



Youth Services Survey for Youth / Families Report - Spring 2014
Seneca Connections Outpatient

This report covers surveys returned for program codes (RUs): 38CQ3. The number of youth receiving face-to-face services during the survey period was 8 and surveys were returned for 6 youth (75.0%). Number of surveys matched to service data: 6 (75.0%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **3.99** 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 **3.74**, the mean of all other programs was **4.34**.

Global Satisfaction 60.0%

Satisfaction by Program / CYF

| Satisfaction | Seneca Connections Outpatient | CYF | Total |
|---------------------|----------------------------------|----------------|----------------|
| Not Satisfied | 4 40 % | 82 8.3 % | 86 8.6 % |
| Satisfied | 6 60 % | 905 91.7 % | 911 91.4 % |
| Total | 10 100.0 % | 987 100.0 % | 997 100.0 % |

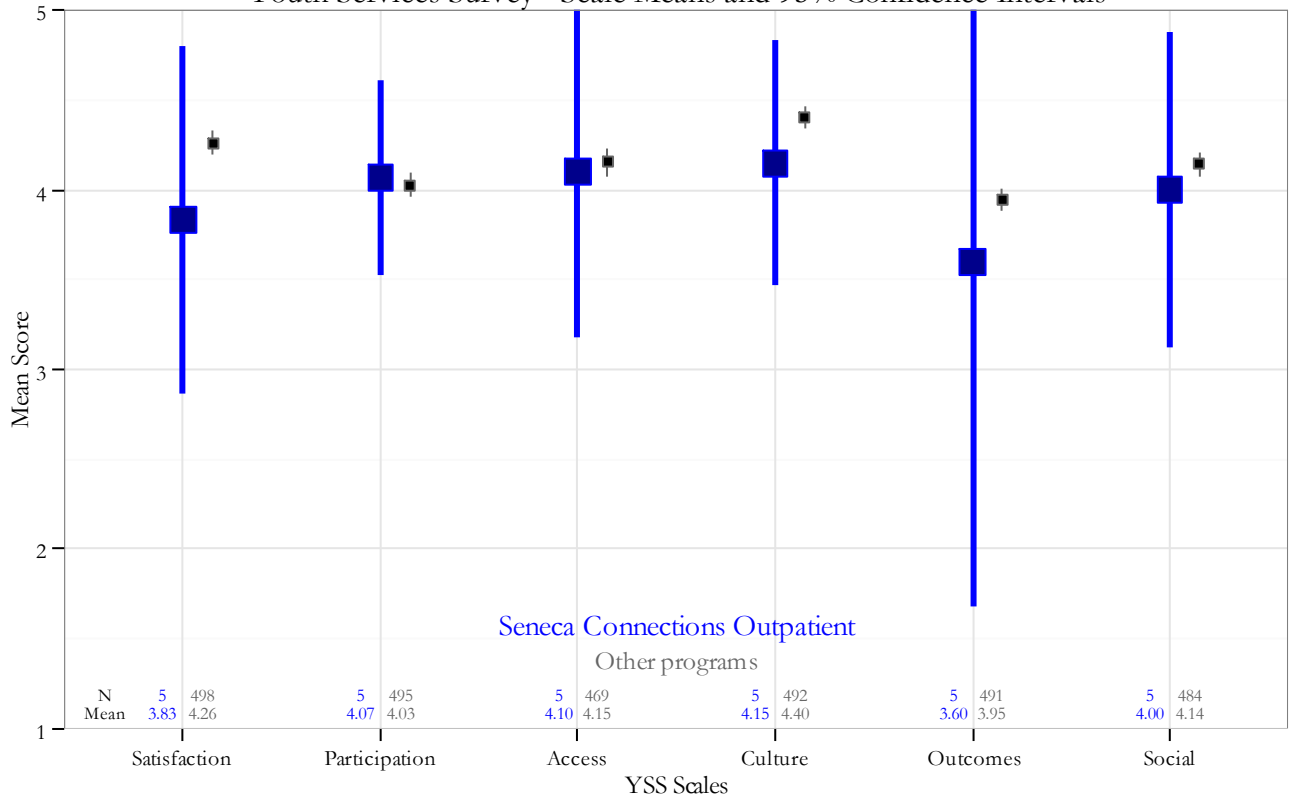
Fisher's p=0.007 · df=1 · Φ=0.112

Survey Compliance

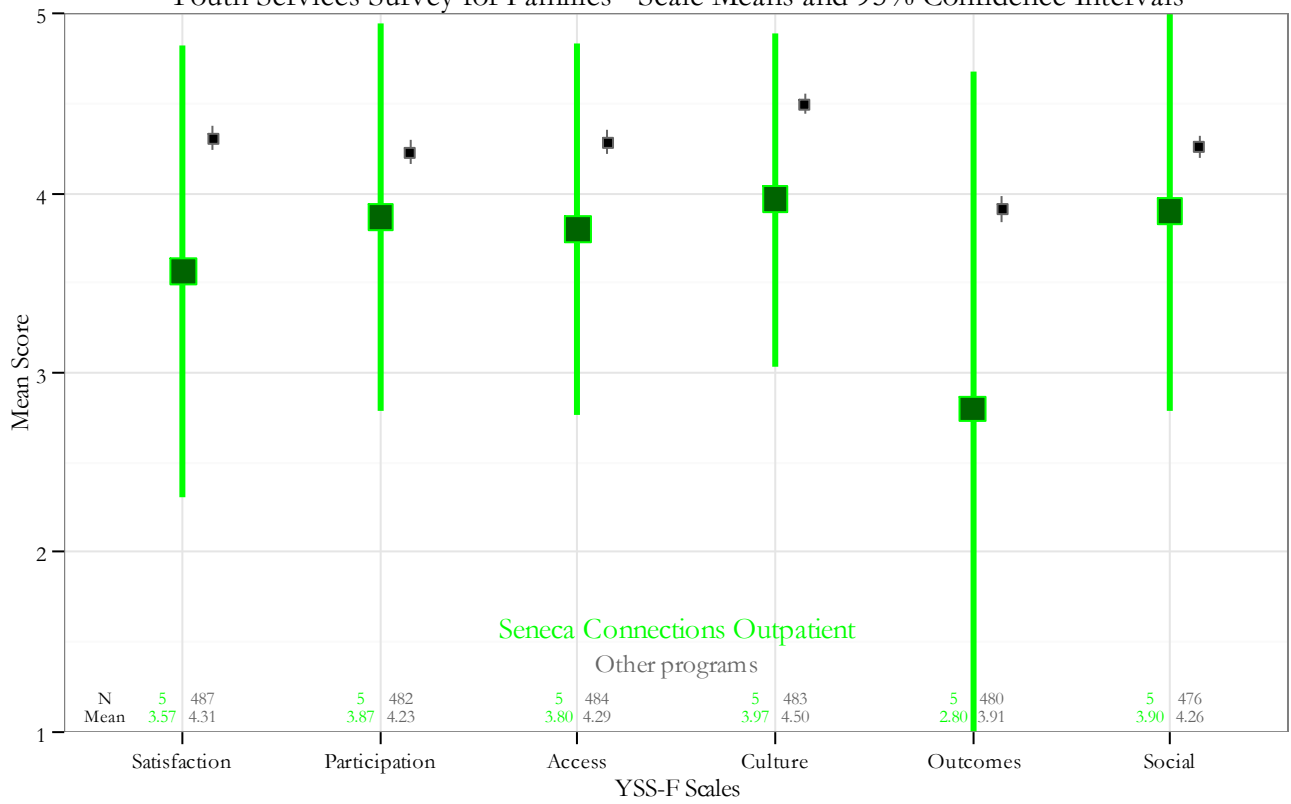
| Completion | Survey Completion by Program / CYF | | | Completion | Seneca Connections Outpatient Completion by Respondent Type | | |
|--------------------|---|-----------------|-----------------|--------------------|--|--------------|---------------|
| | Seneca Connections Outpatient | CYF | Total | | Family | Youth | Total |
| 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 | 1 9.1 % | 772 38.4 % | 773 38.2 % | Other | 0 0 % | 1 16.7 % | 1 9.1 % |
| Missing w/o Reason | 0 0 % | 48 2.4 % | 48 2.4 % | Missing w/o Reason | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 10 90.9 % | 970 48.2 % | 980 48.5 % | Completed Survey | 5 100 % | 5 83.3 % | 10 91 % |
| Total | 11 100.0 % | 2011 100.0 % | 2022 100.0 % | Total | 5 100.0 % | 6 100.0 % | 11 100.0 % |

