



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

This report covers surveys returned for program codes (RUs): 38CQ5. The number of youth receiving face-to-face services during the survey period was 19 and surveys were returned for 12 youth (63.2%). Number of surveys matched to service data: 12 (63.2%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.43** 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 90.9%

#### Satisfaction by Program / CYF

Satisfaction	Seneca Connections TBS	CYF	Total
Not Satisfied	1 9.1 %	85 8.6 %	86 8.6 %
Satisfied	10 90.9 %	901 91.4 %	911 91.4 %
<b>Total</b>	11 100.0 %	986 100.0 %	997 100.0 %

*Fisher's p=1.000 · df=1 · Φ=0.002*

### Survey Compliance

#### Survey Completion by Program / CYF

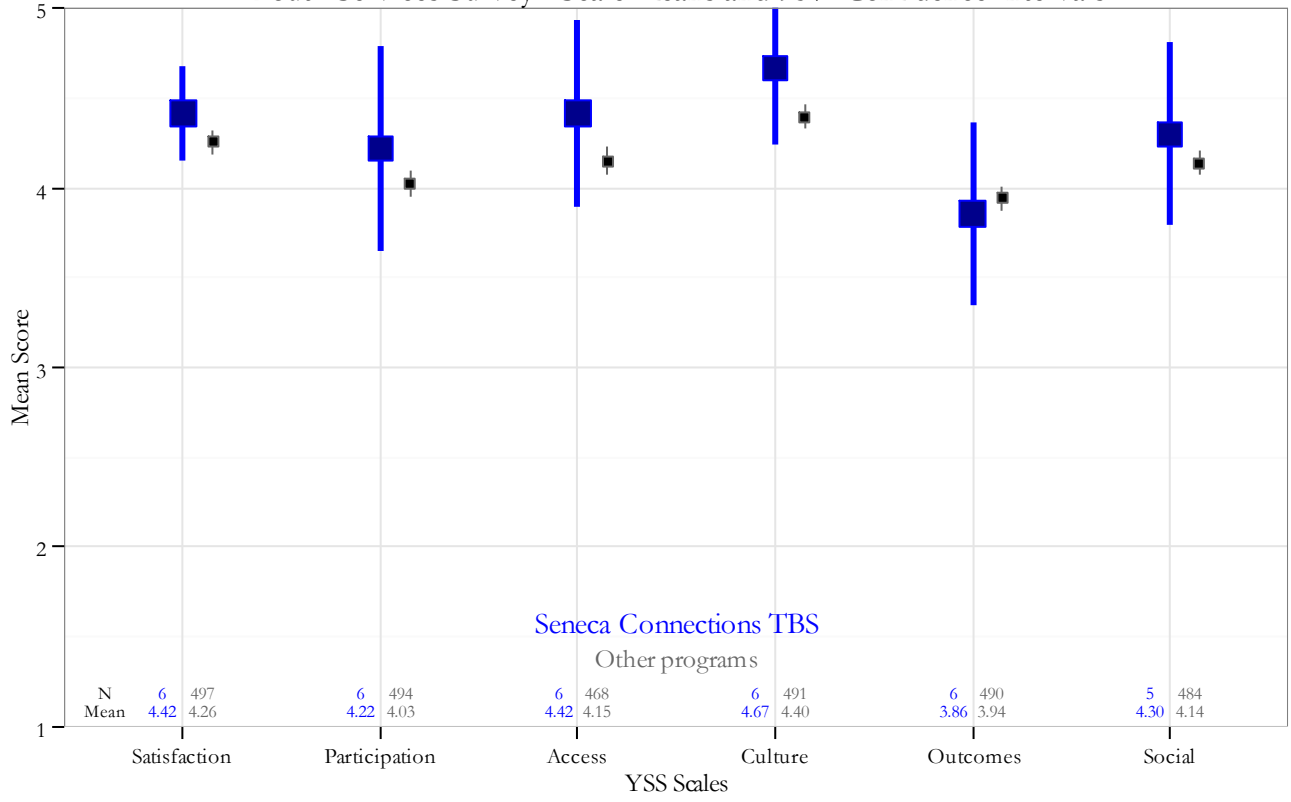
Completion	Seneca Connections TBS	CYF	Total
Refused	1 4.3 %	202 10.1 %	203 10 %
Impaired	1 4.3 %	10 0.5 %	11 0.5 %
Language	0 0 %	7 0.4 %	7 0.3 %
Other	10 43.5 %	763 38.2 %	773 38.2 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %
Completed Survey	11 47.8 %	969 48.5 %	980 48.4 %
<b>Total</b>	23 100.0 %	1999 100.0 %	2022 100.0 %

