



Youth Services Survey for Youth / Families Report - Spring 2014
Edgewood Campus Programs

This report covers surveys returned for program codes (RUs): 885814, 885818, 885819, 8858ED, 8858FC, 8858OP. The number of youth receiving face-to-face services during the survey period was 94 and surveys were returned for 146 youth (155.3%). Number of surveys matched to service data: 90 (95.7%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.15** 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 **4.49**, the mean of all other programs was **4.32**.

Global Satisfaction 93.0%

Satisfaction by Program / CYF

Satisfaction	Edgewood Campus Programs	CYF	Total
Not Satisfied	3 7 %	83 8.7 %	86 8.6 %
Satisfied	40 93 %	871 91.3 %	911 91.4 %
Total	43 100.0 %	954 100.0 %	997 100.0 %

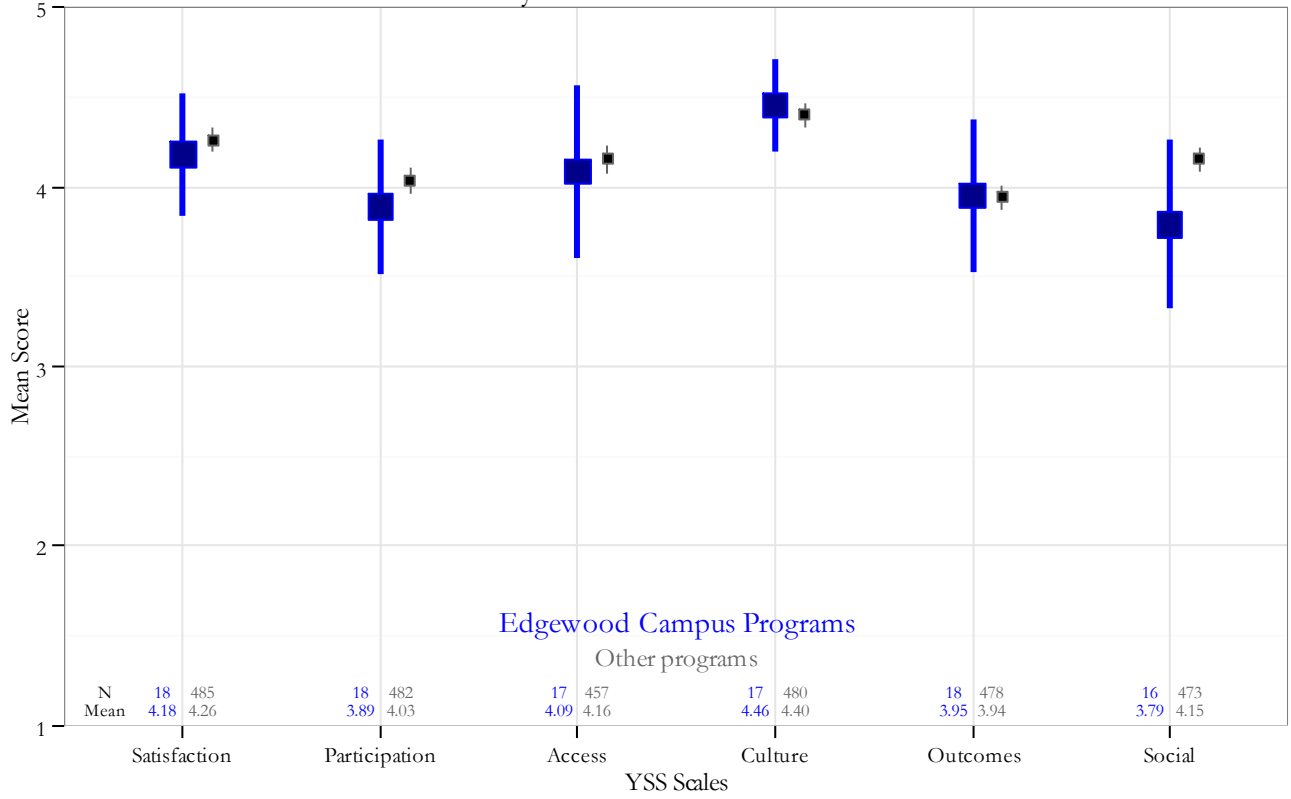
