



Youth Services Survey for Youth / Families Report - Spring 2014
UCSF Child and Adolescent Services- CAS

This report covers surveys returned for program codes (RUs): 38C72. The number of youth receiving face-to-face services during the survey period was 78 and surveys were returned for 30 youth (38.5%). Number of surveys matched to service data: 29 (37.2%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.24** 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 **4.33**, the mean of all other programs was **4.33**.

Global Satisfaction 93.3%

Satisfaction by Program / CYF			
Satisfaction	UCSF Child and Adolescent Services	CYF	Total
Not Satisfied	2 6.7 %	84 8.7 %	86 8.6 %
Satisfied	28 93.3 %	883 91.3 %	911 91.4 %
Total	30 100.0 %	967 100.0 %	997 100.0 %

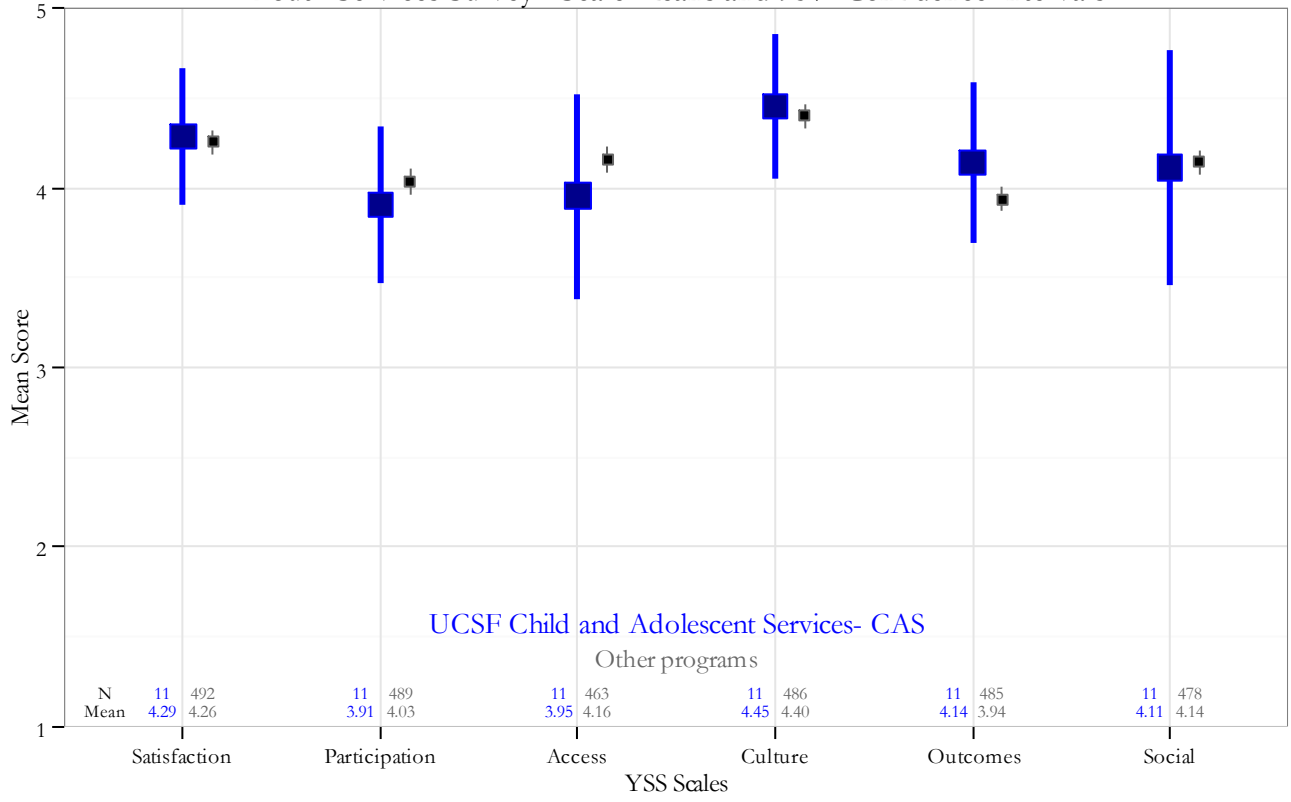
Fisher's p=1.000 · df=1 · Φ=0.012

Survey Compliance

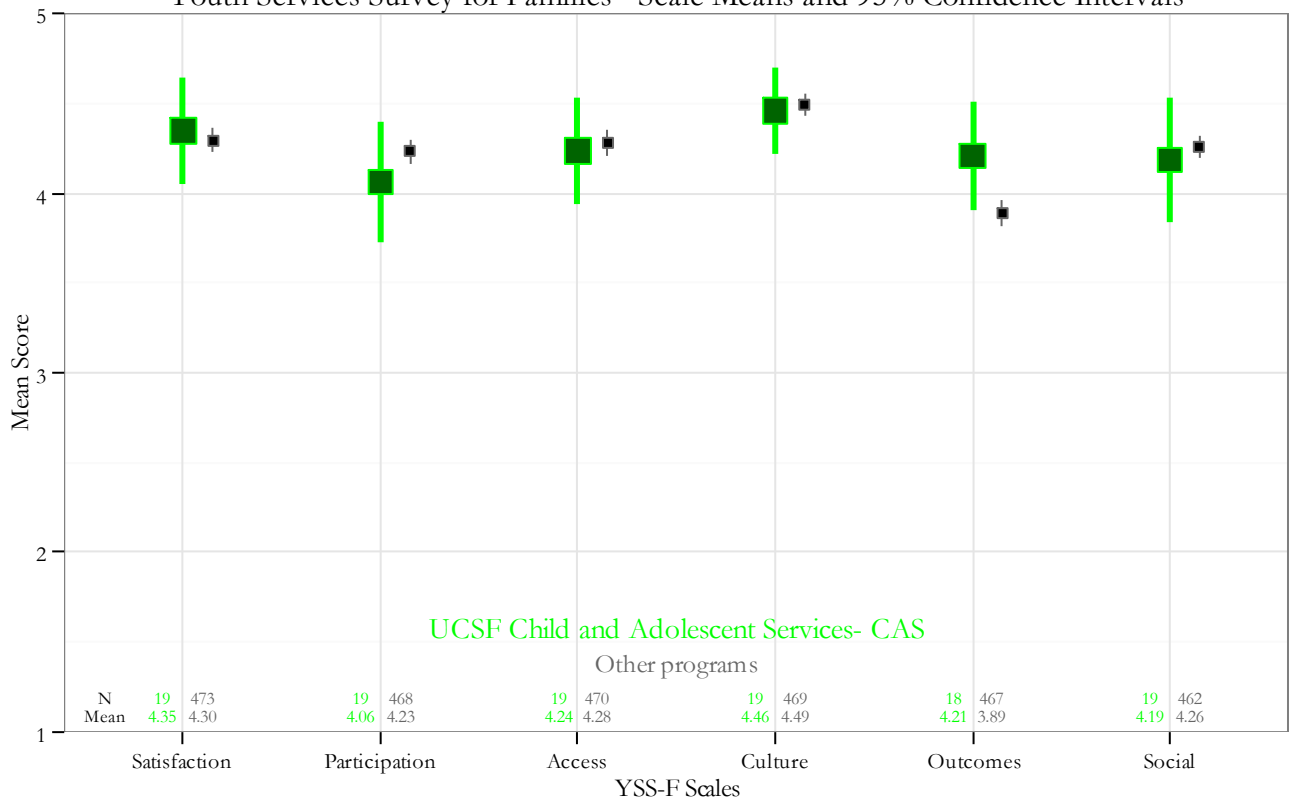
Completion	Survey Completion by Program / CYF			Completion	UCSF Child and Adolescent Services Completion by Respondent Type		
	UCSF Child and Adolescent Services	CYF	Total		Family	Youth	Total
Refused	4 11.1 %	199 10 %	203 10 %	Refused	4 16.7 %	0 0 %	4 11.1 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	4 11.1 %	769 38.7 %	773 38.2 %	Other	3 12.5 %	1 8.3 %	4 11.1 %
Missing w/o Reason	0 0 %	48 2.4 %	48 2.4 %	Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	28 77.8 %	952 47.9 %	980 48.5 %	Completed Survey	17 70.8 %	11 91.7 %	28 77.8 %
Total	36 100.0 %	1986 100.0 %	2022 100.0 %	Total	24 100.0 %	12 100.0 %	36 100.0 %

