



Youth Services Survey for Youth / Families Report - Spring 2014
Oakes Children's Center

This report covers surveys returned for program codes (RUs): 88592, 88593, 8859SD. The number of youth receiving face-to-face services during the survey period was 98 and surveys were returned for 95 youth (96.9%). Number of surveys matched to service data: 74 (75.5%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **3.57** out of five, the mean for all other programs was **4.26**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.65**, the mean of all other programs was **4.32**.

Global Satisfaction 77.8%

Satisfaction by Program / CYF

Satisfaction	Oakes Children's Center	CYF	Total
Not Satisfied	6 22.2 %	80 8.2 %	86 8.6 %
Satisfied	21 77.8 %	890 91.8 %	911 91.4 %
Total	27 100.0 %	970 100.0 %	997 100.0 %

Fisher's p=0.023 · df=1 · Φ=0.081

Survey Compliance

Survey Completion by Program / CYF

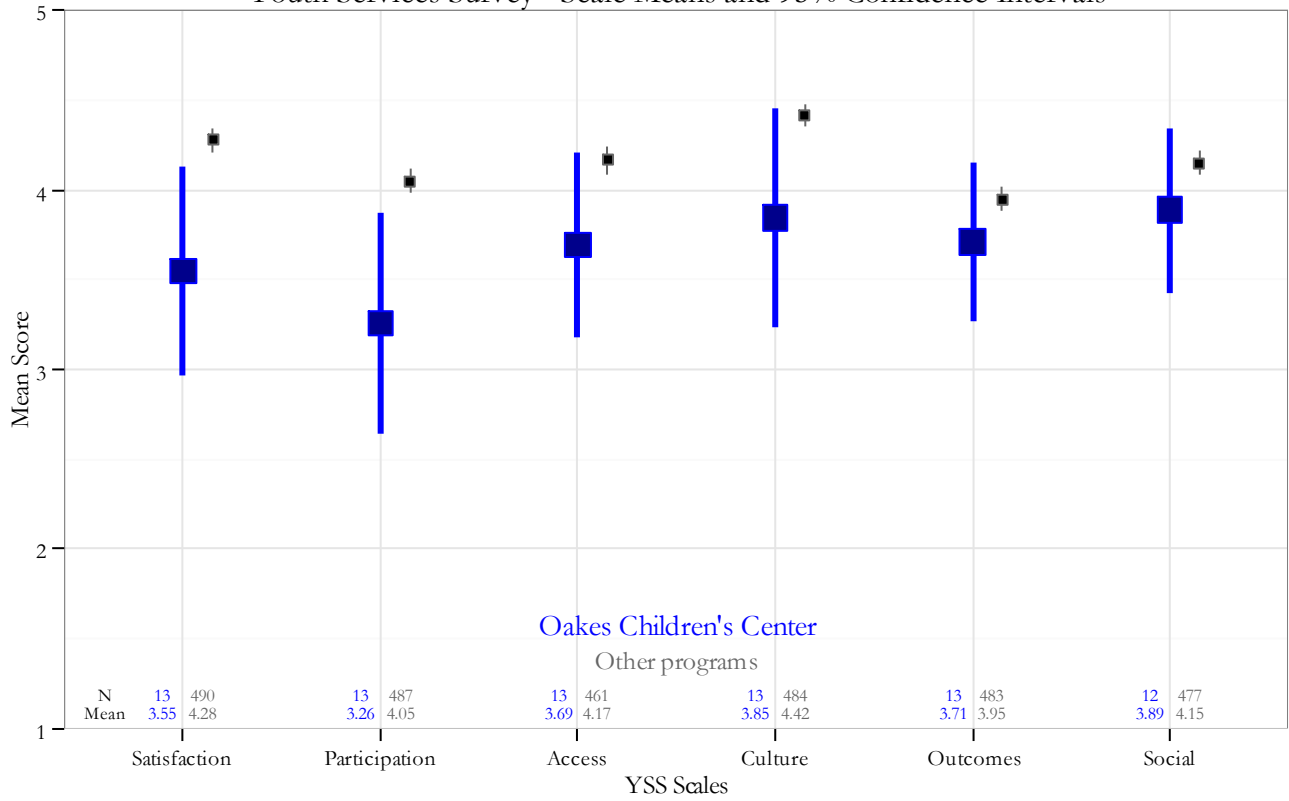
Completion	Oakes Children's Center	CYF	Total
Refused	4 3.2 %	199 10.5 %	203 10 %
Impaired	2 1.6 %	9 0.5 %	11 0.5 %
Language	0 0 %	7 0.4 %	7 0.3 %
Other	85 68.5 %	688 36.2 %	773 38.2 %
Missing w/o Reason	6 4.8 %	42 2.2 %	48 2.4 %
Completed Survey	27 21.8 %	953 50.2 %	980 48.4 %
Total	124 100.0 %	1898 100.0 %	2022 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.178

