Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

All Mental Health Programs

Overall Satisfaction
90.4%

Return Rate
79.4%

Mental Health programs collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for Mental Health programs. Please review the separate Adult and Youth reports for item-level detail and additional information about survey results.

People served May 11-15 2015 (Avatar billing): 4674
People surveyed: 3712 (1073 youth and 2639 adults)

Adult satisfaction mean score: 4.30
Youth satisfaction mean score: 4.28
Family satisfaction mean score: 4.44
*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) mental health programs billed services for 4674 clients; surveys were returned for 3712 clients (3712/4674 = 79.4%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
All Mental Health Programs

Overall Satisfaction
89.0%

Return Rate
83.2%

Overall satisfaction mean score for mental health programs: 4.30.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 92.7%  1. I like the services that I received here
- 88.8%  7. Services were available at times that were good for me
- 88.7%  13. I was given information about my rights

**Lowest Agreement Items**
- 78.7%  17. I, not staff, decided my treatment goals
- 78.9%  15. Staff told me what side effects to watch out for
- 79.1%  9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>18</td>
<td>25</td>
<td>104</td>
<td>646</td>
<td>1229</td>
<td>11</td>
<td>798</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>29</td>
<td>45</td>
<td>211</td>
<td>649</td>
<td>1049</td>
<td>19</td>
<td>829</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>24</td>
<td>42</td>
<td>162</td>
<td>634</td>
<td>1104</td>
<td>35</td>
<td>830</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.8 %</td>
<td>1.5 %</td>
<td>5.7 %</td>
<td>22.4%</td>
<td>39.0%</td>
<td>1.2%</td>
<td>29.3%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.8 %</td>
<td>2.4 %</td>
<td>7.2 %</td>
<td>22.2%</td>
<td>37.2%</td>
<td>0.9%</td>
<td>29.2%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>25</td>
<td>68</td>
<td>164</td>
<td>657</td>
<td>1058</td>
<td>21</td>
<td>838</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.9 %</td>
<td>2.4 %</td>
<td>5.8 %</td>
<td>23.2%</td>
<td>37.4%</td>
<td>0.7%</td>
<td>29.6%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>83</td>
<td>22</td>
<td>69</td>
<td>203</td>
<td>630</td>
<td>1053</td>
<td>26</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>85.1</td>
<td>0.8 %</td>
<td>2.4 %</td>
<td>7.2 %</td>
<td>22.2%</td>
<td>37.2%</td>
<td>0.9%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>86.4</td>
<td>0.7 %</td>
<td>1.6 %</td>
<td>5.4 %</td>
<td>25.1%</td>
<td>36.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>87.6</td>
<td>0.7 %</td>
<td>1.9 %</td>
<td>5.9 %</td>
<td>23.0%</td>
<td>36.7%</td>
<td>2.4%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>82.0</td>
<td>1.5 %</td>
<td>2.5 %</td>
<td>8.4 %</td>
<td>24.2%</td>
<td>32.2%</td>
<td>1.6%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>88.7</td>
<td>0.7 %</td>
<td>1.5 %</td>
<td>5.5 %</td>
<td>24.6%</td>
<td>36.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>87.4</td>
<td>0.4 %</td>
<td>1.6 %</td>
<td>6.6 %</td>
<td>24.0%</td>
<td>35.5%</td>
<td>1.6%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>78.9</td>
<td>1.1 %</td>
<td>3.6 %</td>
<td>8.7 %</td>
<td>21.9%</td>
<td>28.0%</td>
<td>6.6%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>87.2</td>
<td>1.1 %</td>
<td>3.6 %</td>
<td>8.7 %</td>
<td>21.9%</td>
<td>28.0%</td>
<td>6.6%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>78.7</td>
<td>1.1 %</td>
<td>2.8 %</td>
<td>10.3%</td>
<td>23.9%</td>
<td>28.5%</td>
<td>2.5%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>85.0</td>
<td>1.2 %</td>
<td>3.6 %</td>
<td>7.5%</td>
<td>21.2%</td>
<td>35.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>85.1</td>
<td>0.8 %</td>
<td>1.6 %</td>
<td>7.7%</td>
<td>23.7%</td>
<td>33.5%</td>
<td>2.3%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>82.1</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>8.4 %</td>
<td>22.8%</td>
<td>29.4%</td>
<td>3.4%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>83.0</td>
<td>0.7 %</td>
<td>1.7 %</td>
<td>8.7 %</td>
<td>26.5%</td>
<td>27.6%</td>
<td>0.9%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>80.0</td>
<td>0.8 %</td>
<td>2.1 %</td>
<td>10.0%</td>
<td>24.5%</td>
<td>27.1%</td>
<td>1.1%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>79.3</td>
<td>0.8 %</td>
<td>2.4 %</td>
<td>10.6%</td>
<td>26.8%</td>
<td>26.0%</td>
<td>1.3%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>71.5</td>
<td>1.7 %</td>
<td>3.1%</td>
<td>12.7%</td>
<td>21.4%</td>
<td>22.6%</td>
<td>5.8%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>71.2</td>
<td>1.1 %</td>
<td>3.5%</td>
<td>14.2%</td>
<td>24.2%</td>
<td>22.3%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Item</td>
<td>Statement</td>
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<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
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<tr>
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<td>----------------</td>
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</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>25</td>
<td>103</td>
<td>396</td>
<td>471</td>
<td>478</td>
<td>394</td>
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<tr>
<td></td>
<td></td>
<td>0.9 %</td>
<td>3.6 %</td>
<td>14.0 %</td>
<td>16.6 %</td>
<td>16.9 %</td>
<td>13.9 %</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>83</td>
<td>139</td>
<td>362</td>
<td>502</td>
<td>635</td>
<td>154</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.9 %</td>
<td>4.9 %</td>
<td>12.8 %</td>
<td>17.7 %</td>
<td>22.4 %</td>
<td>5.4 %</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>64</td>
<td>159</td>
<td>390</td>
<td>652</td>
<td>581</td>
<td>53</td>
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<tr>
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<td>2.3 %</td>
<td>5.6 %</td>
<td>13.8 %</td>
<td>23.0 %</td>
<td>20.5 %</td>
<td>1.9 %</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>33</td>
<td>87</td>
<td>323</td>
<td>738</td>
<td>689</td>
<td>31</td>
</tr>
<tr>
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<td>1.2 %</td>
<td>3.1 %</td>
<td>11.4 %</td>
<td>26.1 %</td>
<td>24.3 %</td>
<td>1.1 %</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>30</td>
<td>83</td>
<td>274</td>
<td>790</td>
<td>691</td>
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<tr>
<td></td>
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<td>1.1 %</td>
<td>2.9 %</td>
<td>9.7 %</td>
<td>27.9 %</td>
<td>24.4 %</td>
<td>1.2 %</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>32</td>
<td>107</td>
<td>352</td>
<td>753</td>
<td>643</td>
<td>28</td>
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<td>1.1 %</td>
<td>3.8 %</td>
<td>12.4 %</td>
<td>26.6 %</td>
<td>22.7 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>36</td>
<td>109</td>
<td>342</td>
<td>716</td>
<td>649</td>
<td>30</td>
</tr>
<tr>
<td></td>
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<td>1.3 %</td>
<td>3.8 %</td>
<td>12.1 %</td>
<td>25.3 %</td>
<td>22.9 %</td>
<td>1.1 %</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>43</td>
<td>103</td>
<td>371</td>
<td>678</td>
<td>646</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.5 %</td>
<td>3.6 %</td>
<td>13.1 %</td>
<td>23.9 %</td>
<td>22.8 %</td>
<td>2.3 %</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>50</td>
<td>116</td>
<td>349</td>
<td>706</td>
<td>602</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.8 %</td>
<td>4.1 %</td>
<td>12.3 %</td>
<td>24.9 %</td>
<td>21.3 %</td>
<td>2.1 %</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>75</td>
<td>135</td>
<td>395</td>
<td>643</td>
<td>601</td>
<td>49</td>
</tr>
<tr>
<td></td>
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<td>2.6 %</td>
<td>4.8 %</td>
<td>14.0 %</td>
<td>22.7 %</td>
<td>21.2 %</td>
<td>1.7 %</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>67</td>
<td>124</td>
<td>320</td>
<td>651</td>
<td>662</td>
<td>74</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.4 %</td>
<td>4.4 %</td>
<td>11.3 %</td>
<td>23.0 %</td>
<td>23.4 %</td>
<td>2.6 %</td>
</tr>
</tbody>
</table>
## Survey Compliance

### Survey Completion by Adult/Older Adult

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Adult</th>
<th>Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>392</td>
<td>109</td>
<td>501</td>
</tr>
<tr>
<td></td>
<td>16.7%</td>
<td>22.7%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Impaired</td>
<td>95</td>
<td>40</td>
<td>135</td>
</tr>
<tr>
<td></td>
<td>4%</td>
<td>8.3%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Language</td>
<td>13</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>0.6%</td>
<td>1%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Other</td>
<td>72</td>
<td>11</td>
<td>83</td>
</tr>
<tr>
<td></td>
<td>3.1%</td>
<td>2.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>No Data</td>
<td>54</td>
<td>5</td>
<td>59</td>
</tr>
<tr>
<td></td>
<td>2.3%</td>
<td>1%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>1725</td>
<td>310</td>
<td>2035</td>
</tr>
<tr>
<td></td>
<td>73.4%</td>
<td>64.6%</td>
<td>71.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2351</td>
<td>480</td>
<td>2831</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) mental health programs billed services for 2989 adult clients; surveys were returned for 2449 adult clients (2449/2989 = 83.2%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for mental health programs (blue). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

All Mental Health Programs

Overall Satisfaction\(^1\)

93.1%

Return Rate\(^2\)

71.4%

Overall satisfaction\(^3\) mean score for mental health programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

95.7% 14. Staff spoke with me in a way that I understood
95.2% 12. Staff treated me with respect
93.2% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

81.7% 2. I helped to choose my services
86.2% 11. I got as much help as I needed
88.2% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of client responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
22. As a result of the services I received, I am better able to do things I want to do
21. As a result of the services I received, I am satisfied with my family life right now
20. As a result of the services I received, I am better able to cope when things go wrong
19. As a result of the services I received, I am doing better in school and or work
18. As a result of the services I received, I get along better with friends and other people
17. As a result of the services I received, I get along better with family members
16. As a result of the services I received, I am better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my religious/spiritual beliefs
12. Staff treated me with respect
11. I got as much help as I needed
10. I got the help I wanted
9. Services were available at times that were convenient for me
8. The location of services was convenient for me
7. The services I received were right for me
6. I participated in my own treatment
5. I felt I had someone to talk to when I was troubled
4. The people helping me stuck with me no matter what
3. I helped to choose my treatment goals
2. I helped to choose my services
1. Overall, I am satisfied with the service I received
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<th>Disagree</th>
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<td>140</td>
<td>13</td>
<td>101</td>
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<td>27</td>
<td>100</td>
<td>221</td>
<td>139</td>
<td>12</td>
<td>99</td>
<td>3</td>
<td>3.9</td>
</tr>
<tr>
<td>77.9</td>
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<td>12</td>
<td>13</td>
<td>89</td>
<td>240</td>
<td>163</td>
<td>6</td>
<td>99</td>
<td>1</td>
<td>1.9</td>
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<tr>
<td>89.7</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>6</td>
<td>7</td>
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<td>45</td>
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<td>15</td>
<td>69</td>
<td>249</td>
<td>170</td>
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<td>104</td>
<td>1</td>
<td>1.1</td>
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<tr>
<td>87.5</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>8</td>
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<td>208</td>
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Youth Services Survey for Youth  
N = 622
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  N = 642