Fisher's p=0.008 · df=5 · Φ_c=0.086

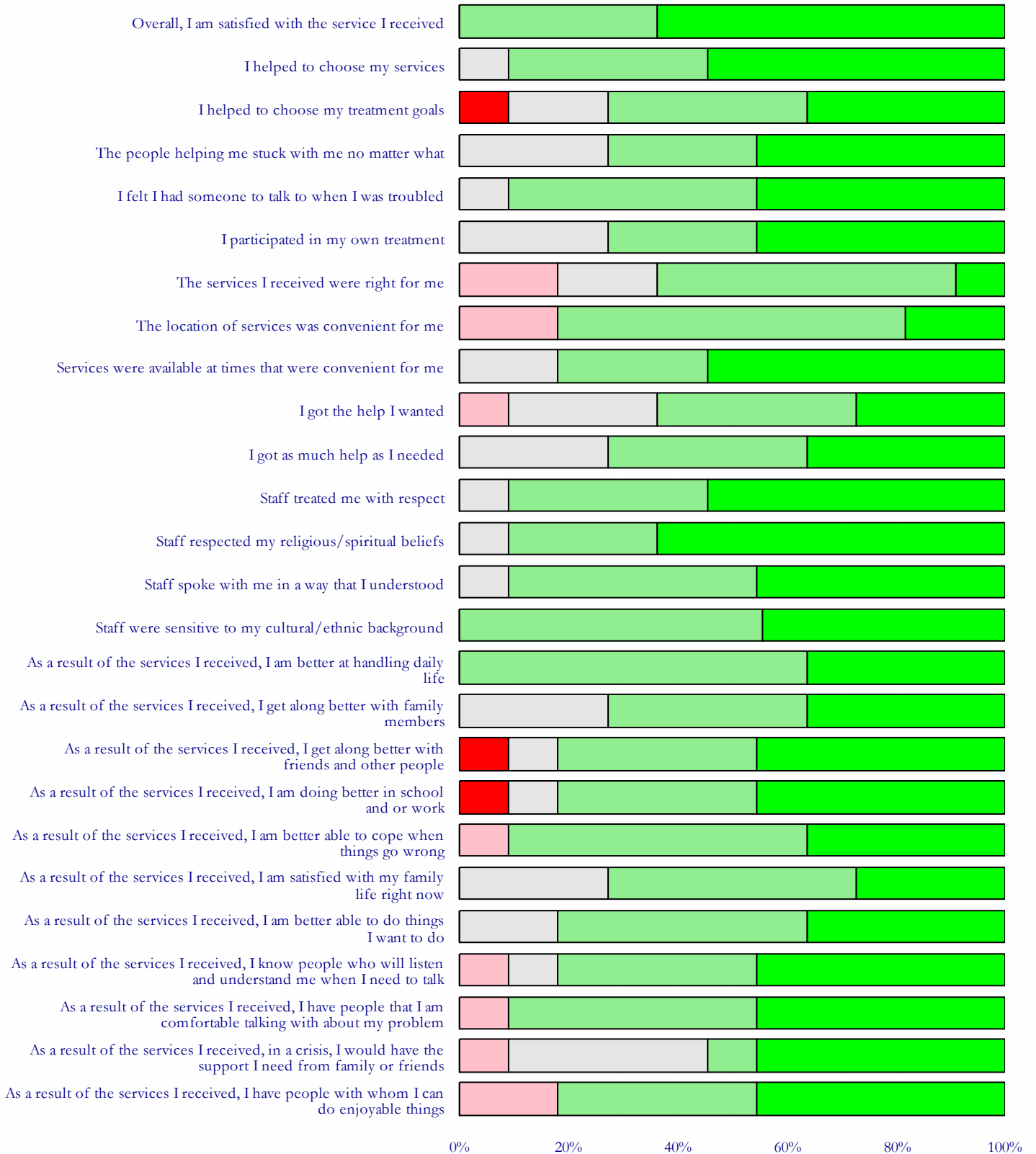
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



