



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**Westside Ajani**

This report covers surveys returned for program codes (RUs): 89007. The number of youth receiving face-to-face services during the survey period was 45 and surveys were returned for 41 youth (91.1%). Number of surveys matched to service data: 29 (64.4%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.11** 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 **4.20**, the mean of all other programs was **4.33**.

**Global Satisfaction 85.2%**

Satisfaction	Satisfaction by Program / CYF		Total
	Westside Ajani	CYF	
Not Satisfied	4 14.8 %	82 8.5 %	86 8.6 %
Satisfied	23 85.2 %	888 91.5 %	911 91.4 %
<b>Total</b>	27 100.0 %	970 100.0 %	997 100.0 %

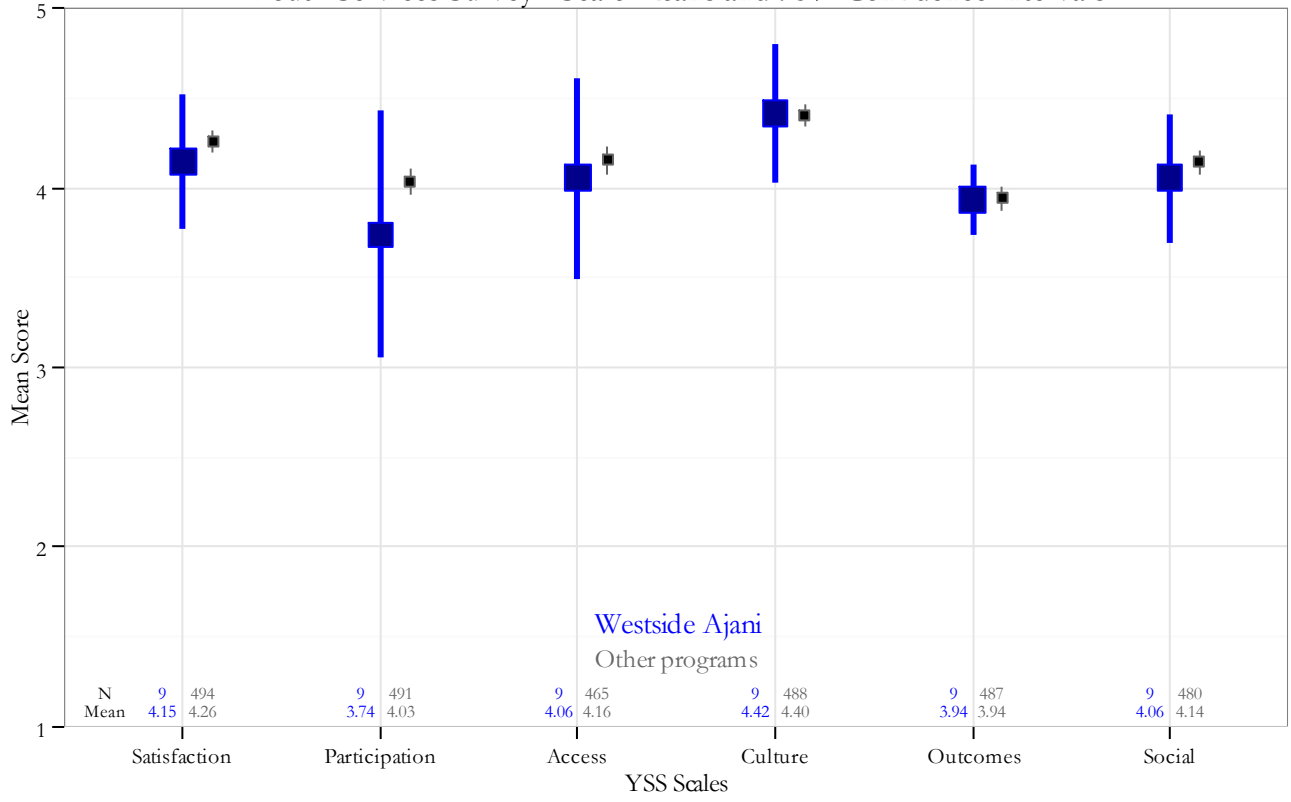
*Fisher's p=0.282 · df=1 · Φ=0.037*

**Survey Compliance**

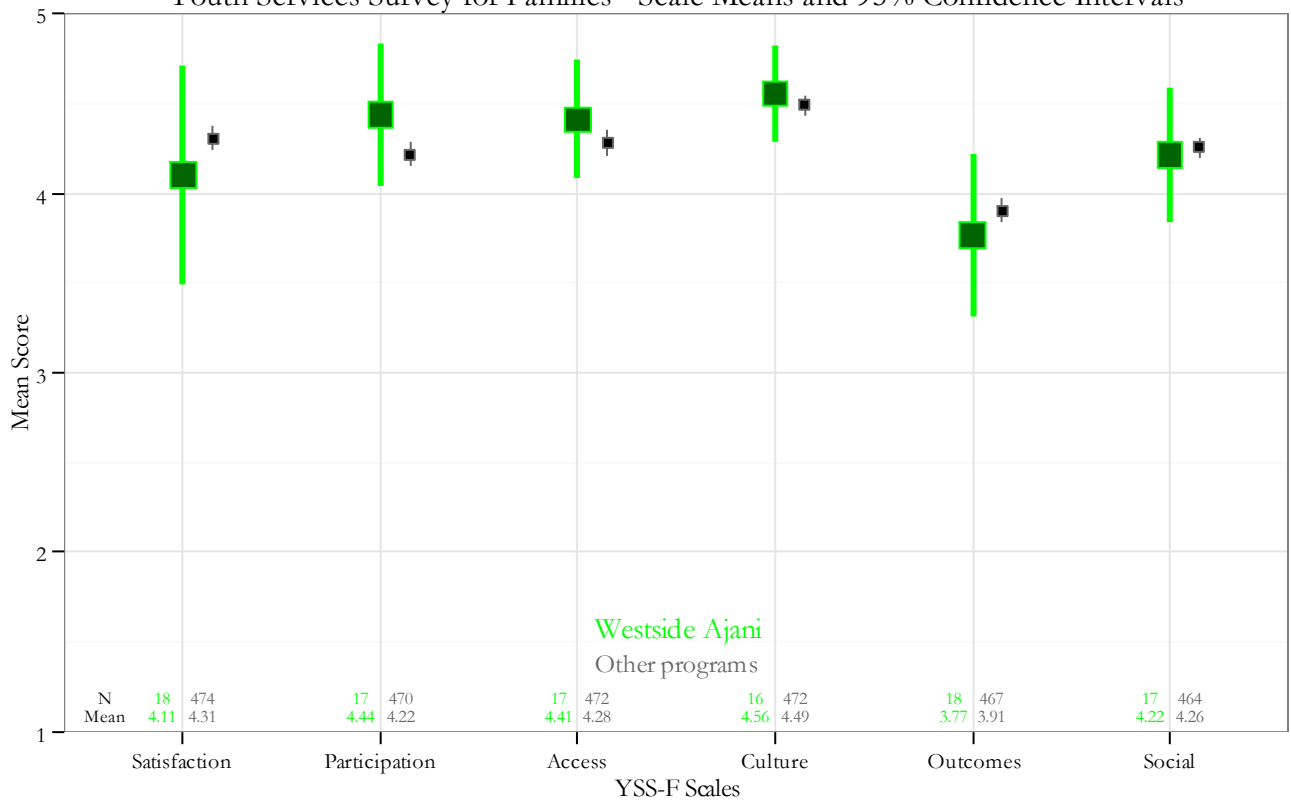
Completion	Survey Completion by Program / CYF			Completion	Westside Ajani Completion by Respondent Type		
	Westside Ajani	CYF	Total		Family	Youth	Total
Refused	0 0 %	203 10.3 %	203 10 %	Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	17 38.6 %	756 38.2 %	773 38.2 %	Other	13 43.3 %	4 28.6 %	17 38.6 %
Missing w/o Reason	1 2.3 %	47 2.4 %	48 2.3 %	Missing w/o Reason	0 0 %	1 7.1 %	1 2.3 %
Completed Survey	26 59.1 %	954 48.2 %	980 48.5 %	Completed Survey	17 56.7 %	9 64.3 %	26 59.1 %
<b>Total</b>	44 100.0 %	1978 100.0 %	2022 100.0 %	<b>Total</b>	30 100.0 %	14 100.0 %	44 100.0 %