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<th>Agree</th>
<th>Neutral</th>
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<th>Strongly Disagree</th>
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<th>Missing</th>
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<td>1.9 %</td>
<td>5</td>
<td>2.6 %</td>
<td>180</td>
<td>3</td>
<td>108</td>
</tr>
<tr>
<td>92.8 %</td>
<td>2. I helped to choose my child's services</td>
<td>11</td>
<td>1.7 %</td>
<td>16</td>
<td>2.5 %</td>
<td>24</td>
<td>3.7 %</td>
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</tr>
<tr>
<td>92.9 %</td>
<td>3. I helped to choose my child’s treatment goals</td>
<td>9</td>
<td>1.4 %</td>
<td>10</td>
<td>1.6 %</td>
<td>16</td>
<td>2.5 %</td>
<td>219</td>
</tr>
<tr>
<td>93.0 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td>10</td>
<td>1.6 %</td>
<td>6</td>
<td>0.9 %</td>
<td>20</td>
<td>3.1 %</td>
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<tr>
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<td>5. I felt my child had someone to talk to when he/she was troubled</td>
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<td>1.7 %</td>
<td>3</td>
<td>0.5 %</td>
<td>17</td>
<td>2.6 %</td>
<td>194</td>
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<tr>
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<td>6. I participated in my child's treatment</td>
<td>12</td>
<td>1.9 %</td>
<td>6</td>
<td>0.9 %</td>
<td>14</td>
<td>2.2 %</td>
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<td>1.2 %</td>
<td>4</td>
<td>0.6 %</td>
<td>34</td>
<td>5.3 %</td>
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<tr>
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<td>8. The location of services was convenient for us</td>
<td>13</td>
<td>2.0 %</td>
<td>3</td>
<td>2.0 %</td>
<td>21</td>
<td>3.3 %</td>
<td>191</td>
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<tr>
<td>94.1 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>10</td>
<td>1.6 %</td>
<td>3</td>
<td>0.5 %</td>
<td>18</td>
<td>2.8 %</td>
<td>193</td>
</tr>
<tr>
<td>90.6 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>9</td>
<td>1.4 %</td>
<td>7</td>
<td>1.1 %</td>
<td>33</td>
<td>5.1 %</td>
<td>215</td>
</tr>
<tr>
<td>88.5 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>10</td>
<td>1.6 %</td>
<td>11</td>
<td>1.7 %</td>
<td>38</td>
<td>5.9 %</td>
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<td>12. Staff treated me with respect</td>
<td>9</td>
<td>1.4 %</td>
<td>2</td>
<td>0.3 %</td>
<td>4</td>
<td>0.6 %</td>
<td>147</td>
</tr>
<tr>
<td>95.3 %</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>9</td>
<td>1.4 %</td>
<td>2</td>
<td>0.3 %</td>
<td>11</td>
<td>1.7 %</td>
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<tr>
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<td>1.4 %</td>
<td>0</td>
<td>0.0 %</td>
<td>4</td>
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<tr>
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<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>10</td>
<td>1.6 %</td>
<td>4</td>
<td>0.6 %</td>
<td>7</td>
<td>1.1 %</td>
<td>177</td>
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<tr>
<td>77.2 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>7</td>
<td>1.1 %</td>
<td>16</td>
<td>2.5 %</td>
<td>94</td>
<td>14.6 %</td>
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<tr>
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<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>10</td>
<td>1.6 %</td>
<td>12</td>
<td>1.9 %</td>
<td>78</td>
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<tr>
<td>75.7 %</td>
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<td>9</td>
<td>1.4 %</td>
<td>13</td>
<td>2.0 %</td>
<td>100</td>
<td>15.6 %</td>
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<tr>
<td>74.5 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>10</td>
<td>1.6 %</td>
<td>21</td>
<td>3.3 %</td>
<td>97</td>
<td>15.1 %</td>
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<tr>
<td>72.3 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>7</td>
<td>1.1 %</td>
<td>27</td>
<td>4.2 %</td>
<td>107</td>
<td>16.7 %</td>
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<td>71.5 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>13</td>
<td>2.0 %</td>
<td>35</td>
<td>5.4 %</td>
<td>97</td>
<td>15.1 %</td>
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<tr>
<td>76.0 %</td>
<td>22. 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</td>
<td>5</td>
<td>0.8 %</td>
<td>12</td>
<td>1.9 %</td>
<td>104</td>
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<tr>
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<td>23. 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</td>
<td>7</td>
<td>1.1 %</td>
<td>5</td>
<td>0.8 %</td>
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<tr>
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<td>0.9 %</td>
<td>8</td>
<td>1.2 %</td>
<td>21</td>
<td>3.3 %</td>
<td>252</td>
</tr>
<tr>
<td>87.6 %</td>
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<td>7</td>
<td>1.1 %</td>
<td>14</td>
<td>2.2 %</td>
<td>43</td>
<td>6.7 %</td>
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<tr>
<td>92.1 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>7</td>
<td>1.1 %</td>
<td>9</td>
<td>1.4 %</td>
<td>24</td>
<td>3.7 %</td>
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Youth Services Survey - Scale Means and 95% Confidence Intervals

- **Satisfaction**: Mean: 4.30, N = 531
- **Participation**: Mean: 4.11, N = 528
- **Access**: Mean: 4.20, N = 522
- **Culture**: Mean: 4.42, N = 525
- **Outcomes**: Mean: 3.94, N = 527
- **Social**: Mean: 4.20, N = 518

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

- **Satisfaction**: Mean: 4.41, N = 536
- **Participation**: Mean: 4.33, N = 531
- **Access**: Mean: 4.43, N = 532
- **Culture**: Mean: 4.57, N = 534
- **Outcomes**: Mean: 3.97, N = 530
- **Social**: Mean: 4.28, N = 525
## Survey Compliance

### Mental Health Programs Completion by Respondent Type

<table>
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<th>Total</th>
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<td>125</td>
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<tr>
<td></td>
<td>9.8 %</td>
<td>10 %</td>
<td>9.9 %</td>
</tr>
<tr>
<td>Impaired</td>
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<td>12</td>
</tr>
<tr>
<td></td>
<td>0.6 %</td>
<td>1.3 %</td>
<td>0.9 %</td>
</tr>
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<td>Language</td>
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<td>3</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>0.3 %</td>
<td>0.5 %</td>
<td>0.4 %</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
<td>15</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>4.2 %</td>
<td>2.4 %</td>
<td>3.3 %</td>
</tr>
<tr>
<td>No Data</td>
<td>10</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>1.6 %</td>
<td>0.3 %</td>
<td>1 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>536</td>
<td>532</td>
<td>1068</td>
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<tr>
<td></td>
<td>83.5 %</td>
<td>85.5 %</td>
<td>84.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>642</td>
<td>622</td>
<td>1264</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

## Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) mental health programs billed services for 1502 youth clients; surveys were returned for 1073 youth clients (1073/1502 = 71.4).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for mental health programs (blue) for youth and (green) for family. The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall Satisfaction

80.0%

Return Rate

69.2%

Overall satisfaction mean score for A Better Way - SF Therapeutic Visitation: 3.50 (youth), 4.13 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.45 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

13. Staff respected my religious/spiritual beliefs 100.0%
15. Staff were sensitive to my cultural/ethnic background 100.0%
1. Overall, I am satisfied with the service I received 90.0%

**Lowest Agreement Items**

2. I helped to choose my services 66.7%
5. I felt I had someone to talk to when I was troubled 70.0%
9. Services were available at times that were convenient for me 70.0%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>88.9%</td>
<td>1. Overall, I am satisfied with the service my child received</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>33.3%</td>
<td>55.6%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>62.5%</td>
<td>2. I helped to choose my child's services</td>
<td></td>
<td>0.0%</td>
<td>3.0%</td>
<td>0.0%</td>
<td></td>
<td>2.0%</td>
<td>3.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>3. I helped to choose my child's treatment goals</td>
<td></td>
<td>1.0%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>22.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td></td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
<td>2.0%</td>
<td>3.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td></td>
<td>0.0%</td>
<td>1.0%</td>
<td>11.1%</td>
<td></td>
<td>4.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>88.9%</td>
<td>6. I participated in my child's treatment</td>
<td></td>
<td>1.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>88.9%</td>
<td>7. The services my child and/or family received were right for us</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>11.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>8. The location of services was convenient for us</td>
<td></td>
<td>1.1%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>4.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>9. Services were available at times that were convenient for us</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>22.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>88.9%</td>
<td>10. My family I got the help we wanted for my child</td>
<td></td>
<td>1.1%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>77.8%</td>
<td>11. My family got as much help as we needed for my child</td>
<td></td>
<td>1.1%</td>
<td>11.1%</td>
<td>0.0%</td>
<td></td>
<td>5.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>88.9%</td>
<td>12. Staff treated me with respect</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>55.6%</td>
<td>44.4%</td>
</tr>
<tr>
<td>100.0%</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>44.4%</td>
<td>55.6%</td>
</tr>
<tr>
<td>100.0%</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>7.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>55.6%</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>44.4%</td>
<td>22.2%</td>
</tr>
<tr>
<td>77.8%</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td></td>
<td>1.1%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>22.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>50.0%</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>44.4%</td>
<td>33.3%</td>
</tr>
<tr>
<td>62.5%</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>44.4%</td>
<td>33.3%</td>
</tr>
<tr>
<td>37.5%</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>55.6%</td>
<td>33.3%</td>
</tr>
<tr>
<td>22.2%</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td></td>
<td>1.1%</td>
<td>22.2%</td>
<td>44.4%</td>
<td></td>
<td>22.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>37.5%</td>
<td>22. 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</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>55.6%</td>
<td>33.3%</td>
</tr>
<tr>
<td>100.0%</td>
<td>23. 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</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td>33.3%</td>
<td>66.7%</td>
</tr>
<tr>
<td>88.9%</td>
<td>24. 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)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
<td>55.6%</td>
<td>33.3%</td>
</tr>
<tr>
<td>55.6%</td>
<td>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</td>
<td></td>
<td>1.1%</td>
<td>0.0%</td>
<td>3.0%</td>
<td></td>
<td>33.3%</td>
<td>11.1%</td>
</tr>
<tr>
<td>77.8%</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td></td>
<td>0.0%</td>
<td>2.2%</td>
<td>0.0%</td>
<td></td>
<td>33.3%</td>
<td>44.4%</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

![Graph showing scale means and 95% confidence intervals for various scales including Satisfaction, Participation, Access, Culture, Outcomes, and Social.](image)

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
<th>Confidence Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>9</td>
<td>4.04</td>
<td></td>
</tr>
<tr>
<td>Participation</td>
<td>9</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>Access</td>
<td>9</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>Culture</td>
<td>9</td>
<td>4.39</td>
<td></td>
</tr>
<tr>
<td>Outcomes</td>
<td>9</td>
<td>3.51</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td>9</td>
<td>4.14</td>
<td></td>
</tr>
</tbody>
</table>

A Better Way - SF Therapeutic Visitation

Other programs

Mean Score

YSS-F Scales

N 4.04 4.41 4.00 4.34 4.00 4.44 4.39 4.57 3.51 3.98 4.14 4.28
## Survey Compliance

**A Better Way - SF Therapeutic Visitation**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 13 clients; surveys were returned for 9 clients (9/13 = 69.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for A Better Way MHS: No YSS (youth) data for this program, \textbf{5.00} (family).

Overall satisfaction mean score for all other programs: \textbf{4.28} (youth), \textbf{4.44} (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either \textit{Agree} or \textit{Strongly Agree}.

