



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**Southeast Child and Family Therapy**

This report covers surveys returned for program codes (RUs): 38456. The number of youth receiving face-to-face services during the survey period was 45 and surveys were returned for 10 youth (22.2%). Number of surveys matched to service data: 10 (22.2%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.41** 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 **4.09**, the mean of all other programs was **4.33**.

**Global Satisfaction 87.5%**

**Satisfaction by Program / CYF**

<b>Satisfaction</b>	Southeast Child and Family Therapy	CYF	<b>Total</b>
Not Satisfied	1 12.5 %	85 8.6 %	86 8.6 %
Satisfied	7 87.5 %	904 91.4 %	911 91.4 %
<b>Total</b>	8 100.0 %	989 100.0 %	997 100.0 %

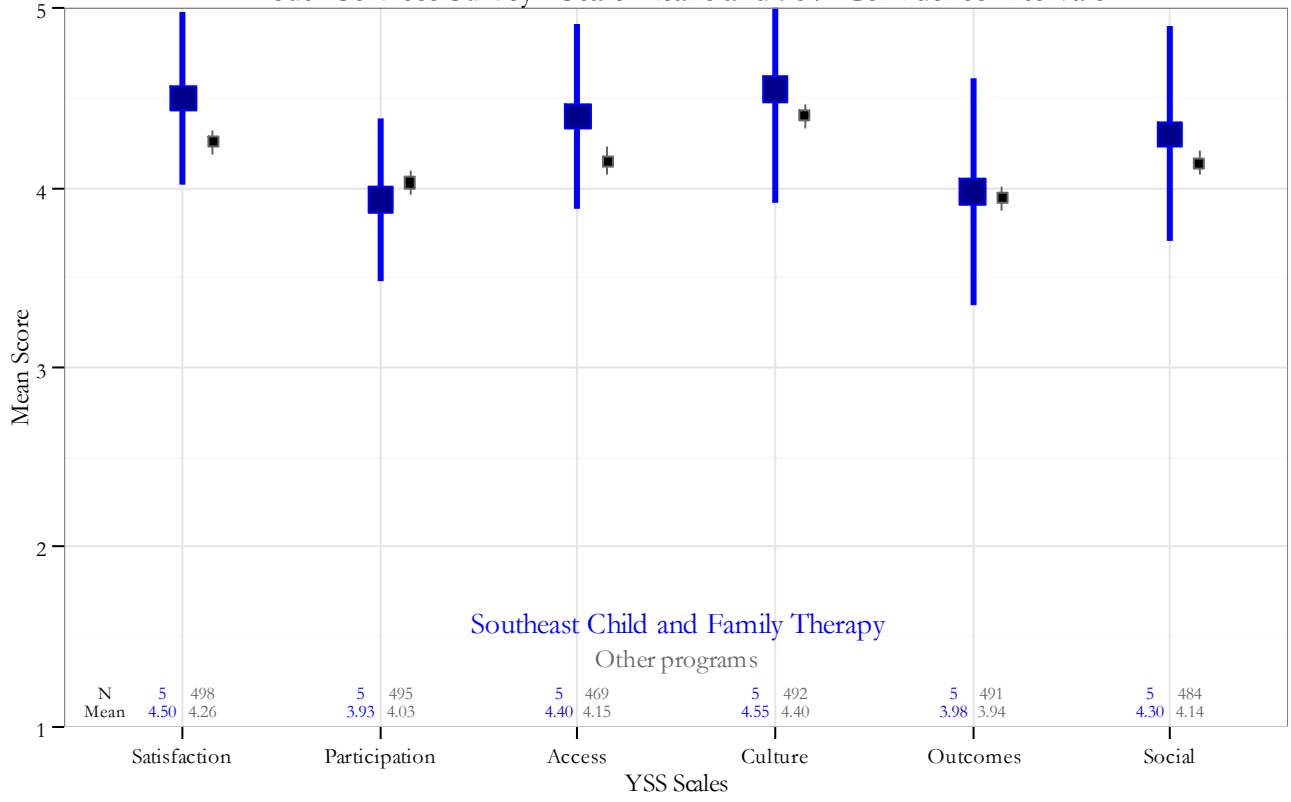
*Fisher's p=0.515 · df=1 · Φ=0.012*

**Survey Compliance**

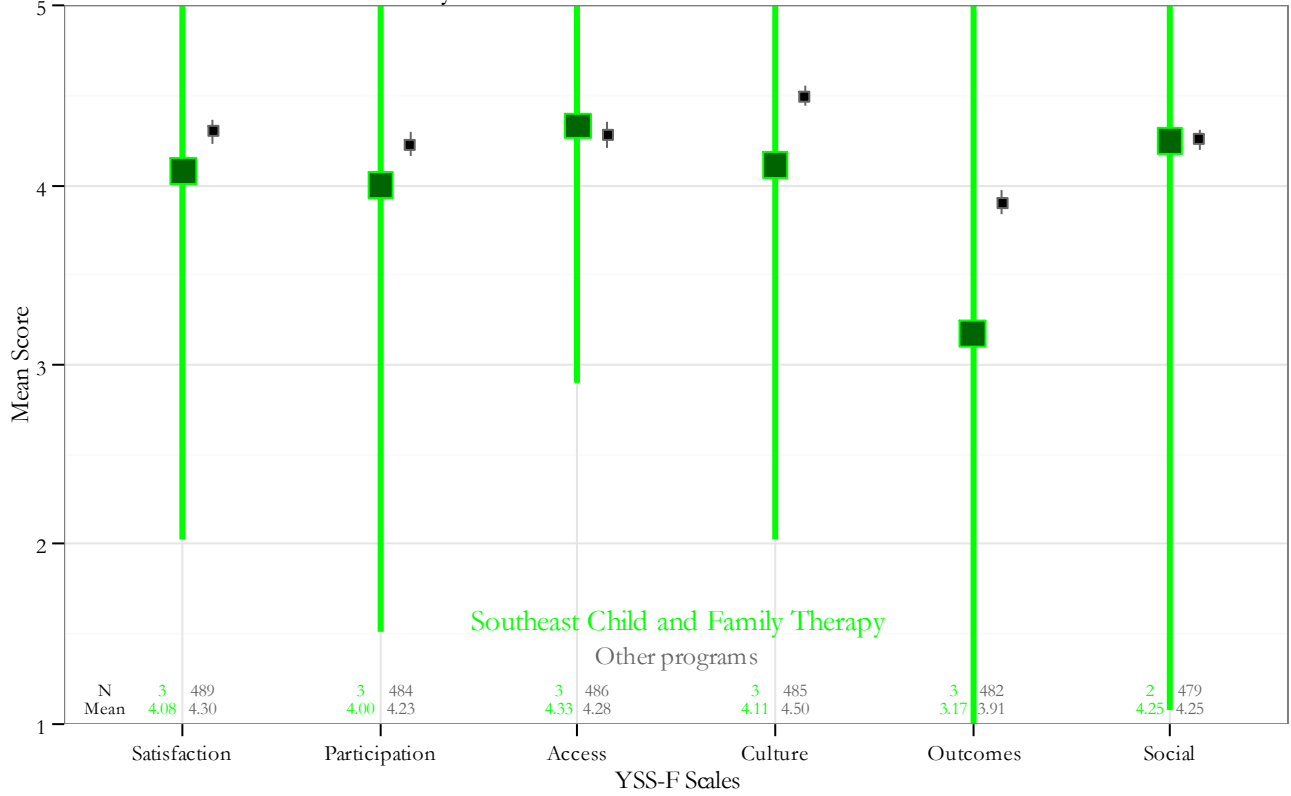
<b>Completion</b>	<b>Survey Completion by Program / CYF</b>			<b>Completion</b>	<b>Southeast Child and Family Therapy Completion by Respondent Type</b>		
	Southeast Child and Family Therapy	CYF	<b>Total</b>		Family	Youth	<b>Total</b>
Refused	0 0 %	203 10.1 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	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	2 20 %	771 38.3 %	773 38.2 %	Other	2 40 %	0 0 %	2 20 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	8 80 %	972 48.3 %	980 48.5 %	Completed Survey	3 60 %	5 100 %	8 80 %
<b>Total</b>	10 100.0 %	2012 100.0 %	2022 100.0 %	<b>Total</b>	5 100.0 %	5 100.0 %	10 100.0 %

