



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**Sunset Mental Health Services CYF**

This report covers surveys returned for program codes (RUs): 38826. The number of youth receiving face-to-face services during the survey period was 23 and surveys were returned for 24 youth (104.3%). Number of surveys matched to service data: 16 (69.6%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **3.58** 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 **4.12**, the mean of all other programs was **4.34**.

**Global Satisfaction 82.6%**

**Satisfaction by Program / CYF**

<b>Satisfaction</b>	Sunset Mental Health Services CYF	CYF	<b>Total</b>
Not Satisfied	4 17.4 %	82 8.4 %	86 8.6 %
Satisfied	19 82.6 %	892 91.6 %	911 91.4 %
<b>Total</b>	23 100.0 %	974 100.0 %	997 100.0 %

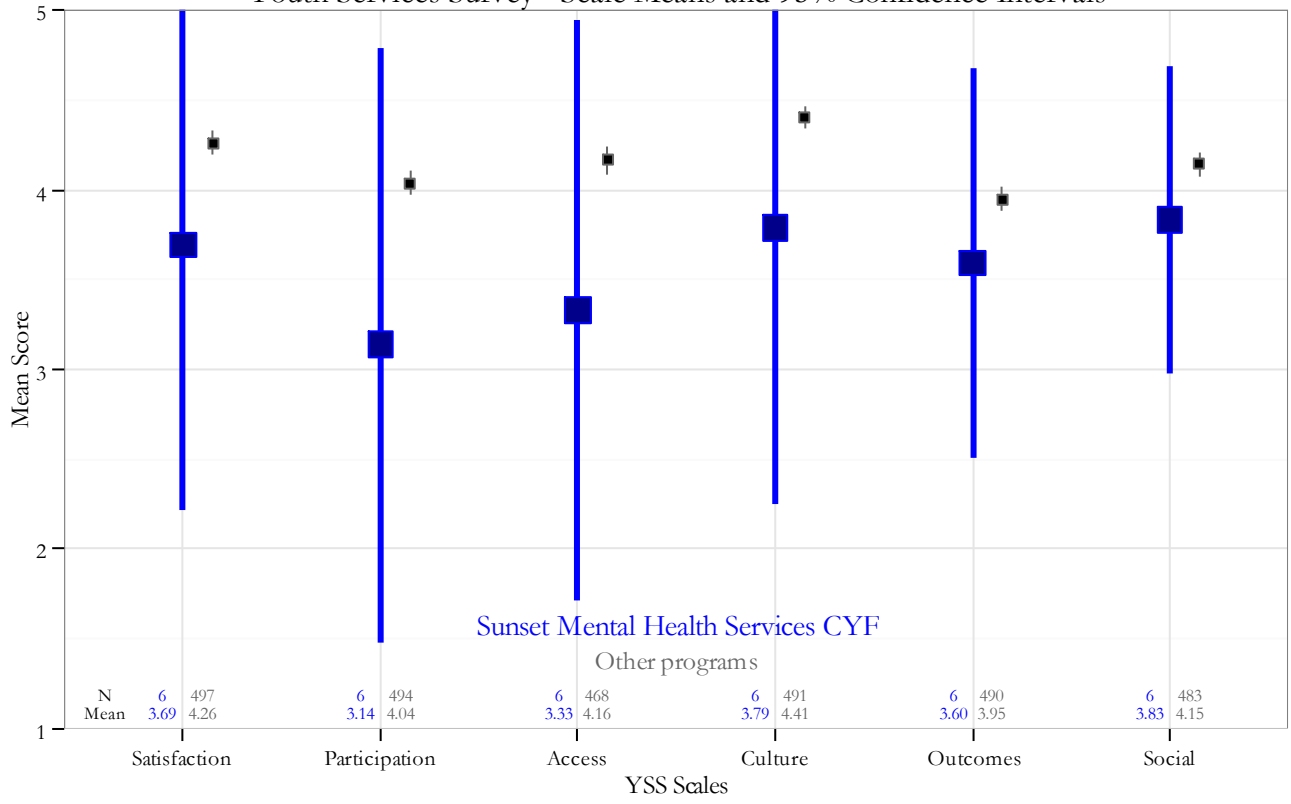
*Fisher's p=0.129 · df=1 · Φ=0.048*

**Survey Compliance**

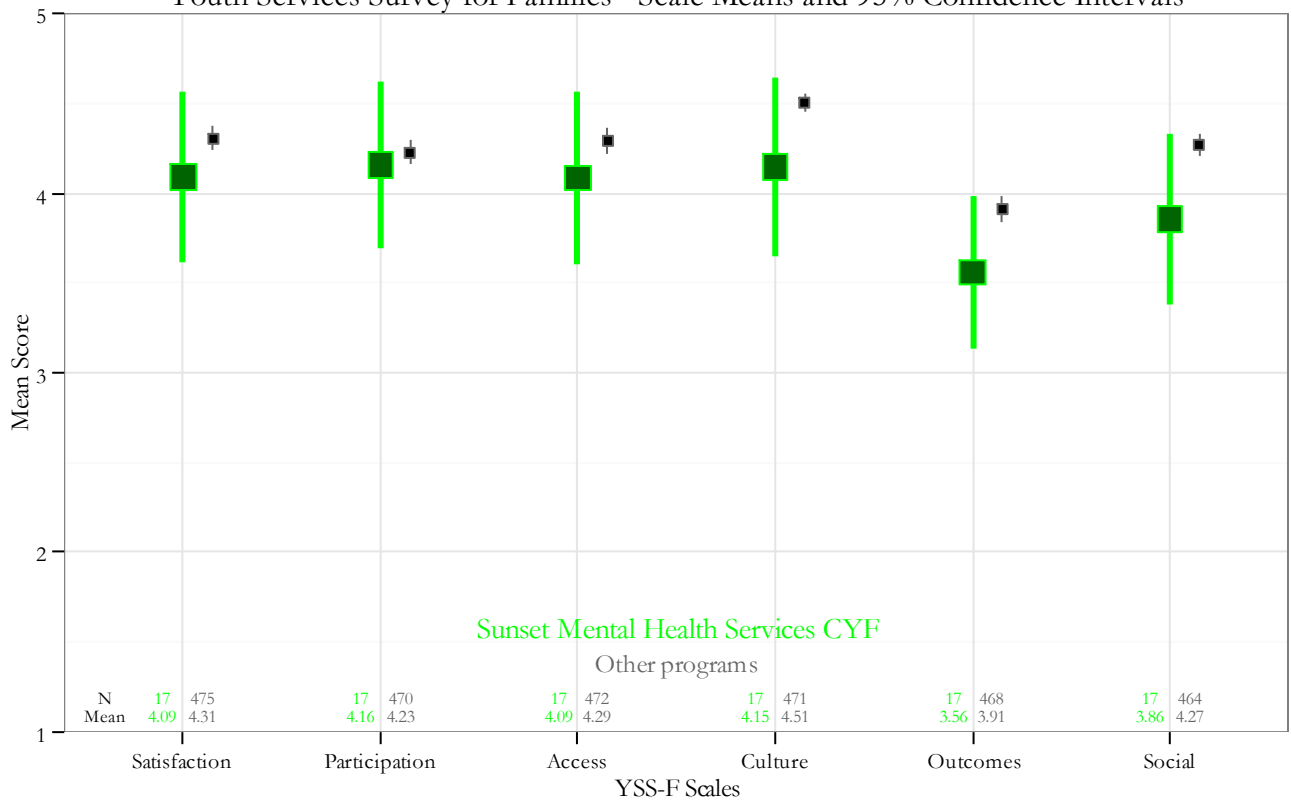
<b>Completion</b>	<b>Survey Completion by Program / CYF</b>			<b>Sunset Mental Health Services CYF</b>			
	Sunset Mental Health Services CYF	CYF	<b>Total</b>	<b>Completion</b>	<b>Completion by Respondent Type</b>	<b>Total</b>	
Refused	0 0 %	203 10.2 %	203 10 %	Refused	Family: 0 0 %	Youth: 0 0 %	0 0 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	7 23.3 %	766 38.5 %	773 38.2 %	Other	6 26.1 %	1 14.3 %	7 23.3 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	23 76.7 %	957 48 %	980 48.4 %	Completed Survey	17 73.9 %	6 85.7 %	23 76.7 %
<b>Total</b>	30 100.0 %	1992 100.0 %	2022 100.0 %	<b>Total</b>	23 100.0 %	7 100.0 %	30 100.0 %

