



Youth Services Survey for Youth / Families Report - Spring 2014
RAMS Child, Youth & Family Services

This report covers surveys returned for program codes (RUs): 38945, 38946, 38947, 3894SD. The number of youth receiving face-to-face services during the survey period was 108 and surveys were returned for 113 youth (104.6%). Number of surveys matched to service data: 72 (66.7%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.06** 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 **4.36**, the mean of all other programs was **4.33**.

Global Satisfaction 87.0%

Satisfaction by Program / CYF

Satisfaction	RAMS Child, Youth, Family Services	CYF	Total
Not Satisfied	7 13 %	79 8.4 %	86 8.6 %
Satisfied	47 87 %	864 91.6 %	911 91.4 %
Total	54 100.0 %	943 100.0 %	997 100.0 %

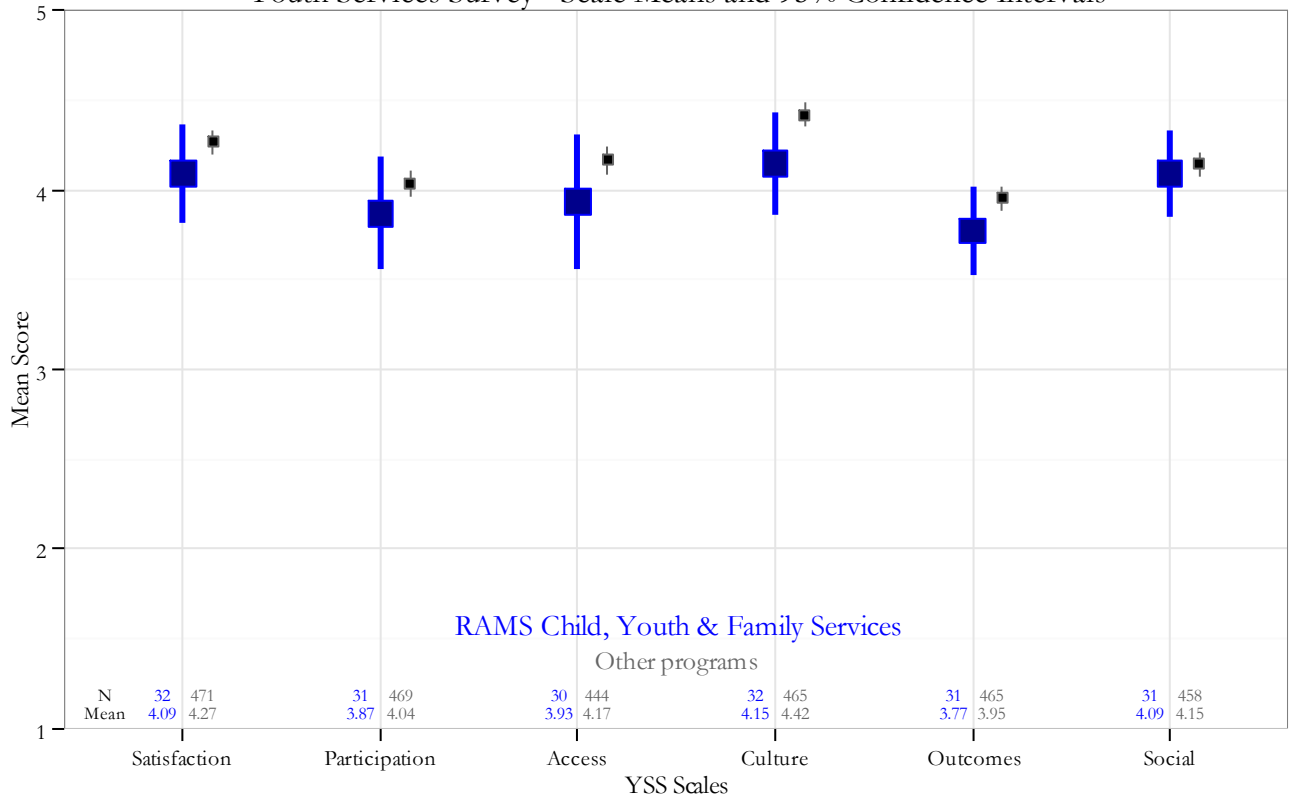
Fisher's p=0.219 · df=1 · Φ=0.037

Survey Compliance

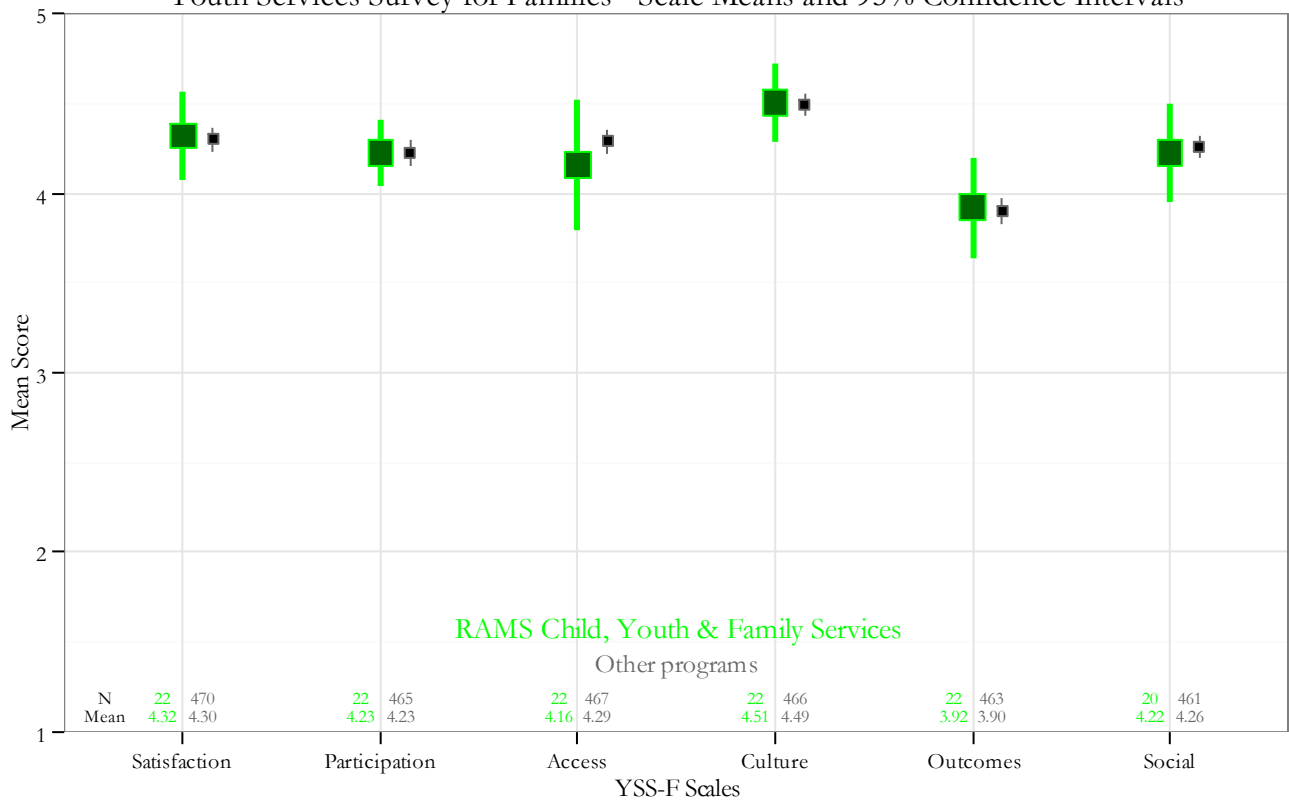
Survey Completion by Program / CYF				RAMS Child, Youth, Family Services		
Completion	RAMS Child, Youth, Family Services	CYF	Total	Completion	Completion by Respondent Type	Total
					Family	Youth
Refused	13 7.5 %	190 10.3 %	203 10 %	Refused	1 1.1 %	12 14 %
Impaired	2 1.1 %	9 0.5 %	11 0.5 %	Impaired	0 0 %	2 2.3 %
Language	2 1.1 %	5 0.3 %	7 0.3 %	Language	2 2.3 %	0 0 %
Other	101 58 %	672 36.4 %	773 38.2 %	Other	61 69.3 %	40 46.5 %
Missing w/o Reason	2 1.1 %	46 2.5 %	48 2.4 %	Missing w/o Reason	2 2.3 %	0 0 %
Completed Survey	54 31 %	926 50.1 %	980 48.5 %	Completed Survey	22 25 %	32 37.2 %
Total	174 100.0 %	1848 100.0 %	2022 100.0 %	Total	88 100.0 %	86 100.0 %

