



**Youth Services Survey for Youth / Families Report - Spring 2014**  
**YMCA Trauma and Recovery Services**

This report covers surveys returned for program codes (RUs): 38BVC3. The number of youth receiving face-to-face services during the survey period was 14 and surveys were returned for 17 youth (121.4%). Number of surveys matched to service data: 13 (92.9%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.62** out of five, the mean for all other programs was **4.23**. The mean YSS-F satisfaction score (items 1-7, 9-15) for this program was **4.28**, the mean of all other programs was **4.33**.

**Global Satisfaction 100.0%**

**Satisfaction by Program / CYF**

<b>Satisfaction</b>	<b>YMCA Trauma and Recovery Services</b>	<b>CYF</b>	<b>Total</b>
Not Satisfied	0 0 %	86 8.7 %	86 8.6 %
Satisfied	12 100 %	899 91.3 %	911 91.4 %
<b>Total</b>	12 100.0 %	985 100.0 %	997 100.0 %

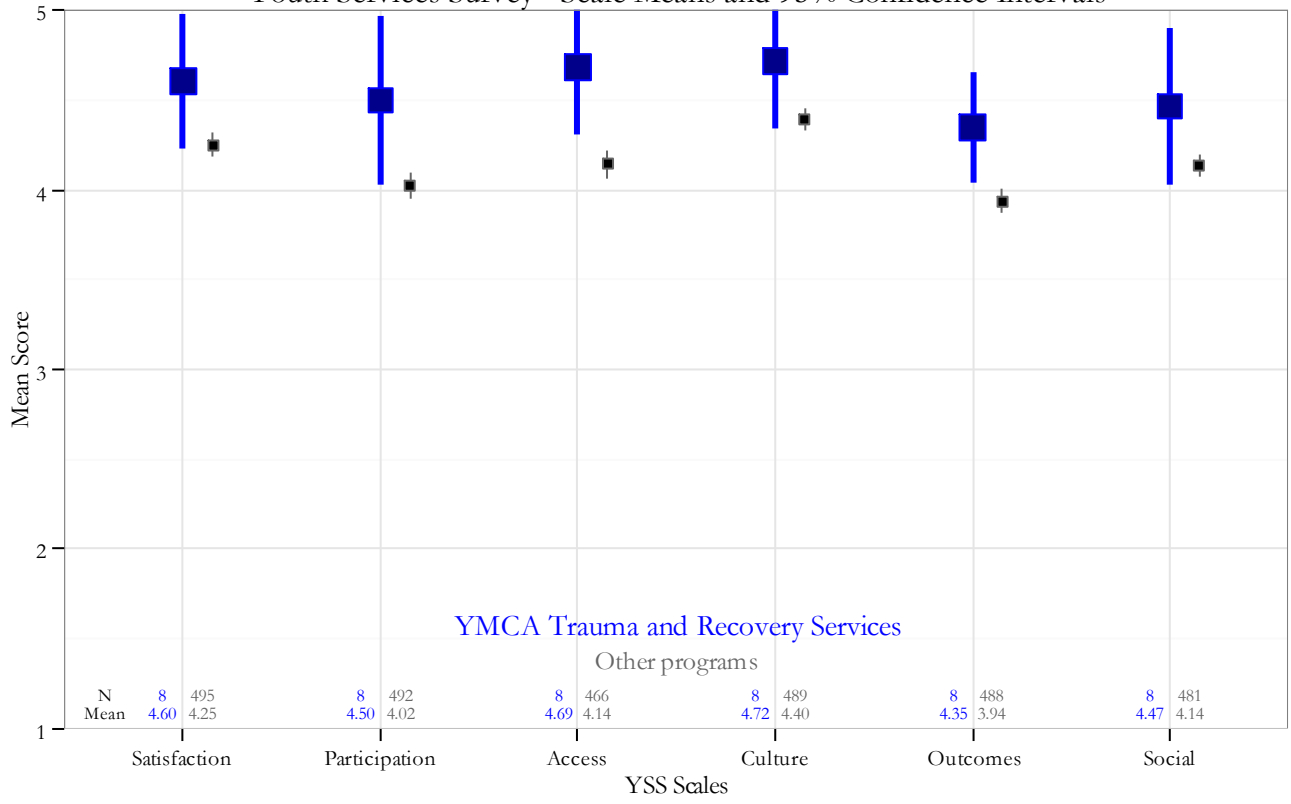
*Fisher's p=0.614 · df=1 · Φ=0.034*

**Survey Compliance**

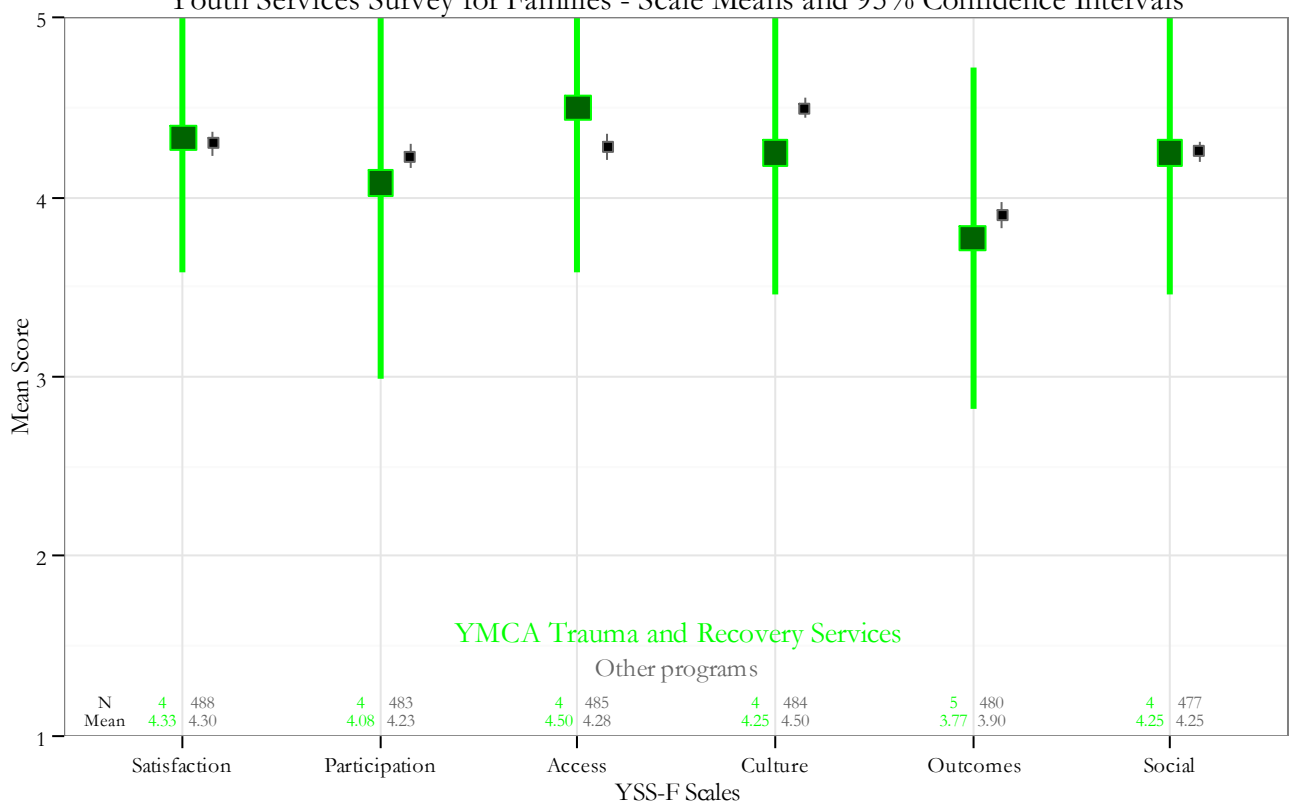
<b>Completion</b>	<b>Survey Completion by Program / CYF</b>			<b>YMCA Trauma and Recovery Services</b>			
	<b>YMCA Trauma and Recovery Services</b>	<b>CYF</b>	<b>Total</b>	<b>Completion</b>	<b>Completion by Respondent Type</b>	<b>Total</b>	
Refused	7 28 %	196 9.8 %	203 10 %	Refused	6 37.5 %	1 11.1 %	7 28 %
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	6 24 %	767 38.4 %	773 38.2 %	Other	6 37.5 %	0 0 %	6 24 %
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 48 %	968 48.5 %	980 48.5 %	Completed Survey	4 25 %	8 88.9 %	12 48 %
<b>Total</b>	25 100.0 %	1997 100.0 %	2022 100.0 %	<b>Total</b>	16 100.0 %	9 100.0 %	25 100.0 %