*Fisher's p=0.060 · df=5 · Φ=0.073*

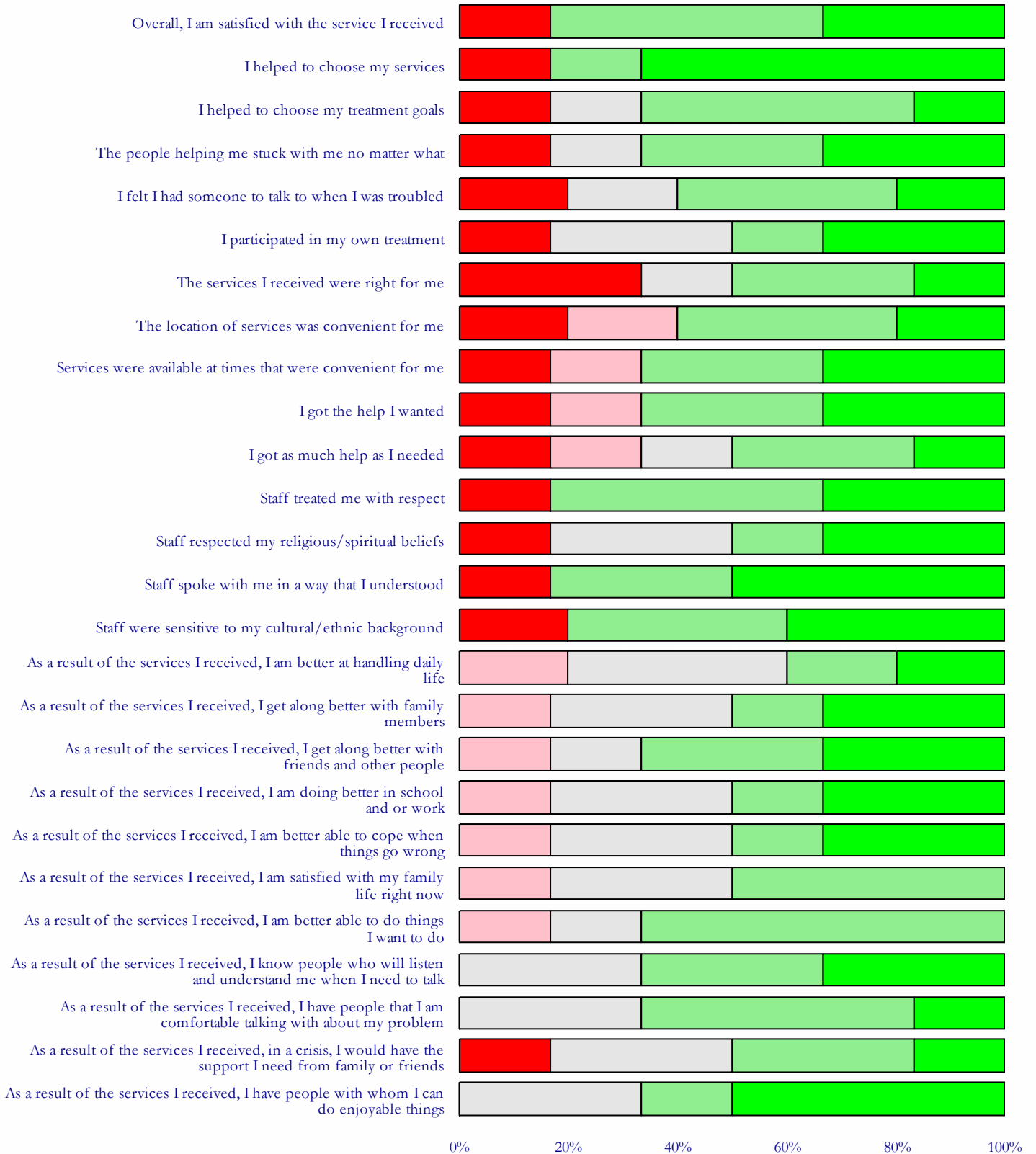
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



