



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**RAMS Adult/Older Adult Outpatient Services**

This report covers surveys returned for program codes (RUs): 38943. The number of youth receiving face-to-face services during the survey period was 275 and surveys were returned for 7 youth (2.5%). Number of surveys matched to service data: 1 (0.4%). 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 **4.24**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.00**, the mean of all other programs was **4.33**.

**Global Satisfaction 66.7%**

**Satisfaction by Program / CYF**

<b>Satisfaction</b>	<b>RAMS Adult Older Adult Outpatient Services</b>	<b>CYF</b>	<b>Total</b>
Not Satisfied	1 33.3 %	85 8.6 %	86 8.6 %
Satisfied	2 66.7 %	909 91.4 %	911 91.4 %
<b>Total</b>	3 100.0 %	994 100.0 %	997 100.0 %

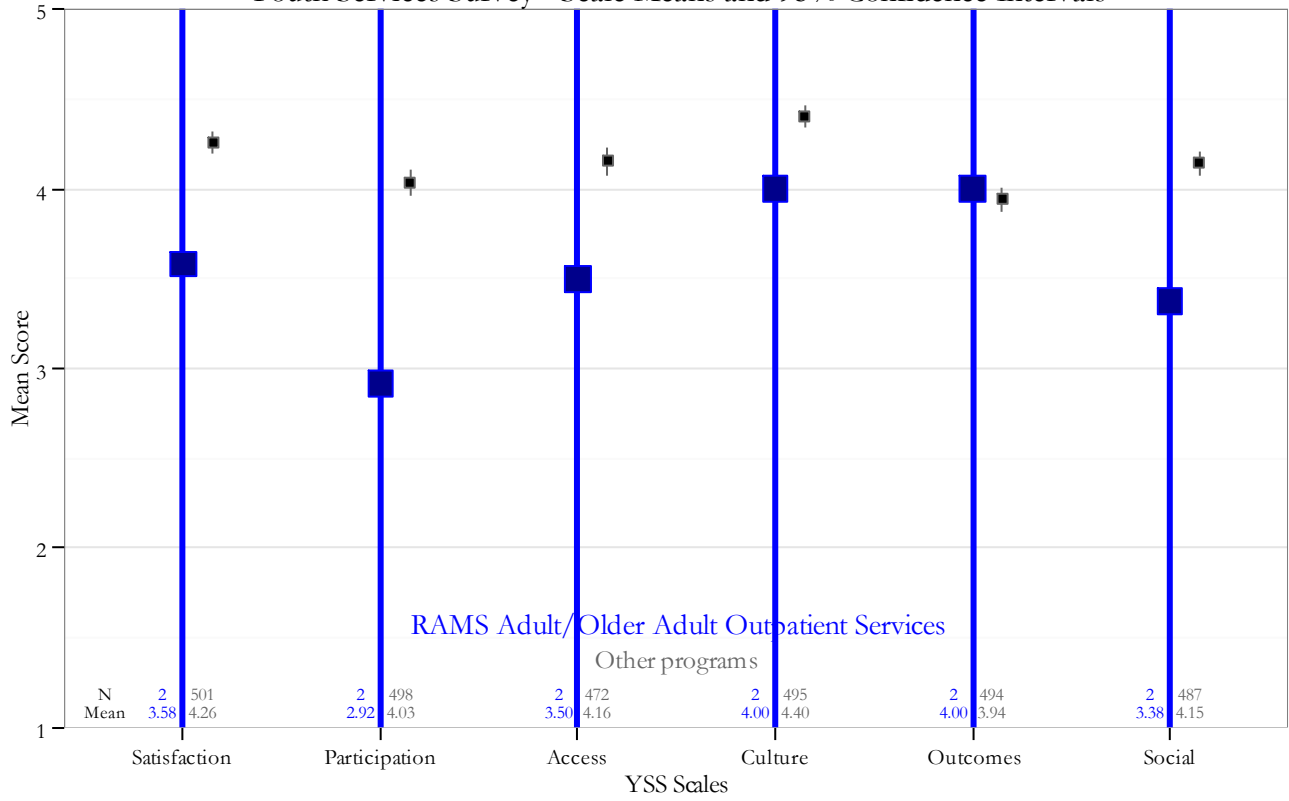
*Fisher's p=0.237 · df=1 · Φ=0.048*

**Survey Compliance**

<b>Completion</b>	<b>Survey Completion by Program / CYF</b>			<b>Completion</b>	<b>RAMS Adult Older Adult Outpatient Services Completion by Respondent Type</b>		
	<b>RAMS Adult Older Adult Outpatient Services</b>	<b>CYF</b>	<b>Total</b>		<b>Family</b>	<b>Youth</b>	<b>Total</b>
Refused	0 0 %	203 10.1 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.5 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.3 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	4 57.1 %	769 38.2 %	773 38.2 %	Other	2 66.7 %	2 50 %	4 57.2 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	3 42.9 %	977 48.5 %	980 48.4 %	Completed Survey	1 33.3 %	2 50 %	3 42.9 %
<b>Total</b>	7 100.0 %	2015 100.0 %	2022 100.0 %	<b>Total</b>	3 100.0 %	4 100.0 %	7 100.0 %