**Highest Agreement Items**
\begin{itemize}
  \item \textbf{100.0}\% 1. Overall, I am satisfied with the service I received
  \item \textbf{100.0}\% 2. I helped to choose my services
  \item \textbf{100.0}\% 3. I helped to choose my treatment goals
\end{itemize}

**Lowest Agreement Items**
\begin{itemize}
  \item \textbf{100.0}\% 1. Overall, I am satisfied with the service I received
  \item \textbf{100.0}\% 2. I helped to choose my services
  \item \textbf{100.0}\% 3. I helped to choose my treatment goals
\end{itemize}

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response \textit{Strongly Disagree} in \textcolor{red}{red} on the left to the most positive \textit{Strongly Agree} in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and or family received, I am satisfied with our family life right now.
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and or family received, my child is doing better in school and or work.
18. As a result of the services my child and or family received, my child gets along better with friends and other people.
17. As a result of the services my child and or family received, my child gets along better with family members.
16. As a result of the services my child and or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
## Youth Services Survey for Families  \( N = 2 \)

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
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</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
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<td>0.0 %</td>
</tr>
<tr>
<td>24. 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)</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
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<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
Not enough Youth data for scale means CI chart

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

A Better Way MHS
Other programs

N  Mean 2 5.00 2 4.40 2 5.00 2 4.33 2 5.00 2 4.43 2 5.00 2 4.57 2 4.83 2 3.96 2 5.00

Satisfaction Participation Access Culture Outcomes Social

YSS-F Scales

Mean Score
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>A Better Way MHS Completion by Respondent Type</th>
<th>Total</th>
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<tbody>
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<tr>
<td>Refused</td>
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<td></td>
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<td>0 %</td>
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<td>Language</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Other</td>
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<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
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<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>2</td>
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<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 5 clients; surveys were returned for 2 clients (2/5 = 40.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
A Better Way Outpatient
Program Code(s): 38GTOP

Overall Satisfaction

100.0%

Return Rate

32.3%

Overall satisfaction mean score for A Better Way Outpatient: 4.64 (youth), 4.56 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 4. The people helping me stuck with me no matter what
100.0% 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

75.0% 6. I participated in my own treatment
83.3% 3. I helped to choose my treatment goals
90.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.

24. As a result of the services I received, I have people that I am comfortable talking with about my problem.

23. As a result of the services I received, I know people who will listen and understand me when I need to talk.

22. As a result of the services I received, I am better able to do things I want to do.

21. As a result of the services I received, I am satisfied with my family life right now.

20. As a result of the services I received, I am better able to cope when things go wrong.

19. As a result of the services I received, I am doing better in school and or work.

18. As a result of the services I received, I get along better with friends and other people.

17. As a result of the services I received, I get along better with family members.

16. As a result of the services I received, I am better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my religious/spiritual beliefs.

12. Staff treated me with respect.

11. I got as much help as I needed.

10. I got the help I wanted.

9. Services were available at times that were convenient for me.

8. The location of services was convenient for me.

7. The services I received were right for me.


5. I felt I had someone to talk to when I was troubled.

4. The people helping me stuck with me no matter what.

3. I helped to choose my treatment goals.

2. I helped to choose my services.

1. Overall, I am satisfied with the service I received.
Youth Services Survey for Youth  

N = 4

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>2 %</td>
<td>0 %</td>
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</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0 %</td>
<td>0 %</td>
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<td>50.0 %</td>
<td>50.0 %</td>
<td>0 %</td>
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<tr>
<td>12. Staff treated me with respect</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
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<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>0 %</td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
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<td>0 %</td>
<td>0 %</td>
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</tr>
<tr>
<td>17. As a result of the services I received, I get along better with</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>family members</td>
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<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>18. As a result of the services I received, I get along better with</td>
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<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>friends and other people</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
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<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
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<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
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<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
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8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child’s treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<td>3.75 %</td>
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<td>1.25 %</td>
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<tr>
<td>3. I helped to choose my child's treatment goals</td>
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<td>1.25 %</td>
<td>0.0 %</td>
<td>4.00 %</td>
<td>3.00 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>2.50 %</td>
<td>7.50 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.50 %</td>
<td>7.50 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>1.25 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>12.5 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>6.25 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.50 %</td>
<td>7.50 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.50 %</td>
<td>7.50 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.00 %</td>
<td>3.00 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.00 %</td>
<td>2.00 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>1.25 %</td>
<td>25.0 %</td>
<td>37.5 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.50 %</td>
<td>5.00 %</td>
<td>1.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.00 %</td>
<td>3.00 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>12.5 %</td>
<td>75.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.75 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
</tbody>
</table>
## Survey Compliance
### A Better Way Outpatient Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>80 %</td>
<td>40 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>80.0 %</strong></td>
<td><strong>40.0 %</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 31 clients; surveys were returned for 10 clients (10/31 = 32.3%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for AARS Project ADAPT Mental Health: \textbf{4.35}.

Overall satisfaction mean score for all other programs: \textbf{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

**Highest Agreement Items**
- 100.0\% 13. I was given information about my rights
- 97.2\% 1. I like the services that I received here
- 97.2\% 11. I felt comfortable asking questions about my treatment and medication

**Lowest Agreement Items**
- 80.6\% 9. I was able to see a psychiatrist when I wanted to
- 85.7\% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 86.1\% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{red} on the left to the most positive Strongly Agree in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc.)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in social situations

26. As a direct result of the services I received: I do better in school and/or work

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle things when they go wrong

32. As a direct result of the services I received: I am better able to do things that I want to do

33. As a direct result of the services I received: I am happy with the friendships I have

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.2% 1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>16</td>
<td>19</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>86.1% 2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>15</td>
<td>16</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.9% 3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>16</td>
<td>16</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>86.1% 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>15</td>
<td>16</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>91.4% 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>16</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>90.9% 6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>17</td>
<td>13</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>91.7% 7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>17</td>
<td>16</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.9% 8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>22</td>
<td>10</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>80.6% 9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>14</td>
<td>15</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>91.7% 10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>18</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>97.2% 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>19</td>
<td>16</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>97.2% 12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>15</td>
<td>20</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>100.0% 13. I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>14</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>97.1% 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>18</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td>94.1% 15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>20</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>94.4% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>17</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>94.3% 17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>19</td>
<td>14</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>85.7% 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>15</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>91.4% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>16</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>97.1% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>19</td>
<td>14</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>91.4% 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>20</td>
<td>12</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>82.9% 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>17</td>
<td>12</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>80.6% 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>19</td>
<td>10</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>76.5% 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>19</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>80.6% 25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>18</td>
<td>11</td>
<td>0</td>
<td>2</td>
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<td>Items</td>
<td>Description</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>N/A</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>-------------------</td>
<td>---------</td>
<td>---------</td>
<td>-------</td>
<td>----------------</td>
<td>-----</td>
</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>13</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>2.6</td>
<td>5.3</td>
<td>10.5</td>
<td>34.2</td>
<td>23.7</td>
<td>13.2</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2.6</td>
<td>2.6</td>
<td>18.4</td>
<td>36.8</td>
<td>28.9</td>
<td>2.6</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>2.6</td>
<td>2.6</td>
<td>23.7</td>
<td>36.8</td>
<td>28.9</td>
<td>0.0</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0</td>
<td>2.6</td>
<td>15.8</td>
<td>47.4</td>
<td>28.9</td>
<td>0.0</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0</td>
<td>2.6</td>
<td>21.1</td>
<td>42.1</td>
<td>28.9</td>
<td>0.0</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0</td>
<td>2.6</td>
<td>21.1</td>
<td>36.8</td>
<td>31.6</td>
<td>0.0</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0</td>
<td>7.9</td>
<td>21.1</td>
<td>39.5</td>
<td>26.3</td>
<td>0.0</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0</td>
<td>10.5</td>
<td>13.2</td>
<td>44.7</td>
<td>26.3</td>
<td>0.0</td>
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<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>5.3</td>
<td>13.2</td>
<td>18.4</td>
<td>31.6</td>
<td>26.3</td>
<td>0.0</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>2.6</td>
<td>5.3</td>
<td>10.5</td>
<td>50.0</td>
<td>26.3</td>
<td>0.0</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>94.7 %</td>
<td>0 %</td>
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<tr>
<td><strong>Total</strong></td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 4 clients; surveys were returned for 38 clients (38/4 = 950.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for AARS Project ADAPT SA: **3.79**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. \(N = 1\)
Not enough MHSIP survey data to create a table. $N = 1$
Not enough data for Likert chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<td>0</td>
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<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
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<tr>
<td>Total</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 17 clients; surveys were returned for 1 clients (1/17 = 5.9%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

AARS Project Reconnect MH
Program Code(s): 38JCP

Overall Satisfaction
93.3%

Return Rate
122.2%

Overall satisfaction mean score for AARS Project Reconnect MH: 4.17 (youth), 4.58 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 3. I helped to choose my treatment goals
100.0% 4. The people helping me stuck with me no matter what
100.0% 12. Staff treated me with respect

Lowest Agreement Items
73.3% 9. Services were available at times that were convenient for me
80.0% 2. I helped to choose my services
85.7% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things

Youth Services Survey for Youth

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- N/A
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0%</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>70.0%</td>
<td>2. I helped to choose my services</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>0</td>
<td>10.0%</td>
<td>60.0%</td>
<td>30.0%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20.0%</td>
<td>60.0%</td>
<td>20.0%</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>7. The services I received were right for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20.0%</td>
<td>40.0%</td>
<td>40.0%</td>
<td>0</td>
</tr>
<tr>
<td>70.0%</td>
<td>8. The location of services was convenient for me</td>
<td>0</td>
<td>0</td>
<td>20.0%</td>
<td>10.0%</td>
<td>50.0%</td>
<td>20.0%</td>
<td>0</td>
</tr>
<tr>
<td>60.0%</td>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>10.0%</td>
<td>30.0%</td>
<td>50.0%</td>
<td>10.0%</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>10. I got the help I wanted</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>11. I got as much help as I needed</td>
<td>1</td>
<td>1</td>
<td>10.0%</td>
<td>10.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>90.0%</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10.0%</td>
<td>5</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>77.8%</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>90.0%</td>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>80.0%</td>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>70.0%</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>90.0%</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>100.0%</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received
2. I helped to choose my child’s services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child’s treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family I got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family’s religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  
**N = 5**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>60.0%</td>
<td>40.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>1.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>1.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>1.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family’s religious/spiritual beliefs</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. 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)</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>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</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
## Survey Compliance
### AARS Project Reconnect MH Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>5</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 9 clients; surveys were returned for 11 clients (11/9 = 122.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for African American Alternatives Program: 4.34.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- 87.5% 6. Staff returned my calls within 24 hours
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
<td>8 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>6 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6 %</td>
<td>1 %</td>
<td>5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10 %</td>
<td>3 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9 %</td>
<td>4 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
<td>10 %</td>
<td>2 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
<td>Percent Agree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>---------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>90.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>92.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>100.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### MHSIP - Scale Means and 95% Confidence Intervals

**African American Alternatives Program**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.41 - 4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>4.35 - 4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.35 - 4.40</td>
</tr>
<tr>
<td>Quality</td>
<td>4.34 - 4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.19 - 4.24</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.19 - 4.08</td>
</tr>
<tr>
<td>Social</td>
<td>4.35 - 4.05</td>
</tr>
</tbody>
</table>

*Note: The table above represents the mean scores for each MHSIP scale with 95% confidence intervals.*
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 10 clients; surveys were returned for 13 clients (13/10 = 130.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

AFS Outpatient Services

Youth program codes (RUs): 38GSOP
Adult program codes (RUs): 38GSOP

Overall Satisfaction¹
93.8%

Return Rate²
Unknown, no Avatar billing

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 0
People surveyed: 26 (25 youth and 1 adults)

Adult satisfaction mean score: 4.53
Youth satisfaction mean score: 4.26
Family satisfaction mean score: 4.19
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 26 clients.

