



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

This report covers surveys returned for program codes (RUs): 38CQ4. The number of youth receiving face-to-face services during the survey period was 69 and surveys were returned for 55 youth (79.7%). Number of surveys matched to service data: 36 (52.2%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.10** 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 **4.21**, the mean of all other programs was **4.33**.

Global Satisfaction 93.3%

Satisfaction by Program / CYF

Satisfaction	Seneca Connections WRAP	CYF	Total
Not Satisfied	1 6.7 %	85 8.7 %	86 8.6 %
Satisfied	14 93.3 %	897 91.3 %	911 91.4 %
Total	15 100.0 %	982 100.0 %	997 100.0 %

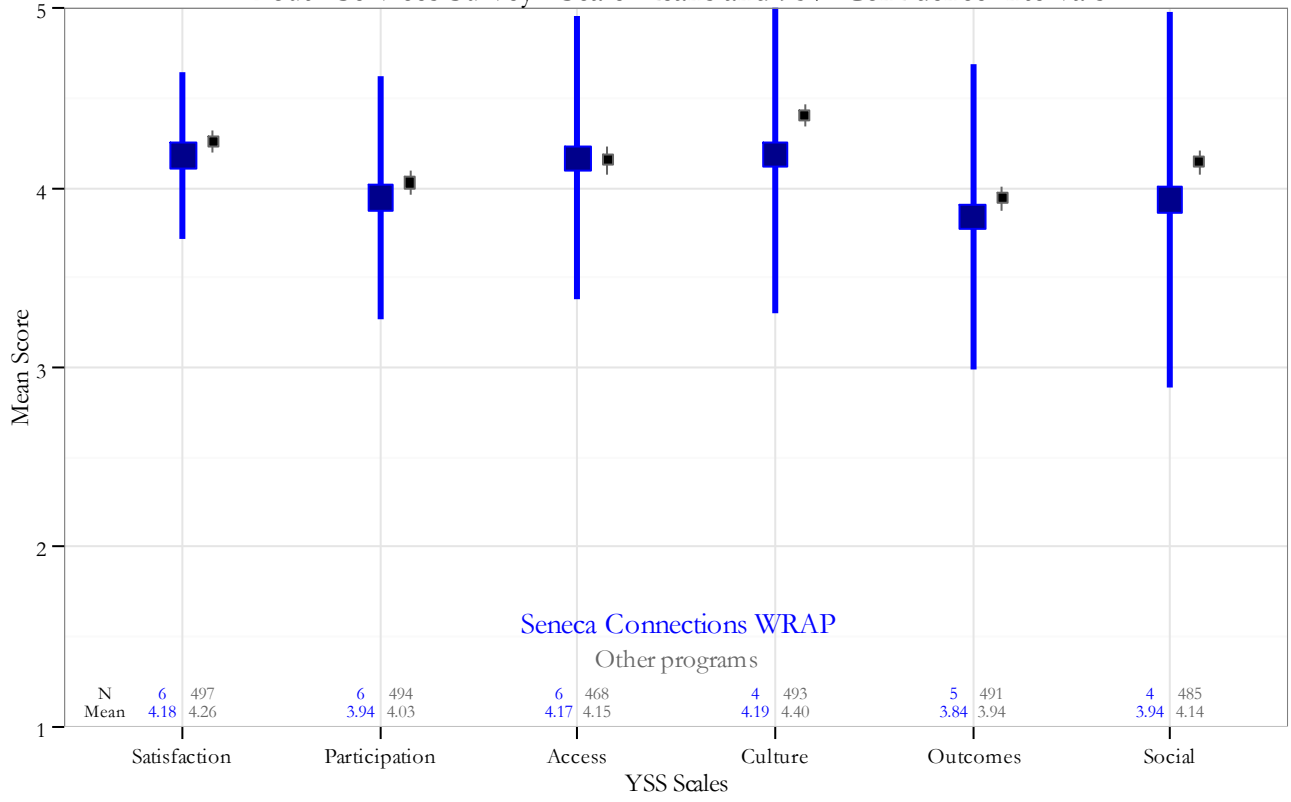