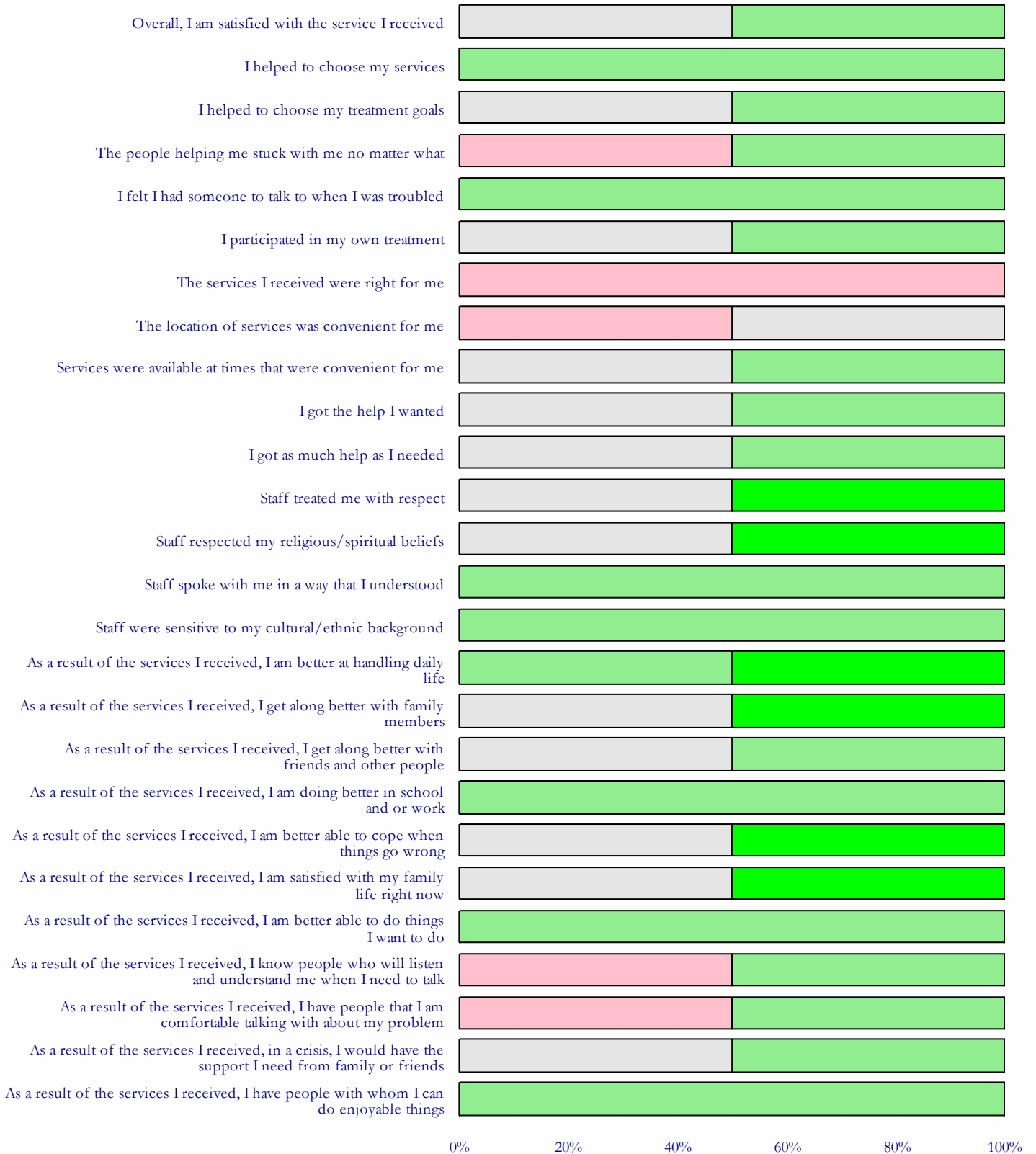
*Fisher's p=0.707 · df=5 · Φ<sub>c</sub>=0.028*

Youth Services Survey - Scale Means and 95% Confidence Intervals



Not enough Family data for scale means CI chart

# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
The people helping me stuck with me no matter what	0 0 %	1 25 %	0 0 %	1 25 %	0 0 %	2 50 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
I participated in my own treatment	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
The services I received were right for me	0 0 %	1 25 %	0 0 %	0 0 %	0 0 %	3 75 %
The location of services was convenient for me	0 0 %	1 25 %	1 25 %	0 0 %	0 0 %	2 50 %
Services were available at times that were convenient for me	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
I got the help I wanted	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
I got as much help as I needed	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
Staff treated me with respect	0 0 %	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	0 0 %	1 25 %	1 25 %	2 50 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	1 25 %	1 25 %	0 0 %	2 50 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	1 25 %	0 0 %	1 25 %	2 50 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0 %	1 25 %	0 0 %	1 25 %	0 0 %	2 50 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 25 %	0 0 %	1 25 %	0 0 %	2 50 %
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 25 %	1 25 %	0 0 %	2 50 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	0 0 %	2 50 %	0 0 %	2 50 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table. N = 1