*Fisher's p=0.116 · df=5 · Φ<sub>c</sub>=0.071*

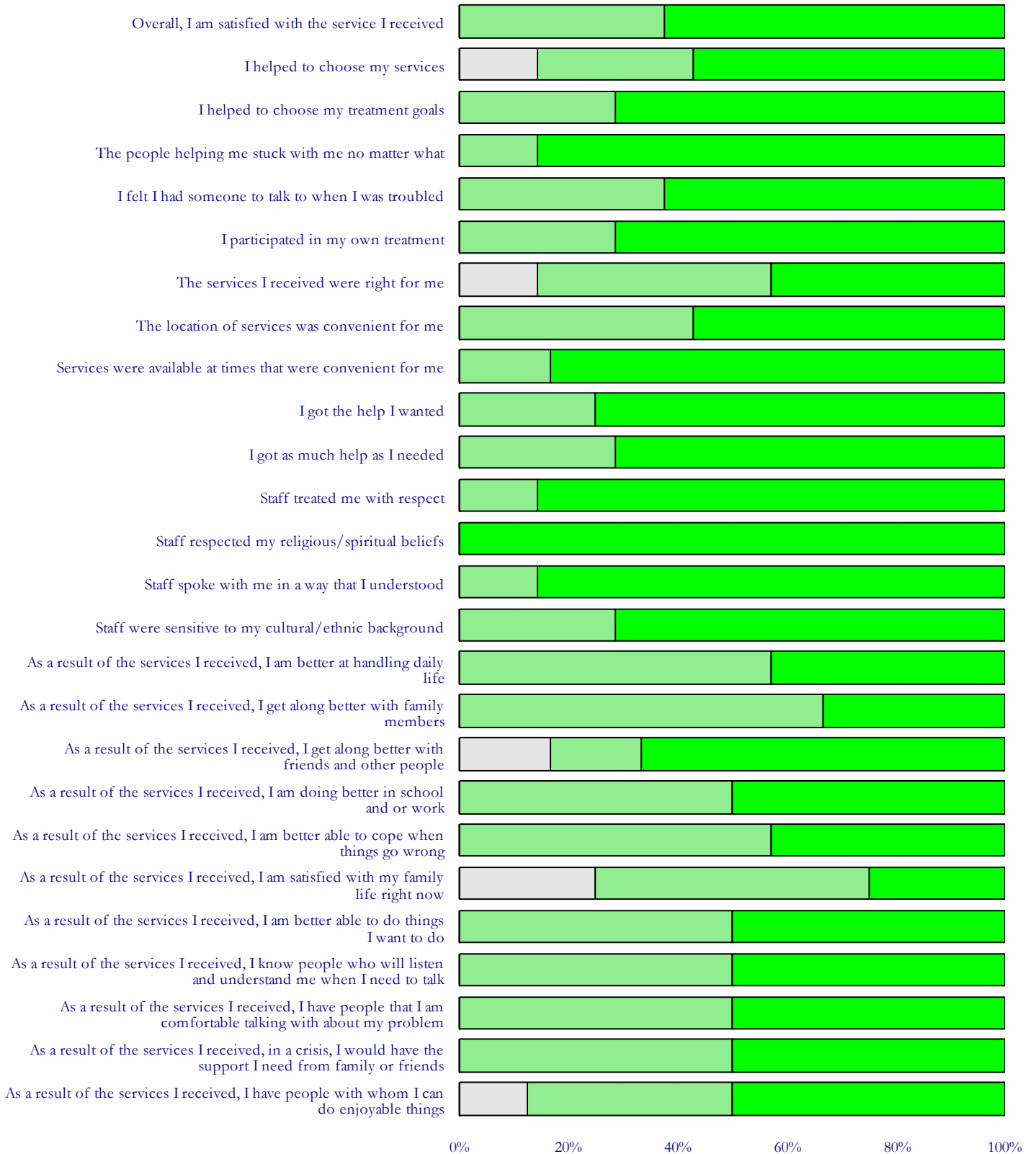
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