Fisher's p=1.000 · df=1 · Φ=0.009

Survey Compliance

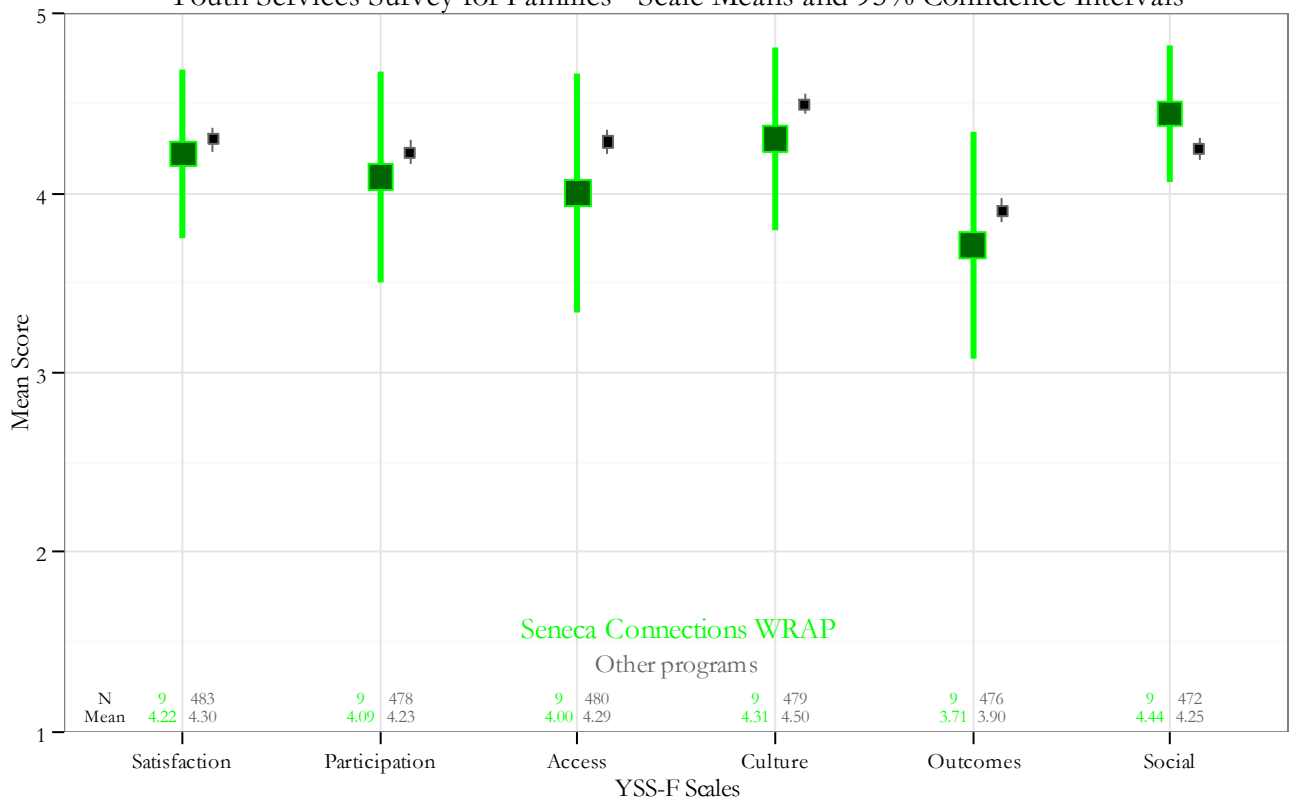
Completion	Survey Completion by Program / CYF			Completion	Seneca Connections WRAP Completion by Respondent Type		
	Seneca Connections WRAP	CYF	Total		Family	Youth	Total
Refused	16 16.3 %	187 9.7 %	203 10 %	Refused	7 14.9 %	9 17.6 %	16 16.3 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	1 1 %	6 0.3 %	7 0.3 %	Language	0 0 %	1 2 %	1 1 %
Other	69 70.4 %	704 36.6 %	773 38.2 %	Other	34 72.3 %	35 68.6 %	69 70.4 %
Missing w/o Reason	0 0 %	48 2.5 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	12 12.2 %	968 50.3 %	980 48.5 %	Completed Survey	6 12.8 %	6 11.8 %	12 12.2 %
Total	98 100.0 %	1924 100.0 %	2022 100.0 %	Total	47 100.0 %	51 100.0 %	98 100.0 %