Fisher's p=0.132 · df=5 · Φ_c=0.063

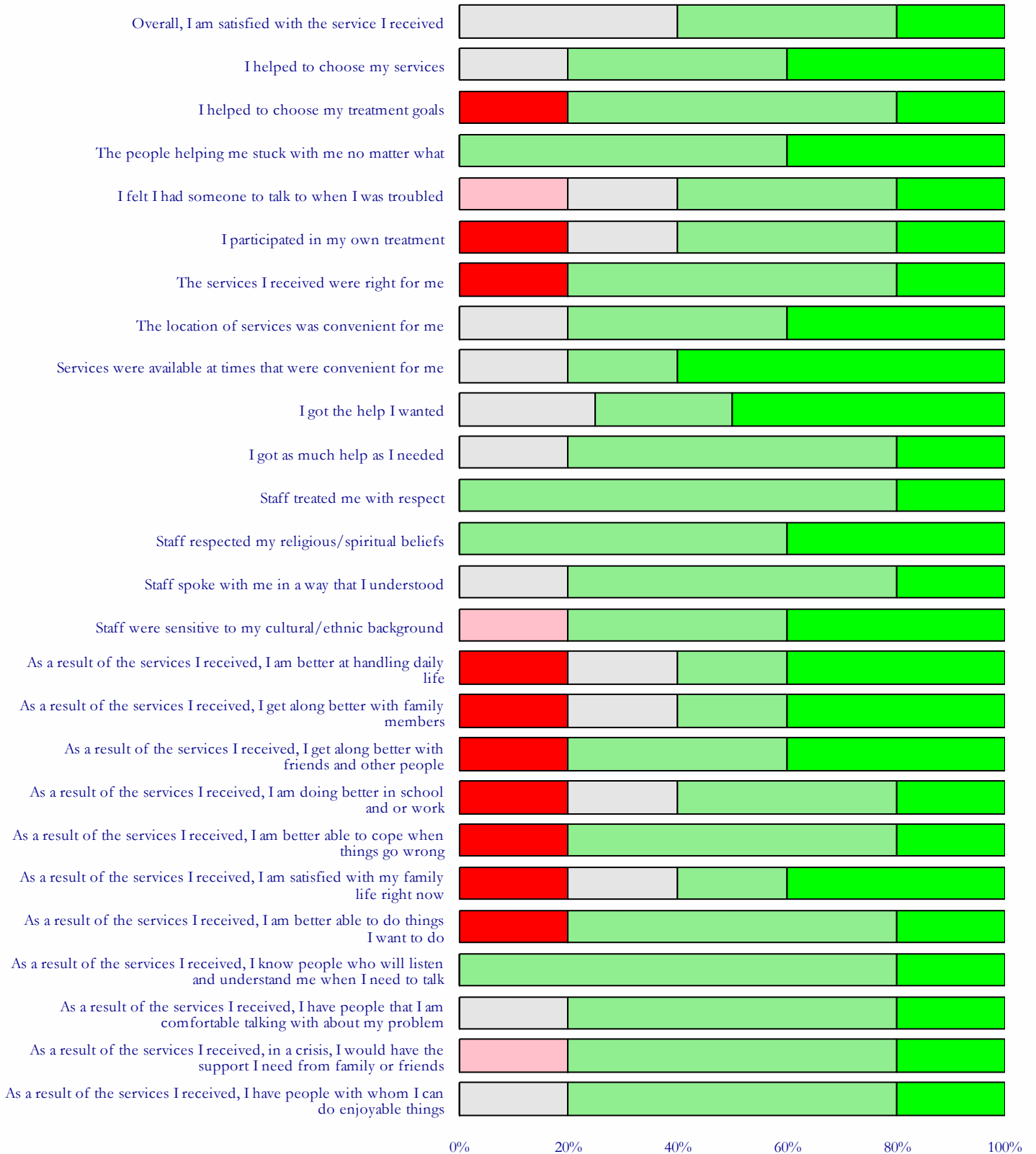
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



