



Youth Services Survey for Youth / Families Report - Spring 2014
YMCA Urban Services MH

This report covers surveys returned for program codes (RUs): 38BV3, 38BV4. The number of youth receiving face-to-face services during the survey period was 70 and surveys were returned for 98 youth (140.0%). Number of surveys matched to service data: 65 (92.9%). Number missing client ID: 0. The YSS score (items 1-7, 9-15) for this program, was **4.31** 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 **4.35**, the mean of all other programs was **4.33**.

Global Satisfaction 94.0%

Satisfaction	Satisfaction by Program / CYF		Total
	YMCA Urban Services	CYF	
Not Satisfied	4 6 %	82 8.8 %	86 8.6 %
Satisfied	63 94 %	848 91.2 %	911 91.4 %
Total	67 100.0 %	930 100.0 %	997 100.0 %

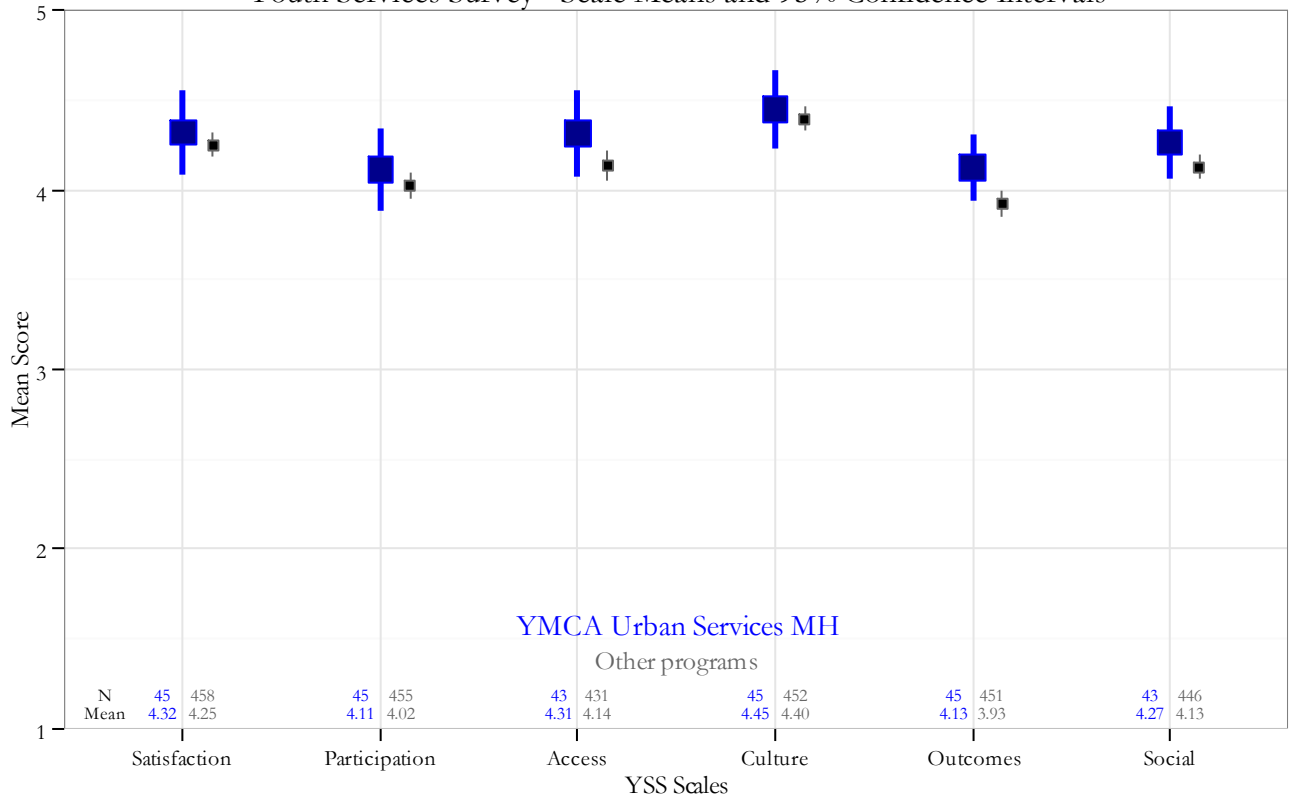