*Fisher's p=0.159 · df=5 · Φ=0.054*

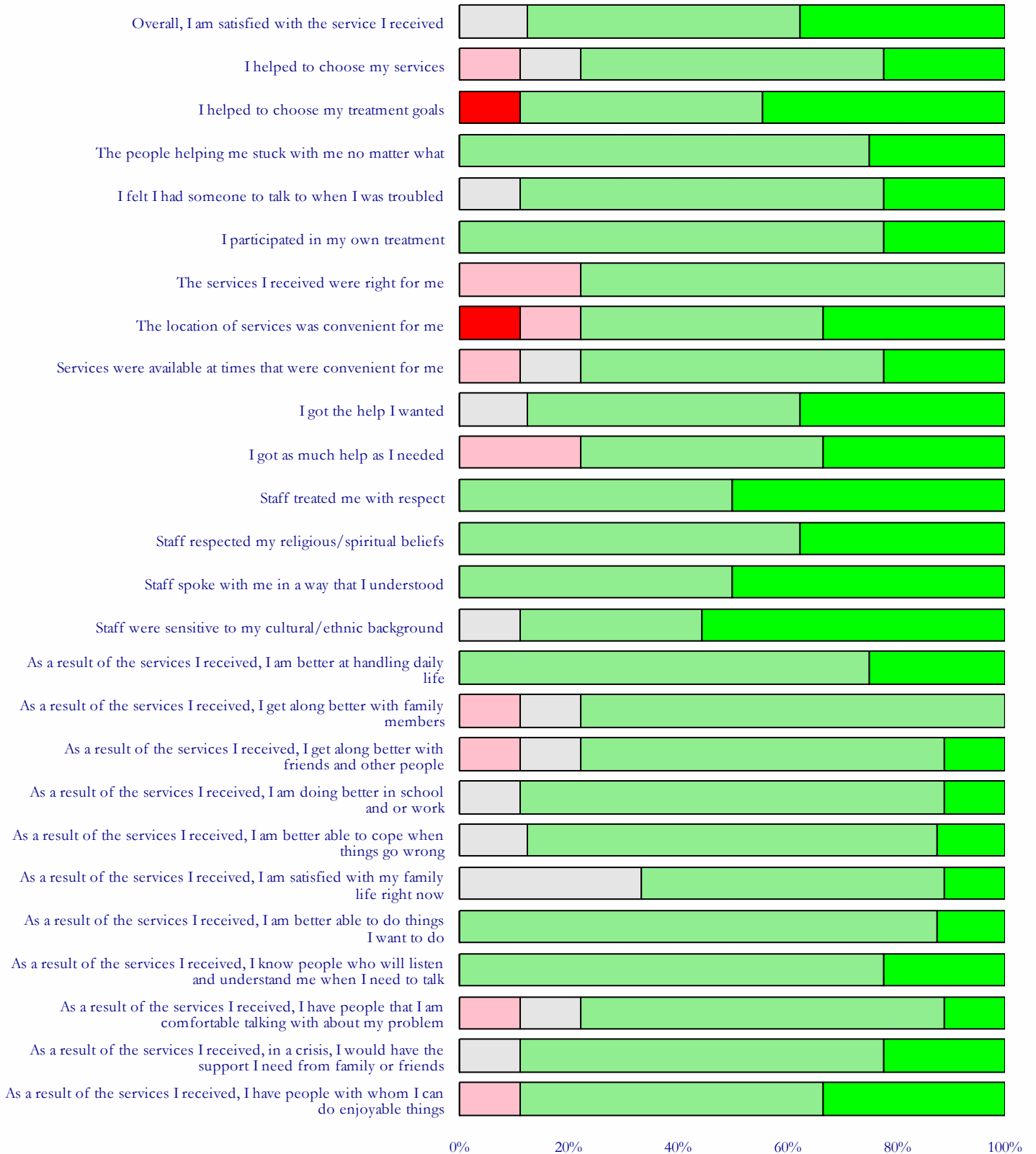
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