*Fisher's p=0.439 · df=5 · Φ<sub>c</sub>=0.046*

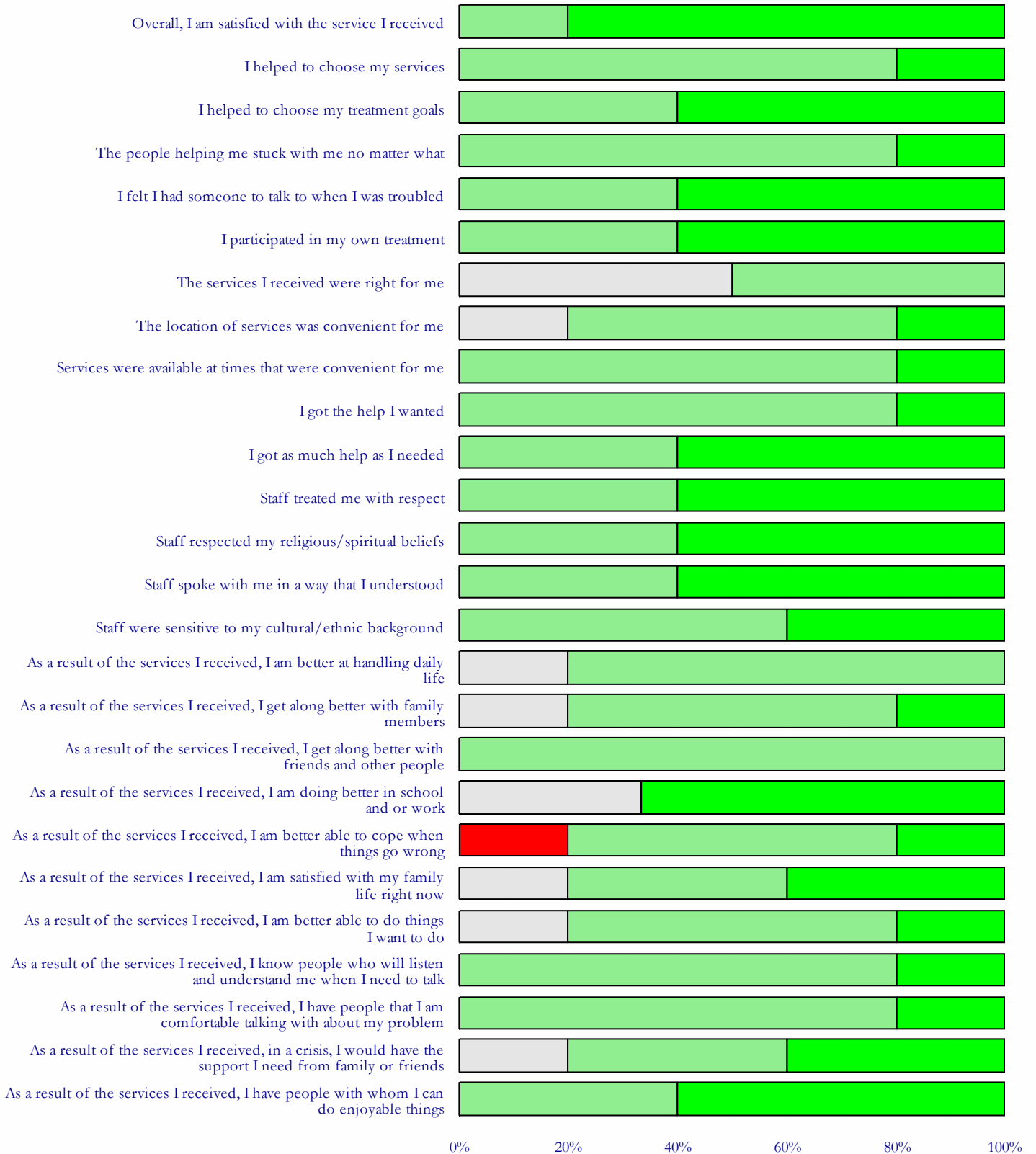
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