*Fisher's p=0.315 · df=5 · Φ=0.062*

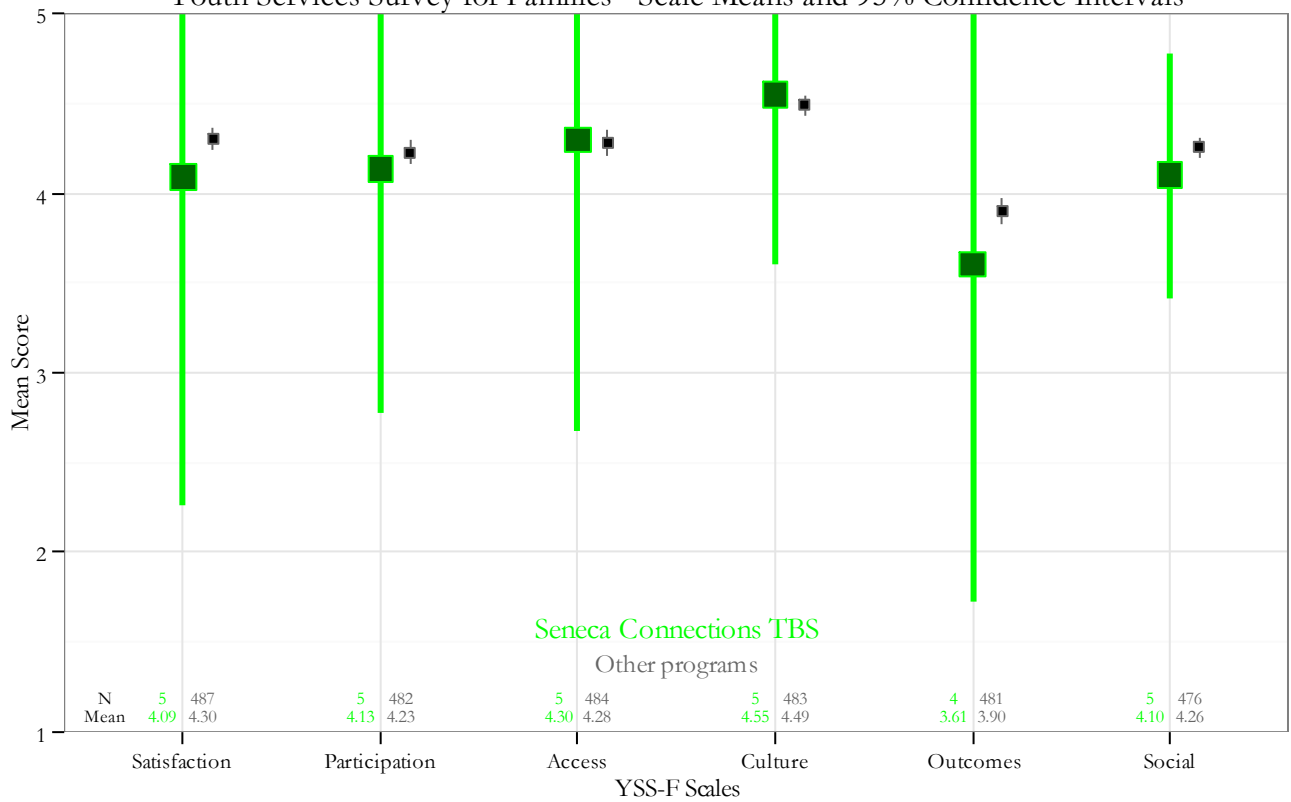
#### Seneca Connections TBS

Completion	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 8.3 %	0 0 %	1 4.3 %
Impaired	0 0 %	1 9.1 %	1 4.3 %
Language	0 0 %	0 0 %	0 0 %