Fisher's p=0.650 · df=1 · Φ=0.025

Survey Compliance

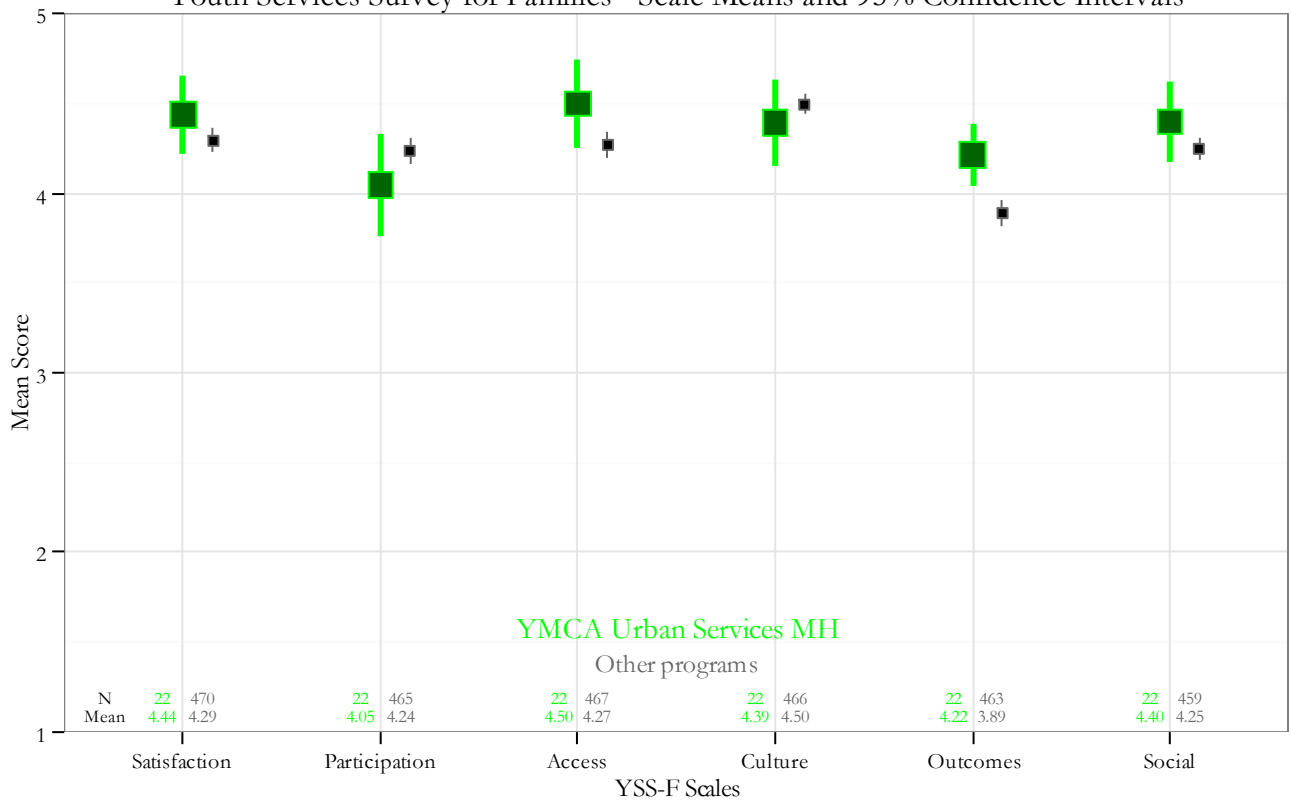
Completion	Survey Completion by Program / CYF			Completion	YMCA Urban Services Completion by Respondent Type		Total
	YMCA Urban Services	CYF	Total		Family	Youth	
Refused	57 35.8 %	146 7.8 %	203 10 %	Refused	46 46.9 %	11 18 %	57 35.8 %
Impaired	0 0 %	11 0.6 %	11 0.5 %	Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	7 0.4 %	7 0.3 %	Language	0 0 %	0 0 %	0 0 %
Other	32 20.1 %	741 39.8 %	773 38.2 %	Other	26 26.5 %	6 9.8 %	32 20.2 %
Missing w/o Reason	4 2.5 %	44 2.4 %	48 2.4 %	Missing w/o Reason	4 4.1 %	0 0 %	4 2.5 %
Completed Survey	66 41.5 %	914 49.1 %	980 48.5 %	Completed Survey	22 22.4 %	44 72.1 %	66 41.5 %
Total	159 100.0 %	1863 100.0 %	2022 100.0 %	Total	98 100.0 %	61 100.0 %	159 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.256