Fisher's p=1.000 · df=1 · Φ=0.012

Survey Compliance

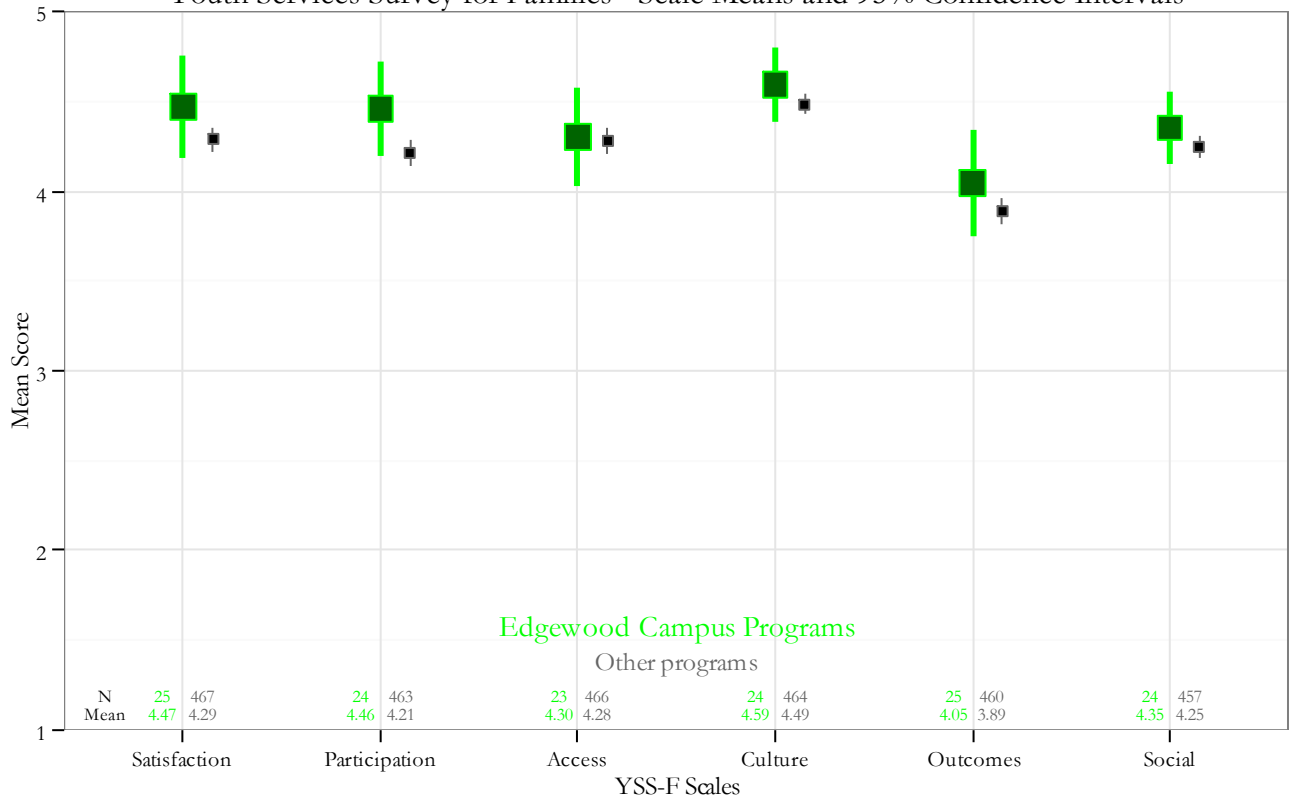
Completion	Survey Completion by Program / CYF			Completion	Edgewood Campus Programs Completion by Respondent Type		
	Edgewood Campus Programs	CYF	Total		Family	Youth	Total
Refused	57 26.6 %	146 8.1 %	203 10 %	Refused	40 26.7 %	17 26.6 %	57 26.6 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	1 0.5 %	6 0.3 %	7 0.3 %	Language	1 0.7 %	0 0 %	1 0.5 %
Other	108 50.5 %	665 36.8 %	773 38.2 %	Other	81 54 %	27 42.2 %	108 50.5 %
Missing w/o Reason	8 3.7 %	40 2.2 %	48 2.4 %	Missing w/o Reason	5 3.3 %	3 4.7 %	8 3.7 %
Completed Survey	40 18.7 %	940 52 %	980 48.5 %	Completed Survey	23 15.3 %	17 26.6 %	40 18.6 %
Total	214 100.0 %	1808 100.0 %	2022 100.0 %	Total	150 100.0 %	64 100.0 %	214 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.246