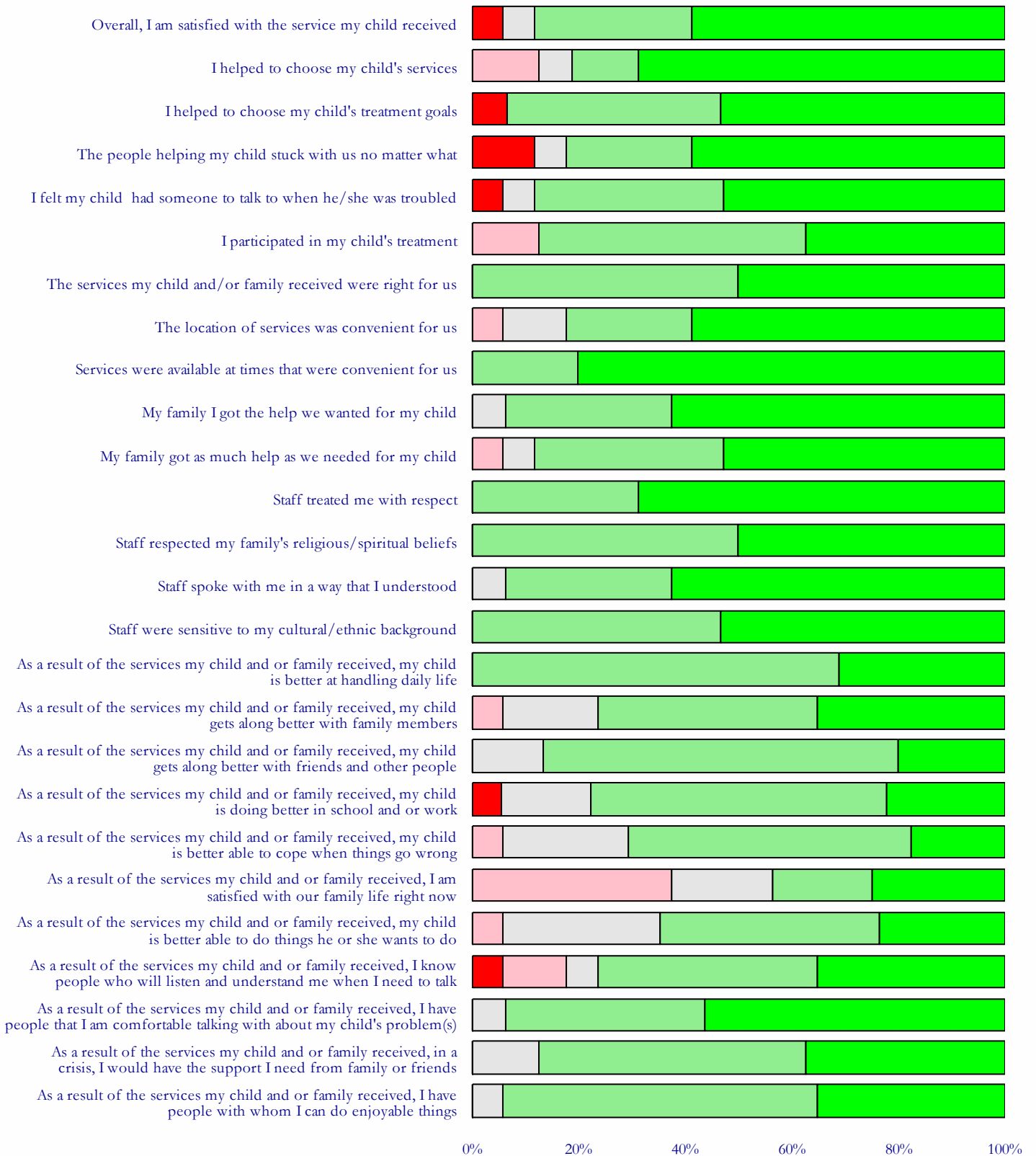
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	1 7 %	4 29 %	3 21 %	6 43 %
I helped to choose my services	0 0 %	1 7 %	1 7 %	5 36 %	2 14 %	5 36 %
I helped to choose my treatment goals	1 7 %	0 0 %	0 0 %	4 29 %	4 29 %	5 36 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	6 43 %	2 14 %	6 43 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	1 7 %	6 43 %	2 14 %	5 36 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	7 50 %	2 14 %	5 36 %
The services I received were right for me	0 0 %	2 14 %	0 0 %	7 50 %	0 0 %	5 36 %
The location of services was convenient for me	1 7 %	1 7 %	0 0 %	4 29 %	3 21 %	5 36 %
Services were available at times that were convenient for me	0 0 %	1 7 %	1 7 %	5 36 %	2 14 %	5 36 %
I got the help I wanted	0 0 %	0 0 %	1 7 %	4 29 %	3 21 %	6 43 %
I got as much help as I needed	0 0 %	2 14 %	0 0 %	4 29 %	3 21 %	5 36 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	4 29 %	4 29 %	6 43 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	5 36 %	3 21 %	6 43 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	4 29 %	4 29 %	6 43 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	1 7 %	3 21 %	5 36 %	5 36 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	0 0 %	6 43 %	2 14 %	6 43 %
As a result of the services I received, I get along better with family members	0 0 %	1 7 %	1 7 %	7 50 %	0 0 %	5 36 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 7 %	1 7 %	6 43 %	1 7 %	5 36 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	1 7 %	7 50 %	1 7 %	5 36 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	1 7 %	6 43 %	1 7 %	6 43 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	3 21 %	5 36 %	1 7 %	5 36 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	0 0 %	0 0 %	7 50 %	1 7 %	6 43 %
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 %	7 50 %	2 14 %	5 36 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 7 %	1 7 %	6 43 %	1 7 %	5 36 %
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 7 %	6 43 %	2 14 %	5 36 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 7 %	0 0 %	5 36 %	3 21 %	5 36 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 30