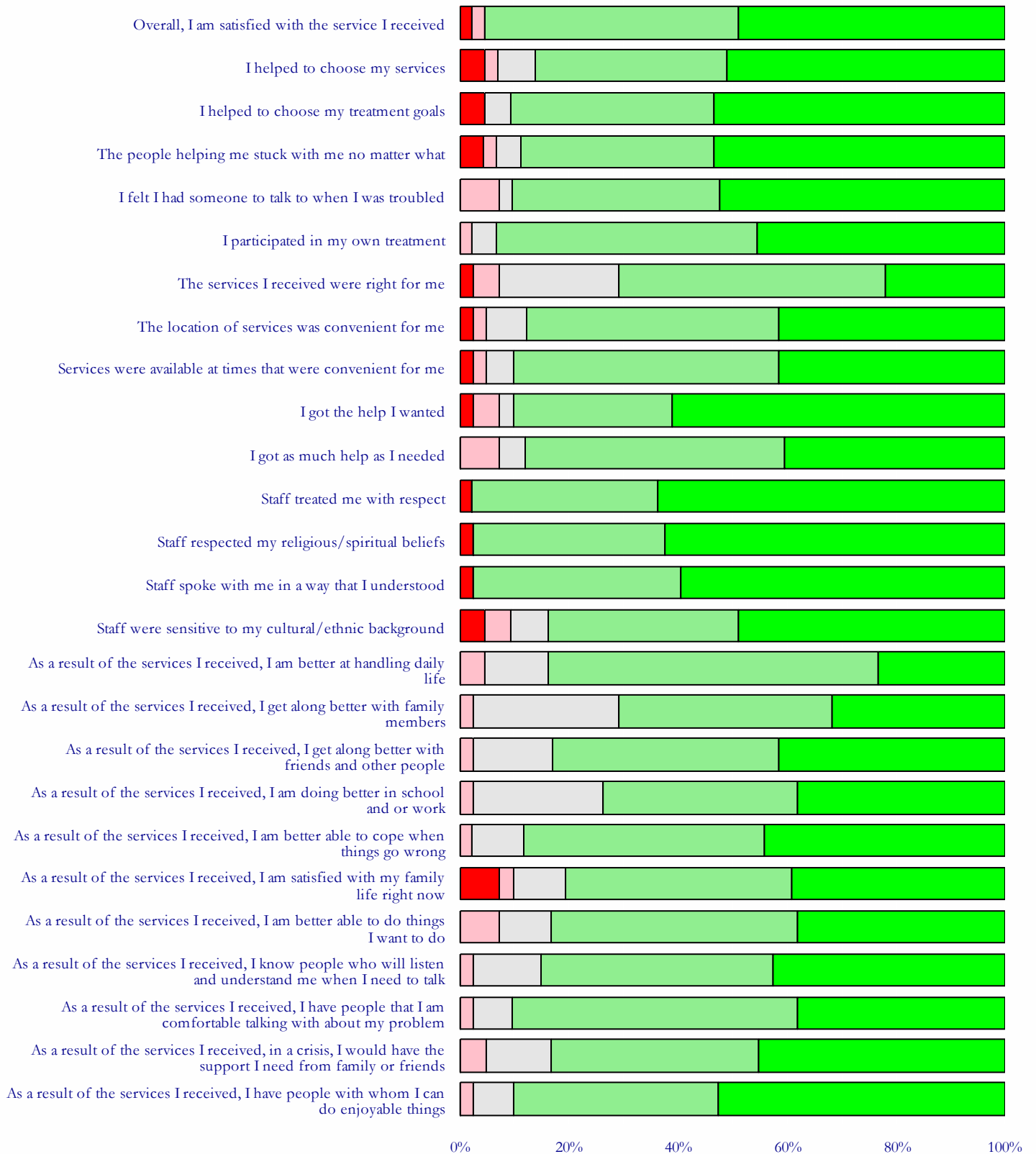
Youth Services Survey - Scale Means and 95% Confidence Intervals