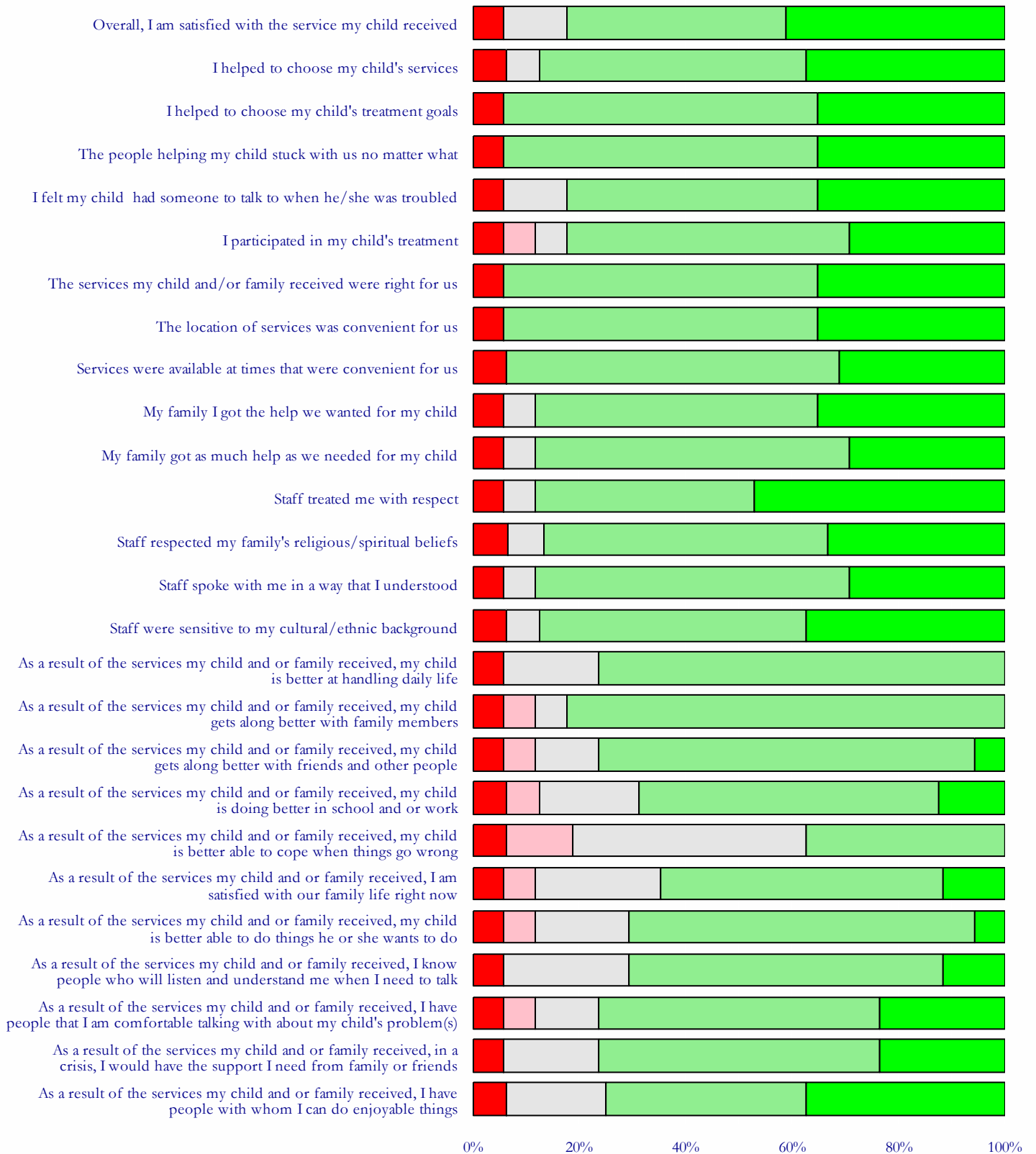
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 14 %	0 0 %	0 0 %	3 43 %	2 29 %	1 14 %
I helped to choose my services	1 14 %	0 0 %	0 0 %	1 14 %	4 57 %	1 14 %
I helped to choose my treatment goals	1 14 %	0 0 %	1 14 %	3 43 %	1 14 %	1 14 %
The people helping me stuck with me no matter what	1 14 %	0 0 %	1 14 %	2 29 %	2 29 %	1 14 %
I felt I had someone to talk to when I was troubled	1 14 %	0 0 %	1 14 %	2 29 %	1 14 %	2 29 %
I participated in my own treatment	1 14 %	0 0 %	2 29 %	1 14 %	2 29 %	1 14 %
The services I received were right for me	2 29 %	0 0 %	1 14 %	2 29 %	1 14 %	1 14 %
The location of services was convenient for me	1 14 %	1 14 %	0 0 %	2 29 %	1 14 %	2 29 %
Services were available at times that were convenient for me	1 14 %	1 14 %	0 0 %	2 29 %	2 29 %	1 14 %
I got the help I wanted	1 14 %	1 14 %	0 0 %	2 29 %	2 29 %	1 14 %
I got as much help as I needed	1 14 %	1 14 %	1 14 %	2 29 %	1 14 %	1 14 %
Staff treated me with respect	1 14 %	0 0 %	0 0 %	3 43 %	2 29 %	1 14 %
Staff respected my religious/spiritual beliefs	1 14 %	0 0 %	2 29 %	1 14 %	2 29 %	1 14 %
Staff spoke with me in a way that I understood	1 14 %	0 0 %	0 0 %	2 29 %	3 43 %	1 14 %
Staff were sensitive to my cultural/ethnic background	1 14 %	0 0 %	0 0 %	2 29 %	2 29 %	2 29 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 14 %	2 29 %	1 14 %	1 14 %	2 29 %
As a result of the services I received, I get along better with family members	0 0 %	1 14 %	2 29 %	1 14 %	2 29 %	1 14 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 14 %	1 14 %	2 29 %	2 29 %	1 14 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 14 %	2 29 %	1 14 %	2 29 %	1 14 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 14 %	2 29 %	1 14 %	2 29 %	1 14 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	1 14 %	2 29 %	3 43 %	0 0 %	1 14 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	1 14 %	1 14 %	4 57 %	0 0 %	1 14 %
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 %	2 29 %	2 29 %	2 29 %	1 14 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	0 0 %	2 29 %	3 43 %	1 14 %	1 14 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 14 %	0 0 %	2 29 %	2 29 %	1 14 %	1 14 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	2 29 %	1 14 %	3 43 %	1 14 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 23