Other	6 50 %	4 36.4 %	10 43.5 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	5 41.7 %	6 54.5 %	11 47.8 %
<b>Total</b>	12 100.0 %	11 100.0 %	23 100.0 %

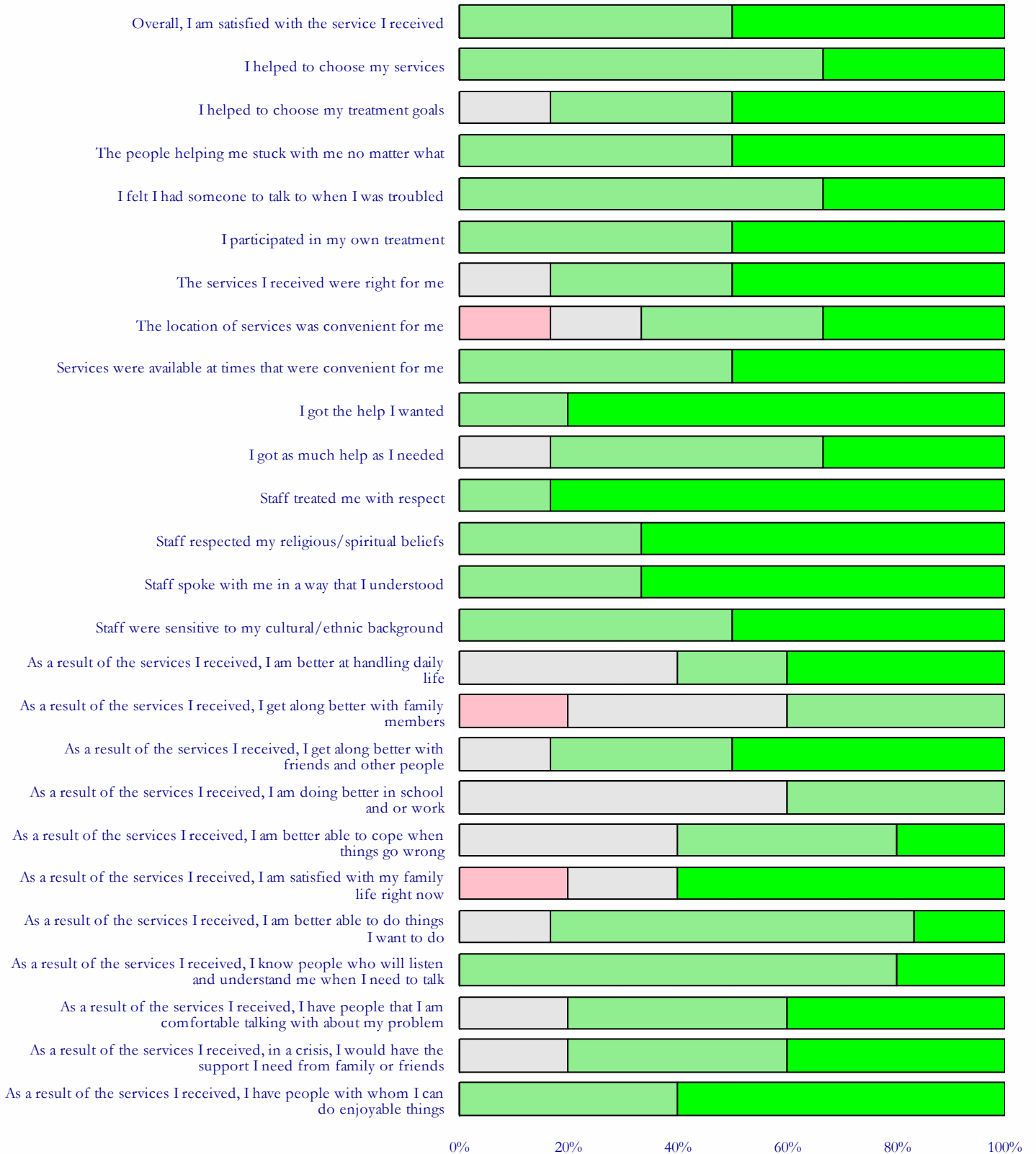
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