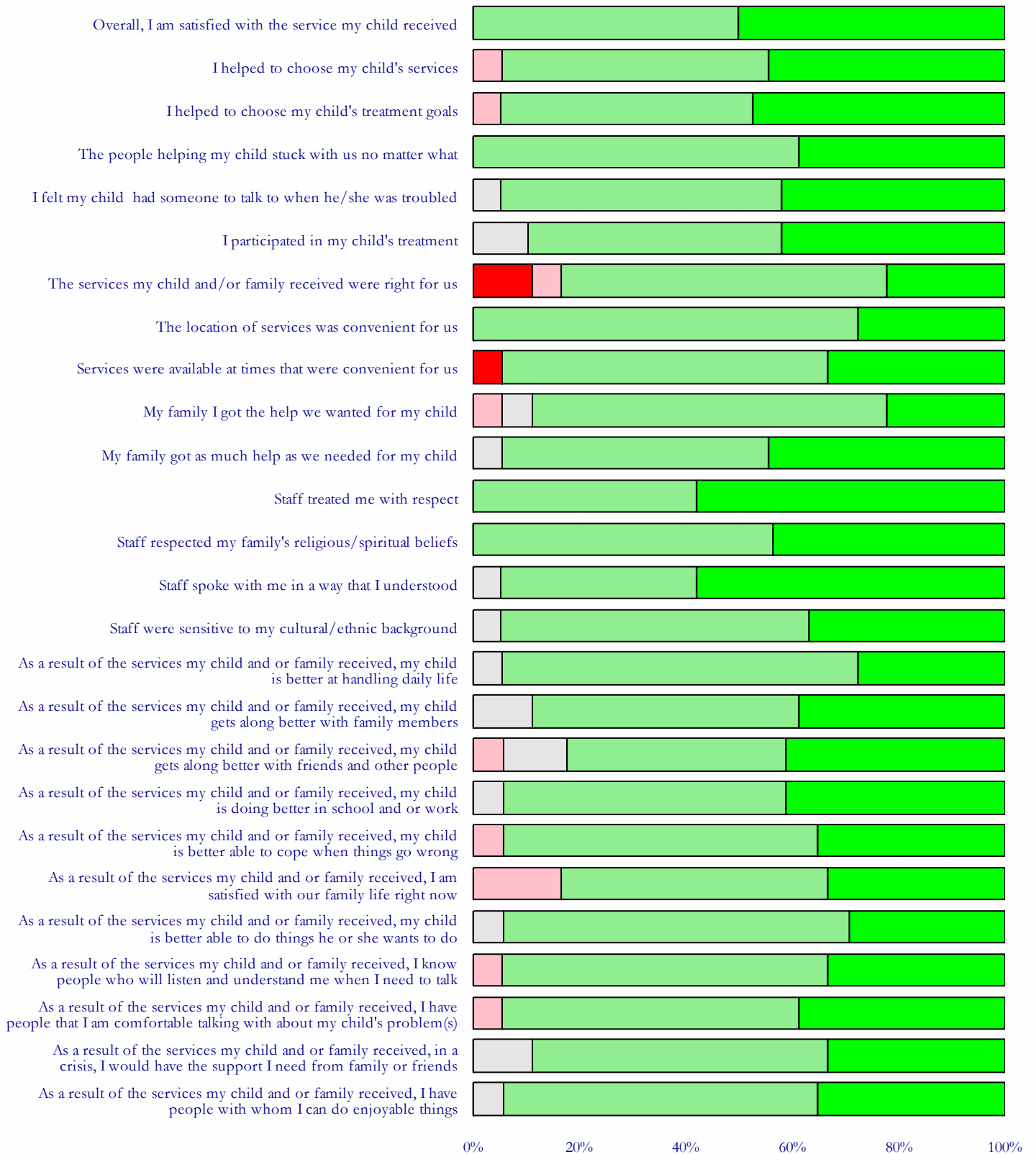
Youth Services Survey for Youth



Youth Services Survey for Youth N = 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	4 33 %	7 58 %	1 8 %
I helped to choose my services	0 0 %	0 0 %	1 8 %	4 33 %	6 50 %	1 8 %
I helped to choose my treatment goals	1 8 %	0 0 %	2 17 %	4 33 %	4 33 %	1 8 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	3 25 %	3 25 %	5 42 %	1 8 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	1 8 %	5 42 %	5 42 %	1 8 %
I participated in my own treatment	0 0 %	0 0 %	3 25 %	3 25 %	5 42 %	1 8 %
The services I received were right for me	0 0 %	2 17 %	2 17 %	6 50 %	1 8 %	1 8 %
The location of services was convenient for me	0 0 %	2 17 %	0 0 %	7 58 %	2 17 %	1 8 %
Services were available at times that were convenient for me	0 0 %	0 0 %	2 17 %	3 25 %	6 50 %	1 8 %
I got the help I wanted	0 0 %	1 8 %	3 25 %	4 33 %	3 25 %	1 8 %
I got as much help as I needed	0 0 %	0 0 %	3 25 %	4 33 %	4 33 %	1 8 %
Staff treated me with respect	0 0 %	0 0 %	1 8 %	4 33 %	6 50 %	1 8 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	1 8 %	3 25 %	7 58 %	1 8 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 8 %	5 42 %	5 42 %	1 8 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	5 42 %	4 33 %	3 25 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	0 0 %	7 58 %	4 33 %	1 8 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	3 25 %	4 33 %	4 33 %	1 8 %
As a result of the services I received, I get along better with friends and other people	1 8 %	0 0 %	1 8 %	4 33 %	5 42 %	1 8 %
As a result of the services I received, I am doing better in school and or work	1 8 %	0 0 %	1 8 %	4 33 %	5 42 %	1 8 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 8 %	0 0 %	6 50 %	4 33 %	1 8 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	3 25 %	5 42 %	3 25 %	1 8 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	2 17 %	5 42 %	4 33 %	1 8 %
As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0 %	1 8 %	1 8 %	4 33 %	5 42 %	1 8 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 8 %	0 0 %	5 42 %	5 42 %	1 8 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0 %	1 8 %	4 33 %	1 8 %	5 42 %	1 8 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	2 17 %	0 0 %	4 33 %	5 42 %	1 8 %

Youth Services Survey for Families