Fisher's p=0.000 · df=5 · Φ=0.178

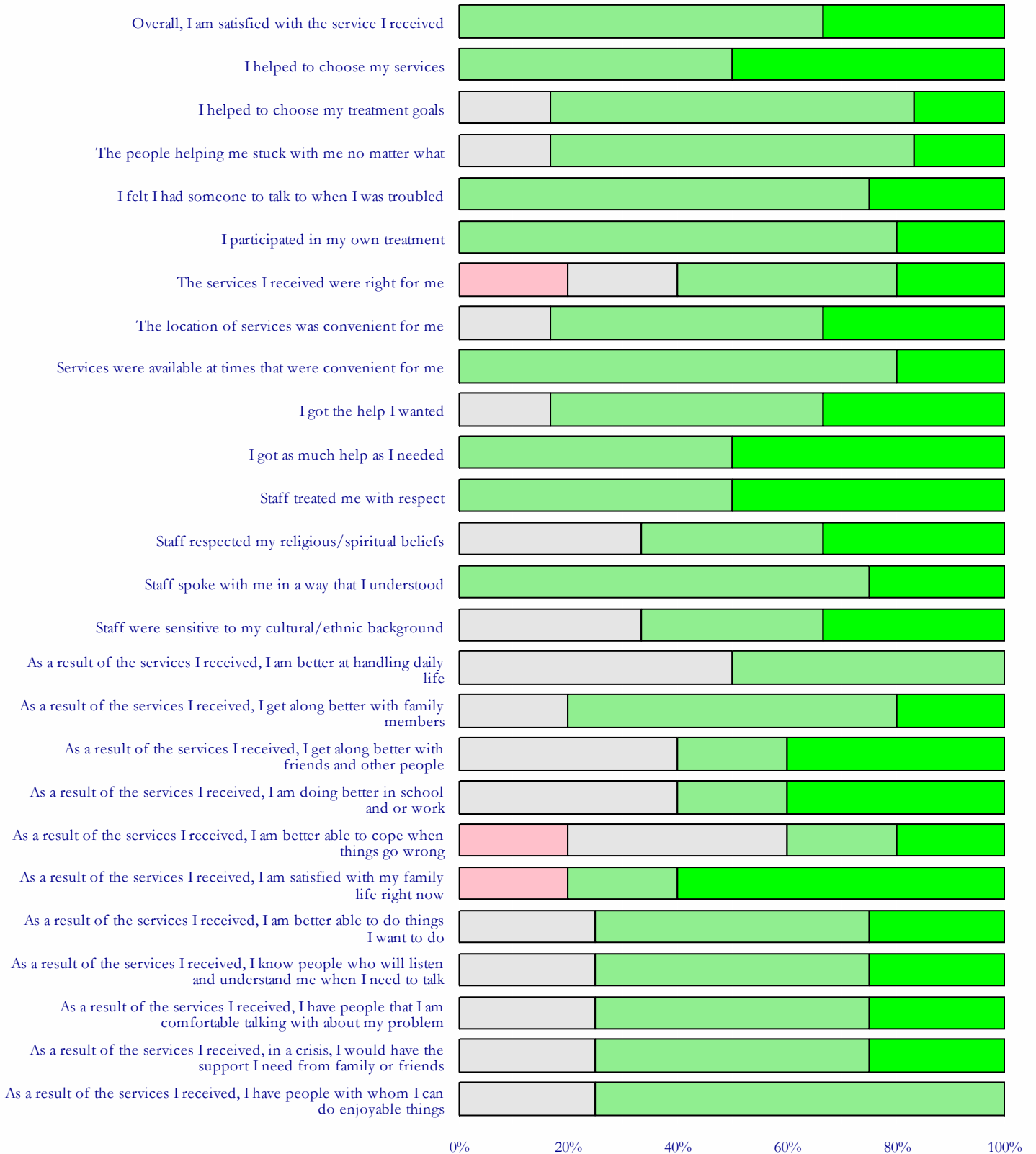
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



