



Youth Services Survey for Youth / Families Report - Spring 2014 Occupational Therapy Training Program

This report covers surveys returned for program codes (RUs): 38GB2, 38GB3. The number of youth receiving face-to-face services during the survey period was 50 and surveys were returned for 39 youth (78.0%). Number of surveys matched to service data: 31 (62.0%). Number missing client ID: 1. The YSS score (items 1-7, 9-15) for this program, was **4.17** 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 **4.30**, the mean of all other programs was **4.33**.

Global Satisfaction 95.2%

Satisfaction	Satisfaction by Program / CYF		Total
	Occupational Therapy Training Program	CYF	
Not Satisfied	1 4.8 %	85 8.7 %	86 8.6 %
Satisfied	20 95.2 %	891 91.3 %	911 91.4 %
Total	21 100.0 %	976 100.0 %	997 100.0 %

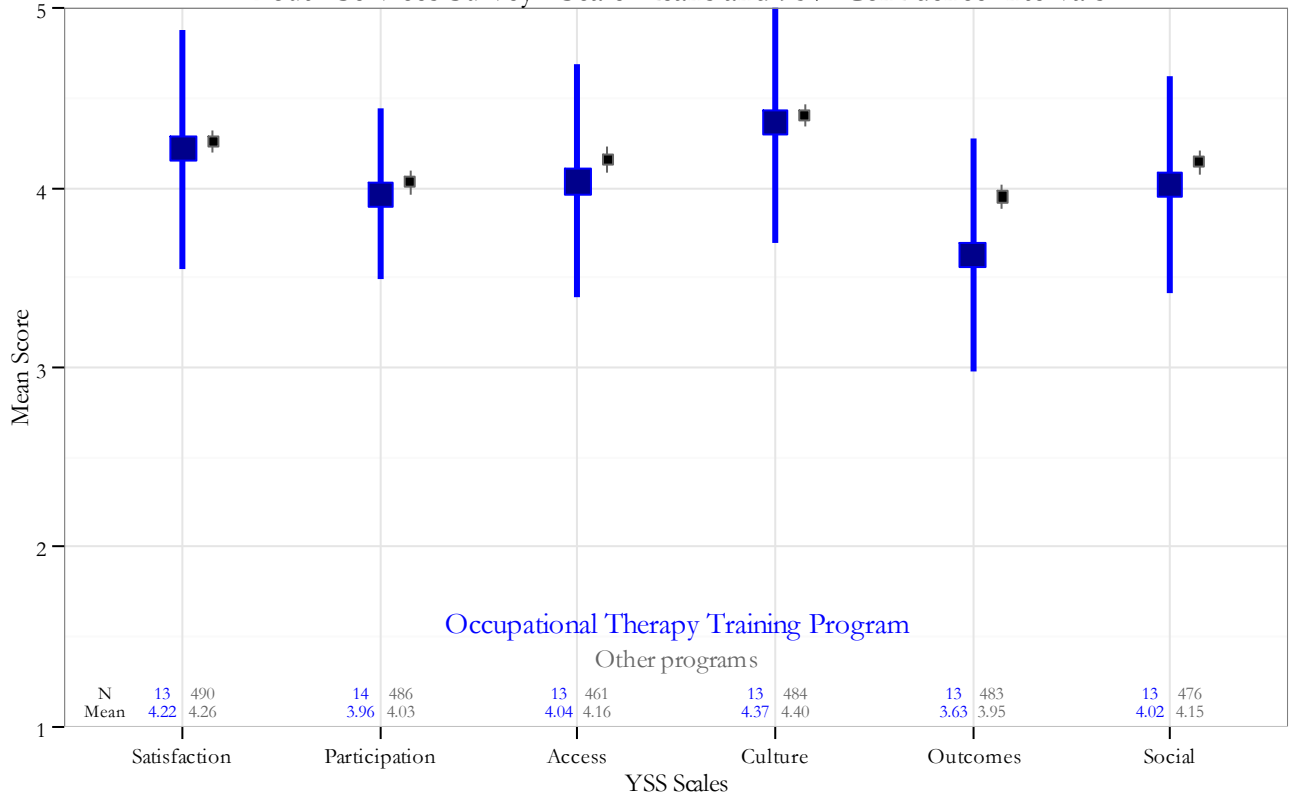
Fisher's p=1.000 · df=1 · Φ=0.020

Survey Compliance

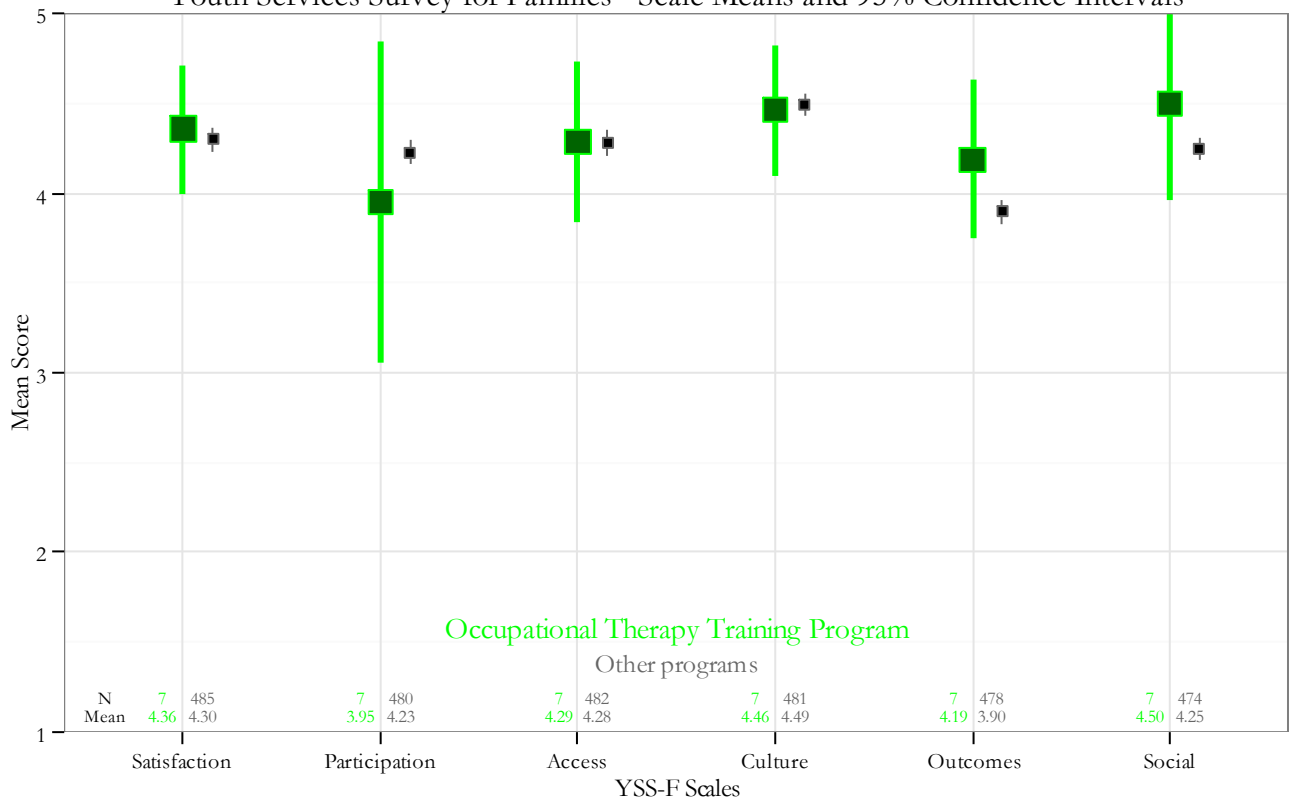
Completion	Survey Completion by Program / CYF			Completion	Occupational Therapy Training Program Completion by Respondent Type		
	Occupational Therapy Training Program	CYF	Total		Family	Youth	Total
Refused	4 8 %	199 10.1 %	203 10 %	Refused	0 0 %	4 12.5 %	4 8 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	16 32 %	757 38.4 %	773 38.2 %	Other	9 50 %	7 21.9 %	16 32 %
Missing w/o Reason	10 20 %	38 1.9 %	48 2.4 %	Missing w/o Reason	2 11.1 %	8 25 %	10 20 %
Completed Survey	20 40 %	960 48.7 %	980 48.5 %	Completed Survey	7 38.9 %	13 40.6 %	20 40 %
Total	50 100.0 %	1972 100.0 %	2022 100.0 %	Total	18 100.0 %	32 100.0 %	50 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.185

