



Youth Services Survey for Youth / Families Report - Spring 2014
FSA Full Circle Family Program

This report covers surveys returned for program codes (RUs): 3822O1, 3822O3. The number of youth receiving face-to-face services during the survey period was 49 and surveys were returned for 70 youth (142.9%). Number of surveys matched to service data: 47 (95.9%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.16** 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 **4.12**, the mean of all other programs was **4.33**.

Global Satisfaction 90.0%

Satisfaction by Program / CYF

Satisfaction	FSA Full Circle Family Program	CYF	Total
Not Satisfied	2 10 %	84 8.6 %	86 8.6 %
Satisfied	18 90 %	893 91.4 %	911 91.4 %
Total	20 100.0 %	977 100.0 %	997 100.0 %

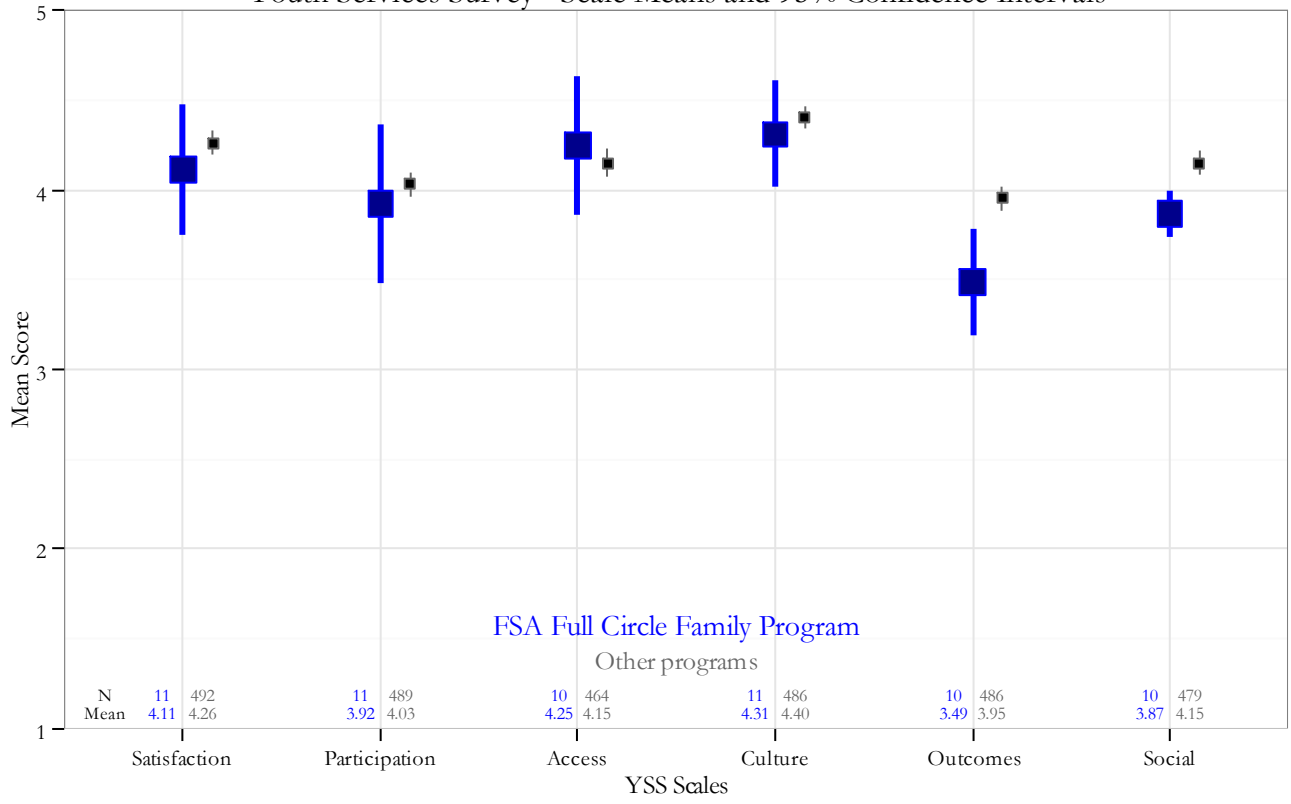
Fisher's p=0.688 · df=1 · Φ=0.007