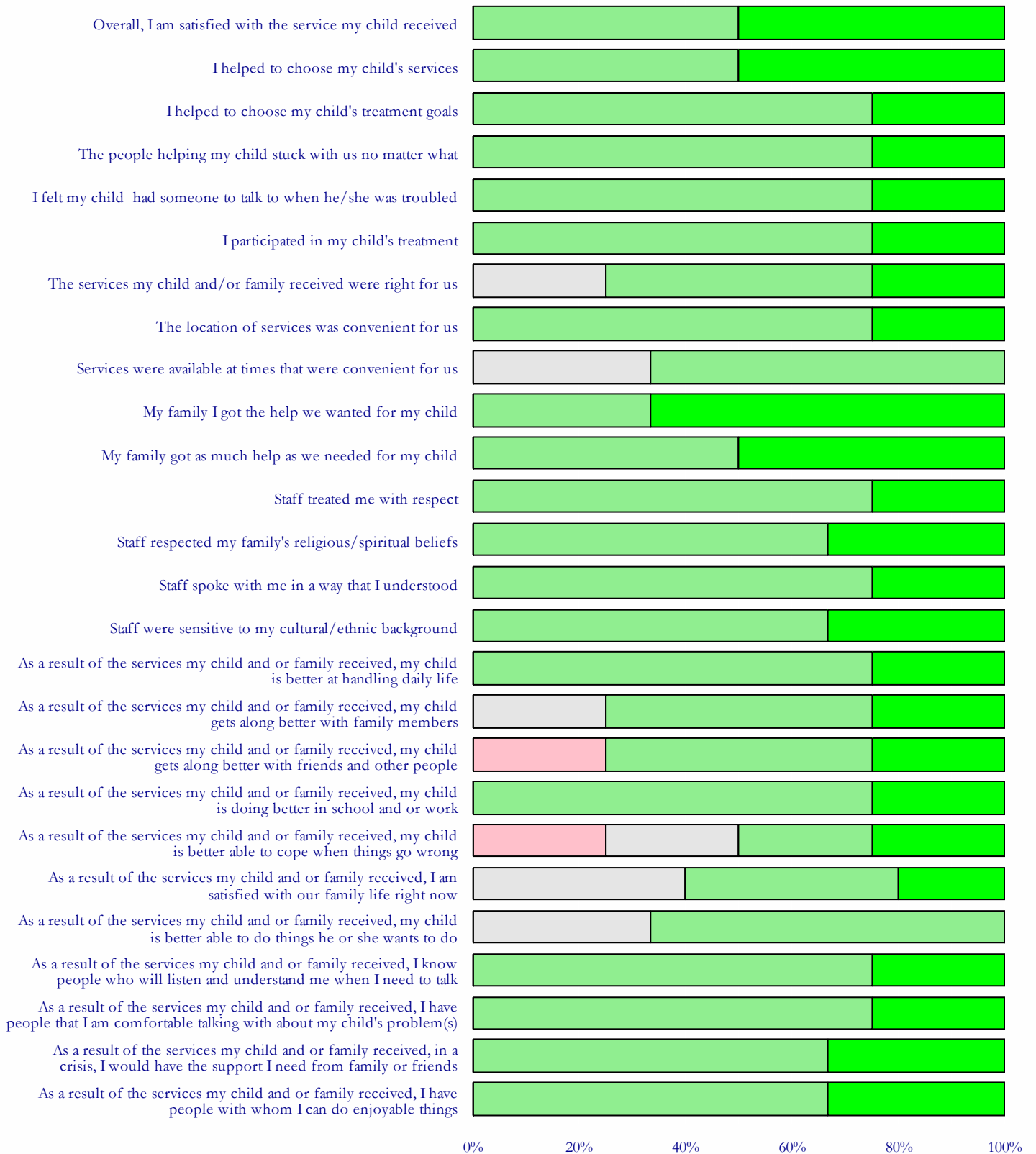
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	0 0 %	0 0 %	0 0 %	3 33 %	5 56 %	1 11 %
I helped to choose my services	0 0 %	0 0 %	1 11 %	2 22 %	4 44 %	2 22 %
I helped to choose my treatment goals	0 0 %	0 0 %	0 0 %	2 22 %	5 56 %	2 22 %
The people helping me stuck with me no matter what	0 0 %	0 0 %	0 0 %	1 11 %	6 67 %	2 22 %
I felt I had someone to talk to when I was troubled	0 0 %	0 0 %	0 0 %	3 33 %	5 56 %	1 11 %
I participated in my own treatment	0 0 %	0 0 %	0 0 %	2 22 %	5 56 %	2 22 %
The services I received were right for me	0 0 %	0 0 %	1 11 %	3 33 %	3 33 %	2 22 %
The location of services was convenient for me	0 0 %	0 0 %	0 0 %	3 33 %	4 44 %	2 22 %
Services were available at times that were convenient for me	0 0 %	0 0 %	0 0 %	1 11 %	5 56 %	3 33 %
I got the help I wanted	0 0 %	0 0 %	0 0 %	2 22 %	6 67 %	1 11 %
I got as much help as I needed	0 0 %	0 0 %	0 0 %	2 22 %	5 56 %	2 22 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 11 %	6 67 %	2 22 %
Staff respected my religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	0 0 %	6 67 %	3 33 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	1 11 %	6 67 %	2 22 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 22 %	5 56 %	2 22 %
As a result of the services I received, I am better at handling daily life	0 0 %	0 0 %	0 0 %	4 44 %	3 33 %	2 22 %
As a result of the services I received, I get along better with family members	0 0 %	0 0 %	0 0 %	4 44 %	2 22 %	3 33 %
As a result of the services I received, I get along better with friends and other people	0 0 %	0 0 %	1 11 %	1 11 %	4 44 %	3 33 %
As a result of the services I received, I am doing better in school and or work	0 0 %	0 0 %	0 0 %	4 44 %	4 44 %	1 11 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	0 0 %	0 0 %	4 44 %	3 33 %	2 22 %
As a result of the services I received, I am satisfied with my family life right now	0 0 %	0 0 %	2 22 %	4 44 %	2 22 %	1 11 %
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 %	4 44 %	4 44 %	1 11 %
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 44 %	4 44 %	1 11 %
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 44 %	4 44 %	1 11 %
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 %	4 44 %	4 44 %	1 11 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	0 0 %	1 11 %	3 33 %	4 44 %	1 11 %