Fisher's p=0.000 · df=5 · Φ=0.138

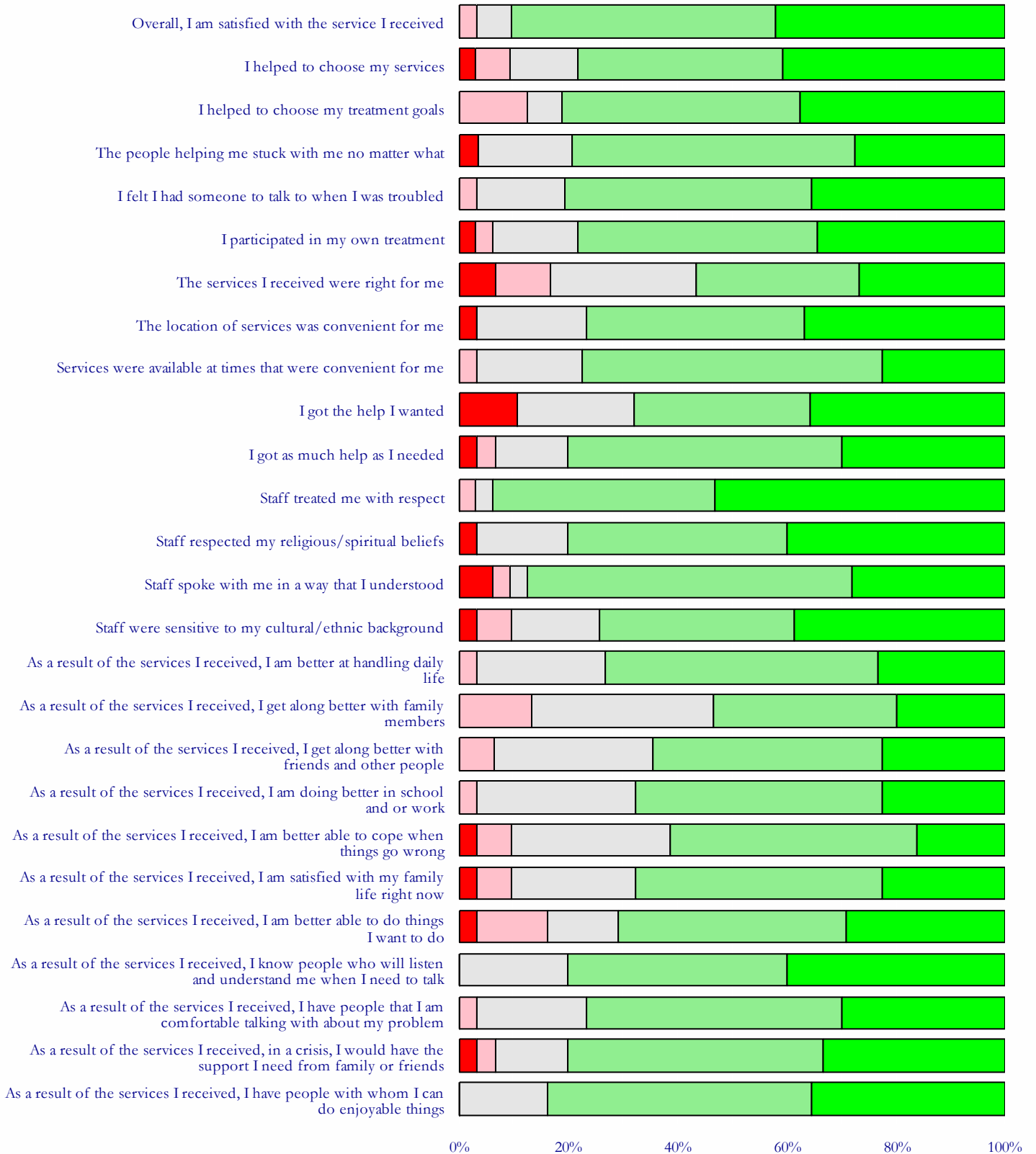
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