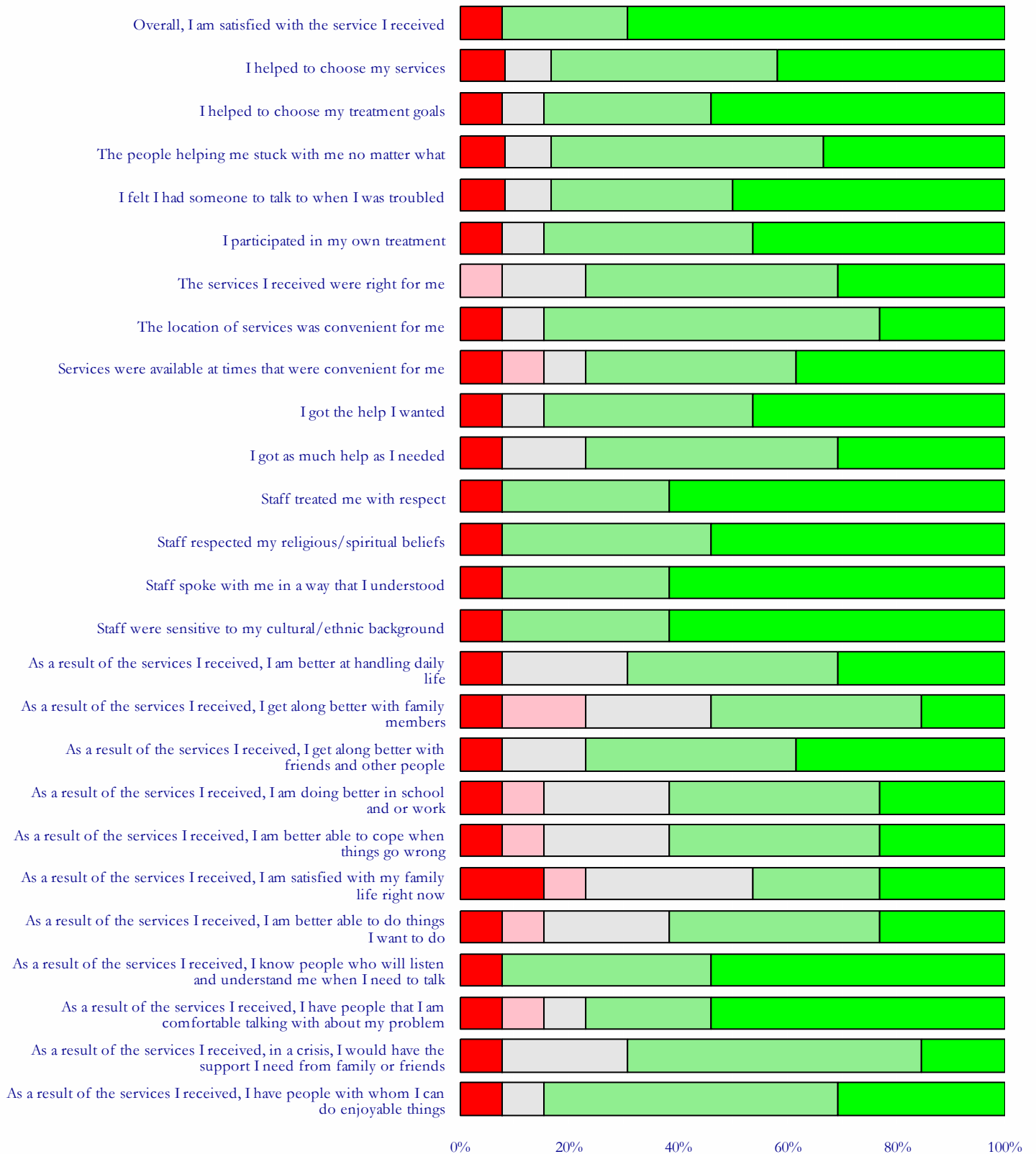
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