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

AFS Outpatient Services
Program Code(s): 38GSOP

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for AFS Outpatient Services: **4.53**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1
Not enough data for Likert chart
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 1 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**AFS Outpatient Services**
Program Code(s): 38GSOP

Overall Satisfaction
93.3%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for AFS Outpatient Services: 4.26 (youth), 4.19 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
100.0% 9. Services were available at times that were convenient for me
100.0% 11. I got as much help as I needed
100.0% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**
69.2% 2. I helped to choose my services
84.6% 4. The people helping me stuck with me no matter what
85.7% 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
22. As a result of the services I received, I am better able to do things I want to do
21. As a result of the services I received, I am satisfied with my family life right now
20. As a result of the services I received, I am better able to cope when things go wrong
19. As a result of the services I received, I am doing better in school and or work
18. As a result of the services I received, I get along better with friends and other people
17. As a result of the services I received, I get along better with family members
16. As a result of the services I received, I am better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my religious/spiritual beliefs
12. Staff treated me with respect
11. I got as much help as I needed
10. I got the help I wanted
9. Services were available at times that were convenient for me
8. The location of services was convenient for me
7. The services I received were right for me
6. I participated in my own treatment
5. I felt I had someone to talk to when I was troubled
4. The people helping me stuck with me no matter what
3. I helped to choose my treatment goals
2. I helped to choose my services
1. Overall, I am satisfied with the service I received
## Youth Services Survey for Youth  
N = 13

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>30.8 %</td>
<td>38.5 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>7.7 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>7.7 %</td>
<td>38.5 %</td>
<td>0.7%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>3.0 %</td>
<td>0.7%</td>
<td>4.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>4.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>38.5 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>38.5 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>23.1 %</td>
<td>38.5 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>23.1 %</td>
<td>38.5 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>23.1 %</td>
<td>38.5 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>23.1 %</td>
<td>38.5 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.7 %</td>
<td>30.8 %</td>
<td>30.8 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>30.8 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>30.8 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.4 %</td>
<td>38.5 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>38.5 %</td>
<td>30.8 %</td>
<td>23.1 %</td>
<td>0.0%</td>
<td>38.5 %</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family’s religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  N = 17

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>83.3 %</td>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>80.0 %</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>83.3 %</td>
<td>6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>83.3 %</td>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>13. Staff respected my family’s religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>60.0 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>80.0 %</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>80.0 %</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>80.0 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>80.0 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>75.0 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>100.0 %</td>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>85.7 %</td>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>71.4 %</td>
<td>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</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>83.3 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>10</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

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

**AFS Outpatient Services Completion by**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th><strong>Respondent Type</strong></th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>52.9 %</td>
<td>30.8 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5.9 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>35.3 %</td>
<td>69.2 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 25 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

AFS Therapeutic Visitation

Youth program codes (RUs): 38GS01
Adult program codes (RUs): 38GS01

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 0
People surveyed: 14 (12 youth and 2 adults)

Adult satisfaction mean score: 4.66
Youth satisfaction mean score: 4.19
Family satisfaction mean score: 4.13

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 14 clients.

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

AFS Therapeutic Visitation
Program Code(s): 38GS01

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for AFS Therapeutic Visitation: **4.66**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 2

Not enough MHSIP survey data to create a table. N = 2
Not enough data for Likert chart
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 2 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**AFS Therapeutic Visitation**
Program Code(s): 38GS01

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for AFS Therapeutic Visitation: 4.19 (youth), 4.13 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

1. Overall, I am satisfied with the service I received 100.0%
2. I participated in my own treatment 100.0%
3. Staff treated me with respect 100.0%

**Lowest Agreement Items**

4. The people helping me stuck with me no matter what 60.0%
5. The services I received were right for me 60.0%
6. I got as much help as I needed 60.0%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
### Youth Services Survey for Youth  
**N = 4**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
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
24. 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)
23. 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
22. 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
21. As a result of the services my child and or family received, I am satisfied with our family life right now
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
19. As a result of the services my child and or family received, my child is doing better in school and or work
18. As a result of the services my child and or family received, my child gets along better with friends and other people
17. As a result of the services my child and or family received, my child gets along better with family members
16. As a result of the services my child and or family received, my child is better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my family’s religious/spiritual beliefs
12. Staff treated me with respect
11. My family got as much help as we needed for my child
10. My family got the help we wanted for my child
9. Services were available at times that were convenient for us
8. The location of services was convenient for us
7. The services my child and/or family received were right for us
6. I participated in my child's treatment
5. I felt my child had someone to talk to when he/she was troubled
4. The people helping my child stuck with us no matter what
3. I helped to choose my child’s treatment goals
2. I helped to choose my child’s services
1. Overall, I am satisfied with the service my child received

Youth Services Survey for Families
### Youth Services Survey for Families  \( \text{N = 11} \)

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>72.7 %</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>8 %</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>9 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>8 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>8 %</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>8 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>100.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>1</td>
<td>9.1</td>
<td>0.0</td>
<td>9.1</td>
<td>0</td>
<td>100.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>100.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family’s religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>100.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>child is better at handling daily life</td>
<td>0</td>
<td>2</td>
<td>9.1</td>
<td>0.0</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>child gets along better with family members</td>
<td>0</td>
<td>1</td>
<td>9.1</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>100.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>18.2</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0.0</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>18.2 %</td>
</tr>
<tr>
<td>child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>18.2 %</td>
</tr>
<tr>
<td>satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services my child and or family received, my</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>child is better able to do things he or she wants to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services my child and or family received, I know</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services my child and or family received, I</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>have people that I am comfortable talking with about my child’s problem(s)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services my child and or family received, in a</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9.1</td>
<td>9.1</td>
<td>0</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>AFS Therapeutic Visitation SF</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.00 (4.30)</td>
<td>4.00 (4.11)</td>
</tr>
<tr>
<td>Participation</td>
<td>4.00 (4.21)</td>
<td>4.75 (4.42)</td>
</tr>
<tr>
<td>Access</td>
<td>4.26 (4.42)</td>
<td>4.20 (4.20)</td>
</tr>
<tr>
<td>Culture</td>
<td>4.30 (4.11)</td>
<td>4.33 (4.43)</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.11 (4.21)</td>
<td>4.33 (4.43)</td>
</tr>
<tr>
<td>Social</td>
<td>4.21 (4.42)</td>
<td>3.94 (4.20)</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Scale</th>
<th>AFS Therapeutic Visitation SF</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>3.89 (4.41)</td>
<td>4.50 (4.33)</td>
</tr>
<tr>
<td>Participation</td>
<td>3.50 (4.33)</td>
<td>4.03 (4.43)</td>
</tr>
<tr>
<td>Access</td>
<td>3.00 (4.33)</td>
<td>4.43 (4.57)</td>
</tr>
<tr>
<td>Culture</td>
<td>3.35 (3.97)</td>
<td>3.35 (3.97)</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.35 (4.17)</td>
<td>3.53 (4.28)</td>
</tr>
<tr>
<td>Social</td>
<td>4.17 (4.28)</td>
<td>4.28 (4.28)</td>
</tr>
</tbody>
</table>
## Survey Compliance

### AFS Therapeutic Visitation Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>5</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>45.5 %</td>
<td>50 %</td>
<td>46.6 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>27.3 %</td>
<td>0 %</td>
<td>20 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>3</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>27.3 %</td>
<td>50 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>11</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 12 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
AIIM Higher
Program Code(s): 38CQAH

Overall Satisfaction

100.0%

Return Rate

22.2%

Overall satisfaction mean score for AIIM Higher: 3.99 (youth), 4.00 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 4. The people helping me stuck with me no matter what
100.0% 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

66.7% 2. I helped to choose my services
66.7% 3. I helped to choose my treatment goals
66.7% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and work</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>200.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>200.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family data for scale means CI chart.
## Survey Compliance

### AIIM Higher Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Other</td>
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<tr>
<td>No Data</td>
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<tr>
<td>Completed Survey</td>
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</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
<td>100 %</td>
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</tbody>
</table>

### Total

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 9 clients; surveys were returned for 2 clients (2/9 = 22.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction$^3$ mean score for BAART Turk Private Pay: **4.18**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- **93.3%** 10. Staff here believe that I can grow, change and recover
- **93.1%** 1. I like the services that I received here
- **89.3%** 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- **63.3%** 15. Staff told me what side effects to watch out for
- **68.0%** 6. Staff returned my calls within 24 hours
- **73.3%** 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in school and / or work
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do think that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.1 % 1. I like the services that I received here</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>93.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.3 % 3. I would recommend this agency to a friend or family member</td>
<td>1.8 %</td>
</tr>
<tr>
<td>89.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.2 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
</tr>
<tr>
<td>68.0 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.8 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 8. I was able to get all the services I thought I needed</td>
<td>1.8 %</td>
</tr>
<tr>
<td>83.3 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.3 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.9 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>1.8 %</td>
</tr>
<tr>
<td>79.3 % 12. I felt free to complain</td>
<td>2.0 %</td>
</tr>
<tr>
<td>83.3 % 13. I was given information about my rights</td>
<td>1.8 %</td>
</tr>
<tr>
<td>85.7 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
</tr>
<tr>
<td>63.3 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>1.8 %</td>
</tr>
<tr>
<td>75.0 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
</tr>
<tr>
<td>79.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>1.8 %</td>
</tr>
<tr>
<td>73.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1.8 %</td>
</tr>
<tr>
<td>82.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1.8 %</td>
</tr>
<tr>
<td>67.9 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1.8 %</td>
</tr>
<tr>
<td>82.8 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
</tr>
<tr>
<td>74.1 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
</tr>
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</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>5</td>
<td>7</td>
<td>28</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>7</td>
<td>12</td>
<td>0</td>
<td>29</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2</td>
<td>7</td>
<td>4</td>
<td>9</td>
<td>7</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>14</td>
<td>7</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>15</td>
<td>8</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>16</td>
<td>7</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>14</td>
<td>6</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>9</td>
<td>10</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>10</td>
<td>7</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>11</td>
<td>8</td>
<td>1</td>
<td>26</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>8</td>
<td>1</td>
<td>27</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

- **BAART Turk Private Pay**
- **Other programs**
  - Mean: 4.28 4.46 3.95 4.39 3.95 4.41 4.17 4.44 3.88 4.24 3.89 4.09 3.80 4.05
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11.3%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>13.2%</td>
<td>50%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>13.2%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>4</td>
<td>0</td>
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<tr>
<td></td>
<td>7.5%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>29</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>54.7%</td>
<td>50%</td>
</tr>
<tr>
<td>Total</td>
<td>53</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 55 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for BP Acceptance Place: **4.32**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- Not enough data for highest satisfaction chart

**Lowest Agreement Items**

- Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

- Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 1
Not enough MHSIP survey data to create a table. N = 1
Not enough data for Likert chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>1</td>
<td>0</td>
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<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 10 clients; surveys were returned for 1 clients (1/10 = 10.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
BP Assisted Independent Living
Program Code(s): 8908OP

