



Youth Services Survey for Youth / Families Report - Spring 2014
Mission Family Center

This report covers surveys returned for program codes (RUs): 38016. The number of youth receiving face-to-face services during the survey period was 50 and surveys were returned for 51 youth (102.0%). Number of surveys matched to service data: 40 (80.0%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.08** 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 **4.48**, the mean of all other programs was **4.32**.

Global Satisfaction 92.7%

Satisfaction by Program / CYF

Satisfaction	Mission Family Center	CYF	Total
Not Satisfied	4 7.3 %	82 8.7 %	86 8.6 %
Satisfied	51 92.7 %	860 91.3 %	911 91.4 %
Total	55 100.0 %	942 100.0 %	997 100.0 %

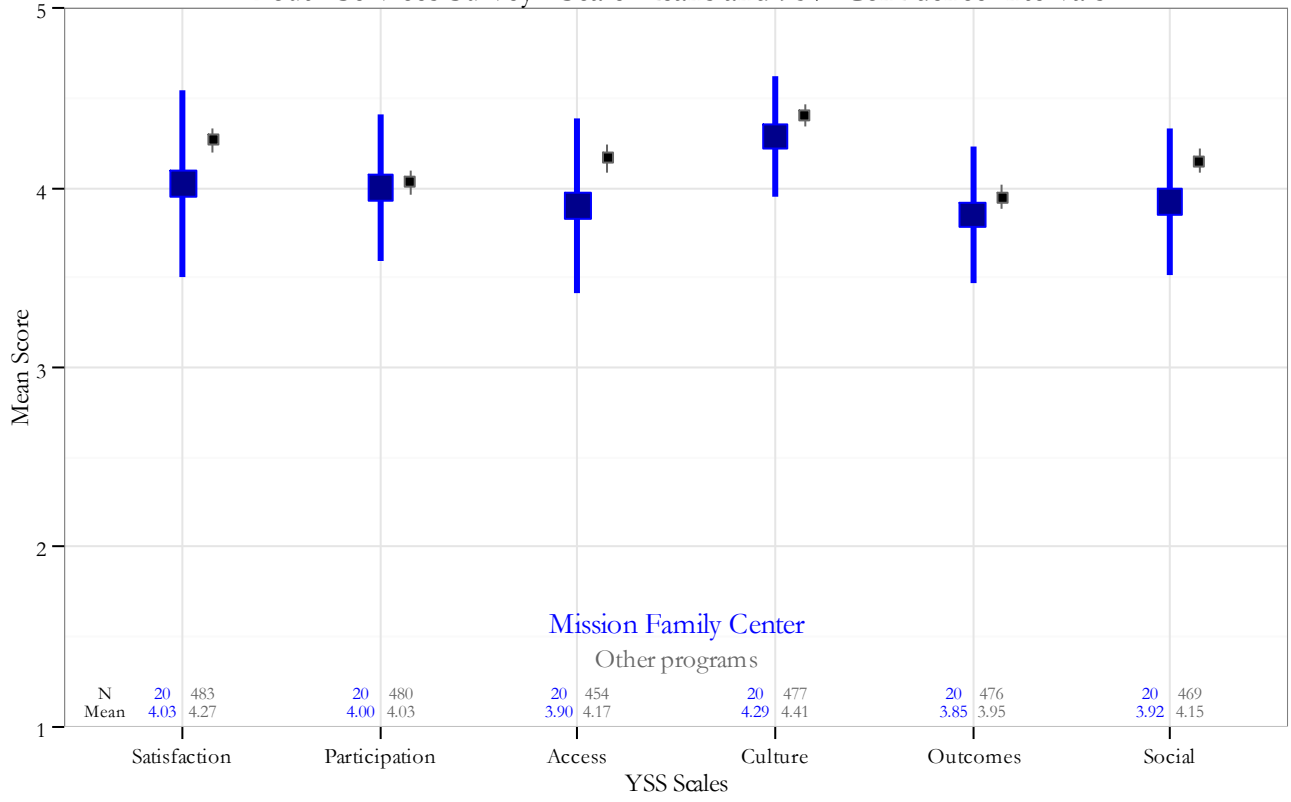
Fisher's p=1.000 · df=1 · Φ=0.012

Survey Compliance

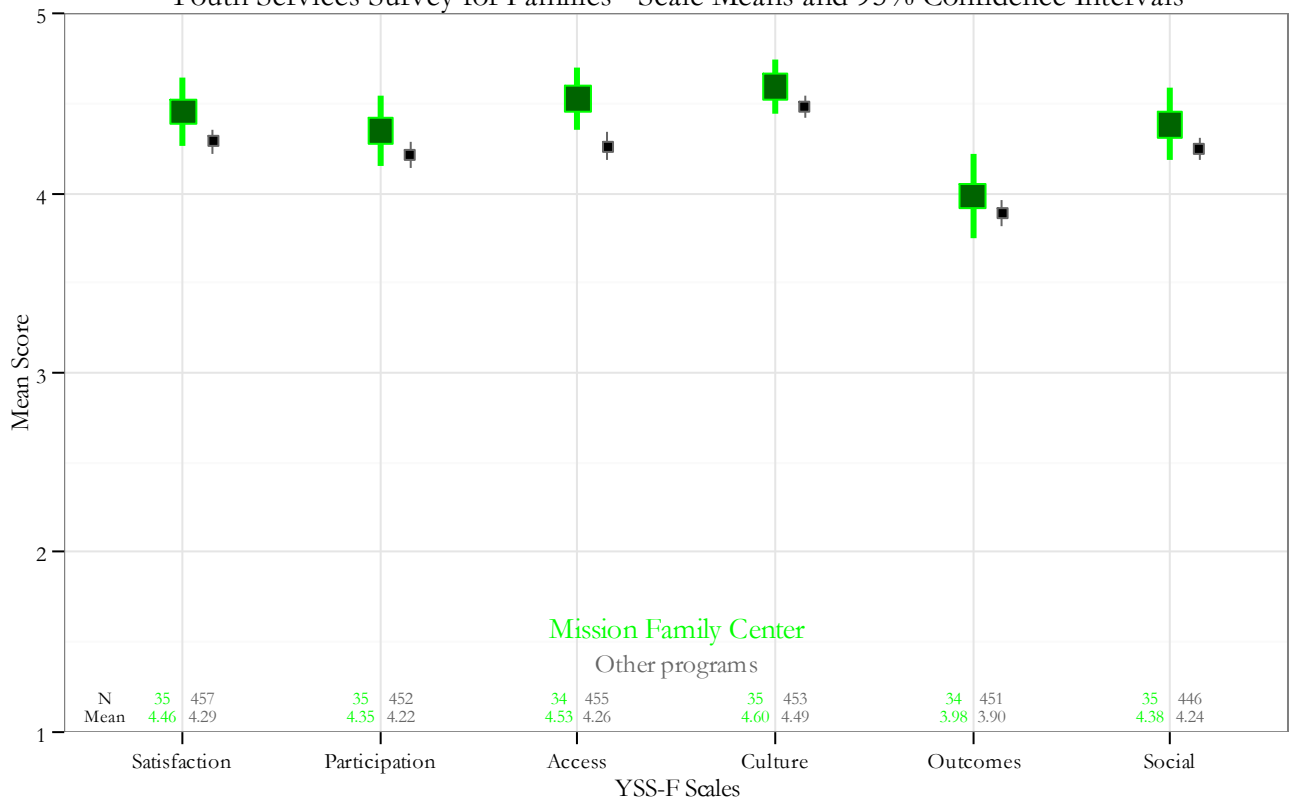
Survey Completion by Program / CYF				Mission Family Center Completion by Respondent Type			
Completion	Mission Family Center	CYF	Total	Completion	Family	Youth	Total
Refused	0 0 %	203 10.4 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	11 16.2 %	762 39 %	773 38.2 %	Other	8 18.2 %	3 12.5 %	11 16.2 %
Missing w/o Reason	2 2.9 %	46 2.4 %	48 2.4 %	Missing w/o Reason	1 2.3 %	1 4.2 %	2 3 %
Completed Survey	55 80.9 %	925 47.3 %	980 48.4 %	Completed Survey	35 79.5 %	20 83.3 %	55 80.9 %
Total	68 100.0 %	1954 100.0 %	2022 100.0 %	Total	44 100.0 %	24 100.0 %	68 100.0 %

