



## Youth Services Survey for Youth / Families Report - Spring 2014 Thunder Road

This report covers surveys returned for program codes (RUs): 38CK4. The number of youth receiving face-to-face services during the survey period was 8 and surveys were returned for 9 youth (112.5%). Number of surveys matched to service data: 7 (87.5%). Number missing client ID: 2. The YSS score (items 1-7, 9-15) for this program, was **3.55** 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 **4.35**, the mean of all other programs was **4.33**.

### Global Satisfaction 66.7%

Satisfaction	Satisfaction by Program / CYF		Total
	Thunder Road	CYF	
Not Satisfied	4 33.3 %	82 8.3 %	86 8.6 %
Satisfied	8 66.7 %	903 91.7 %	911 91.4 %
<b>Total</b>	12 100.0 %	985 100.0 %	997 100.0 %

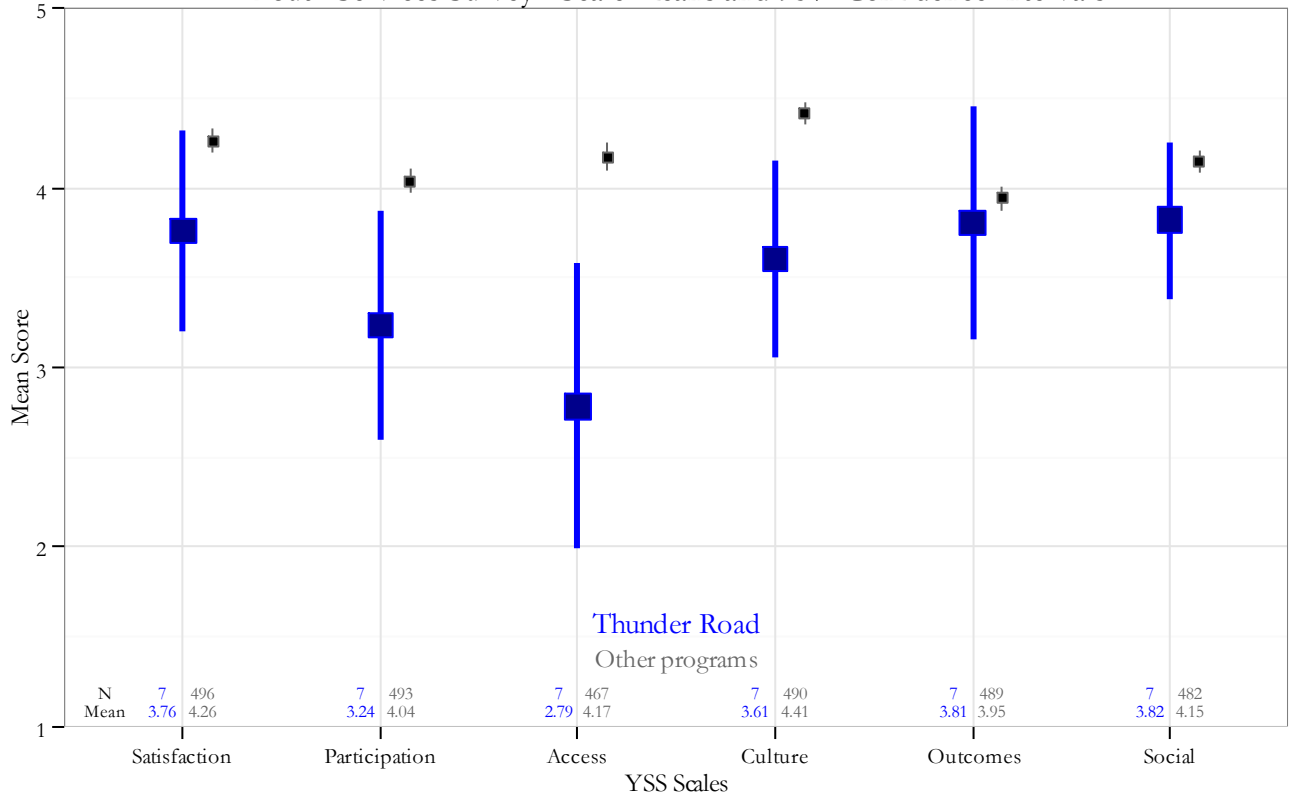
*Fisher's p=0.015 · df=1 · Φ=0.097*

### Survey Compliance

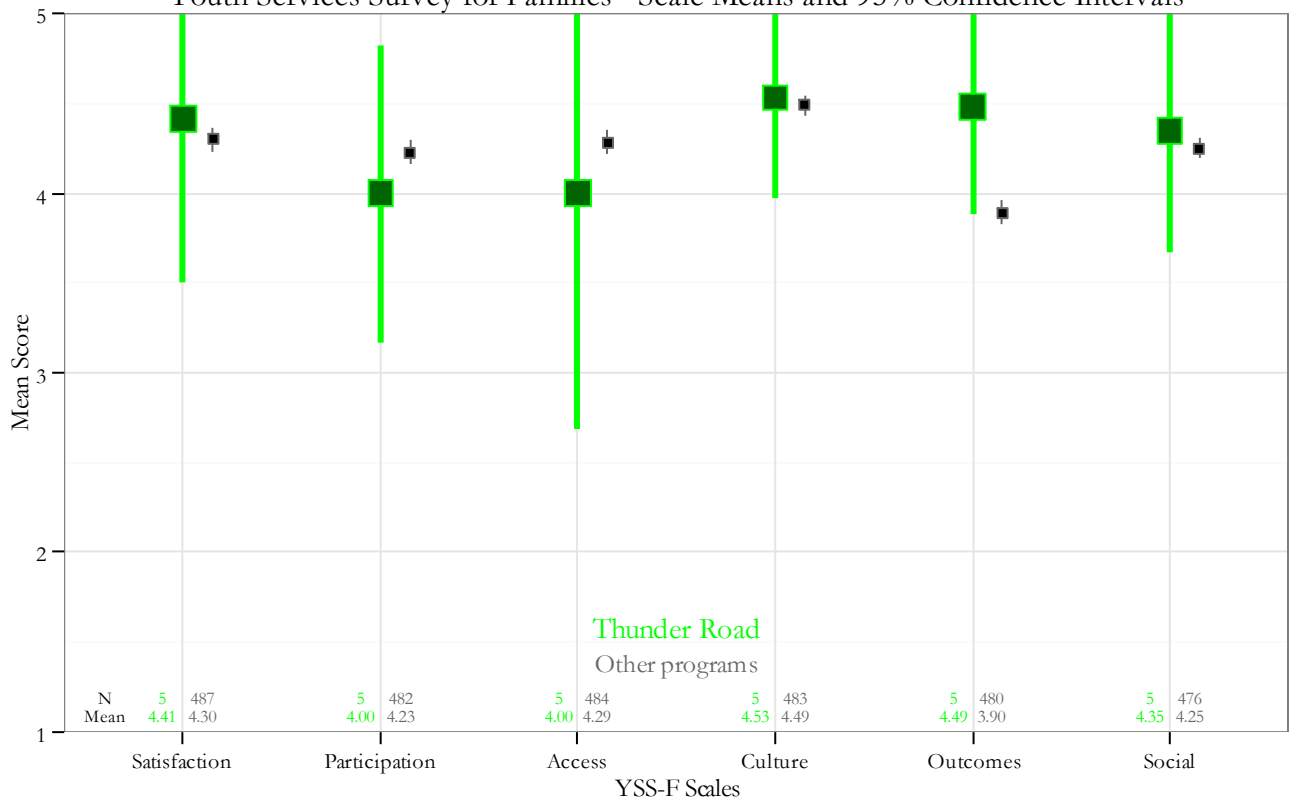
Completion	Survey Completion by Program / CYF			Completion	Thunder Road Completion by Respondent Type		
	Thunder Road	CYF	Total		Family	Youth	Total
Refused	1 7.1 %	202 10.1 %	203 10 %	Refused	0 0 %	1 12.5 %	1 7.1 %
Impaired	0 0 %	11 0.5 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.3 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	1 7.1 %	772 38.4 %	773 38.2 %	Other	1 16.7 %	0 0 %	1 7.1 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	12 85.7 %	968 48.2 %	980 48.5 %	Completed Survey	5 83.3 %	7 87.5 %	12 85.7 %
<b>Total</b>	14 100.0 %	2008 100.0 %	2022 100.0 %	<b>Total</b>	6 100.0 %	8 100.0 %	14 100.0 %