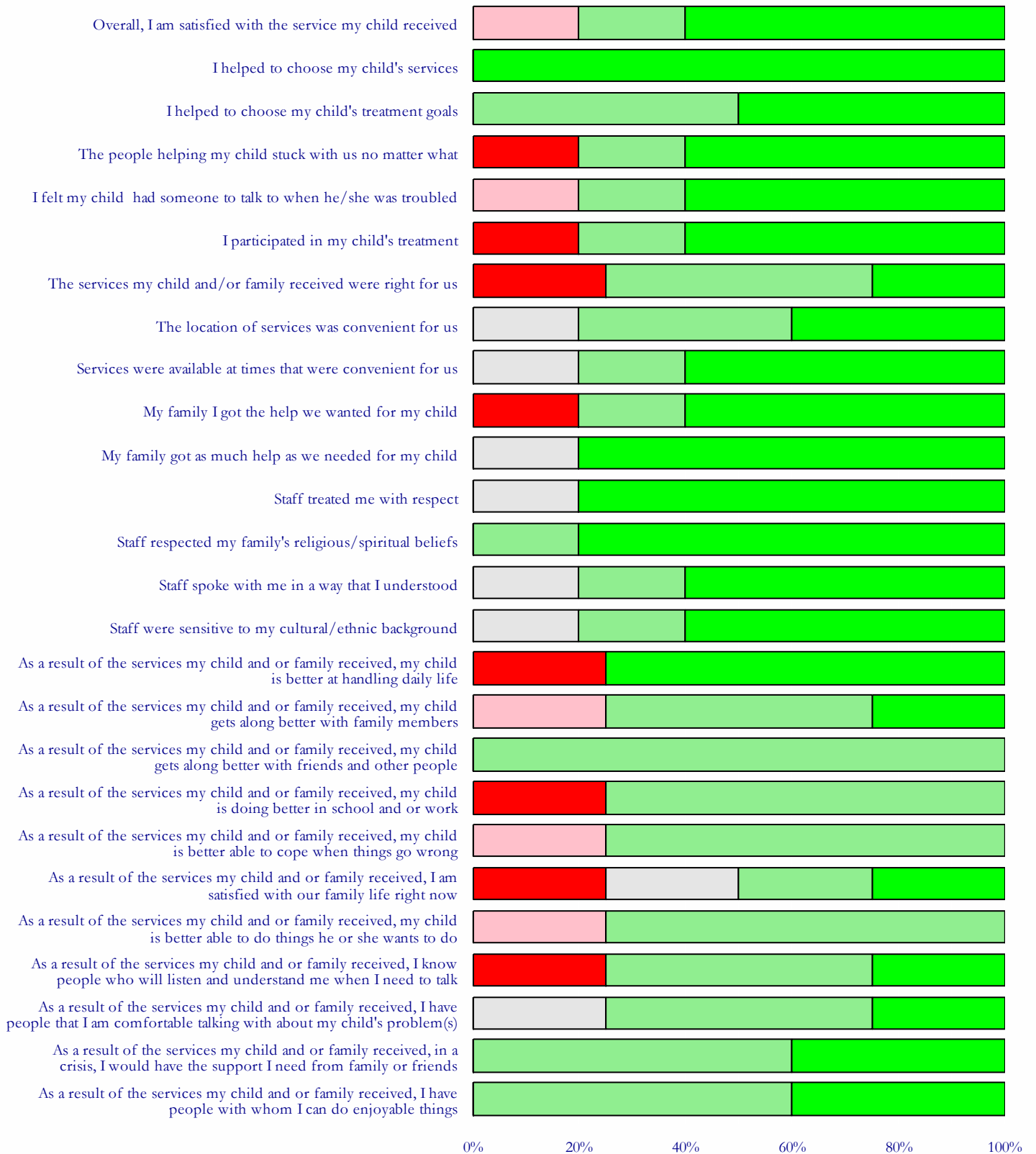
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	4 36 %	2 18 %	5 45 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	4 36 %	2 18 %	5 45 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
The services I received were right for me	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
The location of services was convenient for me	0 0 %	1 9 %	1 9 %	2 18 %	2 18 %	5 45 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	1 9 %	4 36 %	6 55 %
I got as much help as I needed	0 0 %	0 0 %	1 9 %	3 27 %	2 18 %	5 45 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 9 %	5 45 %	5 45 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 18 %	4 36 %	5 45 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	3 27 %	3 27 %	5 45 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	2 18 %	1 9 %	2 18 %	6 55 %
As a result of the services I received, I get along better with family members	0 0 %	1 9 %	2 18 %	2 18 %	0 0 %	6 55 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	1 9 %	2 18 %	3 27 %	5 45 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	3 27 %	2 18 %	0 0 %	6 55 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	2 18 %	2 18 %	1 9 %	6 55 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 9 %	1 9 %	0 0 %	3 27 %	6 55 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	1 9 %	4 36 %	1 9 %	5 45 %
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 36 %	1 9 %	6 55 %
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 9 %	2 18 %	2 18 %	6 55 %
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 9 %	2 18 %	2 18 %	6 55 %
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 18 %	3 27 %	6 55 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	1 8 %	0 0 %	1 8 %	3 25 %	7 58 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	0 0 %	3 25 %	9 75 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	2 17 %	2 17 %	8 67 %
