



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

This report covers surveys returned for program codes (RUs): 38803, 38805. The number of youth receiving face-to-face services during the survey period was 138 and surveys were returned for 18 youth (13.0%). Number of surveys matched to service data: 11 (8.0%). Number missing client ID: 1. The YSS score (items 1-7, 9-15) for this program, was **4.07** 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 **3.91**, the mean of all other programs was **4.34**.

Global Satisfaction 80.0%

Satisfaction	Satisfaction by Program / CYF		Total
	OMI Family Center	CYF	
Not Satisfied	5 20 %	81 8.3 %	86 8.6 %
Satisfied	20 80 %	891 91.7 %	911 91.4 %
Total	25 100.0 %	972 100.0 %	997 100.0 %

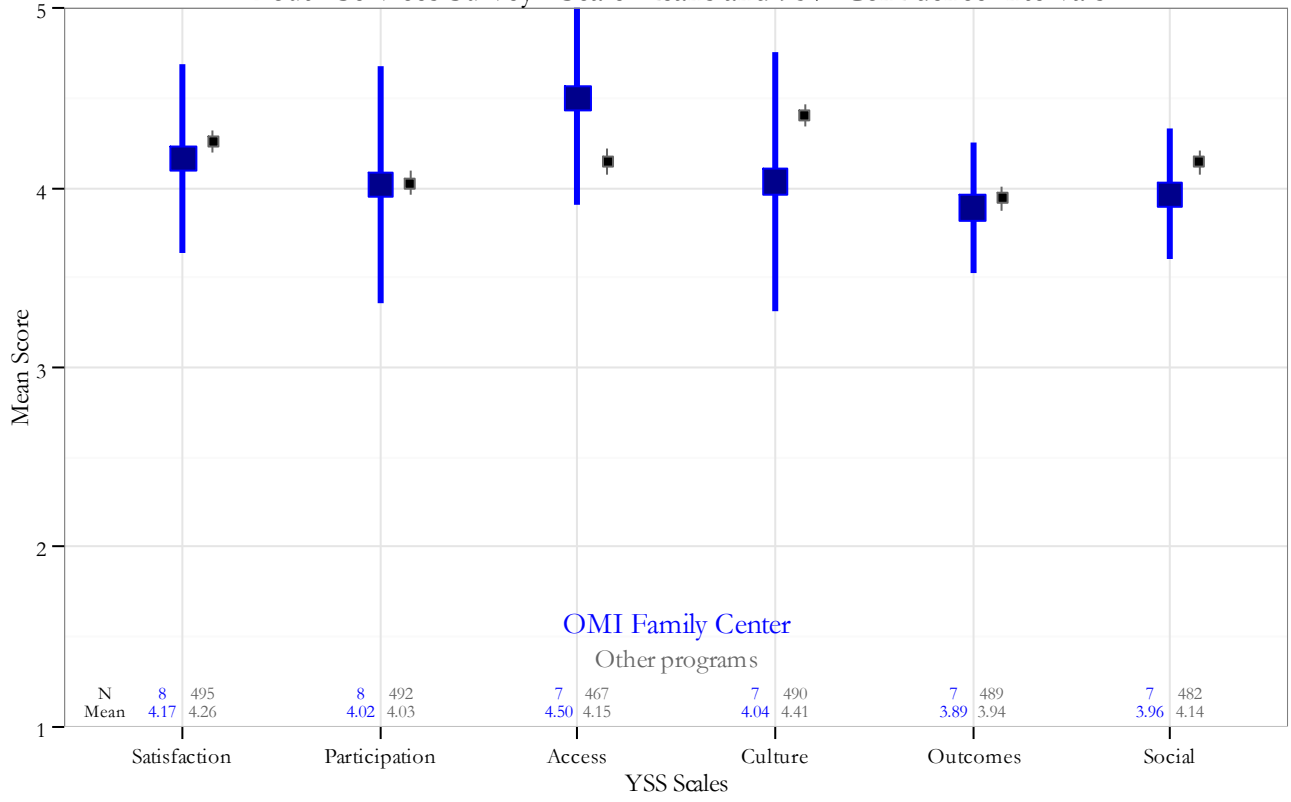
Fisher's p=0.057 · df=1 · Φ=0.065

Survey Compliance

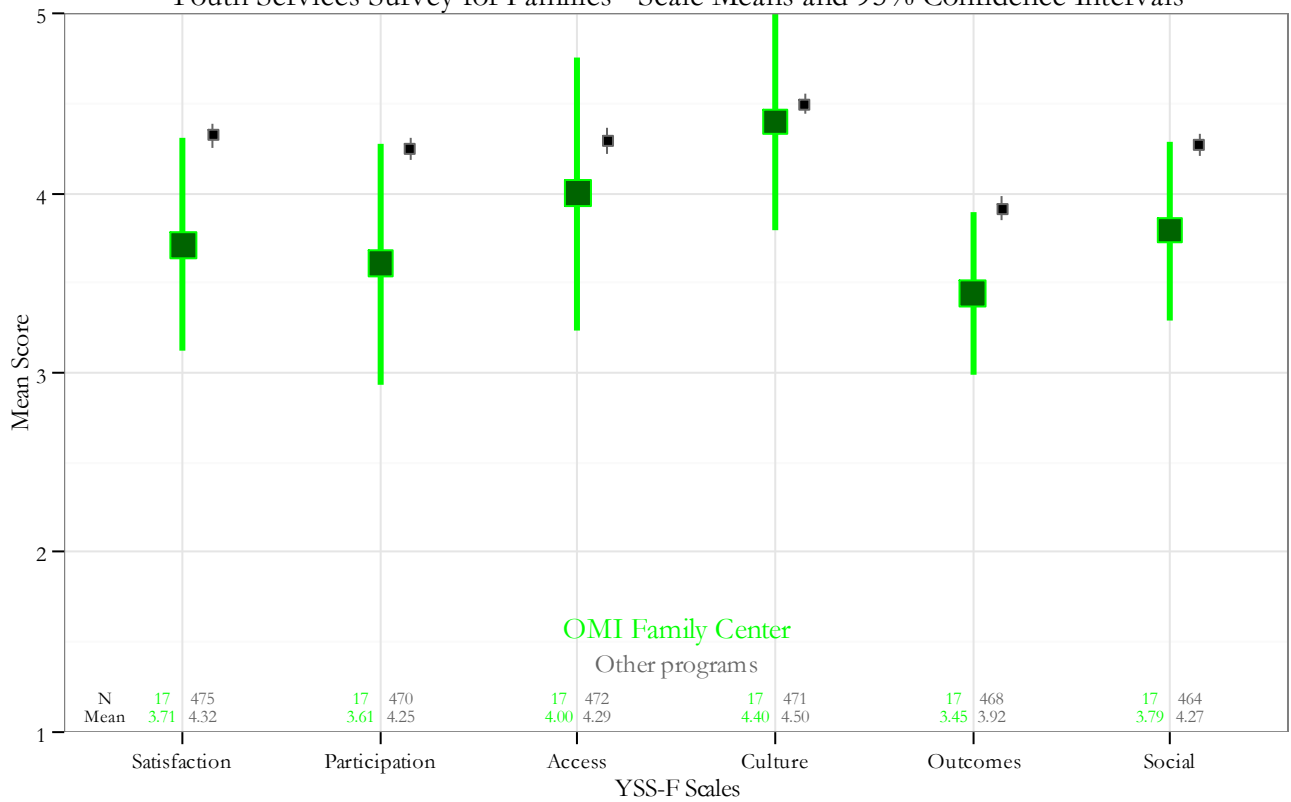
Completion	Survey Completion by Program / CYF			Completion	OMI Family Center Completion by Respondent Type		Total
	OMI Family Center	CYF	Total		Family	Youth	
Refused	1 3.4 %	202 10.1 %	203 10 %	Refused	0 0 %	1 11.1 %	1 3.4 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	3 10.3 %	770 38.6 %	773 38.2 %	Other	3 15 %	0 0 %	3 10.3 %
Missing w/o Reason	1 3.4 %	47 2.4 %	48 2.3 %	Missing w/o Reason	0 0 %	1 11.1 %	1 3.4 %
Completed Survey	24 82.8 %	956 48 %	980 48.5 %	Completed Survey	17 85 %	7 77.8 %	24 82.7 %
Total	29 100.0 %	1993 100.0 %	2022 100.0 %	Total	20 100.0 %	9 100.0 %	29 100.0 %