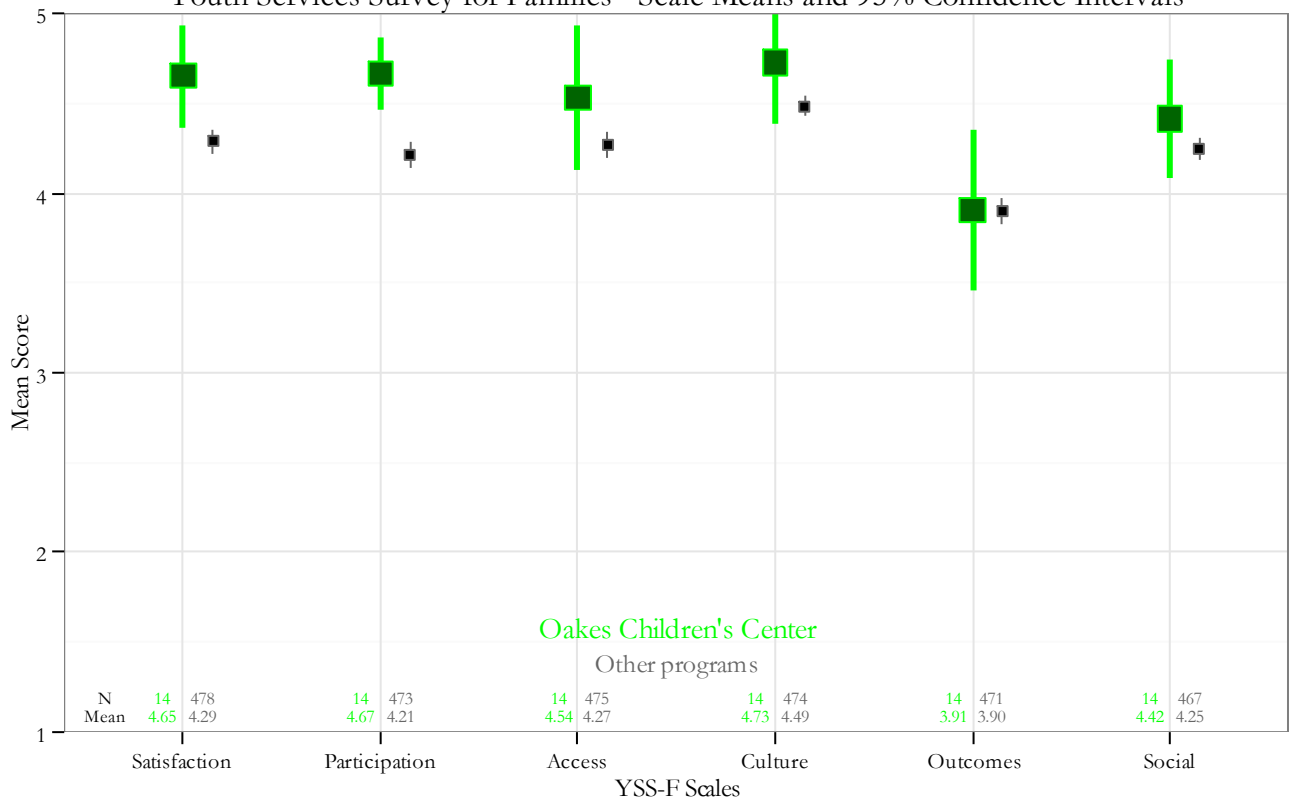
Oakes Children's Center Completion by Respondent Type

Completion	Family	Youth	Total
Refused	0 0 %	4 12.1 %	4 3.2 %
Impaired	0 0 %	2 6.1 %	2 1.6 %
Language	0 0 %	0 0 %	0 0 %
Other	74 81.3 %	11 33.3 %	85 68.6 %
Missing w/o Reason	3 3.3 %	3 9.1 %	6 4.8 %
Completed Survey	14 15.4 %	13 39.4 %	27 21.8 %
Total	91 100.0 %	33 100.0 %	124 100.0 %