Overall Satisfaction
87.7%

Return Rate
133.3%

Overall satisfaction mean score for BP Assisted Independent Living: 4.30.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
93.0%  1. I like the services that I received here
91.1%  10. Staff here believe that I can grow, change and recover
89.3%  5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
74.4%  15. Staff told me what side effects to watch out for
80.7%  2. If I had other choices, I would still get services from this agency
81.0%  9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
37. I was encouraged to participate in activities
38. I received information about my illness
39. I was given information about my treatment
40. I received education about my illness
41. Staff showed interest in my life outside of this service
42. Staff respected my personal and cultural background (race, religion, language, etc.)
43. Staff respected my personal preferences
44. Staff respected my beliefs
45. Staff respected my choices about my treatment
46. Staff respected my family's preferences
47. Staff respected my cultural background
48. Staff respected my wishes about who is, and who is not to be given information about my treatment
49. Staff respected my treatment goals
50. I was encouraged to be independent
51. I met other people with similar problems
52. I was encouraged to be more assertive
53. I was encouraged to be more assertive
54. I was encouraged to take responsibility for my actions
55. I was encouraged to make decisions
56. I was encouraged to be more responsible
57. I was encouraged to be more independent
58. I was encouraged to be more responsible
59. I was encouraged to be more independent
60. I was encouraged to be more responsible
61. I was encouraged to be more independent
62. I was encouraged to be more responsible
63. I was encouraged to be more independent
64. I was encouraged to be more responsible
65. I was encouraged to be more independent
66. I was encouraged to be more responsible
67. I was encouraged to be more independent
68. I was encouraged to be more responsible
69. I was encouraged to be more independent
70. I was encouraged to be more responsible
71. I was encouraged to be more independent
72. I was encouraged to be more responsible
73. I was encouraged to be more independent
74. I was encouraged to be more responsible
75. I was encouraged to be more independent
76. I was encouraged to be more responsible
77. I was encouraged to be more independent
78. I was encouraged to be more responsible
79. I was encouraged to be more independent
80. I was encouraged to be more responsible
81. I was encouraged to be more independent
82. I was encouraged to be more responsible
83. I was encouraged to be more independent
84. I was encouraged to be more responsible
85. I was encouraged to be more independent
86. I was encouraged to be more responsible
87. I was encouraged to be more independent
88. I was encouraged to be more responsible
89. I was encouraged to be more independent
90. I was encouraged to be more responsible
91. I was encouraged to be more independent
92. I was encouraged to be more responsible
93. I was encouraged to be more independent
94. I was encouraged to be more responsible
95. I was encouraged to be more independent
96. I was encouraged to be more responsible
97. I was encouraged to be more independent
98. I was encouraged to be more responsible
99. I was encouraged to be more independent
100. I was encouraged to be more responsible

MHSIP Items
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>25</td>
<td>28</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>1</td>
<td>0</td>
<td>10</td>
<td>23</td>
<td>23</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>25</td>
<td>24</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>44</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>19</td>
<td>31</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>20</td>
<td>26</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>22</td>
<td>27</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>4</td>
<td>5</td>
<td>23</td>
<td>24</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>10</td>
<td>24</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>20</td>
<td>31</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>20</td>
<td>27</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>16</td>
<td>31</td>
<td>0</td>
<td>12</td>
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<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>20</td>
<td>29</td>
<td>0</td>
<td>12</td>
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<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>20</td>
<td>29</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>16</td>
<td>16</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>17</td>
<td>29</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>22</td>
<td>27</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>18</td>
<td>26</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>26</td>
<td>38</td>
<td>12</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>22</td>
<td>26</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>1</td>
<td>17</td>
<td>30</td>
<td>1</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>19</td>
<td>28</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>29</td>
<td>20</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>2</td>
<td>16</td>
<td>17</td>
<td>20</td>
<td>2</td>
<td>10</td>
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<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>2</td>
<td>9</td>
<td>26</td>
<td>18</td>
<td>2</td>
<td>11</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>1.5 %</td>
<td>10.3 %</td>
<td>36.8 %</td>
<td>22.1 %</td>
<td>13.2 %</td>
<td>16.2 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>1.5 %</td>
<td>1.5 %</td>
<td>11.8 %</td>
<td>29.4 %</td>
<td>33.8 %</td>
<td>5.9 %</td>
<td>16.2 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>2.9 %</td>
<td>22.1 %</td>
<td>25.0 %</td>
<td>33.8 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0 %</td>
<td>4.4 %</td>
<td>14.7 %</td>
<td>33.8 %</td>
<td>30.9 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>2.9 %</td>
<td>8.8 %</td>
<td>35.3 %</td>
<td>35.3 %</td>
<td>1.5 %</td>
<td>16.2 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>1.5 %</td>
<td>2.9 %</td>
<td>7.3 %</td>
<td>38.2 %</td>
<td>33.8 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1.5 %</td>
<td>2.9 %</td>
<td>14.7 %</td>
<td>32.4 %</td>
<td>32.4 %</td>
<td>0.0 %</td>
<td>16.2 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1.5 %</td>
<td>4.4 %</td>
<td>17.6 %</td>
<td>29.4 %</td>
<td>30.9 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2.9 %</td>
<td>4.4 %</td>
<td>8.8 %</td>
<td>38.2 %</td>
<td>27.9 %</td>
<td>1.5 %</td>
<td>16.2 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>1.5 %</td>
<td>5.9 %</td>
<td>14.7 %</td>
<td>39.7 %</td>
<td>22.1 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>2.9 %</td>
<td>4.4 %</td>
<td>5.9 %</td>
<td>39.7 %</td>
<td>30.9 %</td>
<td>1.5 %</td>
<td>14.7 %</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

BP Assisted Independent Living
Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>4.28</td>
</tr>
<tr>
<td>Participation</td>
<td>4.33</td>
</tr>
<tr>
<td>Access</td>
<td>4.33</td>
</tr>
<tr>
<td>Quality</td>
<td>4.28</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.14</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.14</td>
</tr>
<tr>
<td>Social</td>
<td>3.99</td>
</tr>
</tbody>
</table>

N
Mean
2008 4.28 4.46
1962 4.33 4.38
1989 4.33 4.40
1986 4.28 4.44
1958 4.14 4.23
1896 4.14 4.08
1879 3.99 4.05
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>13.3 %</td>
<td>25 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>1.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
<td>51</td>
<td>6</td>
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<tr>
<td></td>
<td>85 %</td>
<td>75 %</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 51 clients; surveys were returned for 68 clients (68/51 = 133.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
BP Baker Street House
Program Code(s): 38391

Overall Satisfaction
90.0%

Return Rate
107.7%

Overall satisfaction mean score for BP Baker Street House: 4.50.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
1. I like the services that I received here 100.0%
2. If I had other choices, I would still get services from this agency 100.0%
5. Staff were willing to see me as often as I felt it was necessary 100.0%

Lowest Agreement Items
15. Staff told me what side effects to watch out for 57.1%
18. Staff were sensitive to my cultural background (race, religion, language, etc) 66.7%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc) 66.7%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0%</td>
<td>1. I like the services that I received here</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>57.1%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>100.0%</td>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.6%</td>
<td>42.9%</td>
<td>7.1%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>57.1%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>100.0%</td>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>57.1%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>85.7%</td>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>7.1%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>7. Services were available at times that were good for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>35.7%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>100.0%</td>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>100.0%</td>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>50.0%</td>
<td>7.1%</td>
<td>28.6%</td>
</tr>
<tr>
<td>80.0%</td>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>35.7%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>100.0%</td>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>57.1%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>77.8%</td>
<td>12. I felt free to complain</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>7.1%</td>
</tr>
<tr>
<td>90.0%</td>
<td>13. I was given information about my rights</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>57.1%</td>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>70.0%</td>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>66.7%</td>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>90.0%</td>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>66.7%</td>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>77.8%</td>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>70.0%</td>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>80.0%</td>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>66.7%</td>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>60.0%</td>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>42.9%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>A direct result of the services I received: I do better in school and/or work</td>
<td>57.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.9%</td>
<td>2.4%</td>
<td>14.3%</td>
<td>14.3%</td>
<td>21.4%</td>
</tr>
<tr>
<td>27.</td>
<td>A direct result of the services I received: My housing situation has improved</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.7%</td>
<td>3.7%</td>
<td>3.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>28.</td>
<td>A direct result of the services I received: My symptoms are not bothering me as much</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.7%</td>
<td>3.7%</td>
<td>3.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>29.</td>
<td>A direct result of the services I received: I do things that are more meaningful to me</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.4%</td>
<td>14.3%</td>
<td>21.4%</td>
<td>21.4%</td>
<td>28.6%</td>
</tr>
<tr>
<td>30.</td>
<td>A direct result of the services I received: I am better able to take care of my needs</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>28.6%</td>
<td>28.6%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>31.</td>
<td>A direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>28.6%</td>
<td>21.4%</td>
<td>21.4%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>32.</td>
<td>A direct result of the services I received: I am better able to do things that I want to do</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>28.6%</td>
<td>21.4%</td>
<td>21.4%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>33.</td>
<td>A direct result of the services I received: I am happy with the friendships I have</td>
<td>90.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>28.6%</td>
<td>28.6%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>34.</td>
<td>A direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>90.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>21.4%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>35.</td>
<td>A direct result of the services I received: I feel I belong in my community</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>28.6%</td>
<td>28.6%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>36.</td>
<td>A direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.1%</td>
<td>14.3%</td>
<td>21.4%</td>
<td>21.4%</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>95% Confidence Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.73</td>
<td>[4.29, 5.17]</td>
</tr>
<tr>
<td>Participation</td>
<td>4.45</td>
<td>[4.00, 4.90]</td>
</tr>
<tr>
<td>Access</td>
<td>4.45</td>
<td>[4.00, 4.90]</td>
</tr>
<tr>
<td>Quality</td>
<td>4.38</td>
<td>[4.00, 4.76]</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.96</td>
<td>[3.52, 4.40]</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.95</td>
<td>[3.50, 4.40]</td>
</tr>
<tr>
<td>Social</td>
<td>3.90</td>
<td>[3.45, 4.35]</td>
</tr>
</tbody>
</table>

**BP Baker Street House**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>95% Confidence Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.46</td>
<td>[4.00, 4.92]</td>
</tr>
<tr>
<td>Participation</td>
<td>4.38</td>
<td>[4.00, 4.76]</td>
</tr>
<tr>
<td>Access</td>
<td>4.40</td>
<td>[4.00, 4.80]</td>
</tr>
<tr>
<td>Quality</td>
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<td>[4.00, 4.88]</td>
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<tr>
<td>Outcomes</td>
<td>4.08</td>
<td>[3.54, 4.62]</td>
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<tr>
<td>Functioning</td>
<td>4.05</td>
<td>[3.50, 4.60]</td>
</tr>
<tr>
<td>Social</td>
<td>4.05</td>
<td>[3.50, 4.60]</td>
</tr>
</tbody>
</table>

**Other programs**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>95% Confidence Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.24</td>
<td>[3.79, 4.69]</td>
</tr>
<tr>
<td>Participation</td>
<td>4.40</td>
<td>[3.95, 4.85]</td>
</tr>
<tr>
<td>Access</td>
<td>3.96</td>
<td>[3.52, 4.40]</td>
</tr>
<tr>
<td>Quality</td>
<td>3.94</td>
<td>[3.50, 4.38]</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.95</td>
<td>[3.50, 4.40]</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.90</td>
<td>[3.45, 4.35]</td>
</tr>
<tr>
<td>Social</td>
<td>3.90</td>
<td>[3.45, 4.35]</td>
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### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
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<tr>
<td>Refused</td>
<td>3</td>
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<tr>
<td></td>
<td>23.1 %</td>
<td>0 %</td>
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<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
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<tr>
<td></td>
<td>7.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
<td>9</td>
<td>1</td>
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<tr>
<td></td>
<td>69.2 %</td>
<td>100 %</td>
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<tr>
<td>Total</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 13 clients; surveys were returned for 14 clients (14/13 = 107.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
BP Grove Street House
Program Code(s): 89781

Overall Satisfaction

83.3%

Return Rate

80.0%

Overall satisfaction mean score for BP Grove Street House: **4.49**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. I like the services that I received here
100.0% 3. I would recommend this agency to a friend or family member
100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

66.7% 9. I was able to see a psychiatrist when I wanted to
66.7% 15. Staff told me what side effects to watch out for
80.0% 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
**MHSIP Items 1-25**

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>0.0%</td>
<td>25.0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>12.5 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>1.3</td>
<td>37.5 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>62.5 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
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</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>I do better in school and/or work</td>
<td>0.0% 12.5% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>27</td>
<td>My housing situation has improved</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>28</td>
<td>My symptoms are not bothering me as much</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>29</td>
<td>I do things that are more meaningful to me</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>30</td>
<td>I am better able to take care of my needs</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>31</td>
<td>I am better able to handle things when they go wrong</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>32</td>
<td>I am better able to do things that I want to do</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>33</td>
<td>I am happy with the friendships I have</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>34</td>
<td>I have people with whom I can do enjoyable things</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>35</td>
<td>I feel I belong in my community</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
<tr>
<td>36</td>
<td>In a crisis, I would have the support I need from family or friends</td>
<td>12.5% 0.0% 25.0%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
<td>0.0% 25.0% 12.5%</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>12.5%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
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<tr>
<td></td>
<td>12.5%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>75%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 10 clients; surveys were returned for 8 clients (8/10 = 80.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