Survey Compliance

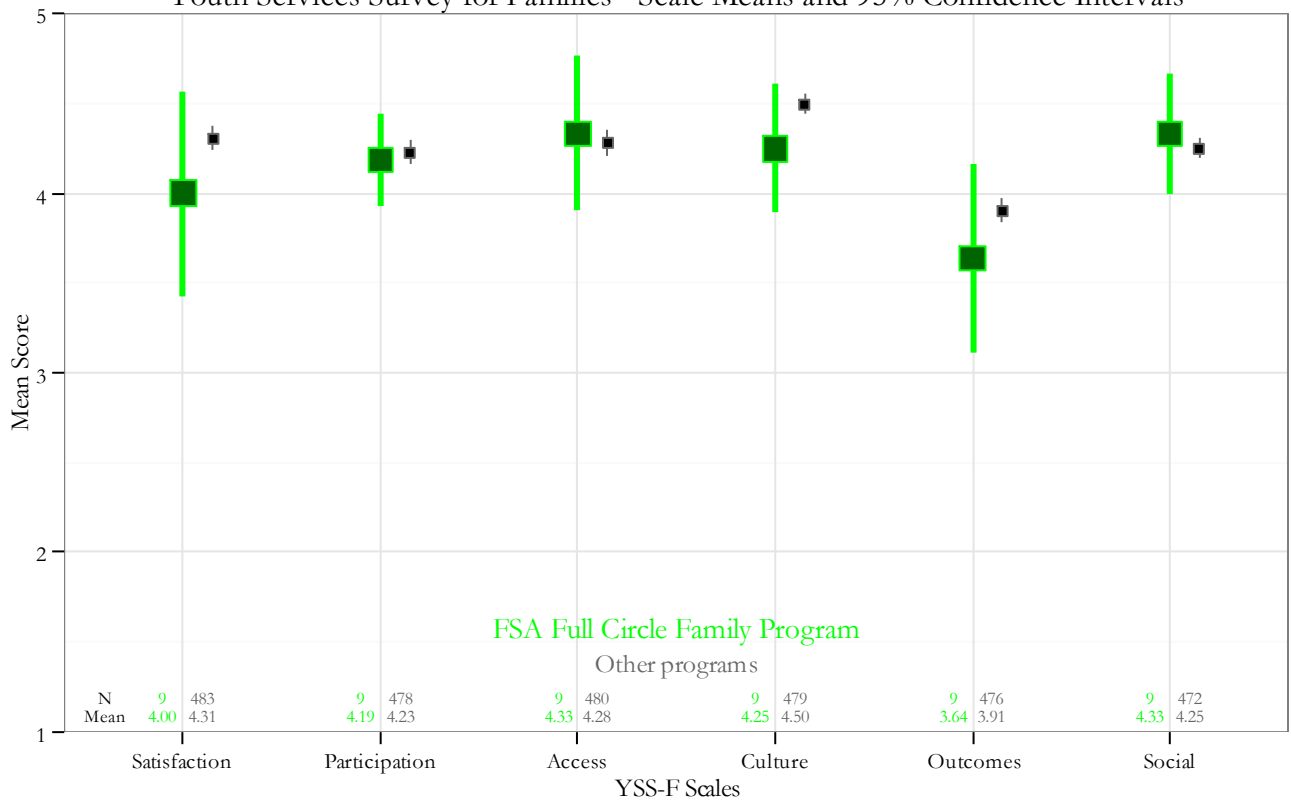
Completion	Survey Completion by Program / CYF			Completion	FSA Full Circle Family Program Completion by Respondent Type		
	FSA Full Circle Family Program	CYF	Total		Family	Youth	Total
Refused	4 3.8 %	199 10.4 %	203 10 %	Refused	0 0 %	4 11.8 %	4 3.8 %
Impaired	2 1.9 %	9 0.5 %	11 0.5 %	Impaired	1 1.4 %	1 2.9 %	2 2 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	73 70.2 %	700 36.5 %	773 38.2 %	Other	56 80 %	17 50 %	73 70.1 %
Missing w/o Reason	5 4.8 %	43 2.2 %	48 2.3 %	Missing w/o Reason	4 5.7 %	1 2.9 %	5 4.8 %
Completed Survey	20 19.2 %	960 50.1 %	980 48.5 %	Completed Survey	9 12.9 %	11 32.4 %	20 19.3 %
Total	104 100.0 %	1918 100.0 %	2022 100.0 %	Total	70 100.0 %	34 100.0 %	104 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.172