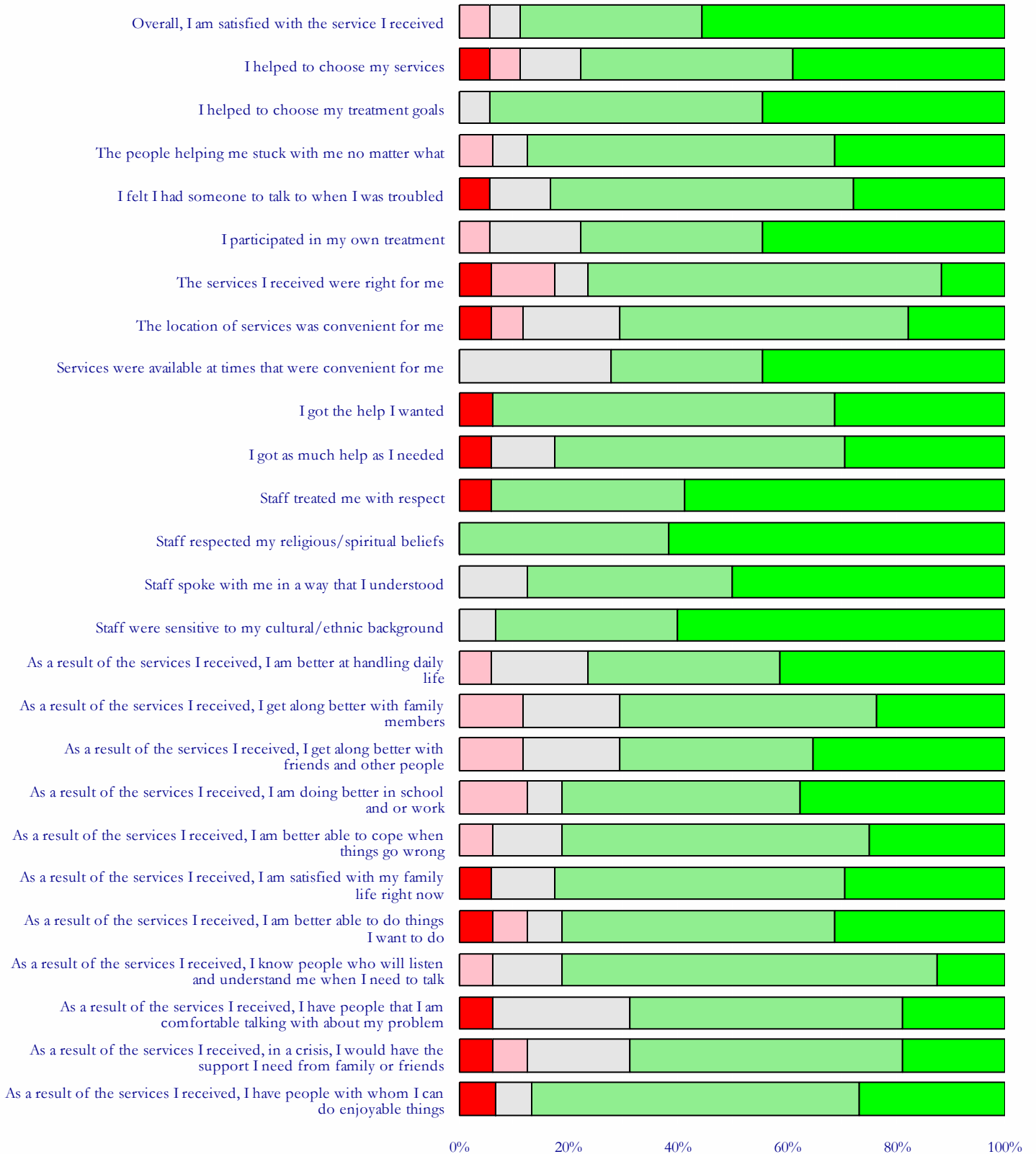
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