BP Jo Ruffin Place
Program Code(s): 89911

Overall Satisfaction
100.0%

Return Rate
85.7%

Overall satisfaction mean score for BP Jo Ruffin Place: 4.20.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0%  5. Staff were willing to see me as often as I felt it was necessary
100.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
93.3%  13. I was given information about my rights

Lowest Agreement Items
60.0%  15. Staff told me what side effects to watch out for
66.7%  20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
69.2%  18. Staff were sensitive to my cultural background (race, religion, language, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>86.7 %</strong> 1. I like the services that I received here</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>86.7 %</strong> 3. I would recommend this agency to a friend or family member</td>
<td>6.7 %</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>86.7 %</strong> 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>91.7 %</strong> 6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>92.9 %</strong> 7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>7</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>80.0 %</strong> 8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>86.7 %</strong> 9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>86.7 %</strong> 10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>73.3 %</strong> 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>0</td>
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<tr>
<td><strong>86.7 %</strong> 12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>7</td>
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<td>0</td>
</tr>
<tr>
<td><strong>93.3 %</strong> 13. I was given information about my rights</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>80.0 %</strong> 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>0</td>
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<tr>
<td><strong>60.0 %</strong> 15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>73.3 %</strong> 17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>69.2 %</strong> 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>92.3 %</strong> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>6</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>66.7 %</strong> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>6</td>
<td>4</td>
<td>0</td>
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</tr>
<tr>
<td><strong>72.7 %</strong> 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td><strong>77.8 %</strong> 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td><strong>80.0 %</strong> 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>5</td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>76.9 %</strong> 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>0</td>
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<tr>
<td><strong>50.0 %</strong> 25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>6</td>
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### MHSIP Items 26-36
### Percent Agree

<table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>2</td>
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<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>12</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>2</td>
<td>0</td>
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</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>4</td>
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<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>10</td>
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<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>4</td>
<td>0</td>
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<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>12</td>
<td>1</td>
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<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>9</td>
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<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>12</td>
<td>1</td>
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### MHSIP - Scale Means and 95% Confidence Intervals

<table>
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<th>Scale</th>
<th>Mean Score</th>
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<tr>
<td>Satisfaction</td>
<td>4.13 4.46</td>
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<tr>
<td>Participation</td>
<td>4.10 4.38</td>
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<tr>
<td>Access</td>
<td>4.10 4.40</td>
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<tr>
<td>Quality</td>
<td>4.20 4.44</td>
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<tr>
<td>Outcomes</td>
<td>3.58 4.24</td>
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<tr>
<td>Functioning</td>
<td>3.90 4.08</td>
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<tr>
<td>Social</td>
<td>3.88 4.05</td>
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- **BP Jo Ruffin Place**: N = 15, Mean 4.13 4.46
- **Other programs**: N = 15, Mean 4.10 4.38
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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<tr>
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<td>Adult</td>
<td>Older Adult</td>
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<tr>
<td>Refused</td>
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<tr>
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<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 14 clients; surveys were returned for 12 clients (12/14 = 85.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

**BP Odyssey House**
Program Code(s): 3840OP

- **Overall Satisfaction**
  - 80.0%

- **Return Rate**
  - 100.0%

Overall satisfaction mean score for BP Odyssey House: **4.34**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- 90.0%  1. I like the services that I received here
- 90.0%  2. If I had other choices, I would still get services from this agency
- 90.0%  5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
- 70.0%  10. Staff here believe that I can grow, change and recover
- 70.0%  12. I felt free to complain
- 70.0%  15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in *red* on the left to the most positive Strongly Agree in *green* on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>90.0 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>60.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>70.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>10.0 %</td>
<td>70.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>70.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>90.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>70.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>88.9 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>50.0 %</td>
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<tr>
<td>90.0 % 7. Services were available at times that were good for me</td>
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<tr>
<td>90.0 % 8. I was able to get all the services I thought I needed</td>
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<td>0.0 %</td>
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<td>80.0 % 9. I was able to see a psychiatrist when I wanted to</td>
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<td>10.0 %</td>
<td>70.0 %</td>
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<td>0.0 %</td>
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<tr>
<td>10.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>10.0 %</td>
<td>60.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>80.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
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<td>0.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
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<tr>
<td>70.0 % 12. I felt free to complain</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>50.0 %</td>
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</tr>
<tr>
<td>90.0 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>60.0 %</td>
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<tr>
<td>80.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>0.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>60.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>70.0 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
<td>30.0 %</td>
<td>40.0 %</td>
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<td>80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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<td>10.0 %</td>
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<tr>
<td>10.0 % 17. I, not staff, decided my treatment goals</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
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<td>30.0 %</td>
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<tr>
<td>80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
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<td>0.0 %</td>
<td>10.0 %</td>
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<td>50.0 %</td>
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<tr>
<td>80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
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<tr>
<td>80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
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<tr>
<td>88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>50.0 %</td>
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<tr>
<td>100.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>50.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
</tr>
<tr>
<td>90.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
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<td>0.0 %</td>
<td>10.0 %</td>
<td>40.0 %</td>
<td>50.0 %</td>
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<tr>
<td>25.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>60.0 %</td>
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<td>20.0 %</td>
<td>0.0 %</td>
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<tr>
<td>60.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>40.0 %</td>
<td>30.0 %</td>
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## MHSIP Items 26-36
### Percent Agree

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<tr>
<th>Item</th>
<th>Description</th>
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<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
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<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
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<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
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<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am able to take care of my needs</td>
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<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am able to handle things when they go wrong</td>
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<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am able to do things that I want to do</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
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### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>BP Odyssey House</th>
<th>Other programs</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>N 10 Mean 4.53</td>
<td>N 10 Mean 4.10</td>
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<td>Participation</td>
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<td>Quality</td>
<td>N 10 Mean 4.24</td>
<td>N 10 Mean 4.24</td>
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<td>Outcomes</td>
<td>N 10 Mean 4.25</td>
<td>N 10 Mean 4.08</td>
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<td>Functioning</td>
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<td>N 10 Mean 4.05</td>
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<td>Social</td>
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## Survey Compliance

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<th>Survey Completion by Adult/Older Adult</th>
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<tr>
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</tr>
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</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 10 clients; surveys were returned for 10 clients (10/10 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for BP Robertson Place: **3.68**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

### Highest Agreement Items

- **90.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- **80.0%** 3. I would recommend this agency to a friend or family member
- **80.0%** 5. Staff were willing to see me as often as I felt it was necessary

### Lowest Agreement Items

- **40.0%** 9. I was able to see a psychiatrist when I wanted to
- **50.0%** 8. I was able to get all the services I thought I needed
- **55.6%** 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in **red** on the left to the most positive *Strongly Agree* in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
<th>N/A</th>
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<tr>
<td>0. I like the services that I received here</td>
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<tr>
<td>1. If I had other choices, I would still get services from this agency</td>
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<tr>
<td>2. I would recommend this agency to a friend or family member</td>
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<tr>
<td>3. The location of services was convenient (parking, public transportation, distance, etc.)</td>
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<td>4. Staff were willing to see me as often as I felt it was necessary</td>
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<tr>
<td>5. Staff returned my calls within 24 hours</td>
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<tr>
<td>6. Services were available at times that were good for me</td>
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<td>7. I was able to get all the services I thought I needed</td>
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<td>8. I was able to see a psychiatrist when I wanted to</td>
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<tr>
<td>9. Staff here believe that I can grow, change and recover</td>
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<tr>
<td>10. Staff encouraged me to take responsibility for how I live my life</td>
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<tr>
<td>11. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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<td>12. I felt free to complain</td>
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<td>13. I was given information about my rights</td>
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<td>14. Staff encouraged me to take responsibility for how I live my life</td>
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<tr>
<td>15. Staff told me what side effects to watch out for</td>
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<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
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<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
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<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td></td>
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<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
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<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
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<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
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<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
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<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
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<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
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<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
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<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
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<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
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<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
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<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
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<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
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<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
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<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
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<td>35. As a direct result of the services I received: I feel I belong in my community</td>
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<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
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### MHSIP Items 1-25
#### Percent Agree

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<th>Neutral</th>
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<td>60.0 % 2. If I had other choices, I would still get services from this agency</td>
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<td>0</td>
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<td>30.0 %</td>
<td>40.0 %</td>
<td>20.0 %</td>
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<tr>
<td>80.0 % 3. I would recommend this agency to a friend or family member</td>
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<td>5</td>
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<td>50.0 %</td>
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<tr>
<td>80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
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<tr>
<td>80.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
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<td>66.7 % 6. Staff returned my calls within 24 hours</td>
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<tr>
<td>60.0 % 7. Services were available at times that were good for me</td>
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<td>50.0 % 8. I was able to get all the services I thought I needed</td>
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<td>40.0 % 9. I was able to see a psychiatrist when I wanted to</td>
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<td>5</td>
<td>3</td>
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<tr>
<td>60.0 % 10. Staff here believe that I can grow, change and recover</td>
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<td>20.0 %</td>
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<tr>
<td>60.0 % 12. I felt free to complain</td>
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<td>40.0 %</td>
<td>20.0 %</td>
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<tr>
<td>77.8 % 13. I was given information about my rights</td>
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<td>2</td>
<td>5</td>
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<tr>
<td>70.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>1</td>
<td>5</td>
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<tr>
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<td>50.0 %</td>
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<tr>
<td>55.6 % 15. Staff told me what side effects to watch out for</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>4</td>
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<td>90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
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<td>7</td>
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<td>70.0 % 17. I, not staff, decided my treatment goals</td>
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</tr>
<tr>
<td>70.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc,)</td>
<td>0</td>
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<td>7</td>
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<tr>
<td>70.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
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<td>5</td>
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<tr>
<td>70.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>55.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1</td>
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<td>3</td>
<td>2</td>
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<td>0.0 %</td>
<td>10.0 %</td>
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<tr>
<td>55.6 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>2</td>
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<tr>
<td>50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
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<td>3</td>
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<td>0.0 %</td>
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<td>1</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>1</td>
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<td>10.0 %</td>
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<tr>
<td>60.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
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### MHSIP Items 26-36
### Percent Agree

<table>
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<th>Item</th>
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<th>Strongly Disagree</th>
<th>Disagree</th>
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<th>Agree</th>
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<tbody>
<tr>
<td>26.</td>
<td>50.0 % As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>27.</td>
<td>40.0 % As a direct result of the services I received: My housing situation has improved</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>28.</td>
<td>40.0 % As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>29.</td>
<td>40.0 % As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>60.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>30.</td>
<td>50.0 % As a direct result of the services I received: I am better able to take care of my needs</td>
<td>10.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>31.</td>
<td>50.0 % As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>32.</td>
<td>50.0 % As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>10.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.</td>
<td>55.6 % As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>40.0 %</td>
<td>10.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>34.</td>
<td>50.0 % As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>40.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>35.</td>
<td>50.0 % As a direct result of the services I received: I feel I belong in my community</td>
<td>10.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>40.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>36.</td>
<td>40.0 % As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>40.0 %</td>
<td>20.0 %</td>
<td>30.0 %</td>
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### MHSIP - Scale Means and 95% Confidence Intervals