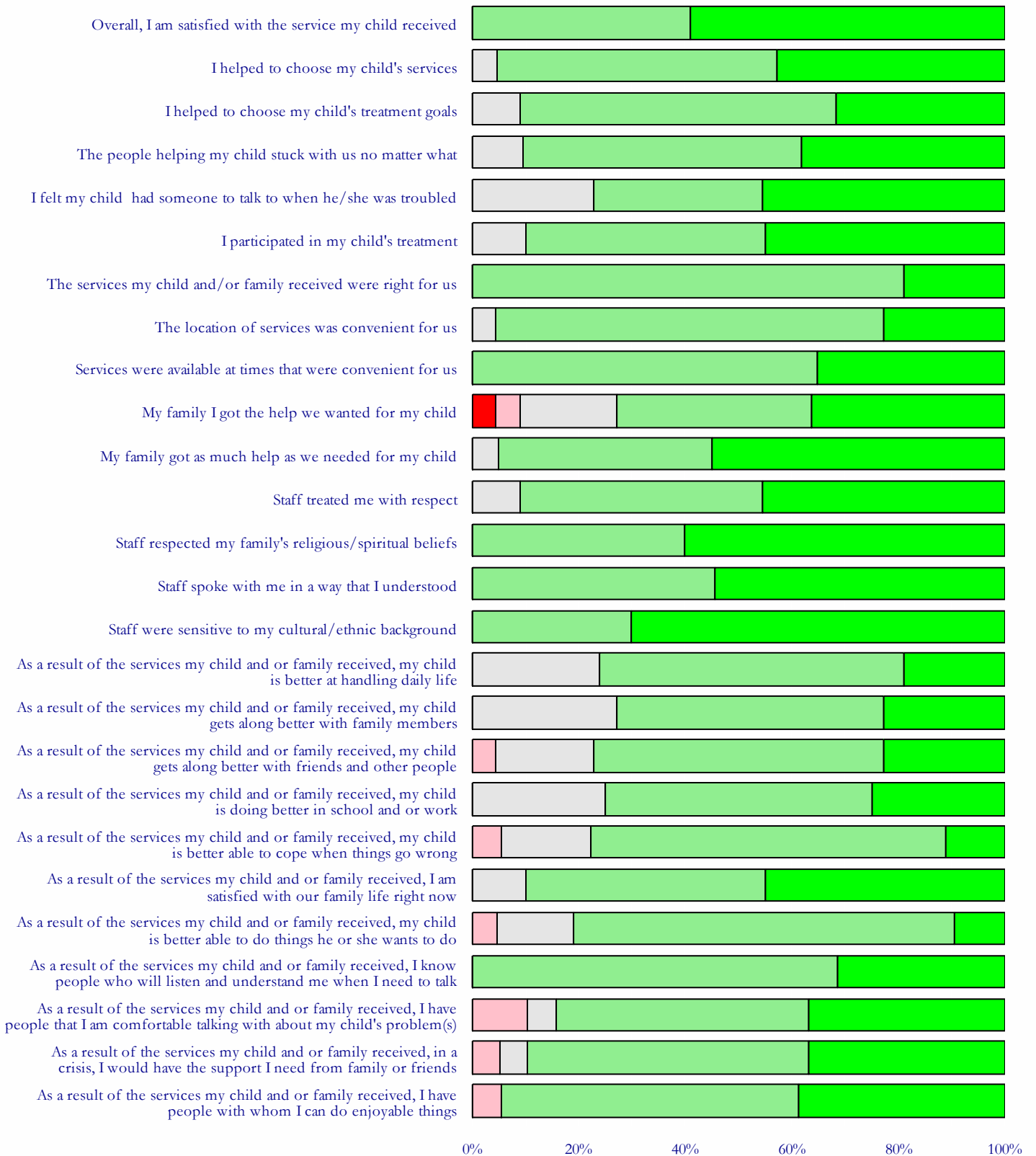
Youth Services Survey for Youth



Youth Services Survey for Youth N = 86

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	1 1 %	2 2 %	15 17 %	13 15 %	55 64 %
I helped to choose my services	1 1 %	2 2 %	4 5 %	12 14 %	13 15 %	54 63 %
I helped to choose my treatment goals	0 0 %	4 5 %	2 2 %	14 16 %	12 14 %	54 63 %
The people helping me stuck with me no matter what	1 1 %	0 0 %	5 6 %	15 17 %	8 9 %	57 66 %
I felt I had someone to talk to when I was troubled	0 0 %	1 1 %	5 6 %	14 16 %	11 13 %	55 64 %
I participated in my own treatment	1 1 %	1 1 %	5 6 %	14 16 %	11 13 %	54 63 %
The services I received were right for me	2 2 %	3 3 %	8 9 %	9 10 %	8 9 %	56 65 %
The location of services was convenient for me	1 1 %	0 0 %	6 7 %	12 14 %	11 13 %	56 65 %
Services were available at times that were convenient for me	0 0 %	1 1 %	6 7 %	17 20 %	7 8 %	55 64 %
I got the help I wanted	3 3 %	0 0 %	6 7 %	9 10 %	10 12 %	58 67 %
I got as much help as I needed	1 1 %	1 1 %	4 5 %	15 17 %	9 10 %	56 65 %
Staff treated me with respect	0 0 %	1 1 %	1 1 %	13 15 %	17 20 %	54 63 %
Staff respected my religious/spiritual beliefs	1 1 %	0 0 %	5 6 %	12 14 %	12 14 %	56 65 %
Staff spoke with me in a way that I understood	2 2 %	1 1 %	1 1 %	19 22 %	9 10 %	54 63 %
Staff were sensitive to my cultural/ethnic background	1 1 %	2 2 %	5 6 %	11 13 %	12 14 %	55 64 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 1 %	7 8 %	15 17 %	7 8 %	56 65 %
As a result of the services I received, I get along better with family members	0 0 %	4 5 %	10 12 %	10 12 %	6 7 %	56 65 %
As a result of the services I received, I get along better with friends and other people	0 0 %	2 2 %	9 10 %	13 15 %	7 8 %	55 64 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 1 %	9 10 %	14 16 %	7 8 %	55 64 %
As a result of the services I received, I am better able to cope when things go wrong	1 1 %	2 2 %	9 10 %	14 16 %	5 6 %	55 64 %
As a result of the services I received, I am satisfied with my family life right now	1 1 %	2 2 %	7 8 %	14 16 %	7 8 %	55 64 %
As a result of the services I received, I am better able to do things I want to do	1 1 %	4 5 %	4 5 %	13 15 %	9 10 %	55 64 %
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 %	6 7 %	12 14 %	12 14 %	56 65 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 1 %	6 7 %	14 16 %	9 10 %	56 65 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 1 %	1 1 %	4 5 %	14 16 %	10 12 %	56 65 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	5 6 %	15 17 %	11 13 %	55 64 %