*Fisher's p=0.095 · df=5 · Φ=0.064*

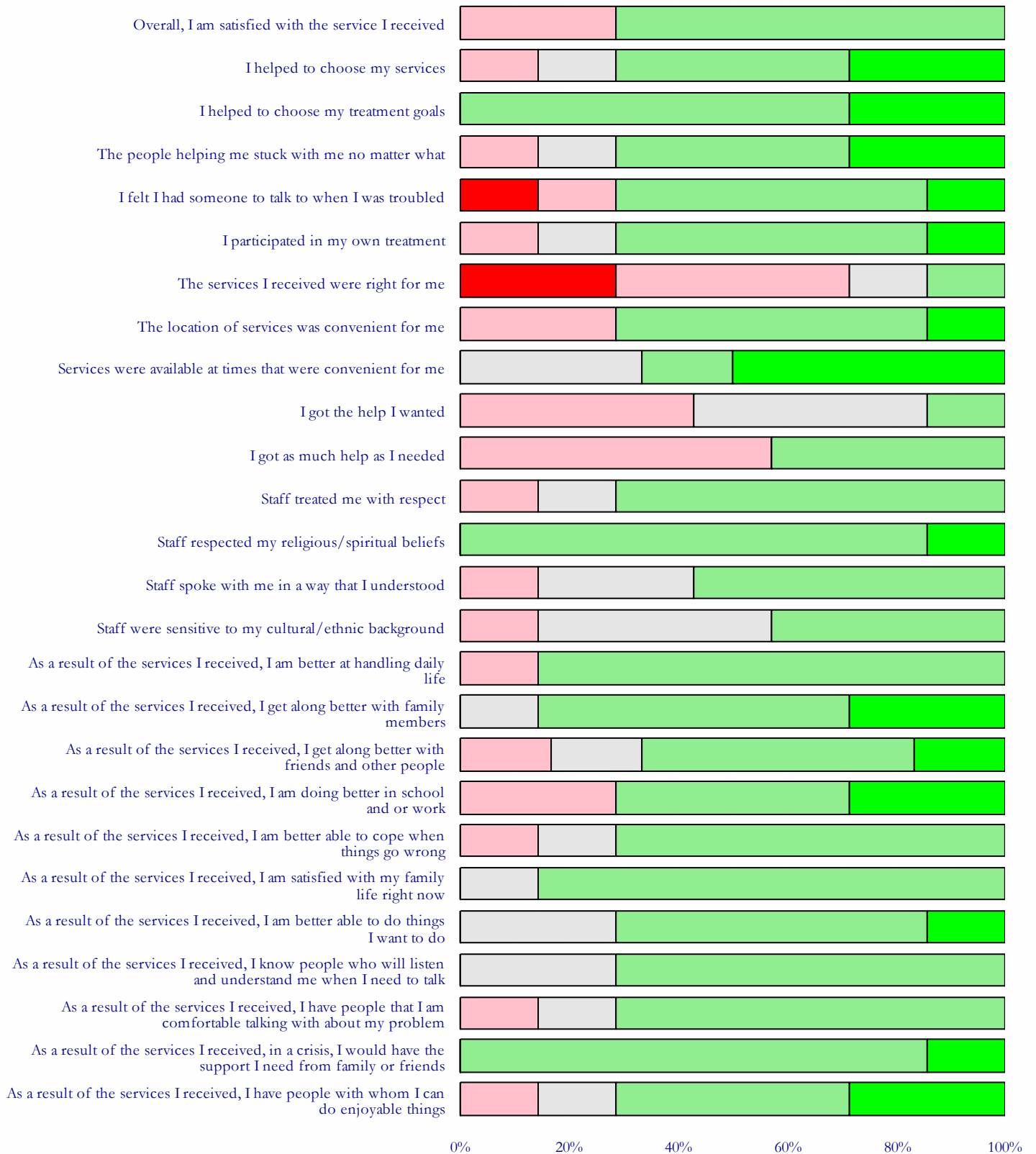
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