<table>
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<tr>
<th>MHSIP Scales</th>
<th>BP Robertson Place</th>
<th>Other programs</th>
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<tr>
<td>Satisfaction</td>
<td>Mean 3.70 4.46 10 2055</td>
<td>Mean 3.75 4.38 10 2009</td>
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<td>Participation</td>
<td>Mean 3.75 4.41 10 2036</td>
<td>Mean 3.68 4.44 10 2033</td>
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<td>Access</td>
<td>Mean 3.52 4.24 10 2006</td>
<td>Mean 3.50 4.09 10 1944</td>
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<td>Quality</td>
<td>Mean 3.27 4.06 10 1927</td>
<td>Mean 3.50 4.09 10 1944</td>
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<td>Outcomes</td>
<td>Mean 3.50 4.09 10 1944</td>
<td>Mean 3.50 4.09 10 1944</td>
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<tr>
<td>Functioning</td>
<td>Mean 3.27 4.06 10 1927</td>
<td>Mean 3.50 4.09 10 1944</td>
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<tr>
<td>Social</td>
<td>Mean 3.50 4.09 10 1944</td>
<td>Mean 3.50 4.09 10 1944</td>
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## Survey Compliance

<table>
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<td>Adult</td>
<td>Older Adult</td>
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<td>Impaired</td>
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<td><strong>Total</strong></td>
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<tr>
<td></td>
<td>100.0 %</td>
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</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 13 clients; surveys were returned for 10 clients (10/13 = 76.9%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for BP San Jose Place: 3.86.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 81.8% 11. I felt comfortable asking questions about my treatment and medication
- 81.8% 13. I was given information about my rights
- 81.8% 14. Staff encouraged me to take responsibility for how I live my life

**Lowest Agreement Items**
- 27.3% 8. I was able to get all the services I thought I needed
- 50.0% 9. I was able to see a psychiatrist when I wanted to
- 54.5% 12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and/or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things that I want to do
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am happy with the friendships I have
<table>
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<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<tr>
<td>72.7 % 1. I like the services that I received here</td>
<td>9.1 %</td>
<td>0.0 %</td>
<td>18.2 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
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<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>72.7 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>18.2 %</td>
<td>9.1 %</td>
<td>5 %</td>
<td>3 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
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<tr>
<td>72.7 % 3. I would recommend this agency to a friend or family member</td>
<td>9.1 %</td>
<td>18.2 %</td>
<td>0.0 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
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<tr>
<td>100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
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<td>45.5 %</td>
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<td>72.7 % 5. Staff were willing to see me as often as I felt it was necessary</td>
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<td>0.0 %</td>
<td>27.3 %</td>
<td>45.5 %</td>
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<tr>
<td>62.5 % 6. Staff returned my calls within 24 hours</td>
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<td>3 %</td>
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<td>72.7 % 7. Services were available at times that were good for me</td>
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<td>27.3 % 8. I was able to get all the services I thought I needed</td>
<td>18.2 %</td>
<td>18.2 %</td>
<td>36.4 %</td>
<td>18.2 %</td>
<td>9.1 %</td>
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<tr>
<td>50.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>91.1 %</td>
<td>27.3 %</td>
<td>91.1 %</td>
<td>45.5 %</td>
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<td>80.0 % 10. Staff here believe that I can grow, change and recover</td>
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<td>0.0 %</td>
<td>18.2 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
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<td>91.1 %</td>
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<tr>
<td>81.8 % 11. I felt comfortable asking questions about my treatment and medication</td>
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<td>18.2 %</td>
<td>36.4 %</td>
<td>45.5 %</td>
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<tr>
<td>54.5 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>27.3 %</td>
<td>18.2 %</td>
<td>91.1 %</td>
<td>45.5 %</td>
<td>0.0 %</td>
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<td>81.8 % 13. I was given information about my rights</td>
<td>0 %</td>
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<td>1.0 %</td>
<td>8.0 %</td>
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<tr>
<td>81.8 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0.0 %</td>
<td>18.2 %</td>
<td>91.1 %</td>
<td>72.7 %</td>
<td>0.0 %</td>
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<tr>
<td>54.5 % 15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0.0 %</td>
<td>27.3 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
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<tr>
<td>81.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>9.1 %</td>
<td>0.0 %</td>
<td>91.1 %</td>
<td>36.4 %</td>
<td>45.5 %</td>
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<td>54.5 % 17. I, not staff, decided my treatment goals</td>
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<td>1.0 %</td>
<td>91.1 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
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<td>1.0 %</td>
<td>21.0 %</td>
<td>7.0 %</td>
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<tr>
<td>70.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>91.1 %</td>
<td>18.2 %</td>
<td>91.1 %</td>
<td>63.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>63.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>18.2 %</td>
<td>36.4 %</td>
<td>27.3 %</td>
<td>36.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>54.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>9.1 %</td>
<td>36.4 %</td>
<td>45.5 %</td>
<td>91.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>54.5 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>18.2 %</td>
<td>27.3 %</td>
<td>45.5 %</td>
<td>91.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>40.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>91.1 %</td>
<td>91.1 %</td>
<td>36.4 %</td>
<td>27.3 %</td>
<td>91.1 %</td>
<td>0.0 %</td>
<td>91.1 %</td>
<td></td>
</tr>
<tr>
<td>50.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>91.1 %</td>
<td>91.1 %</td>
<td>18.2 %</td>
<td>36.4 %</td>
<td>0.0 %</td>
<td>91.1 %</td>
<td>18.2 %</td>
<td></td>
</tr>
<tr>
<td>50.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>91.1 %</td>
<td>91.1 %</td>
<td>27.3 %</td>
<td>45.5 %</td>
<td>0.0 %</td>
<td>91.1 %</td>
<td>91.1 %</td>
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</tr>
</tbody>
</table>

N/A
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do think that are things that are more meaningful to me</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>14.3%</td>
<td>25.0%</td>
<td>66.7%</td>
<td>55.6%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>44.4%</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image-url)
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Language</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>Other</td>
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<td>0 %</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 11 clients; surveys were returned for 11 clients (11/11 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for BVHP Anchor Program: 4.14.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. I like the services that I received here
- 100.0% 10. Staff here believe that I can grow, change and recover
- 100.0% 13. I was given information about my rights

**Lowest Agreement Items**
- 57.1% 11. I felt comfortable asking questions about my treatment and medication
- 57.1% 17. I, not staff, decided my treatment goals
- 57.1% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in social situations

26. As a direct result of the services I received: I do better in school and/or work

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle things when they go wrong

32. As a direct result of the services I received: I am happy with the friendships I have

33. As a direct result of the services I received: I have people with whom I can do enjoyable things

34. As a direct result of the services I received: I feel I belong in my community

35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

36. As a direct result of the services I received: I feel I belong in my community
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>4.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>4.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# MHSIP Items 26-36

## Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am able to take care of my needs</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am able to handle thing when they go wrong</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am able to do things that I want to do</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
</tbody>
</table>

## MHSIP - Scale Means and 95% Confidence Intervals

- **BVHP Anchor Program**
  - N: 7
  - Mean: 4.33
  - Mean: 4.46

- **Other programs**
  - N: 7
  - Mean: 3.93
  - Mean: 4.38

- **MHSIP Scales**
  - Satisfaction
  - Participation
  - Access
  - Quality
  - Outcomes
  - Functioning
  - Social

- Mean Scores:
  - 4.33
  - 4.46
  - 3.93
  - 4.38
  - 4.07
  - 4.44
  - 3.80
  - 4.24
  - 3.86
  - 4.08
  - 3.93
  - 4.05
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>30 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>70 %</td>
<td>0 %</td>
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<tr>
<td><strong>Total</strong></td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 3 clients; surveys were returned for 10 clients (10/3 = 333.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

BVHP Children's Behavioral Health Program

Youth program codes (RUs): 38516
Adult program codes (RUs): 38516

Overall Satisfaction

83.3%

Return Rate

12.8%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 39
People surveyed: 5 (4 youth and 1 adults)

Adult satisfaction mean score: 4.84
Youth satisfaction mean score: 3.67
Family satisfaction mean score: - -

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 39 clients; surveys were returned for 5 clients (5/39 = 12.8%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
BVHP Children's Behavioral Health Program  
Program Code(s): 38516

Overall Satisfaction

100.0%

Return Rate

Unknown, no Avatar billing

Overall satisfaction mean score for BVHP Children's Behavioral Health Program: 4.84.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 2

Not enough MHSIP survey data to create a table. N = 2
Not enough data for Likert chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0 %</td>
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<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
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<td>Other</td>
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</tr>
<tr>
<td>Completed Survey</td>
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<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 1 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**BVHP Children’s Behavioral Health Program**
Program Code(s): 38516

<table>
<thead>
<tr>
<th>Overall Satisfaction</th>
<th>75.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Rate</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

Overall satisfaction mean score for BVHP Children’s Behavioral Health Program: **3.67** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

1. I felt I had someone to talk to when I was troubled  
100.0%  
2. I participated in my own treatment  
100.0%  
3. The services I received were right for me  
100.0%

**Lowest Agreement Items**

1. I helped to choose my services  
50.0%  
2. The people helping me stuck with me no matter what  
50.0%  
3. I helped to choose my treatment goals  
66.7%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
As a result of the services I received, I have people with whom I can do enjoyable things.

As a result of the services I received, in a crisis, I would have the support I need from family or friends.

As a result of the services I received, I have people that I am comfortable talking with about my problem.

As a result of the services I received, I know people who will listen and understand me when I need to talk.

As a result of the services I received, I am better able to do things I want to do.

As a result of the services I received, I am satisfied with my family life right now.

As a result of the services I received, I am better able to cope when things go wrong.

As a result of the services I received, I am doing better in school and or work.

As a result of the services I received, I get along better with friends and other people.

As a result of the services I received, I get along better with family members.

As a result of the services I received, I am better at handling daily life.

Staff were sensitive to my cultural/ethnic background.

Staff spoke with me in a way that I understood.

Staff respected my religious/spiritual beliefs.

Staff treated me with respect.

I got as much help as I needed.

I got the help I wanted.

The people helping me stuck with me no matter what.

I helped to choose my treatment goals.

I helped to choose my services.

Overall, I am satisfied with the service I received.

I participated in my own treatment.

The services I received were right for me.

The location of services was convenient for me.

Services were available at times that were convenient for me.

I am better able to do things I want to do.

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

Not enough Family data for Likert chart
Not enough Family survey data to create a table.
### Survey Compliance
**BVHP Children’s Behavioral Health**

#### Completion Status Program Completion by Respondent Type  

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refused</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Impaired</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Language</strong></td>
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</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<td><strong>No Data</strong></td>
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<td></td>
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<td><strong>Completed Survey</strong></td>
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<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
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<td>4</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 39 clients; surveys were returned for 4 clients (4/39 = 10.3%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

BVHP Integrated Behavioral Health Program

Youth program codes (RUs): 38513
Adult program codes (RUs): 38513

Overall Satisfaction\(^1\)
95.6\%

Return Rate\(^2\)
115.2\%

Your program collected both Adult\(^3\) and Youth\(^4\) versions of the Consumer Perception Survey\(^5\). This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 79
People surveyed: 91 (47 youth and 44 adults)

Adult satisfaction mean score: 4.29
Youth satisfaction mean score: 4.54
Family satisfaction mean score: 4.46

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 79 clients; surveys were returned for 91 clients (91/79 = 115.2%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

**BVHP Integrated Behavioral Health Program**
Program Code(s): 38513

**Overall Satisfaction**

1. **Overall Satisfaction**
   
   90.9%

**Return Rate**

2. **Return Rate**
   
   58.7%

Overall satisfaction mean score for BVHP Integrated Behavioral Health Program: **4.29**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 93.0% 1. I like the services that I received here
- 90.5% 10. Staff here believe that I can grow, change and recover
- 88.4% 7. Services were available at times that were good for me