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



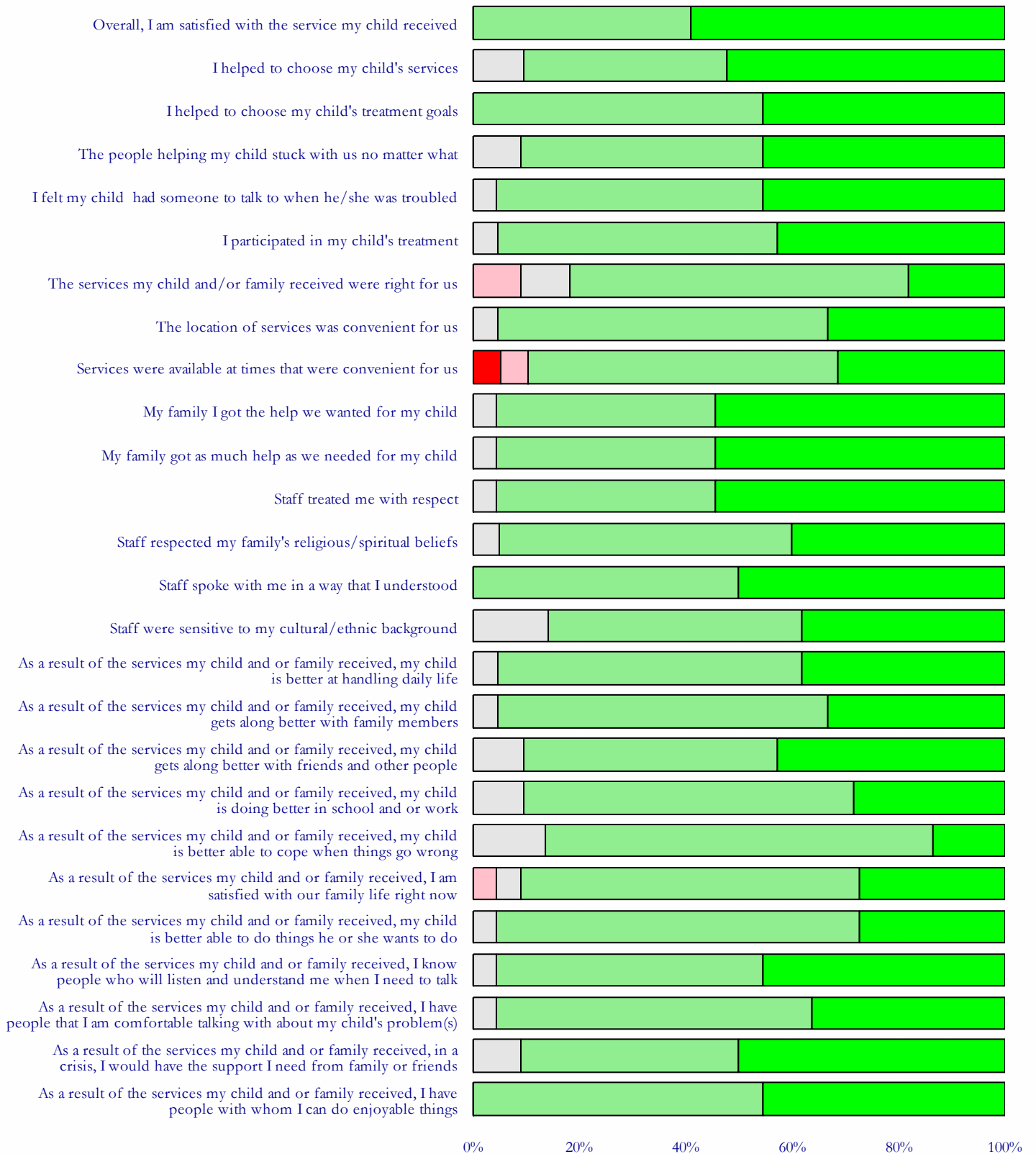
Youth Services Survey for Youth



Youth Services Survey for Youth N = 61

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
Overall, I am satisfied with the service I received	1 2 %	1 2 %	0 0 %	20 33 %	21 34 %	18 30 %
I helped to choose my services	2 3 %	1 2 %	3 5 %	15 25 %	22 36 %	18 30 %
I helped to choose my treatment goals	2 3 %	0 0 %	2 3 %	16 26 %	23 38 %	18 30 %
The people helping me stuck with me no matter what	2 3 %	1 2 %	2 3 %	16 26 %	24 39 %	16 26 %
I felt I had someone to talk to when I was troubled	0 0 %	3 5 %	1 2 %	16 26 %	22 36 %	19 31 %
I participated in my own treatment	0 0 %	1 2 %	2 3 %	21 34 %	20 33 %	17 28 %
The services I received were right for me	1 2 %	2 3 %	9 15 %	20 33 %	9 15 %	20 33 %
The location of services was convenient for me	1 2 %	1 2 %	3 5 %	19 31 %	17 28 %	20 33 %
Services were available at times that were convenient for me	1 2 %	1 2 %	2 3 %	20 33 %	17 28 %	20 33 %
I got the help I wanted	1 2 %	2 3 %	1 2 %	12 20 %	25 41 %	20 33 %
I got as much help as I needed	0 0 %	3 5 %	2 3 %	20 33 %	17 28 %	19 31 %
Staff treated me with respect	1 2 %	0 0 %	0 0 %	15 25 %	28 46 %	17 28 %
Staff respected my religious/spiritual beliefs	1 2 %	0 0 %	0 0 %	14 23 %	25 41 %	21 34 %
Staff spoke with me in a way that I understood	1 2 %	0 0 %	0 0 %	16 26 %	25 41 %	19 31 %
Staff were sensitive to my cultural/ethnic background	2 3 %	2 3 %	3 5 %	15 25 %	21 34 %	18 30 %
As a result of the services I received, I am better at handling daily life	0 0 %	2 3 %	5 8 %	26 43 %	10 16 %	18 30 %
As a result of the services I received, I get along better with family members	0 0 %	1 2 %	11 18 %	16 26 %	13 21 %	20 33 %
As a result of the services I received, I get along better with friends and other people	0 0 %	1 2 %	6 10 %	17 28 %	17 28 %	20 33 %
As a result of the services I received, I am doing better in school and or work	0 0 %	1 2 %	10 16 %	15 25 %	16 26 %	19 31 %
As a result of the services I received, I am better able to cope when things go wrong	0 0 %	1 2 %	4 7 %	19 31 %	19 31 %	18 30 %
As a result of the services I received, I am satisfied with my family life right now	3 5 %	1 2 %	4 7 %	17 28 %	16 26 %	20 33 %
As a result of the services I received, I am better able to do things I want to do	0 0 %	3 5 %	4 7 %	19 31 %	16 26 %	19 31 %
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 2 %	5 8 %	17 28 %	17 28 %	21 34 %
As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0 %	1 2 %	3 5 %	22 36 %	16 26 %	19 31 %