Fisher's p=0.006 · df=5 · Φ_c=0.086

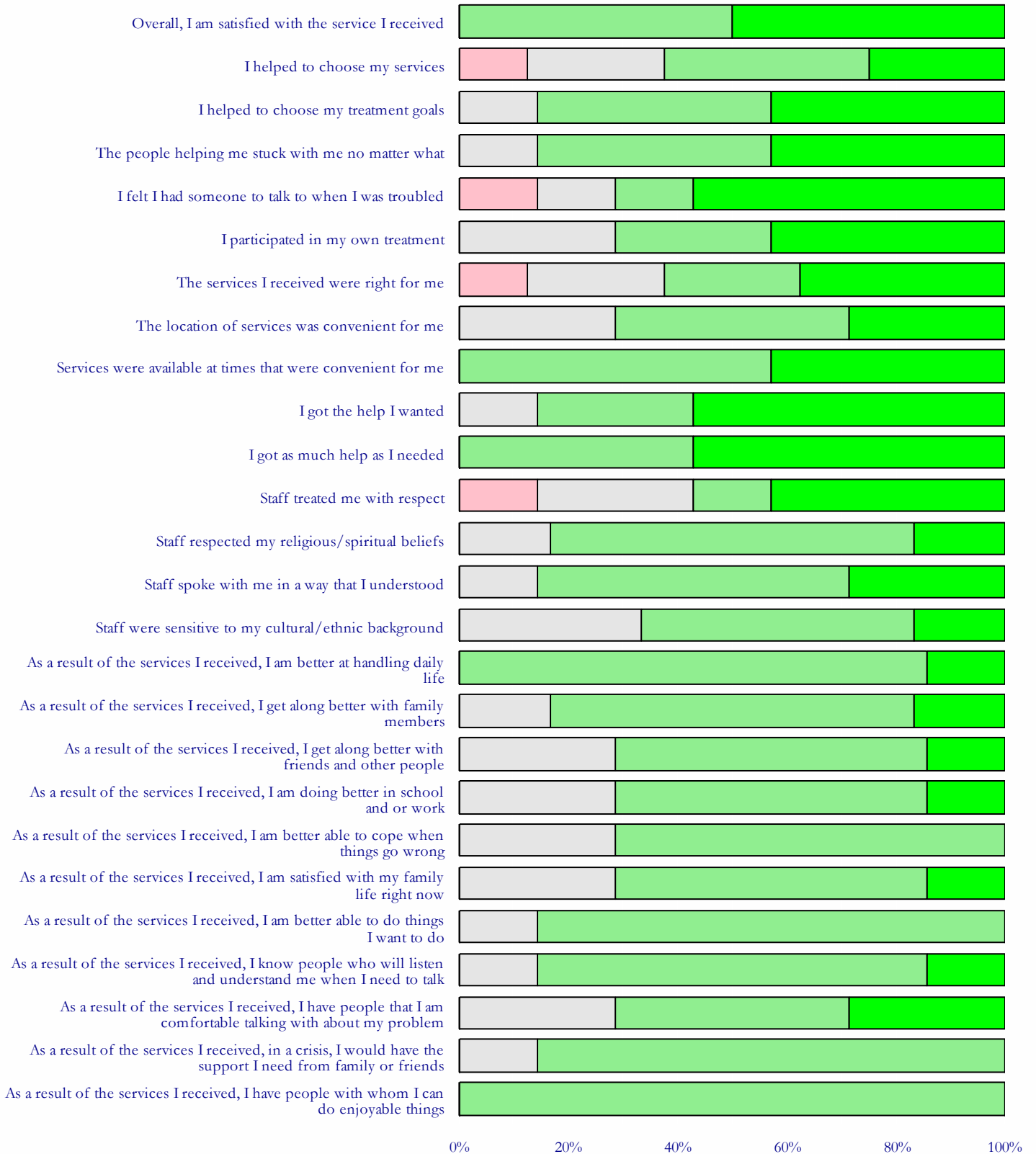
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