# Youth Services Survey for Families



## Youth Services Survey for Families N = 16

	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 12 %	2 12 %	12 75 %
I helped to choose my child's services	0 0 %	0 0 %	0 0 %	2 12 %	2 12 %	12 75 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
I participated in my child's treatment	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
The services my child and/or family received were right for us	0 0 %	0 0 %	1 6 %	2 12 %	1 6 %	12 75 %
The location of services was convenient for us	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
Services were available at times that were convenient for us	0 0 %	0 0 %	1 6 %	2 12 %	0 0 %	13 81 %
My family I got the help we wanted for my child	0 0 %	0 0 %	0 0 %	1 6 %	2 12 %	13 81 %
My family got as much help as we needed for my child	0 0 %	0 0 %	0 0 %	2 12 %	2 12 %	12 75 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	0 0 %	2 12 %	1 6 %	13 81 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	3 19 %	1 6 %	12 75 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	0 0 %	2 12 %	1 6 %	13 81 %
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 %	3 19 %	1 6 %	12 75 %
As a result of the services my child and or family received, my child gets along better with family members	0 0 %	0 0 %	1 6 %	2 12 %	1 6 %	12 75 %
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 6 %	0 0 %	2 12 %	1 6 %	12 75 %
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 %	3 19 %	1 6 %	12 75 %
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 6 %	1 6 %	1 6 %	1 6 %	12 75 %
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 %	2 12 %	2 12 %	1 6 %	11 69 %
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 6 %	2 12 %	0 0 %	13 81 %
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 19 %	1 6 %	12 75 %
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 %	3 19 %	1 6 %	12 75 %
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 12 %	1 6 %	13 81 %
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 12 %	1 6 %	13 81 %