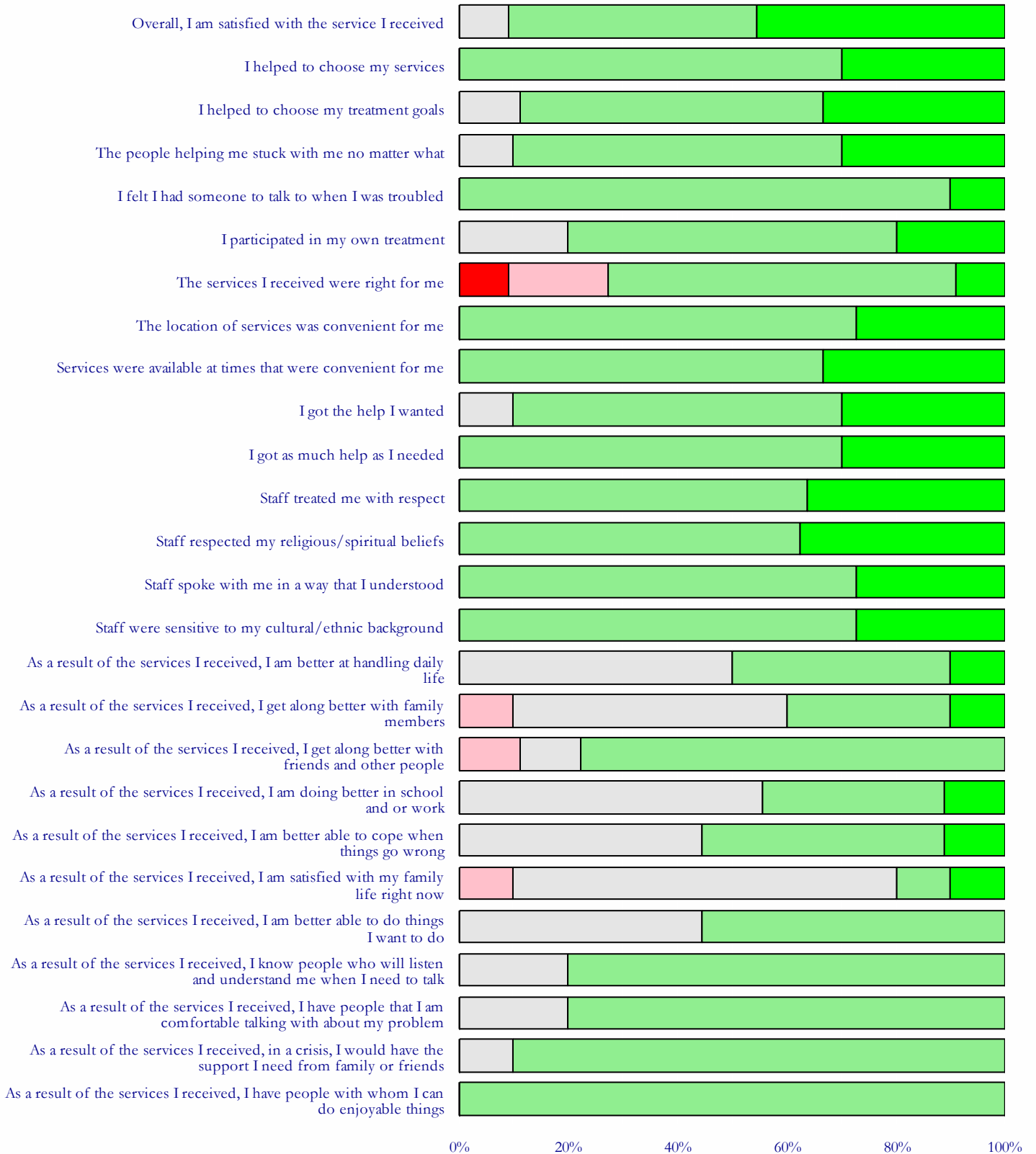
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