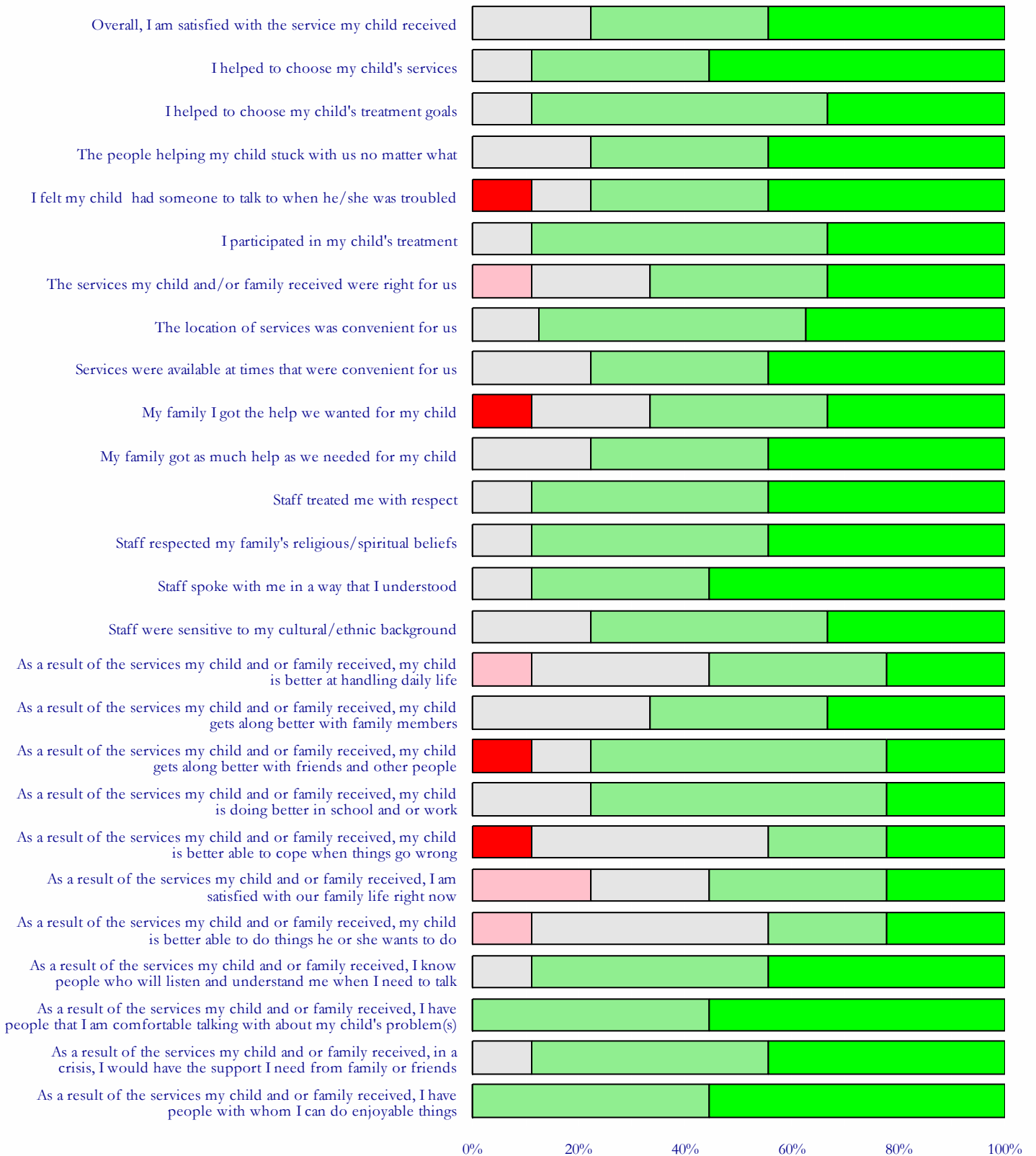
Youth Services Survey for Youth



Youth Services Survey for Youth N = 51

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	4 8 %	2 4 %	45 88 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	3 6 %	3 6 %	45 88 %
I helped to choose my treatment goals	0 0 %	0 0 %	1 2 %	4 8 %	1 2 %	45 88 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	1 2 %	4 8 %	1 2 %	45 88 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	3 6 %	1 2 %	47 92 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	4 8 %	1 2 %	46 90 %
The services I received were right for me	0 0 %	1 2 %	1 2 %	2 4 %	1 2 %	46 90 %
The location of services was convenient for me	0 0 %	0 0 %	1 2 %	3 6 %	2 4 %	45 88 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	4 8 %	1 2 %	46 90 %
I got the help I wanted	0 0 %	0 0 %	1 2 %	3 6 %	2 4 %	45 88 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	2 4 %	2 4 %	47 92 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 4 %	2 4 %	47 92 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 2 %	1 2 %	1 2 %	48 94 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 6 %	1 2 %	47 92 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 2 %	1 2 %	1 2 %	48 94 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	2 4 %	2 4 %	0 0 %	47 92 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 2 %	3 6 %	1 2 %	46 90 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	2 4 %	1 2 %	2 4 %	46 90 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	2 4 %	1 2 %	2 4 %	46 90 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 2 %	2 4 %	1 2 %	1 2 %	46 90 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 2 %	0 0 %	1 2 %	3 6 %	46 90 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	1 2 %	2 4 %	1 2 %	47 92 %
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 %	1 2 %	2 4 %	1 2 %	47 92 %
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 2 %	2 4 %	1 2 %	47 92 %
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 2 %	2 4 %	1 2 %	47 92 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	1 2 %	3 6 %	0 0 %	47 92 %

Youth Services Survey for Families



Youth Services Survey for Families N = 47