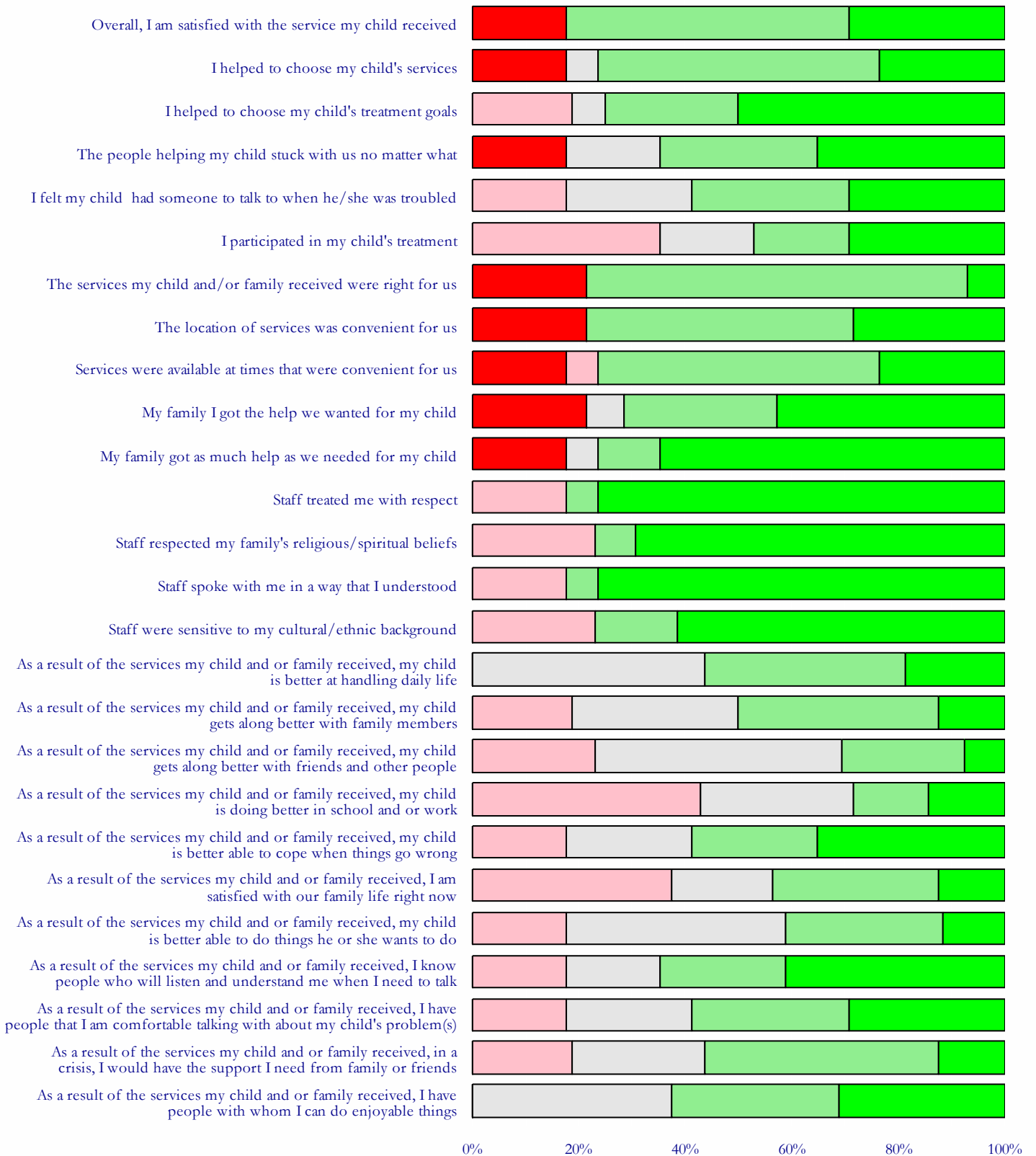
Youth Services Survey for Youth



Youth Services Survey for Youth N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	4 44 %	4 44 %	1 11 %
I helped to choose my services	0 0 %	1 11 %	2 22 %	3 33 %	2 22 %	1 11 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 11 %	3 33 %	3 33 %	2 22 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	1 11 %	3 33 %	3 33 %	2 22 %
I felt I had someone to talk to when I was troubled	0 0 %	1 11 %	1 11 %	1 11 %	4 44 %	2 22 %
I participated in my own treatment	0 0 %	0 0 %	2 22 %	2 22 %	3 33 %	2 22 %
The services I received were right for me	0 0 %	1 11 %	2 22 %	2 22 %	3 33 %	1 11 %
The location of services was convenient for me	0 0 %	0 0 %	2 22 %	3 33 %	2 22 %	2 22 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	4 44 %	3 33 %	2 22 %
I got the help I wanted	0 0 %	0 0 %	1 11 %	2 22 %	4 44 %	2 22 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	3 33 %	4 44 %	2 22 %
Staff treated me with respect	0 0 %	1 11 %	2 22 %	1 11 %	3 33 %	2 22 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 11 %	4 44 %	1 11 %	3 33 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 11 %	4 44 %	2 22 %	2 22 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	2 22 %	3 33 %	1 11 %	3 33 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	0 0 %	6 67 %	1 11 %	2 22 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 11 %	4 44 %	1 11 %	3 33 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	2 22 %	4 44 %	1 11 %	2 22 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	2 22 %	4 44 %	1 11 %	2 22 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	2 22 %	5 56 %	0 0 %	2 22 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	2 22 %	4 44 %	1 11 %	2 22 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	1 11 %	6 67 %	0 0 %	2 22 %
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 %	1 11 %	5 56 %	1 11 %	2 22 %
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 22 %	3 33 %	2 22 %	2 22 %
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 11 %	6 67 %	0 0 %	2 22 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	0 0 %	7 78 %	0 0 %	2 22 %

Youth Services Survey for Families



Youth Services Survey for Families N = 20

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	3 15 %	0 0 %	0 0 %	9 45 %	5 25 %	3 15 %