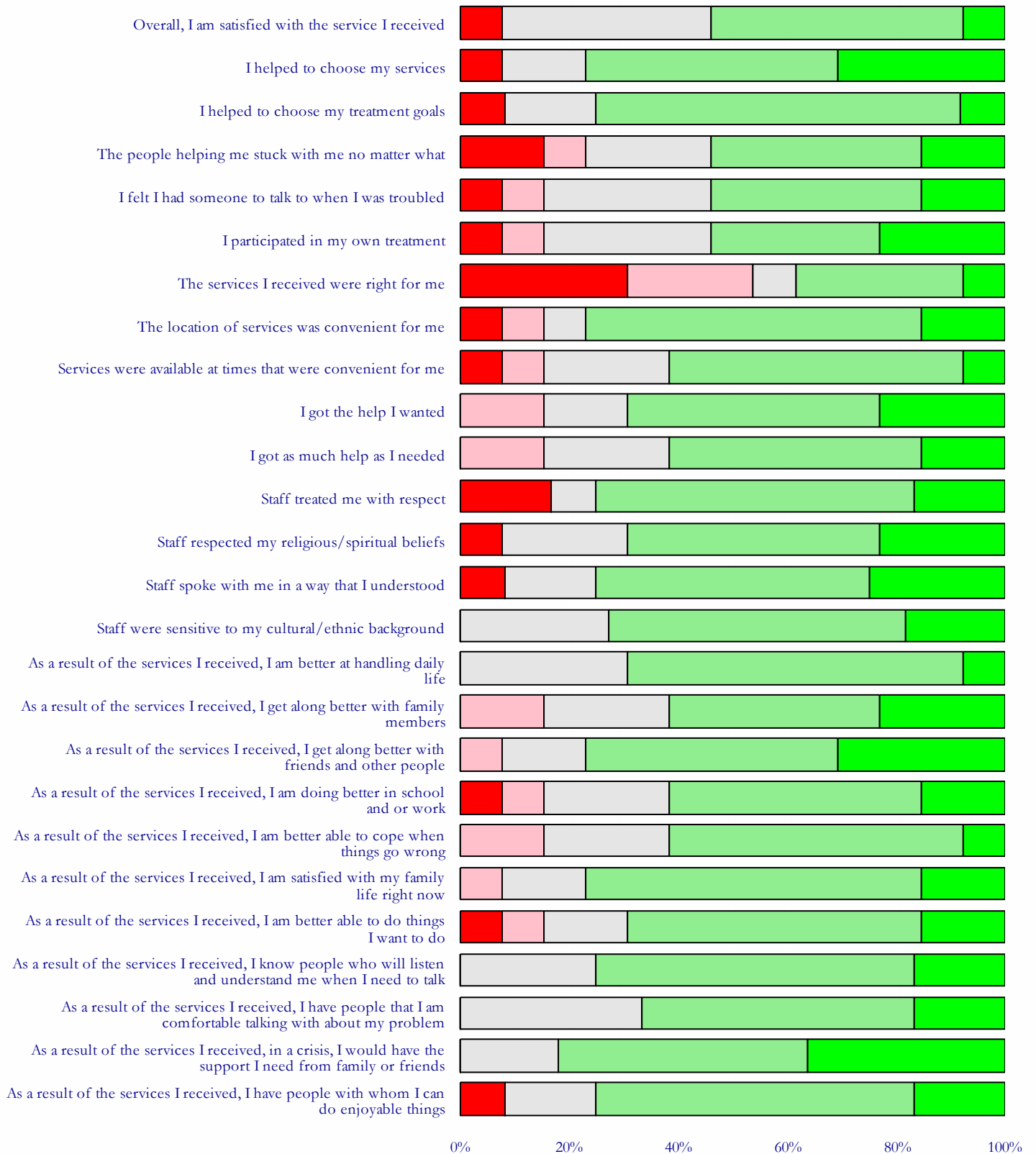
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