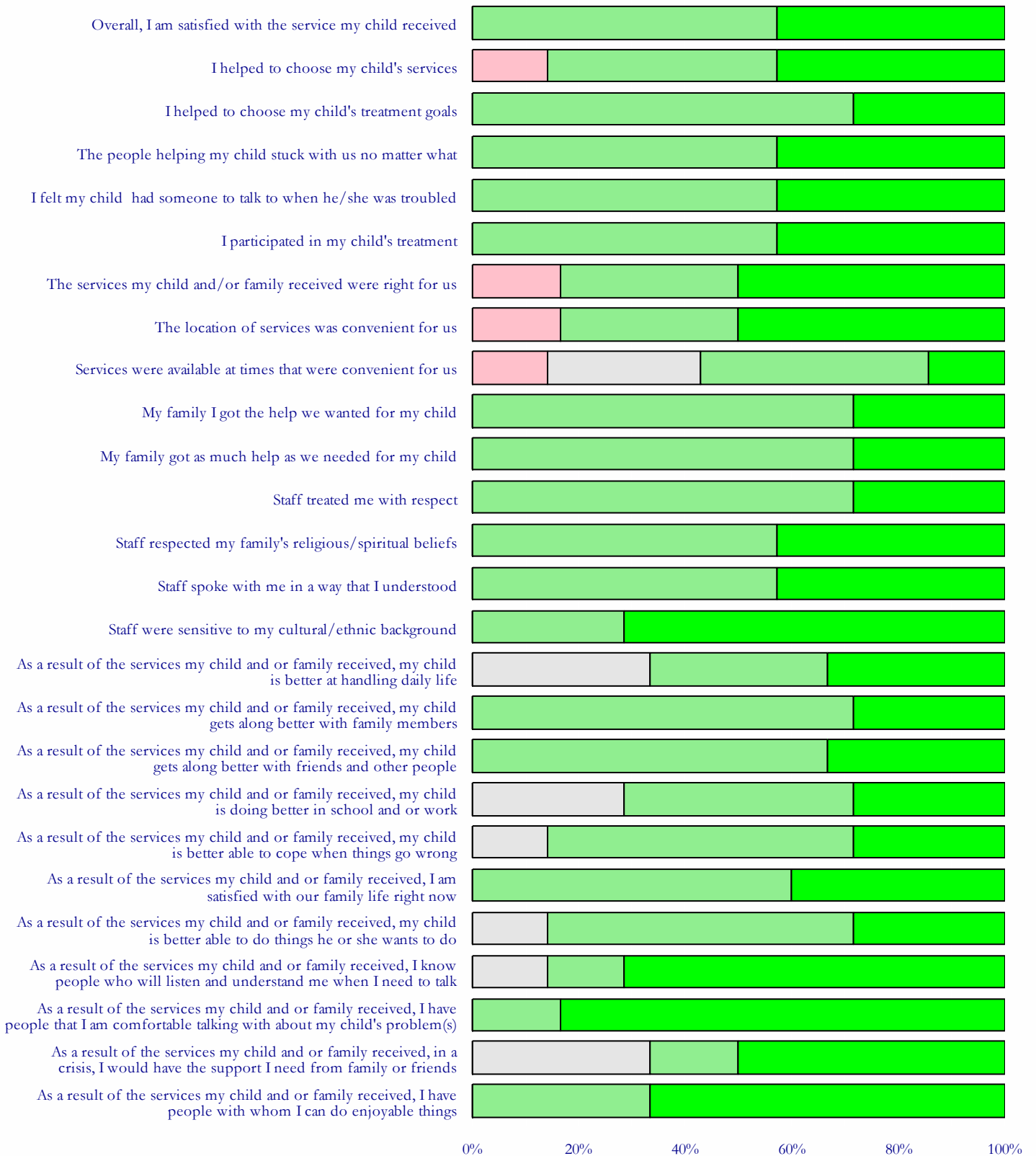
Youth Services Survey for Youth



Youth Services Survey for Youth N = 32

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 3 %	0 0 %	0 0 %	3 9 %	9 28 %	19 59 %
I helped to choose my services	1 3 %	0 0 %	1 3 %	5 16 %	5 16 %	20 62 %
I helped to choose my treatment goals	1 3 %	0 0 %	1 3 %	4 12 %	7 22 %	19 59 %
The people helping me stuck with me no matter what	1 3 %	0 0 %	1 3 %	6 19 %	4 12 %	20 62 %
I felt I had someone to talk to when I was troubled	1 3 %	0 0 %	1 3 %	4 12 %	6 19 %	20 62 %
I participated in my own treatment	1 3 %	0 0 %	1 3 %	5 16 %	6 19 %	19 59 %
The services I received were right for me	0 0 %	1 3 %	2 6 %	6 19 %	4 12 %	19 59 %
The location of services was convenient for me	1 3 %	0 0 %	1 3 %	8 25 %	3 9 %	19 59 %
Services were available at times that were convenient for me	1 3 %	1 3 %	1 3 %	5 16 %	5 16 %	19 59 %
I got the help I wanted	1 3 %	0 0 %	1 3 %	5 16 %	6 19 %	19 59 %
I got as much help as I needed	1 3 %	0 0 %	2 6 %	6 19 %	4 12 %	19 59 %
Staff treated me with respect	1 3 %	0 0 %	0 0 %	4 12 %	8 25 %	19 59 %
Staff respected my religious/spiritual beliefs	1 3 %	0 0 %	0 0 %	5 16 %	7 22 %	19 59 %
Staff spoke with me in a way that I understood	1 3 %	0 0 %	0 0 %	4 12 %	8 25 %	19 59 %
Staff were sensitive to my cultural/ethnic background	1 3 %	0 0 %	0 0 %	4 12 %	8 25 %	19 59 %
As a result of the services I received, I am better at handling daily life	1 3 %	0 0 %	3 9 %	5 16 %	4 12 %	19 59 %
As a result of the services I received, I get along better with family members	1 3 %	2 6 %	3 9 %	5 16 %	2 6 %	19 59 %
As a result of the services I received, I get along better with friends and other people	1 3 %	0 0 %	2 6 %	5 16 %	5 16 %	19 59 %
As a result of the services I received, I am doing better in school and or work	1 3 %	1 3 %	3 9 %	5 16 %	3 9 %	19 59 %
As a result of the services I received, I am better able to cope when things go wrong	1 3 %	1 3 %	3 9 %	5 16 %	3 9 %	19 59 %
As a result of the services I received, I am satisfied with my family life right now	2 6 %	1 3 %	4 12 %	3 9 %	3 9 %	19 59 %