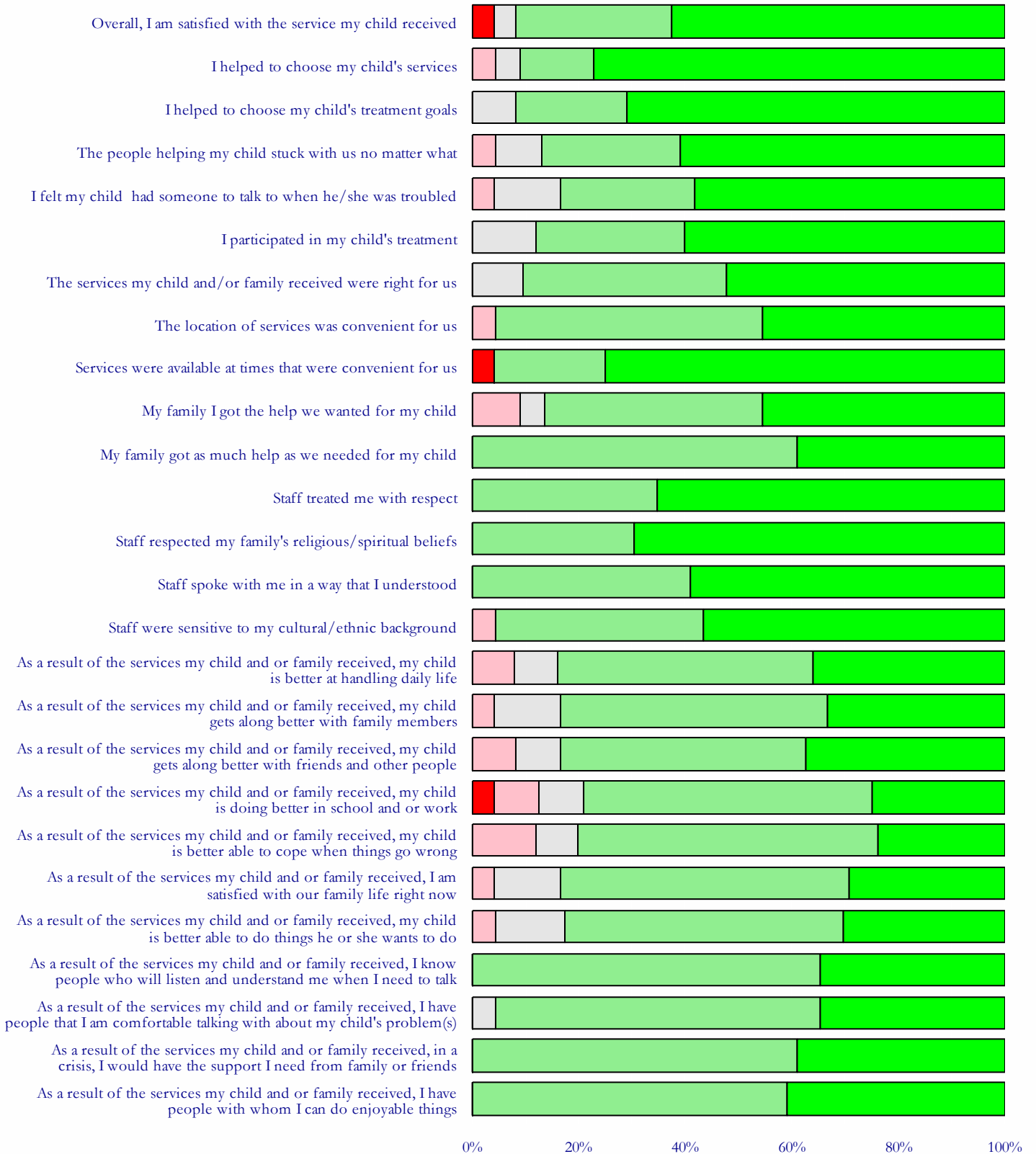
Youth Services Survey for Youth



Youth Services Survey for Youth N = 64

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	1 2 %	1 2 %	6 9 %	10 16 %	46 72 %
I helped to choose my services	1 2 %	1 2 %	2 3 %	7 11 %	7 11 %	46 72 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 2 %	9 14 %	8 12 %	46 72 %
The people helping me stuck with me no matter what	0 0 %	1 2 %	1 2 %	9 14 %	5 8 %	48 75 %
I felt I had someone to talk to when I was troubled	1 2 %	0 0 %	2 3 %	10 16 %	5 8 %	46 72 %
I participated in my own treatment	0 0 %	1 2 %	3 5 %	6 9 %	8 12 %	46 72 %
The services I received were right for me	1 2 %	2 3 %	1 2 %	11 17 %	2 3 %	47 73 %
The location of services was convenient for me	1 2 %	1 2 %	3 5 %	9 14 %	3 5 %	47 73 %
Services were available at times that were convenient for me	0 0 %	0 0 %	5 8 %	5 8 %	8 12 %	46 72 %
I got the help I wanted	1 2 %	0 0 %	0 0 %	10 16 %	5 8 %	48 75 %
I got as much help as I needed	1 2 %	0 0 %	2 3 %	9 14 %	5 8 %	47 73 %
Staff treated me with respect	1 2 %	0 0 %	0 0 %	6 9 %	10 16 %	47 73 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	5 8 %	8 12 %	51 80 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	2 3 %	6 9 %	8 12 %	48 75 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 2 %	5 8 %	9 14 %	49 77 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 2 %	3 5 %	6 9 %	7 11 %	47 73 %
As a result of the services I received, I get along better with family members	0 0 %	2 3 %	3 5 %	8 12 %	4 6 %	47 73 %
As a result of the services I received, I get along better with friends and other people	0 0 %	2 3 %	3 5 %	6 9 %	6 9 %	47 73 %
As a result of the services I received, I am doing better in school and or work	0 0 %	2 3 %	1 2 %	7 11 %	6 9 %	48 75 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 2 %	2 3 %	9 14 %	4 6 %	48 75 %
As a result of the services I received, I am satisfied with my family life right now	1 2 %	0 0 %	2 3 %	9 14 %	5 8 %	47 73 %
As a result of the services I received, I am better able to do things I want to do	1 2 %	1 2 %	1 2 %	8 12 %	5 8 %	48 75 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0 %	1 2 %	2 3 %	11 17 %	2 3 %	48 75 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	1 2 %	0 0 %	4 6 %	8 12 %	3 5 %	48 75 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 2 %	1 2 %	3 5 %	8 12 %	3 5 %	48 75 %