Fisher's p=0.000 · df=5 · Φ=0.126

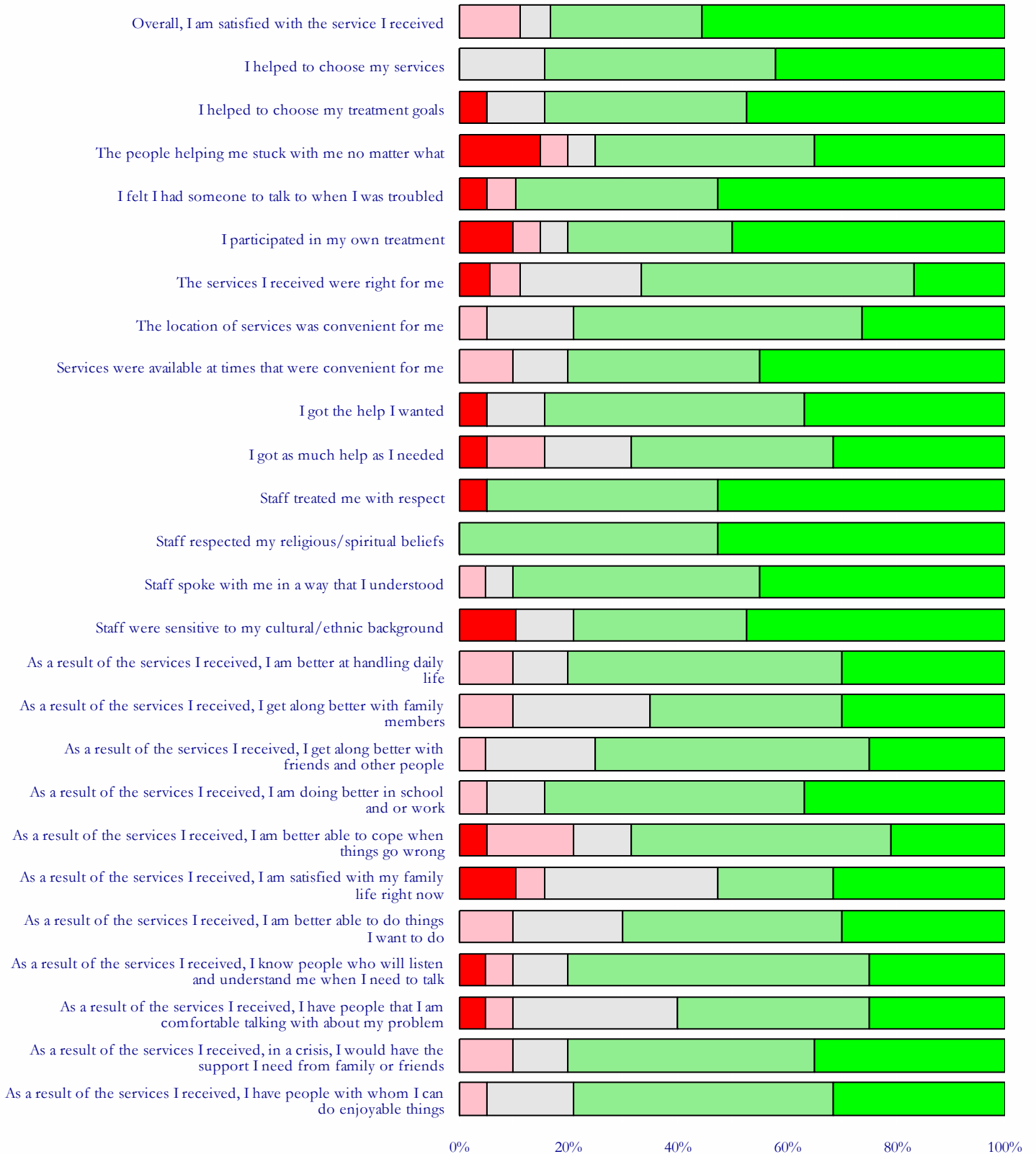
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