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	2 4 %	3 6 %	4 9 %	38 81 %
I helped to choose my child's services	0 0 %	0 0 %	1 2 %	3 6 %	5 11 %	38 81 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	1 2 %	5 11 %	3 6 %	38 81 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	2 4 %	3 6 %	4 9 %	38 81 %
I felt my child had someone to talk to when he/she was troubled	1 2 %	0 0 %	1 2 %	3 6 %	4 9 %	38 81 %
I participated in my child's treatment	0 0 %	0 0 %	1 2 %	5 11 %	3 6 %	38 81 %
The services my child and/or family received were right for us	0 0 %	1 2 %	2 4 %	3 6 %	3 6 %	38 81 %
The location of services was convenient for us	0 0 %	0 0 %	1 2 %	4 9 %	3 6 %	39 83 %
Services were available at times that were convenient for us	0 0 %	0 0 %	2 4 %	3 6 %	4 9 %	38 81 %
My family I got the help we wanted for my child	1 2 %	0 0 %	2 4 %	3 6 %	3 6 %	38 81 %
My family got as much help as we needed for my child	0 0 %	0 0 %	2 4 %	3 6 %	4 9 %	38 81 %
Staff treated me with respect	0 0 %	0 0 %	1 2 %	4 9 %	4 9 %	38 81 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 2 %	4 9 %	4 9 %	38 81 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 2 %	3 6 %	5 11 %	38 81 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	2 4 %	4 9 %	3 6 %	38 81 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	1 2 %	3 6 %	3 6 %	2 4 %	38 81 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	3 6 %	3 6 %	3 6 %	38 81 %
As a result of the services my child and or family received, my child gets along better with friends and other people	1 2 %	0 0 %	1 2 %	5 11 %	2 4 %	38 81 %
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 4 %	5 11 %	2 4 %	38 81 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 2 %	0 0 %	4 9 %	2 4 %	2 4 %	38 81 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	2 4 %	2 4 %	3 6 %	2 4 %	38 81 %
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 2 %	4 9 %	2 4 %	2 4 %	38 81 %
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 2 %	4 9 %	4 9 %	38 81 %
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 %	4 9 %	5 11 %	38 81 %
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 %	1 2 %	4 9 %	4 9 %	38 81 %
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 %	4 9 %	5 11 %	38 81 %