 5 %	7 19 %	16 43 %	6 16 %	6 16 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	1 3 %	1 3 %	21 57 %	8 22 %	6 16 %
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 %	4 11 %	16 43 %	11 30 %	6 16 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	2 5 %	21 57 %	8 22 %	6 16 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0 %	1 3 %	7 19 %	14 38 %	8 22 %	7 19 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	2 5 %	4 11 %	15 41 %	10 27 %	6 16 %

Youth Services Survey for Families



Youth Services Survey for Families N = 27

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	3 11 %	1 4 %	23 85 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
The services my child and/or family received were right for us	0 0 %	1 4 %	0 0 %	1 4 %	2 7 %	23 85 %
The location of services was convenient for us	0 0 %	1 4 %	0 0 %	2 7 %	1 4 %	23 85 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	3 11 %	1 4 %	23 85 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	3 11 %	1 4 %	23 85 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	3 11 %	1 4 %	23 85 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 7 %	2 7 %	23 85 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	1 4 %	0 0 %	1 4 %	2 7 %	23 85 %
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 %	3 11 %	1 4 %	23 85 %
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 %	1 4 %	2 7 %	1 4 %	23 85 %
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 4 %	0 0 %	2 7 %	1 4 %	23 85 %
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 %	1 4 %	0 0 %	2 7 %	1 4 %	23 85 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	1 4 %	0 0 %	2 7 %	1 4 %	23 85 %
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 %	1 4 %	0 0 %	2 7 %	1 4 %	23 85 %
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 %	3 11 %	1 4 %	23 85 %
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 %	3 11 %	1 4 %	23 85 %
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 %	3 11 %	1 4 %	23 85 %
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 %	3 11 %	1 4 %	23 85 %