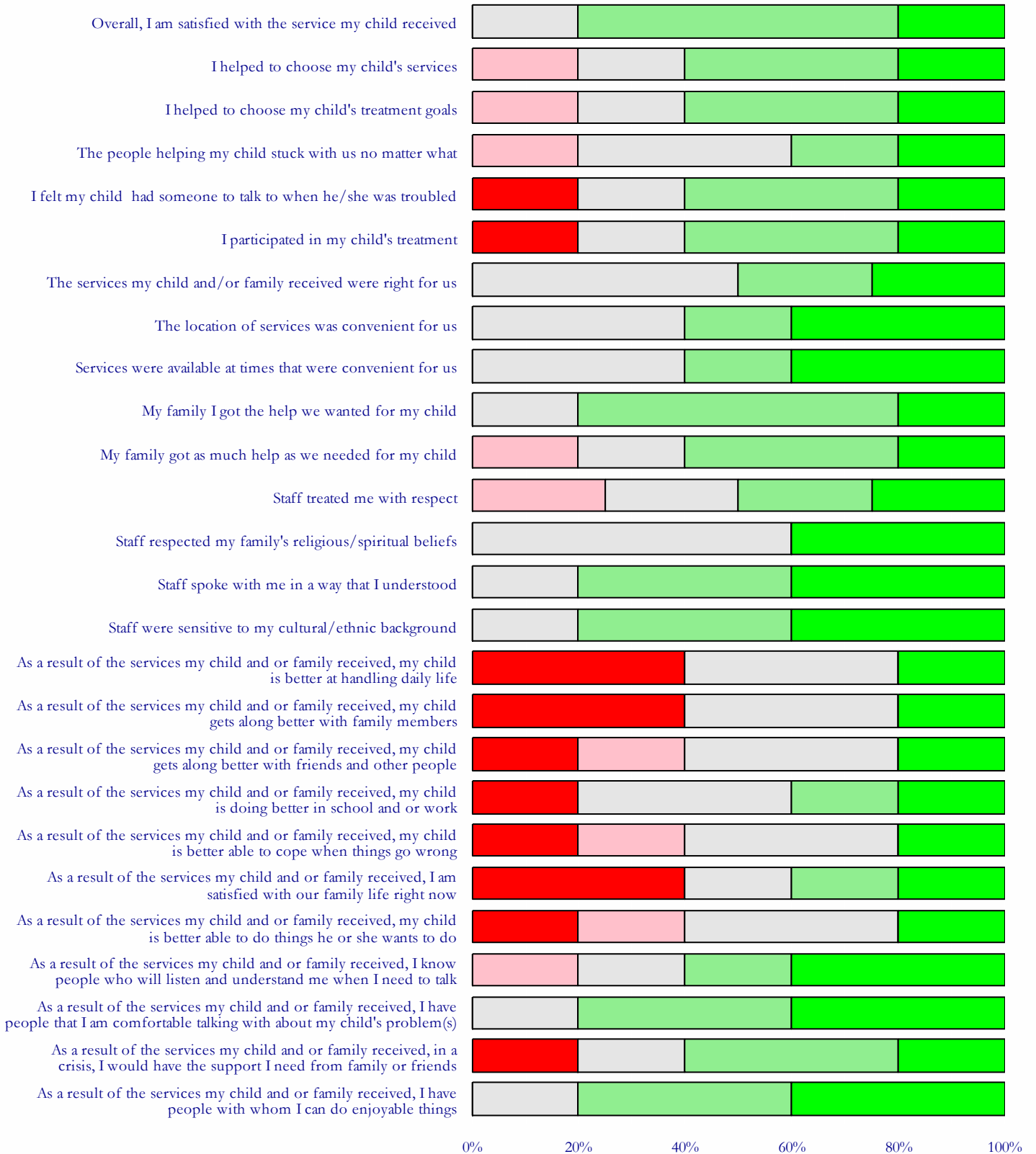
Youth Services Survey for Youth



Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Missing |
|---|-------------------|-----------|-----------|-----------|----------------|-----------|
| Overall, I am satisfied with the service I received | 0 0 % | 0 0 % | 2 33 % | 2 33 % | 1 17 % | 1 17 % |
| I helped to choose my services | 0 0 % | 0 0 % | 1 17 % | 2 33 % | 2 33 % | 1 17 % |
| I helped to choose my treatment goals | 1 17 % | 0 0 % | 0 0 % | 3 50 % | 1 17 % | 1 17 % |
| The people helping me stuck with me no matter what | 0 0 % | 0 0 % | 0 0 % | 3 50 % | 2 33 % | 1 17 % |
| I felt I had someone to talk to when I was troubled | 0 0 % | 1 17 % | 1 17 % | 2 33 % | 1 17 % | 1 17 % |
| I participated in my own treatment | 1 17 % | 0 0 % | 1 17 % | 2 33 % | 1 17 % | 1 17 % |
| The services I received were right for me | 1 17 % | 0 0 % | 0 0 % | 3 50 % | 1 17 % | 1 17 % |
| The location of services was convenient for me | 0 0 % | 0 0 % | 1 17 % | 2 33 % | 2 33 % | 1 17 % |
| Services were available at times that were convenient for me | 0 0 % | 0 0 % | 1 17 % | 1 17 % | 3 50 % | 1 17 % |
| I got the help I wanted | 0 0 % | 0 0 % | 1 17 % | 1 17 % | 2 33 % | 2 33 % |
| I got as much help as I needed | 0 0 % | 0 0 % | 1 17 % | 3 50 % | 1 17 % | 1 17 % |
| Staff treated me with respect | 0 0 % | 0 0 % | 0 0 % | 4 67 % | 1 17 % | 1 17 % |
| Staff respected my religious/spiritual beliefs | 0 0 % | 0 0 % | 0 0 % | 3 50 % | 2 33 % | 1 17 % |
| Staff spoke with me in a way that I understood | 0 0 % | 0 0 % | 1 17 % | 3 50 % | 1 17 % | 1 17 % |