As a result of the services I received, I am better able to do things I want to do	1 3 %	1 3 %	3 9 %	5 16 %	3 9 %	19 59 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	1 3 %	0 0 %	0 0 %	5 16 %	7 22 %	19 59 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	1 3 %	1 3 %	1 3 %	3 9 %	7 22 %	19 59 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 3 %	0 0 %	3 9 %	7 22 %	2 6 %	19 59 %
As a result of the services I received, I have people with whom I can do enjoyable things	1 3 %	0 0 %	1 3 %	7 22 %	4 12 %	19 59 %

Youth Services Survey for Families



Youth Services Survey for Families N = 18

	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 22 %	3 17 %	11 61 %
I helped to choose my child's services	0 0 %	1 6 %	0 0 %	3 17 %	3 17 %	11 61 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	4 22 %	3 17 %	11 61 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	4 22 %	3 17 %	11 61 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	4 22 %	3 17 %	11 61 %
The services my child and/or family received were right for us	0 0 %	1 6 %	0 0 %	2 11 %	3 17 %	12 67 %
The location of services was convenient for us	0 0 %	1 6 %	0 0 %	2 11 %	3 17 %	12 67 %
Services were available at times that were convenient for us	0 0 %	1 6 %	2 11 %	3 17 %	1 6 %	11 61 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	4 22 %	3 17 %	11 61 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	4 22 %	3 17 %	11 61 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 11 %	5 28 %	11 61 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	2 11 %	2 11 %	2 11 %	12 67 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	0 0 %	5 28 %	2 11 %	11 61 %
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 %	0 0 %	4 22 %	2 11 %	12 67 %
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 %	2 11 %	3 17 %	2 11 %	11 61 %
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 %	1 6 %	4 22 %	2 11 %	11 61 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	0 0 %	0 0 %	3 17 %	2 11 %	13 72 %
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 %	1 6 %	4 22 %	2 11 %	11 61 %
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 6 %	1 6 %	5 28 %	11 61 %
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 %	1 6 %	5 28 %	12 67 %
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 %	2 11 %	1 6 %	3 17 %	12 67 %
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 %	2 11 %	4 22 %	12 67 %