As a result of the services I received, I have people with whom I can do enjoyable things	1 2 %	0 0 %	1 2 %	9 14 %	4 6 %	49 77 %

Youth Services Survey for Families



Youth Services Survey for Families N = 150

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	1 1 %	0 0 %	1 1 %	7 5 %	15 10 %	126 84 %
I helped to choose my child's services	0 0 %	1 1 %	1 1 %	3 2 %	17 11 %	128 85 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	2 1 %	5 3 %	17 11 %	126 84 %
The people helping my child stuck with us no matter what	0 0 %	1 1 %	2 1 %	6 4 %	14 9 %	127 85 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	1 1 %	3 2 %	6 4 %	14 9 %	126 84 %
I participated in my child's treatment	0 0 %	0 0 %	3 2 %	7 5 %	15 10 %	125 83 %
The services my child and/or family received were right for us	0 0 %	0 0 %	2 1 %	8 5 %	11 7 %	129 86 %
The location of services was convenient for us	0 0 %	1 1 %	0 0 %	11 7 %	10 7 %	128 85 %
Services were available at times that were convenient for us	1 1 %	0 0 %	0 0 %	5 3 %	18 12 %	126 84 %
My family I got the help we wanted for my child	0 0 %	2 1 %	1 1 %	9 6 %	10 7 %	128 85 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	14 9 %	9 6 %	127 85 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	8 5 %	15 10 %	127 85 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	7 5 %	16 11 %	127 85 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	9 6 %	13 9 %	128 85 %
Staff were sensitive to my cultural/ethnic background	0 0 %	1 1 %	0 0 %	9 6 %	13 9 %	127 85 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	2 1 %	2 1 %	12 8 %	9 6 %	125 83 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	1 1 %	3 2 %	12 8 %	8 5 %	126 84 %
As a result of the services my child and or family received, my child gets along better with friends and other people	0 0 %	2 1 %	2 1 %	11 7 %	9 6 %	126 84 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 1 %	2 1 %	2 1 %	13 9 %	6 4 %	126 84 %
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 %	3 2 %	2 1 %	14 9 %	6 4 %	125 83 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	1 1 %	3 2 %	13 9 %	7 5 %	126 84 %
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 1 %	3 2 %	12 8 %	7 5 %	127 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 %	15 10 %	8 5 %	127 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 %	1 1 %	14 9 %	8 5 %	127 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 %	14 9 %	9 6 %	127 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 %	13 9 %	9 6 %	128 85 %