Youth Services Survey for Families



Youth Services Survey for Families N = 88

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	9 10 %	13 15 %	66 75 %
I helped to choose my child's services	0 0 %	0 0 %	1 1 %	11 12 %	9 10 %	67 76 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	2 2 %	13 15 %	7 8 %	66 75 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	2 2 %	11 12 %	8 9 %	67 76 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	5 6 %	7 8 %	10 11 %	66 75 %
I participated in my child's treatment	0 0 %	0 0 %	2 2 %	9 10 %	9 10 %	68 77 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	17 19 %	4 5 %	67 76 %
The location of services was convenient for us	0 0 %	0 0 %	1 1 %	16 18 %	5 6 %	66 75 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	11 12 %	6 7 %	71 81 %
My family I got the help we wanted for my child	1 1 %	1 1 %	4 5 %	8 9 %	8 9 %	66 75 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 1 %	8 9 %	11 12 %	68 77 %
Staff treated me with respect	0 0 %	0 0 %	2 2 %	10 11 %	10 11 %	66 75 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	6 7 %	9 10 %	73 83 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	10 11 %	12 14 %	66 75 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	6 7 %	14 16 %	68 77 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	5 6 %	12 14 %	4 5 %	67 76 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	6 7 %	11 12 %	5 6 %	66 75 %
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 1 %	4 5 %	12 14 %	5 6 %	66 75 %
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 %	5 6 %	10 11 %	5 6 %	68 77 %
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 1 %	3 3 %	12 14 %	2 2 %	70 80 %
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 %	2 2 %	9 10 %	9 10 %	68 77 %
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 1 %	3 3 %	15 17 %	2 2 %	67 76 %
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 %	13 15 %	6 7 %	69 78 %
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 %	2 2 %	1 1 %	9 10 %	7 8 %	69 78 %
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 1 %	1 1 %	10 11 %	7 8 %	69 78 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0 %	1 1 %	0 0 %	10 11 %	7 8 %	70 80 %