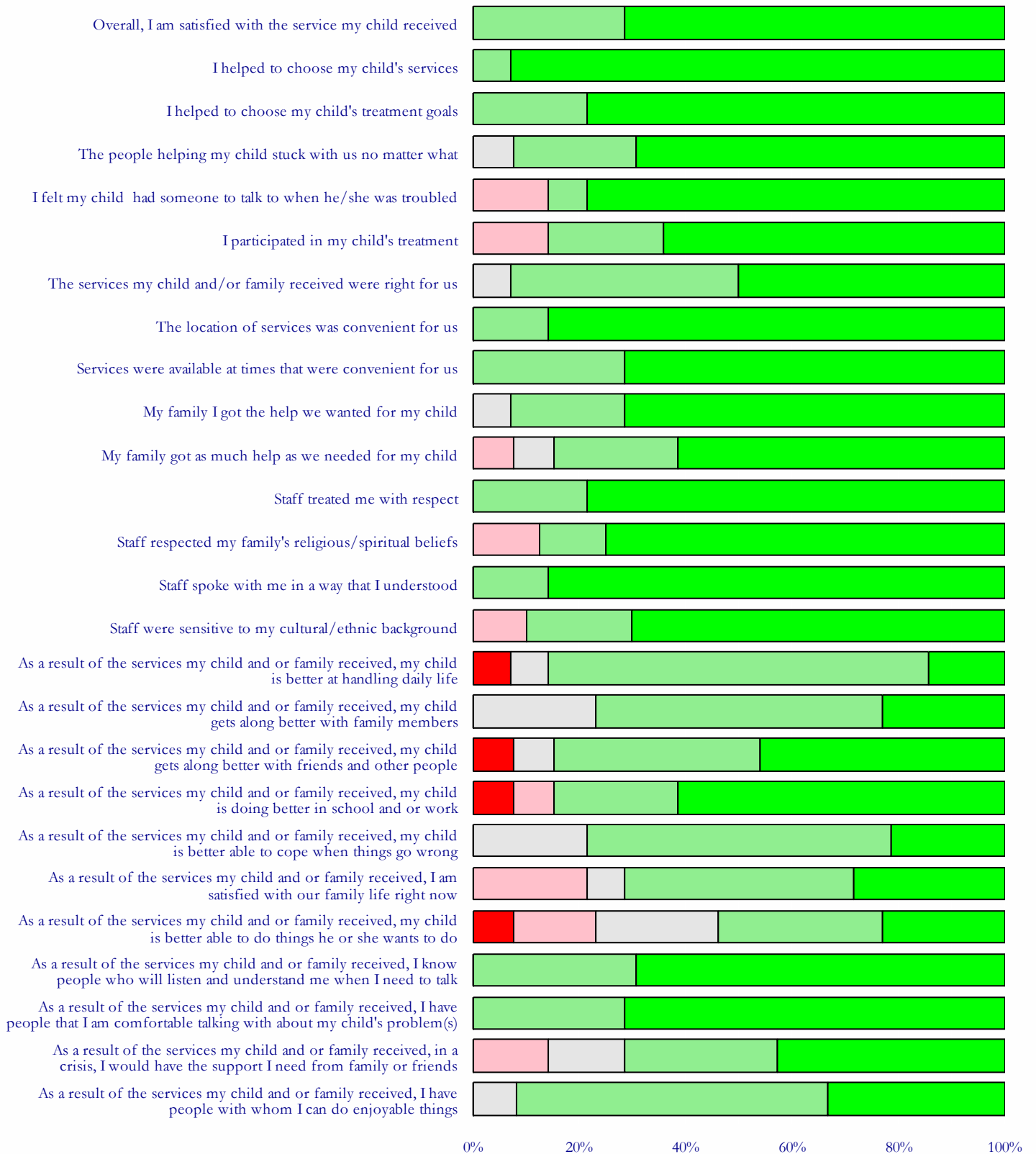
Youth Services Survey for Youth



Youth Services Survey for Youth N = 33

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 3 %	0 0 %	5 15 %	6 18 %	1 3 %	20 61 %
I helped to choose my services	1 3 %	0 0 %	2 6 %	6 18 %	4 12 %	20 61 %
I helped to choose my treatment goals	1 3 %	0 0 %	2 6 %	8 24 %	1 3 %	21 64 %
The people helping me stuck with me no matter what	2 6 %	1 3 %	3 9 %	5 15 %	2 6 %	20 61 %
I felt I had someone to talk to when I was troubled	1 3 %	1 3 %	4 12 %	5 15 %	2 6 %	20 61 %
I participated in my own treatment	1 3 %	1 3 %	4 12 %	4 12 %	3 9 %	20 61 %
The services I received were right for me	4 12 %	3 9 %	1 3 %	4 12 %	1 3 %	20 61 %
The location of services was convenient for me	1 3 %	1 3 %	1 3 %	8 24 %	2 6 %	20 61 %
Services were available at times that were convenient for me	1 3 %	1 3 %	3 9 %	7 21 %	1 3 %	20 61 %
I got the help I wanted	0 0 %	2 6 %	2 6 %	6 18 %	3 9 %	20 61 %
I got as much help as I needed	0 0 %	2 6 %	3 9 %	6 18 %	2 6 %	20 61 %
Staff treated me with respect	2 6 %	0 0 %	1 3 %	7 21 %	2 6 %	21 64 %
Staff respected my religious/spiritual beliefs	1 3 %	0 0 %	3 9 %	6 18 %	3 9 %	20 61 %
Staff spoke with me in a way that I understood	1 3 %	0 0 %	2 6 %	6 18 %	3 9 %	21 64 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	3 9 %	6 18 %	2 6 %	22 67 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	4 12 %	8 24 %	1 3 %	20 61 %
As a result of the services I received, I get along better with family members	0 0 %	2 6 %	3 9 %	5 15 %	3 9 %	20 61 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 3 %	2 6 %	6 18 %	4 12 %	20 61 %
As a result of the services I received, I am doing better in school and or work	1 3 %	1 3 %	3 9 %	6 18 %	2 6 %	20 61 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	2 6 %	3 9 %	7 21 %	1 3 %	20 61 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 3 %	2 6 %	8 24 %	2 6 %	20 61 %
As a result of the services I received, I am better able to do things I want to do	1 3 %	1 3 %	2 6 %	7 21 %	2 6 %	20 61 %
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 %	3 9 %	7 21 %	2 6 %	21 64 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	4 12 %	6 18 %	2 6 %	21 64 %
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 %	2 6 %	5 15 %	4 12 %	22 67 %
As a result of the services I received, I have people with whom I can do enjoyable things	1 3 %	0 0 %	2 6 %	7 21 %	2 6 %	21 64 %