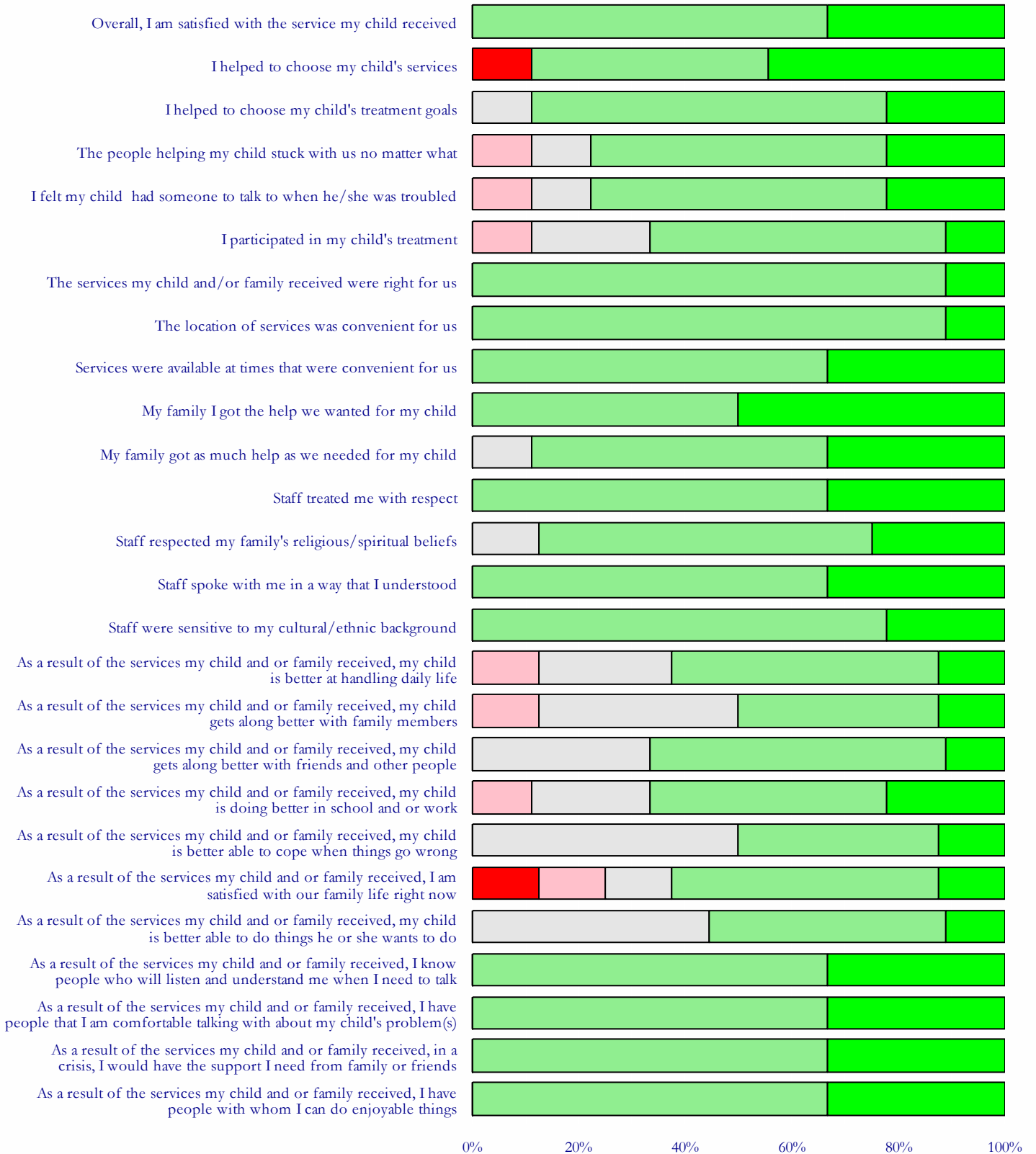
Youth Services Survey for Youth



Youth Services Survey for Youth N = 34

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	1 3 %	5 15 %	5 15 %	23 68 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	7 21 %	3 9 %	24 71 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 3 %	5 15 %	3 9 %	25 74 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	1 3 %	6 18 %	3 9 %	24 71 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	9 26 %	1 3 %	24 71 %
I participated in my own treatment	0 0 %	0 0 %	2 6 %	6 18 %	2 6 %	24 71 %
The services I received were right for me	1 3 %	2 6 %	0 0 %	7 21 %	1 3 %	23 68 %
The location of services was convenient for me	0 0 %	0 0 %	0 0 %	8 24 %	3 9 %	23 68 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	6 18 %	3 9 %	25 74 %
I got the help I wanted	0 0 %	0 0 %	1 3 %	6 18 %	3 9 %	24 71 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	7 21 %	3 9 %	24 71 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	7 21 %	4 12 %	23 68 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	5 15 %	3 9 %	26 76 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	8 24 %	3 9 %	23 68 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	8 24 %	3 9 %	23 68 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	5 15 %	4 12 %	1 3 %	24 71 %
As a result of the services I received, I get along better with family members	0 0 %	1 3 %	5 15 %	3 9 %	1 3 %	24 71 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 3 %	1 3 %	7 21 %	0 0 %	25 74 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	5 15 %	3 9 %	1 3 %	25 74 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	4 12 %	4 12 %	1 3 %	25 74 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 3 %	7 21 %	1 3 %	1 3 %	24 71 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	4 12 %	5 15 %	0 0 %	25 74 %
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 6 %	8 24 %	0 0 %	24 71 %
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 6 %	8 24 %	0 0 %	24 71 %
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 %	1 3 %	9 26 %	0 0 %	24 71 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	0 0 %	9 26 %	0 0 %	25 74 %