The people helping my child stuck with us no matter what	1 8 %	0 0 %	0 0 %	1 8 %	3 25 %	7 58 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	1 8 %	0 0 %	1 8 %	3 25 %	7 58 %
I participated in my child's treatment	1 8 %	0 0 %	0 0 %	1 8 %	3 25 %	7 58 %
The services my child and/or family received were right for us	1 8 %	0 0 %	0 0 %	2 17 %	1 8 %	8 67 %
The location of services was convenient for us	0 0 %	0 0 %	1 8 %	2 17 %	2 17 %	7 58 %
Services were available at times that were convenient for us	0 0 %	0 0 %	1 8 %	1 8 %	3 25 %	7 58 %
My family I got the help we wanted for my child	1 8 %	0 0 %	0 0 %	1 8 %	3 25 %	7 58 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 8 %	0 0 %	4 33 %	7 58 %
Staff treated me with respect	0 0 %	0 0 %	1 8 %	0 0 %	4 33 %	7 58 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	1 8 %	4 33 %	7 58 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 8 %	1 8 %	3 25 %	7 58 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 8 %	1 8 %	3 25 %	7 58 %
As a result of the services my child and or family received, my child is better at handling daily life	1 8 %	0 0 %	0 0 %	0 0 %	3 25 %	8 67 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	1 8 %	0 0 %	2 17 %	1 8 %	8 67 %
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 33 %	0 0 %	8 67 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 8 %	0 0 %	0 0 %	3 25 %	0 0 %	8 67 %
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 8 %	0 0 %	3 25 %	0 0 %	8 67 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 8 %	0 0 %	1 8 %	1 8 %	1 8 %	8 67 %
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 8 %	0 0 %	3 25 %	0 0 %	8 67 %
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	1 8 %	0 0 %	0 0 %	2 17 %	1 8 %	8 67 %
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 8 %	2 17 %	1 8 %	8 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 %	0 0 %	3 25 %	2 17 %	7 58 %
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 %	3 25 %	2 17 %	7 58 %