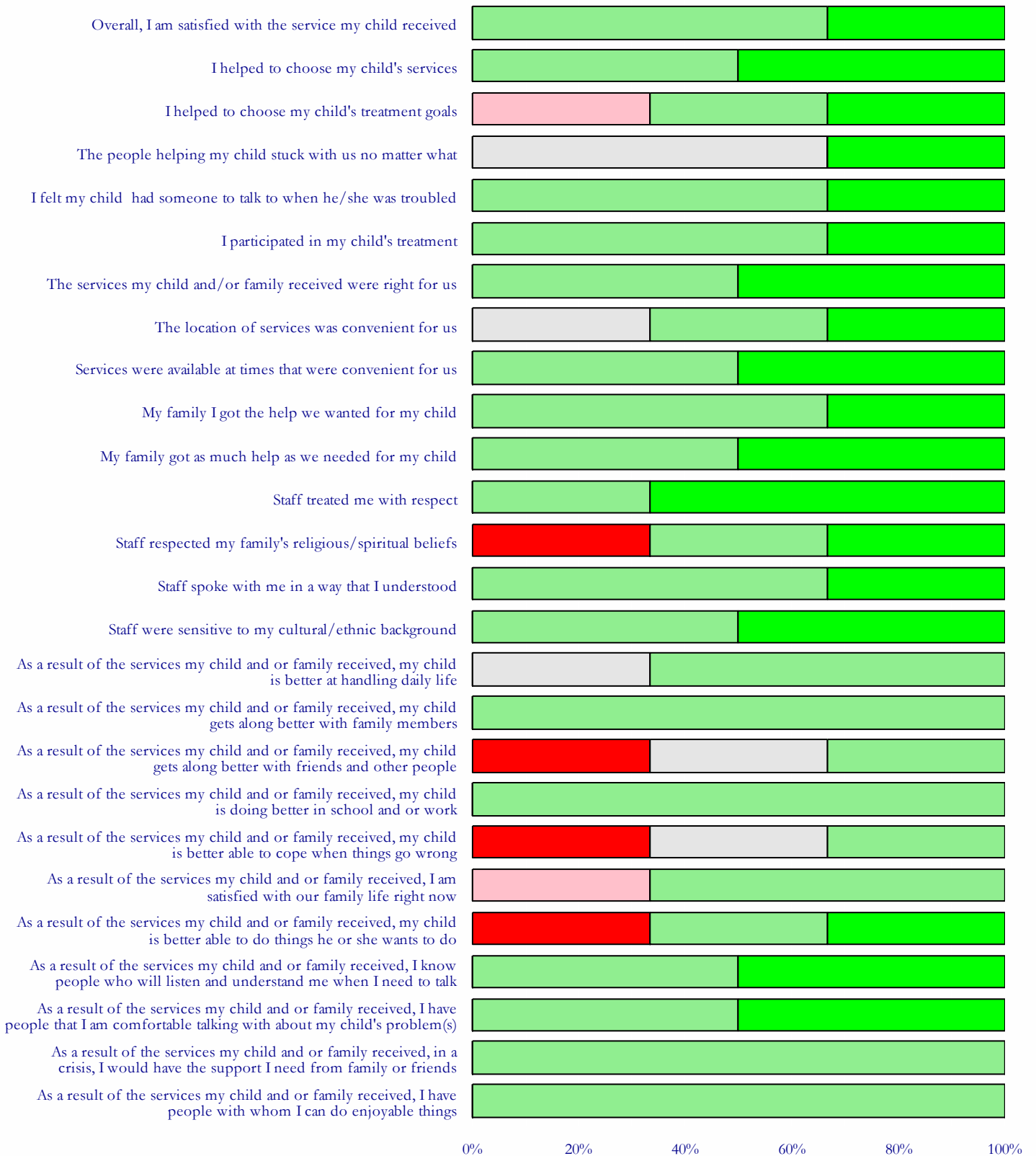
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	1 20 %	4 80 %	0 0 %
I helped to choose my services	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I helped to choose my treatment goals	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
The services I received were right for me	0 0 %	0 0 %	2 40 %	2 40 %	0 0 %	1 20 %
The location of services was convenient for me	0 0 %	0 0 %	1 20 %	3 60 %	1 20 %	0 0 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	1 20 %	4 80 %	0 0 %	0 0 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 20 %	3 60 %	1 20 %	0 0 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	0 0 %	5 100 %	0 0 %	0 0 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	1 20 %	0 0 %	2 40 %	2 40 %
As a result of the services I received, I am better able to cope when things go wrong	1 20 %	0 0 %	0 0 %	3 60 %	1 20 %	0 0 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	1 20 %	2 40 %	2 40 %	0 0 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	1 20 %	3 60 %	1 20 %	0 0 %
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 80 %	1 20 %	0 0 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
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 20 %	2 40 %	2 40 %	0 0 %
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 40 %	3 60 %	0 0 %

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