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service my child received	1 3 %	0 0 %	1 3 %	5 17 %	10 33 %	13 43 %
I helped to choose my child's services	0 0 %	2 7 %	1 3 %	2 7 %	11 37 %	14 47 %
I helped to choose my child's treatment goals	1 3 %	0 0 %	0 0 %	6 20 %	8 27 %	15 50 %
The people helping my child stuck with us no matter what	2 7 %	0 0 %	1 3 %	4 13 %	10 33 %	13 43 %
I felt my child had someone to talk to when he/she was troubled	1 3 %	0 0 %	1 3 %	6 20 %	9 30 %	13 43 %
I participated in my child's treatment	0 0 %	2 7 %	0 0 %	8 27 %	6 20 %	14 47 %
The services my child and/or family received were right for us	0 0 %	0 0 %	0 0 %	8 27 %	8 27 %	14 47 %
The location of services was convenient for us	0 0 %	1 3 %	2 7 %	4 13 %	10 33 %	13 43 %
Services were available at times that were convenient for us	0 0 %	0 0 %	0 0 %	3 10 %	12 40 %	15 50 %
My family I got the help we wanted for my child	0 0 %	0 0 %	1 3 %	5 17 %	10 33 %	14 47 %
My family got as much help as we needed for my child	0 0 %	1 3 %	1 3 %	6 20 %	9 30 %	13 43 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	5 17 %	11 37 %	14 47 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	6 20 %	6 20 %	18 60 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	1 3 %	5 17 %	10 33 %	14 47 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	7 23 %	8 27 %	15 50 %
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 %	11 37 %	5 17 %	14 47 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	1 3 %	3 10 %	7 23 %	6 20 %	13 43 %
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 %	2 7 %	10 33 %	3 10 %	15 50 %
As a result of the services my child and or family received, my child is doing better in school and or work	1 3 %	0 0 %	3 10 %	10 33 %	4 13 %	12 40 %
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 3 %	4 13 %	9 30 %	3 10 %	13 43 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	6 20 %	3 10 %	3 10 %	4 13 %	14 47 %
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 3 %	5 17 %	7 23 %	4 13 %	13 43 %
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 3 %	2 7 %	1 3 %	7 23 %	6 20 %	13 43 %
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 3 %	6 20 %	9 30 %	14 47 %
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 7 %	8 27 %	6 20 %	14 47 %
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 3 %	10 33 %	6 20 %	13 43 %