Youth Services Survey for Families



Youth Services Survey for Families N = 91

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	4 4 %	10 11 %	77 85 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	1 1 %	13 14 %	77 85 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	3 3 %	11 12 %	77 85 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	1 1 %	3 3 %	9 10 %	78 86 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	2 2 %	0 0 %	1 1 %	11 12 %	77 85 %
I participated in my child's treatment	0 0 %	2 2 %	0 0 %	3 3 %	9 10 %	77 85 %
The services my child and/or family received were right for us	0 0 %	0 0 %	1 1 %	6 7 %	7 8 %	77 85 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	2 2 %	12 13 %	77 85 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	4 4 %	10 11 %	77 85 %
My family I got the help we wanted for my child	0 0 %	0 0 %	1 1 %	3 3 %	10 11 %	77 85 %
My family got as much help as we needed for my child	0 0 %	1 1 %	1 1 %	3 3 %	8 9 %	78 86 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	3 3 %	11 12 %	77 85 %
Staff respected my family's religious/spiritual beliefs	0 0 %	1 1 %	0 0 %	1 1 %	6 7 %	83 91 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 2 %	12 13 %	77 85 %
Staff were sensitive to my cultural/ethnic background	0 0 %	1 1 %	0 0 %	2 2 %	7 8 %	81 89 %
As a result of the services my child and or family received, my child is better at handling daily life	1 1 %	0 0 %	1 1 %	10 11 %	2 2 %	77 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 %	3 3 %	7 8 %	3 3 %	78 86 %
As a result of the services my child and or family received, my child gets along better with friends and other people	1 1 %	0 0 %	1 1 %	5 5 %	6 7 %	78 86 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 1 %	1 1 %	0 0 %	3 3 %	8 9 %	78 86 %
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 %	3 3 %	8 9 %	3 3 %	77 85 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	3 3 %	1 1 %	6 7 %	4 4 %	77 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	1 1 %	2 2 %	3 3 %	4 4 %	3 3 %	78 86 %
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 %	4 4 %	9 10 %	78 86 %
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 %	4 4 %	10 11 %	77 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 %	2 2 %	2 2 %	4 4 %	6 7 %	77 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 %	1 1 %	7 8 %	4 4 %	79 87 %