| Staff were sensitive to my cultural/ethnic background | 0 0 % | 1 17 % | 0 0 % | 2 33 % | 2 33 % | 1 17 % |
| As a result of the services I received, I am better at handling daily life | 1 17 % | 0 0 % | 1 17 % | 1 17 % | 2 33 % | 1 17 % |
| As a result of the services I received, I get along better with family members | 1 17 % | 0 0 % | 1 17 % | 1 17 % | 2 33 % | 1 17 % |
| As a result of the services I received, I get along better with friends and other people | 1 17 % | 0 0 % | 0 0 % | 2 33 % | 2 33 % | 1 17 % |
| As a result of the services I received, I am doing better in school and or work | 1 17 % | 0 0 % | 1 17 % | 2 33 % | 1 17 % | 1 17 % |
| As a result of the services I received, I am better able to cope when things go wrong | 1 17 % | 0 0 % | 0 0 % | 3 50 % | 1 17 % | 1 17 % |
| As a result of the services I received, I am satisfied with my family life right now | 1 17 % | 0 0 % | 1 17 % | 1 17 % | 2 33 % | 1 17 % |
| As a result of the services I received, I am better able to do things I want to do | 1 17 % | 0 0 % | 0 0 % | 3 50 % | 1 17 % | 1 17 % |
| 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 % | 0 0 % | 4 67 % | 1 17 % | 1 17 % |
| As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0 % | 0 0 % | 1 17 % | 3 50 % | 1 17 % | 1 17 % |
| As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0 % | 1 17 % | 0 0 % | 3 50 % | 1 17 % | 1 17 % |
| As a result of the services I received, I have people with whom I can do enjoyable things | 0 0 % | 0 0 % | 1 17 % | 3 50 % | 1 17 % | 1 17 % |