Youth Services Survey for Families N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	0 0 %	0 0 %	0 0 %	9 38 %	9 38 %	6 25 %
I helped to choose my child's services	0 0 %	1 4 %	0 0 %	9 38 %	8 33 %	6 25 %
I helped to choose my child's treatment goals	0 0 %	1 4 %	0 0 %	9 38 %	9 38 %	5 21 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	11 46 %	7 29 %	6 25 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	1 4 %	10 42 %	8 33 %	5 21 %
I participated in my child's treatment	0 0 %	0 0 %	2 8 %	9 38 %	8 33 %	5 21 %
The services my child and/or family received were right for us	2 8 %	1 4 %	0 0 %	11 46 %	4 17 %	6 25 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	13 54 %	5 21 %	6 25 %
Services were available at times that were convenient for us	1 4 %	0 0 %	0 0 %	11 46 %	6 25 %	6 25 %
My family I got the help we wanted for my child	0 0 %	1 4 %	1 4 %	12 50 %	4 17 %	6 25 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 4 %	9 38 %	8 33 %	6 25 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	8 33 %	11 46 %	5 21 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	9 38 %	7 29 %	8 33 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 4 %	7 29 %	11 46 %	5 21 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 4 %	11 46 %	7 29 %	5 21 %
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 4 %	12 50 %	5 21 %	6 25 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	2 8 %	9 38 %	7 29 %	6 25 %
As a result of the services my child and or family received, my child gets along better with friends and other people	0 0 %	1 4 %	2 8 %	7 29 %	7 29 %	7 29 %
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 4 %	9 38 %	7 29 %	7 29 %
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 4 %	0 0 %	10 42 %	6 25 %	7 29 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	3 12 %	0 0 %	9 38 %	6 25 %	6 25 %
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 %	1 4 %	11 46 %	5 21 %	7 29 %
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 %	1 4 %	0 0 %	11 46 %	6 25 %	6 25 %
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 %	1 4 %	0 0 %	10 42 %	7 29 %	6 25 %
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 %	2 8 %	10 42 %	6 25 %	6 25 %
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 %	1 4 %	10 42 %	6 25 %	7 29 %