As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0 %	2 3 %	5 8 %	16 26 %	19 31 %	19 31 %
As a result of the services I received, I have people with whom I can do enjoyable things	0 0 %	1 2 %	3 5 %	15 25 %	21 34 %	21 34 %

Youth Services Survey for Families



Youth Services Survey for Families N = 98

	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 9 %	13 13 %	76 78 %
I helped to choose my child's services	0 0 %	0 0 %	2 2 %	8 8 %	11 11 %	77 79 %
I helped to choose my child's treatment goals	0 0 %	0 0 %	0 0 %	12 12 %	10 10 %	76 78 %
The people helping my child stuck with us no matter what	0 0 %	0 0 %	2 2 %	10 10 %	10 10 %	76 78 %
I felt my child had someone to talk to when he/she was troubled	0 0 %	0 0 %	1 1 %	11 11 %	10 10 %	76 78 %
I participated in my child's treatment	0 0 %	0 0 %	1 1 %	11 11 %	9 9 %	77 79 %
The services my child and/or family received were right for us	0 0 %	2 2 %	2 2 %	14 14 %	4 4 %	76 78 %
The location of services was convenient for us	0 0 %	0 0 %	1 1 %	13 13 %	7 7 %	77 79 %
Services were available at times that were convenient for us	1 1 %	1 1 %	0 0 %	11 11 %	6 6 %	79 81 %
My family I got the help we wanted for my child	0 0 %	0 0 %	1 1 %	9 9 %	12 12 %	76 78 %
My family got as much help as we needed for my child	0 0 %	0 0 %	1 1 %	9 9 %	12 12 %	76 78 %
Staff treated me with respect	0 0 %	0 0 %	1 1 %	9 9 %	12 12 %	76 78 %
Staff respected my family's religious/spiritual beliefs	0 0 %	0 0 %	1 1 %	11 11 %	8 8 %	78 80 %
Staff spoke with me in a way that I understood	0 0 %	0 0 %	0 0 %	11 11 %	11 11 %	76 78 %
Staff were sensitive to my cultural/ethnic background	0 0 %	0 0 %	3 3 %	10 10 %	8 8 %	77 79 %
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 1 %	12 12 %	8 8 %	77 79 %
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 1 %	13 13 %	7 7 %	77 79 %
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 2 %	10 10 %	9 9 %	77 79 %
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 %	2 2 %	13 13 %	6 6 %	77 79 %
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 %	3 3 %	16 16 %	3 3 %	76 78 %
As a result of the services my child and or family received, I am satisfied with our family life right now	0 0 %	1 1 %	1 1 %	14 14 %	6 6 %	76 78 %
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 1 %	15 15 %	6 6 %	76 78 %
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 %	1 1 %	11 11 %	10 10 %	76 78 %
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 1 %	13 13 %	8 8 %	76 78 %
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 2 %	9 9 %	11 11 %	76 78 %
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 %	12 12 %	10 10 %	76 78 %