I helped to choose my child's services	3 15 %	0 0 %	1 5 %	9 45 %	4 20 %	3 15 %
I helped to choose my child's treatment goals	0 0 %	3 15 %	1 5 %	4 20 %	8 40 %	4 20 %
The people helping my child stuck with us no matter what	3 15 %	0 0 %	3 15 %	5 25 %	6 30 %	3 15 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	3 15 %	4 20 %	5 25 %	5 25 %	3 15 %
I participated in my child's treatment	0 0 %	6 30 %	3 15 %	3 15 %	5 25 %	3 15 %
The services my child and/or family received were right for us	3 15 %	0 0 %	0 0 %	10 50 %	1 5 %	6 30 %
The location of services was convenient for us	3 15 %	0 0 %	0 0 %	7 35 %	4 20 %	6 30 %
Services were available at times that were convenient for us	3 15 %	1 5 %	0 0 %	9 45 %	4 20 %	3 15 %
My family I got the help we wanted for my child	3 15 %	0 0 %	1 5 %	4 20 %	6 30 %	6 30 %
My family got as much help as we needed for my child	3 15 %	0 0 %	1 5 %	2 10 %	11 55 %	3 15 %
Staff treated me with respect	0 0 %	3 15 %	0 0 %	1 5 %	13 65 %	3 15 %
Staff respected my family's religious/spiritual beliefs	0 0 %	3 15 %	0 0 %	1 5 %	9 45 %	7 35 %
Staff spoke with me in a way that I understood	0 0 %	3 15 %	0 0 %	1 5 %	13 65 %	3 15 %
Staff were sensitive to my cultural/ethnic background	0 0 %	3 15 %	0 0 %	2 10 %	8 40 %	7 35 %
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 35 %	6 30 %	3 15 %	4 20 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	3 15 %	5 25 %	6 30 %	2 10 %	4 20 %
As a result of the services my child and or family received, my child gets along better with friends and other people	0 0 %	3 15 %	6 30 %	3 15 %	1 5 %	7 35 %
As a result of the services my child and or family received, my child is doing better in school and or work	0 0 %	6 30 %	4 20 %	2 10 %	2 10 %	6 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 %	3 15 %	4 20 %	4 20 %	6 30 %	3 15 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	6 30 %	3 15 %	5 25 %	2 10 %	4 20 %
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 %	3 15 %	7 35 %	5 25 %	2 10 %	3 15 %
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 %	3 15 %	3 15 %	4 20 %	7 35 %	3 15 %
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 %	3 15 %	4 20 %	5 25 %	5 25 %	3 15 %
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 %	3 15 %	4 20 %	7 35 %	2 10 %	4 20 %
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 %	6 30 %	5 25 %	5 25 %	4 20 %