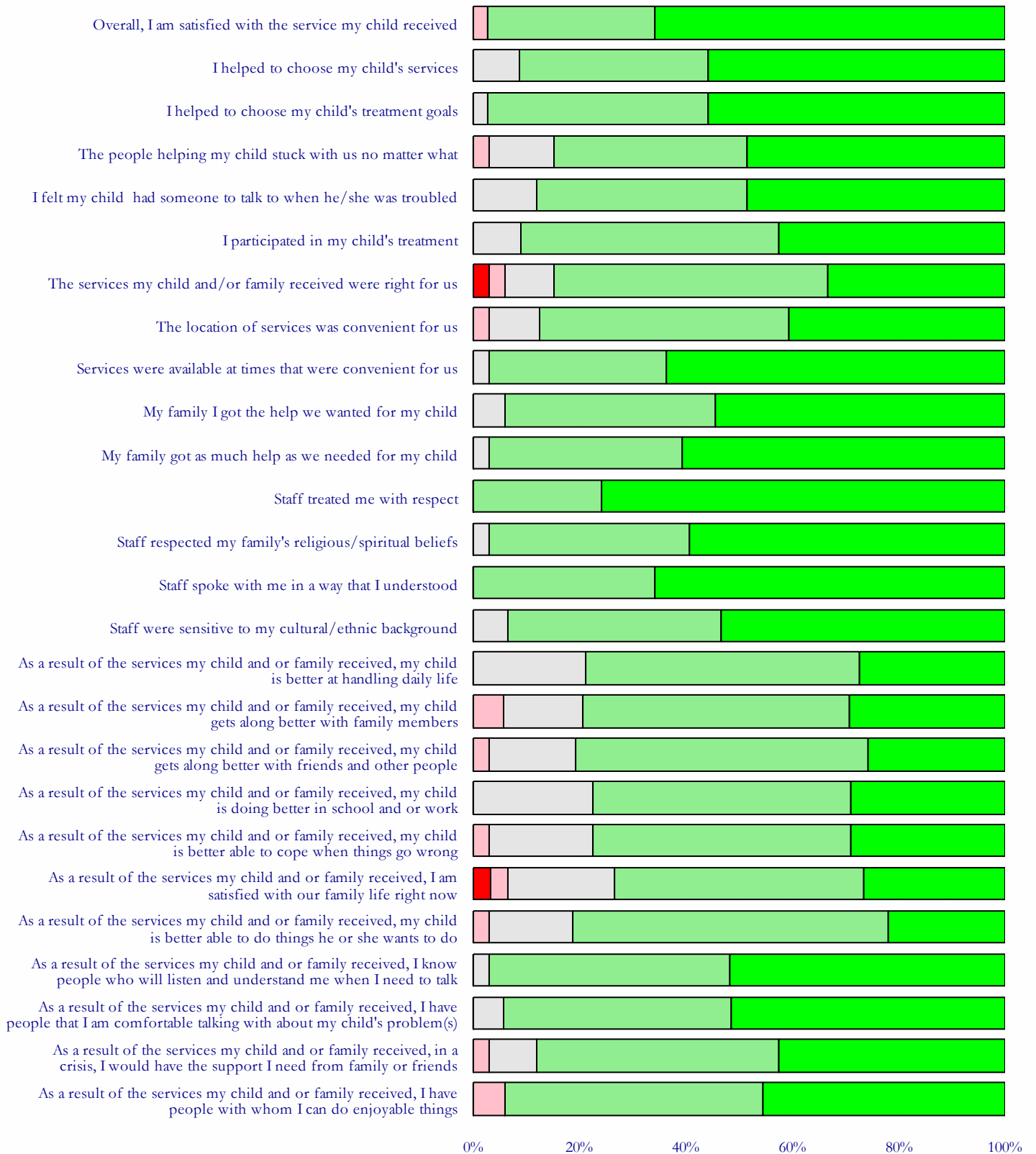
Youth Services Survey for Youth



Youth Services Survey for Youth N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	2 8 %	1 4 %	5 21 %	10 42 %	6 25 %
I helped to choose my services	0 0 %	0 0 %	3 12 %	8 33 %	8 33 %	5 21 %
I helped to choose my treatment goals	1 4 %	0 0 %	2 8 %	7 29 %	9 38 %	5 21 %
The people helping me stuck with me no matter what	3 12 %	1 4 %	1 4 %	8 33 %	7 29 %	4 17 %
I felt I had someone to talk to when I was troubled	1 4 %	1 4 %	0 0 %	7 29 %	10 42 %	5 21 %
I participated in my own treatment	2 8 %	1 4 %	1 4 %	6 25 %	10 42 %	4 17 %
The services I received were right for me	1 4 %	1 4 %	4 17 %	9 38 %	3 12 %	6 25 %
The location of services was convenient for me	0 0 %	1 4 %	3 12 %	10 42 %	5 21 %	5 21 %
Services were available at times that were convenient for me	0 0 %	2 8 %	2 8 %	7 29 %	9 38 %	4 17 %
I got the help I wanted	1 4 %	0 0 %	2 8 %	9 38 %	7 29 %	5 21 %
I got as much help as I needed	1 4 %	2 8 %	3 12 %	7 29 %	6 25 %	5 21 %
Staff treated me with respect	1 4 %	0 0 %	0 0 %	8 33 %	10 42 %	5 21 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	9 38 %	10 42 %	5 21 %
Staff spoke with me in a way that I understood	0 0 %	1 4 %	1 4 %	9 38 %	9 38 %	4 17 %
Staff were sensitive to my cultural/ethnic background	2 8 %	0 0 %	2 8 %	6 25 %	9 38 %	5 21 %
As a result of the services I received, I am better at handling daily life	0 0 %	2 8 %	2 8 %	10 42 %	6 25 %	4 17 %
As a result of the services I received, I get along better with family members	0 0 %	2 8 %	5 21 %	7 29 %	6 25 %	4 17 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 4 %	4 17 %	10 42 %	5 21 %	4 17 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 4 %	2 8 %	9 38 %	7 29 %	5 21 %
As a result of the services I received, I am better able to cope when things go wrong	1 4 %	3 12 %	2 8 %	9 38 %	4 17 %	5 21 %
As a result of the services I received, I am satisfied with my family life right now	2 8 %	1 4 %	6 25 %	4 17 %	6 25 %	5 21 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	2 8 %	4 17 %	8 33 %	6 25 %	4 17 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	1 4 %	1 4 %	2 8 %	11 46 %	5 21 %	4 17 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	1 4 %	1 4 %	6 25 %	7 29 %	5 21 %	4 17 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0 %	2 8 %	2 8 %	9 38 %	7 29 %	4 17 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 4 %	3 12 %	9 38 %	6 25 %	5 21 %