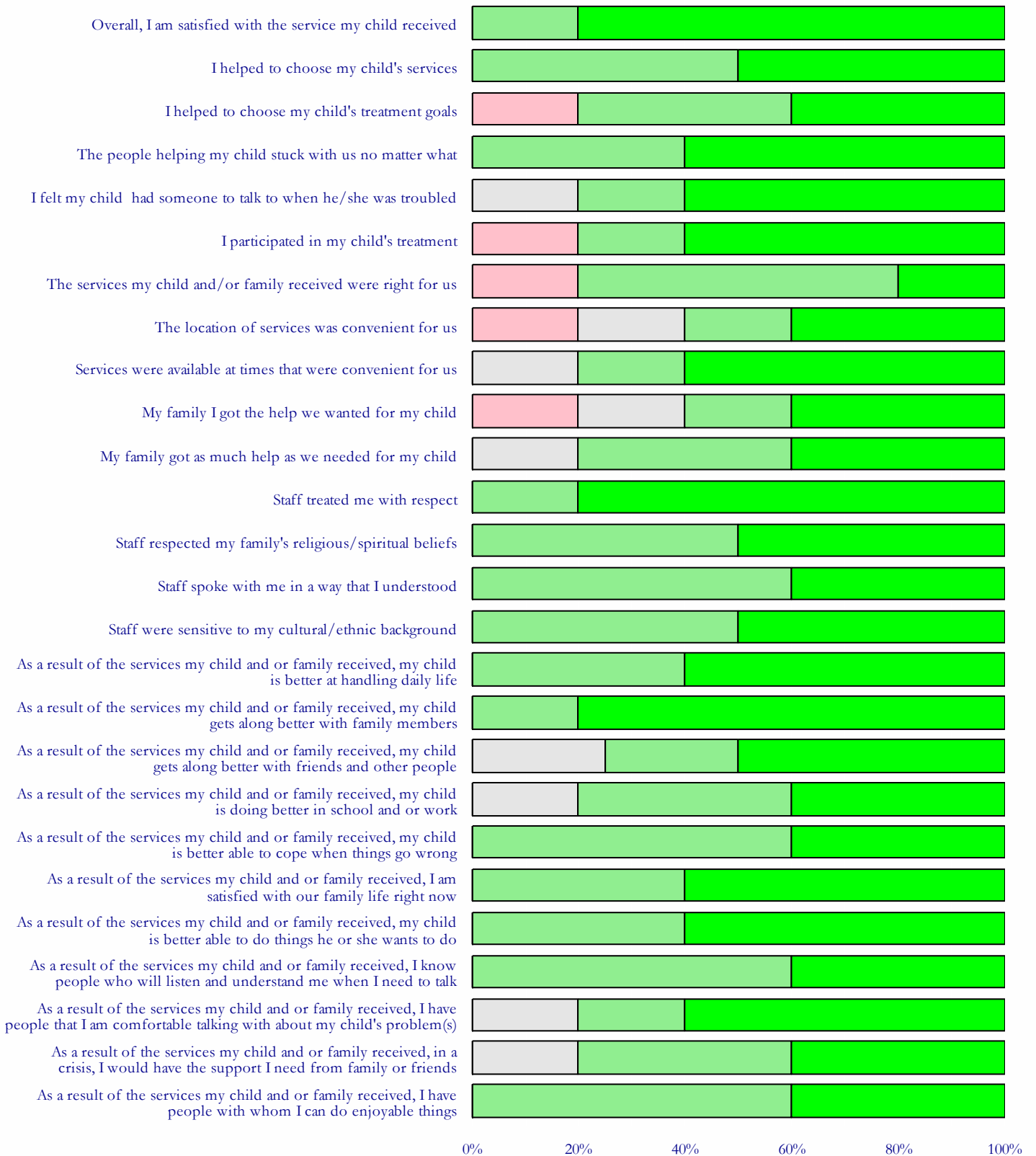
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	2 25 %	0 0 %	5 62 %	0 0 %	1 12 %
I helped to choose my services	0 0 %	1 12 %	1 12 %	3 38 %	2 25 %	1 12 %
I helped to choose my treatment goals	0 0 %	0 0 %	0 0 %	5 62 %	2 25 %	1 12 %
The people helping me stuck with me no matter what	0 0 %	1 12 %	1 12 %	3 38 %	2 25 %	1 12 %
I felt I had someone to talk to when I was troubled	1 12 %	1 12 %	0 0 %	4 50 %	1 12 %	1 12 %
I participated in my own treatment	0 0 %	1 12 %	1 12 %	4 50 %	1 12 %	1 12 %
The services I received were right for me	2 25 %	3 38 %	1 12 %	1 12 %	0 0 %	1 12 %
The location of services was convenient for me	0 0 %	2 25 %	0 0 %	4 50 %	1 12 %	1 12 %
Services were available at times that were convenient for me	0 0 %	0 0 %	2 25 %	1 12 %	3 38 %	2 25 %
I got the help I wanted	0 0 %	3 38 %	3 38 %	1 12 %	0 0 %	1 12 %
I got as much help as I needed	0 0 %	4 50 %	0 0 %	3 38 %	0 0 %	1 12 %
Staff treated me with respect	0 0 %	1 12 %	1 12 %	5 62 %	0 0 %	1 12 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	6 75 %	1 12 %	1 12 %
Staff spoke with me in a way that I understood	0 0 %	1 12 %	2 25 %	4 50 %	0 0 %	1 12 %
Staff were sensitive to my cultural/ethnic background	0 0 %	1 12 %	3 38 %	3 38 %	0 0 %	1 12 %
As a result of the services I received, I am better at handling daily life	0 0 %	1 12 %	0 0 %	6 75 %	0 0 %	1 12 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	1 12 %	4 50 %	2 25 %	1 12 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 12 %	1 12 %	3 38 %	1 12 %	2 25 %
As a result of the services I received, I am doing better in school and or work	0 0 %	2 25 %	0 0 %	3 38 %	2 25 %	1 12 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 12 %	1 12 %	5 62 %	0 0 %	1 12 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	1 12 %	6 75 %	0 0 %	1 12 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	2 25 %	4 50 %	1 12 %	1 12 %
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 25 %	5 62 %	0 0 %	1 12 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 12 %	1 12 %	5 62 %	0 0 %	1 12 %