Youth Services Survey for Families



Youth Services Survey for Families N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Missing |
|---|-------------------|-----------|-----------|-----------|----------------|-----------|
| Overall, I am satisfied with the service my child received | 0 0 % | 0 0 % | 1 20 % | 3 60 % | 1 20 % | 0 0 % |
| I helped to choose my child's services | 0 0 % | 1 20 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| I helped to choose my child's treatment goals | 0 0 % | 1 20 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| The people helping my child stuck with us no matter what | 0 0 % | 1 20 % | 2 40 % | 1 20 % | 1 20 % | 0 0 % |
| I felt my child had someone to talk to when he/she was troubled | 1 20 % | 0 0 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| I participated in my child's treatment | 1 20 % | 0 0 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| The services my child and/or family received were right for us | 0 0 % | 0 0 % | 2 40 % | 1 20 % | 1 20 % | 1 20 % |
| The location of services was convenient for us | 0 0 % | 0 0 % | 2 40 % | 1 20 % | 2 40 % | 0 0 % |
| Services were available at times that were convenient for us | 0 0 % | 0 0 % | 2 40 % | 1 20 % | 2 40 % | 0 0 % |
| My family I got the help we wanted for my child | 0 0 % | 0 0 % | 1 20 % | 3 60 % | 1 20 % | 0 0 % |
| My family got as much help as we needed for my child | 0 0 % | 1 20 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| Staff treated me with respect | 0 0 % | 1 20 % | 1 20 % | 1 20 % | 1 20 % | 1 20 % |
| Staff respected my family's religious/spiritual beliefs | 0 0 % | 0 0 % | 3 60 % | 0 0 % | 2 40 % | 0 0 % |
| Staff spoke with me in a way that I understood | 0 0 % | 0 0 % | 1 20 % | 2 40 % | 2 40 % | 0 0 % |
| Staff were sensitive to my cultural/ethnic background | 0 0 % | 0 0 % | 1 20 % | 2 40 % | 2 40 % | 0 0 % |
| As a result of the services my child and or family received, my child is better at handling daily life | 2 40 % | 0 0 % | 2 40 % | 0 0 % | 1 20 % | 0 0 % |
| As a result of the services my child and or family received, my child gets along better with family members | 2 40 % | 0 0 % | 2 40 % | 0 0 % | 1 20 % | 0 0 % |
| As a result of the services my child and or family received, my child gets along better with friends and other people | 1 20 % | 1 20 % | 2 40 % | 0 0 % | 1 20 % | 0 0 % |
| As a result of the services my child and or family received, my child is doing better in school and or work | 1 20 % | 0 0 % | 2 40 % | 1 20 % | 1 20 % | 0 0 % |
| As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 20 % | 1 20 % | 2 40 % | 0 0 % | 1 20 % | 0 0 % |
| As a result of the services my child and or family received, I am satisfied with our family life right now | 2 40 % | 0 0 % | 1 20 % | 1 20 % | 1 20 % | 0 0 % |
| 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 20 % | 1 20 % | 2 40 % | 0 0 % | 1 20 % | 0 0 % |
| 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 % | 1 20 % | 1 20 % | 1 20 % | 2 40 % | 0 0 % |
| 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 % | 1 20 % | 2 40 % | 2 40 % | 0 0 % |
| 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 | 1 20 % | 0 0 % | 1 20 % | 2 40 % | 1 20 % | 0 0 % |
| 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 20 % | 2 40 % | 2 40 % | 0 0 % |