Youth Services Survey for Families



Youth Services Survey for Families N = 44

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	1 2 %	0 0 %	11 25 %	23 52 %	9 20 %
I helped to choose my child's services	0 0 %	0 0 %	3 7 %	12 27 %	19 43 %	10 23 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	1 2 %	14 32 %	19 43 %	10 23 %
The people helping my child stuck with us no matter what	0 0 %	1 2 %	4 9 %	12 27 %	16 36 %	11 25 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	4 9 %	13 30 %	16 36 %	11 25 %
I participated in my child's treatment	0 0 %	0 0 %	3 7 %	16 36 %	14 32 %	11 25 %
The services my child and/or family received were right for us	1 2 %	1 2 %	3 7 %	17 39 %	11 25 %	11 25 %
The location of services was convenient for us	0 0 %	1 2 %	3 7 %	15 34 %	13 30 %	12 27 %
Services were available at times that were convenient for us	0 0 %	0 0 %	1 2 %	11 25 %	21 48 %	11 25 %
My family I got the help we wanted for my child	0 0 %	0 0 %	2 5 %	13 30 %	18 41 %	11 25 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 2 %	12 27 %	20 45 %	11 25 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	8 18 %	25 57 %	11 25 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 2 %	12 27 %	19 43 %	12 27 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	12 27 %	23 52 %	9 20 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	2 5 %	12 27 %	16 36 %	14 32 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	7 16 %	17 39 %	9 20 %	11 25 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	2 5 %	5 11 %	17 39 %	10 23 %	10 23 %
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 2 %	5 11 %	17 39 %	8 18 %	13 30 %
As a result of the services my child and or family received, my child is doing better in school and or work	0 0 %	0 0 %	7 16 %	15 34 %	9 20 %	13 30 %
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 2 %	6 14 %	15 34 %	9 20 %	13 30 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 2 %	1 2 %	6 14 %	14 32 %	8 18 %	14 32 %
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 2 %	5 11 %	19 43 %	7 16 %	12 27 %
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 %	1 2 %	14 32 %	16 36 %	13 30 %
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 5 %	15 34 %	18 41 %	9 20 %
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 %	1 2 %	3 7 %	15 34 %	14 32 %	11 25 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0 %	2 5 %	0 0 %	16 36 %	15 34 %	11 25 %