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	1 4 %	0 0 %	2 9 %	7 30 %	7 30 %	6 26 %
I helped to choose my child's services	1 4 %	0 0 %	1 4 %	8 35 %	6 26 %	7 30 %
I helped to choose my child's treatment goals	1 4 %	0 0 %	0 0 %	10 43 %	6 26 %	6 26 %
The people helping my child stuck with us no matter what	1 4 %	0 0 %	0 0 %	10 43 %	6 26 %	6 26 %
I felt my child had someone to talk to when he/she was troubled	1 4 %	0 0 %	2 9 %	8 35 %	6 26 %	6 26 %
I participated in my child's treatment	1 4 %	1 4 %	1 4 %	9 39 %	5 22 %	6 26 %
The services my child and/or family received were right for us	1 4 %	0 0 %	0 0 %	10 43 %	6 26 %	6 26 %
The location of services was convenient for us	1 4 %	0 0 %	0 0 %	10 43 %	6 26 %	6 26 %
Services were available at times that were convenient for us	1 4 %	0 0 %	0 0 %	10 43 %	5 22 %	7 30 %
My family I got the help we wanted for my child	1 4 %	0 0 %	1 4 %	9 39 %	6 26 %	6 26 %
My family got as much help as we needed for my child	1 4 %	0 0 %	1 4 %	10 43 %	5 22 %	6 26 %
Staff treated me with respect	1 4 %	0 0 %	1 4 %	7 30 %	8 35 %	6 26 %
Staff respected my family's religious/spiritual beliefs	1 4 %	0 0 %	1 4 %	8 35 %	5 22 %	8 35 %
Staff spoke with me in a way that I understood	1 4 %	0 0 %	1 4 %	10 43 %	5 22 %	6 26 %
Staff were sensitive to my cultural/ethnic background	1 4 %	0 0 %	1 4 %	8 35 %	6 26 %	7 30 %
As a result of the services my child and or family received, my child is better at handling daily life	1 4 %	0 0 %	3 13 %	13 57 %	0 0 %	6 26 %
As a result of the services my child and or family received, my child gets along better with family members	1 4 %	1 4 %	1 4 %	14 61 %	0 0 %	6 26 %
As a result of the services my child and or family received, my child gets along better with friends and other people	1 4 %	1 4 %	2 9 %	12 52 %	1 4 %	6 26 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 4 %	1 4 %	3 13 %	9 39 %	2 9 %	7 30 %
As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 4 %	2 9 %	7 30 %	6 26 %	0 0 %	7 30 %
As a result of the services my child and or family received, I am satisfied with our family life right now	1 4 %	1 4 %	4 17 %	9 39 %	2 9 %	6 26 %
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 4 %	1 4 %	3 13 %	11 48 %	1 4 %	6 26 %
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 4 %	0 0 %	4 17 %	10 43 %	2 9 %	6 26 %
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)	1 4 %	1 4 %	2 9 %	9 39 %	4 17 %	6 26 %
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 4 %	0 0 %	3 13 %	9 39 %	4 17 %	6 26 %
As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 4 %	0 0 %	3 13 %	6 26 %	6 26 %	7 30 %