Youth Services Survey for Families



Youth Services Survey for Families N = 70

	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 9 %	3 4 %	61 87 %
I helped to choose my child's services	1 1 %	0 0 %	0 0 %	4 6 %	4 6 %	61 87 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	1 1 %	6 9 %	2 3 %	61 87 %
The people helping my child stuck with us no matter what	0 0 %	1 1 %	1 1 %	5 7 %	2 3 %	61 87 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	1 1 %	1 1 %	5 7 %	2 3 %	61 87 %
I participated in my child's treatment	0 0 %	1 1 %	2 3 %	5 7 %	1 1 %	61 87 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	8 11 %	1 1 %	61 87 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	8 11 %	1 1 %	61 87 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	6 9 %	3 4 %	61 87 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	4 6 %	4 6 %	62 89 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 1 %	5 7 %	3 4 %	61 87 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	6 9 %	3 4 %	61 87 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 1 %	5 7 %	2 3 %	62 89 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	6 9 %	3 4 %	61 87 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	7 10 %	2 3 %	61 87 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	1 1 %	2 3 %	4 6 %	1 1 %	62 89 %
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 4 %	3 4 %	1 1 %	62 89 %
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 %	3 4 %	5 7 %	1 1 %	61 87 %
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 1 %	2 3 %	4 6 %	2 3 %	61 87 %
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 %	4 6 %	3 4 %	1 1 %	62 89 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 1 %	1 1 %	1 1 %	4 6 %	1 1 %	62 89 %
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 %	4 6 %	4 6 %	1 1 %	61 87 %
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 %	6 9 %	3 4 %	61 87 %
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 %	6 9 %	3 4 %	61 87 %
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 %	6 9 %	3 4 %	61 87 %
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 %	6 9 %	3 4 %	61 87 %