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 %	0 0 %	6 75 %	1 12 %	1 12 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 12 %	1 12 %	3 38 %	2 25 %	1 12 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	1 17 %	4 67 %	1 17 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	2 33 %	2 33 %	2 33 %
I helped to choose my child's treatment goals	0 0 %	1 17 %	0 0 %	2 33 %	2 33 %	1 17 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	2 33 %	3 50 %	1 17 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	1 17 %	1 17 %	3 50 %	1 17 %
I participated in my child's treatment	0 0 %	1 17 %	0 0 %	1 17 %	3 50 %	1 17 %
The services my child and/or family received were right for us	0 0 %	1 17 %	0 0 %	3 50 %	1 17 %	1 17 %
The location of services was convenient for us	0 0 %	1 17 %	1 17 %	1 17 %	2 33 %	1 17 %
Services were available at times that were convenient for us	0 0 %	0 0 %	1 17 %	1 17 %	3 50 %	1 17 %
My family I got the help we wanted for my child	0 0 %	1 17 %	1 17 %	1 17 %	2 33 %	1 17 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 17 %	2 33 %	2 33 %	1 17 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 17 %	4 67 %	1 17 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 33 %	2 33 %	2 33 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 50 %	2 33 %	1 17 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 33 %	2 33 %	2 33 %
As a result of the services my child and or family received, my child is better at handling daily life	0 0 %	0 0 %	0 0 %	2 33 %	3 50 %	1 17 %
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 %	1 17 %	4 67 %	1 17 %
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 %	1 17 %	1 17 %	2 33 %	2 33 %
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 %	1 17 %	2 33 %	2 33 %	1 17 %
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 %	0 0 %	0 0 %	3 50 %	2 33 %	1 17 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	0 0 %	0 0 %	2 33 %	3 50 %	1 17 %
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 %	0 0 %	0 0 %	2 33 %	3 50 %	1 17 %
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 %	3 50 %	2 33 %	1 17 %
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 17 %	1 17 %	3 50 %	1 17 %
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 17 %	2 33 %	2 33 %	1 17 %
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 50 %	2 33 %	1 17 %