**Lowest Agreement Items**

- 65.9% 9. I was able to see a psychiatrist when I wanted to
- 69.2% 15. Staff told me what side effects to watch out for
- 75.0% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>14</td>
<td>26</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>11</td>
<td>21</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>11</td>
<td>24</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>14</td>
<td>22</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>transportation, distance, etc.)</td>
<td>2.3</td>
<td>4.5</td>
<td>9.1</td>
<td>31.8</td>
<td>59.1</td>
<td>0.0</td>
<td>4.5</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>14</td>
<td>23</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>9</td>
<td>23</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>14</td>
<td>26</td>
<td>0</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>17</td>
<td>18</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>14</td>
<td>13</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>6.8</td>
<td>34.1</td>
<td>52.3</td>
<td>0.0</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>13</td>
<td>22</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>medication</td>
<td>0.0</td>
<td>2.3</td>
<td>13.6</td>
<td>29.5</td>
<td>50.0</td>
<td>2.3</td>
<td>2.3</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>14</td>
<td>21</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>12</td>
<td>24</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>13</td>
<td>23</td>
<td>2</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>11</td>
<td>16</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>11</td>
<td>24</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>given information about my treatment</td>
<td>0.0</td>
<td>2.3</td>
<td>13.6</td>
<td>25.0</td>
<td>54.5</td>
<td>2.3</td>
<td>2.3</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>15</td>
<td>15</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>10</td>
<td>20</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>language, etc.)</td>
<td>0.0</td>
<td>4.5</td>
<td>13.6</td>
<td>22.7</td>
<td>45.5</td>
<td>6.8</td>
<td>6.8</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>15</td>
<td>21</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>take charge of managing my illness</td>
<td>0.0</td>
<td>2.3</td>
<td>9.1</td>
<td>34.1</td>
<td>47.7</td>
<td>2.3</td>
<td>4.5</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>15</td>
<td>16</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>drop-in centers, crisis phone line, etc.)</td>
<td>0.0</td>
<td>4.5</td>
<td>11.4</td>
<td>34.1</td>
<td>36.4</td>
<td>11.4</td>
<td>0.0</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>0</td>
<td>3</td>
<td>10</td>
<td>12</td>
<td>18</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>effectively with daily problems</td>
<td>0.0</td>
<td>6.8</td>
<td>22.7</td>
<td>27.3</td>
<td>40.9</td>
<td>2.3</td>
<td>0.0</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>1</td>
<td>2</td>
<td>11</td>
<td>14</td>
<td>16</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>to control my life</td>
<td>2.3</td>
<td>4.5</td>
<td>25.0</td>
<td>31.8</td>
<td>36.4</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0</td>
<td>3</td>
<td>10</td>
<td>13</td>
<td>17</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>to deal with crisis</td>
<td>0.0</td>
<td>6.8</td>
<td>22.7</td>
<td>29.5</td>
<td>38.6</td>
<td>2.3</td>
<td>0.0</td>
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<tr>
<td>24. As a direct result of the services I received: I am getting</td>
<td>1</td>
<td>1</td>
<td>12</td>
<td>10</td>
<td>18</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>along better with my family</td>
<td>2.3</td>
<td>2.3</td>
<td>27.3</td>
<td>22.7</td>
<td>40.9</td>
<td>2.3</td>
<td>2.3</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>1</td>
<td>3</td>
<td>10</td>
<td>14</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>social situations</td>
<td>2.3</td>
<td>6.8</td>
<td>22.7</td>
<td>31.8</td>
<td>36.4</td>
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</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
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<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>58.8 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>25.0 %</td>
<td>15.9 %</td>
<td>29.5 %</td>
<td>15.9 %</td>
<td>6.8 %</td>
</tr>
<tr>
<td>52.6 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>22.7 %</td>
<td>18.2 %</td>
<td>27.3 %</td>
<td>9.1 %</td>
<td>4.5 %</td>
</tr>
<tr>
<td>47.7 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>22.7 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>65.1 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>29.5 %</td>
<td>25.0 %</td>
<td>38.6 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
</tr>
<tr>
<td>72.7 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>29.5 %</td>
<td>25.0 %</td>
<td>38.6 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
</tr>
<tr>
<td>63.6 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>61.9 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>72.1 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
</tr>
<tr>
<td>69.0 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
</tr>
<tr>
<td>62.8 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
</tr>
</tbody>
</table>

26. As a direct result of the services I received: I do better in school and/or work.

27. As a direct result of the services I received: My housing situation has improved.

28. As a direct result of the services I received: My symptoms are not bothering me as much.

29. As a direct result of the services I received: I do think that are more meaningful to me.

30. As a direct result of the services I received: I am better able to take care of my needs.

31. As a direct result of the services I received: I am better able to handle things when they go wrong.

32. As a direct result of the services I received: I am better able to do things that I want to do.

33. As a direct result of the services I received: I am happy with the friendships I have.

34. As a direct result of the services I received: I have people with whom I can do enjoyable things.

35. As a direct result of the services I received: I feel I belong in my community.

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends.

---

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image)

- **MHSIP Scales:** Satisfaction, Participation, Access, Quality, Outcomes, Functioning, Social
- **BVHP Integrated Behavioral Health Program:** Mean 4.33, 2021
- **Other programs:** Mean 4.21, 1976, 4.21, 2002, 4.32, 1999, 3.85, 1972, 3.90, 1910, 4.00, 1893
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>3.1 %</td>
<td>0 %</td>
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<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<td>12</td>
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<tr>
<td></td>
<td>96.9 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>32</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 75 clients; surveys were returned for 44 clients (44/75 = 58.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for BVHP Integrated Behavioral Health Program: \(4.54\) (youth), \(4.46\) (family).

Overall satisfaction mean score for all other programs: \(4.26\) (youth), \(4.44\) (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either \textit{Agree} or \textit{Strongly Agree}.

\textbf{Highest Agreement Items} \\
100.0\% 1. Overall, I am satisfied with the service I received \\
100.0\% 12. Staff treated me with respect \\
100.0\% 14. Staff spoke with me in a way that I understood

\textbf{Lowest Agreement Items} \\
87.2\% 10. I got the help I wanted \\
88.6\% 2. I helped to choose my services \\
89.4\% 4. The people helping me stuck with me no matter what

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{\textbf{red}} on the left to the most positive Strongly Agree in \textcolor{green}{\textbf{green}} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.
Youth Services Survey for Youth  \textit{N = 46}

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>31</td>
<td>67.4 %</td>
<td>0</td>
</tr>
<tr>
<td>88.6 %</td>
<td>2. I helped to choose my services</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>19</td>
<td>41.3 %</td>
<td>20</td>
</tr>
<tr>
<td>93.2 %</td>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>32.6 %</td>
<td>31</td>
</tr>
<tr>
<td>89.1 %</td>
<td>4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>32.6 %</td>
<td>15</td>
</tr>
<tr>
<td>97.8 %</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>32.6 %</td>
<td>31</td>
</tr>
<tr>
<td>97.8 %</td>
<td>6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>32.6 %</td>
<td>31</td>
</tr>
<tr>
<td>91.1 %</td>
<td>7. The services I received were right for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8.7 %</td>
<td>25</td>
</tr>
<tr>
<td>100.0 %</td>
<td>8. The location of services was convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>27</td>
</tr>
<tr>
<td>89.1 %</td>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>27</td>
</tr>
<tr>
<td>87.0 %</td>
<td>10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>10.9 %</td>
<td>25</td>
</tr>
<tr>
<td>89.1 %</td>
<td>11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>10.9 %</td>
<td>25</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>32.6 %</td>
<td>29</td>
</tr>
<tr>
<td>97.7 %</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>30.4 %</td>
<td>29</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>30.4 %</td>
<td>29</td>
</tr>
<tr>
<td>100.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>31.4 %</td>
<td>24</td>
</tr>
<tr>
<td>78.3 %</td>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>34.8 %</td>
<td>19</td>
</tr>
<tr>
<td>70.5 %</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>23.9 %</td>
<td>19</td>
</tr>
<tr>
<td>75.6 %</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>29.9 %</td>
<td>19</td>
</tr>
<tr>
<td>71.7 %</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>23.9 %</td>
<td>19</td>
</tr>
<tr>
<td>76.1 %</td>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>29.9 %</td>
<td>19</td>
</tr>
<tr>
<td>71.1 %</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8.7 %</td>
<td>19</td>
</tr>
<tr>
<td>82.2 %</td>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>19</td>
</tr>
<tr>
<td>97.8 %</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>19</td>
</tr>
<tr>
<td>87.0 %</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>19</td>
</tr>
<tr>
<td>87.0 %</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>19</td>
</tr>
<tr>
<td>90.7 %</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>39.1 %</td>
<td>19</td>
</tr>
</tbody>
</table>

\textit{Not enough Family data for Likert chart}
Not enough Family data for scale means CI chart.
### BVHP Integrated Behavioral Health

#### Completion Status Program Completion by Respondent Type

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Refused</td>
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</tr>
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<td>Impaired</td>
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<td>Language</td>
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<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
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<td>Completed Survey</td>
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<td></td>
<td>1</td>
<td>46</td>
<td>47</td>
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<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 4 clients; surveys were returned for 47 clients (47/4 = 1175.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

CASARC Outpatient Service
Program Code(s): 38C51

Overall Satisfaction
90.2%

Return Rate
96.6%

Overall satisfaction mean score for CASARC Outpatient Service: 4.22 (youth), 4.38 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
92.5% 1. Overall, I am satisfied with the service I received
91.9% 3. I helped to choose my treatment goals
90.0% 4. The people helping me stuck with me no matter what

Lowest Agreement Items
77.5% 2. I helped to choose my services
79.5% 13. Staff respected my religious/spiritual beliefs
81.2% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.

24. As a result of the services I received, I have people that I am comfortable talking with about my problem.

23. As a result of the services I received, I know people who will listen and understand me when I need to talk.

22. As a result of the services I received, I am better able to do things I want to do.

21. As a result of the services I received, I am satisfied with my family life right now.

20. As a result of the services I received, I am better able to cope when things go wrong.

19. As a result of the services I received, I am doing better in school and or work.

18. As a result of the services I received, I get along better with friends and other people.

17. As a result of the services I received, I get along better with family members.

16. As a result of the services I received, I am better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my religious/spiritual beliefs.

12. Staff treated me with respect.

11. I got as much help as I needed.

10. I got the help I wanted.

9. Services were available at times that were convenient for me.

8. The location of services was convenient for me.

7. The services I received were right for me.


5. I felt I had someone to talk to when I was troubled.

4. The people helping me stuck with me no matter what.

3. I helped to choose my treatment goals.

2. I helped to choose my services.

1. Overall, I am satisfied with the service I received.
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<td>90.5%</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>15</td>
<td>0</td>
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<td>71.4%</td>
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</tr>
<tr>
<td>61.9%</td>
<td>2. I helped to choose my services</td>
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<td>0</td>
<td>6</td>
<td>7</td>
<td>6</td>
<td>0</td>
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<td>28.6%</td>
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<td>0.0%</td>
</tr>
<tr>
<td>89.5%</td>
<td>3. I helped to choose my treatment goals</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>11</td>
<td>0</td>
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<td>52.4%</td>
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<td>9.5%</td>
</tr>
<tr>
<td>90.5%</td>
<td>4. The people helping me stuck with me no matter what</td>
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<td>0</td>
<td>0</td>
<td>6</td>
<td>13</td>
<td>0</td>
<td>0</td>
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<td>61.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>89.5%</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>13</td>
<td>0</td>
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<td>61.9%</td>
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<td>9.5%</td>
</tr>
<tr>
<td>90.5%</td>
<td>6. I participated in my own treatment</td>
<td>2</td>
<td>0</td>
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<td>52.4%</td>
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</tr>
<tr>
<td>90.5%</td>
<td>7. The services I received were right for me</td>
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<td>10</td>
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<tr>
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<td>8. The location of services was convenient for me</td>
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<td>0</td>
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<td>9</td>
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<td>42.9%</td>
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<td>9.5%</td>
</tr>
<tr>
<td>88.9%</td>
<td>9. Services were available at times that were convenient for me</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>12</td>
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<td>2</td>
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<td>0.0%</td>
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<td>57.1%</td>
<td>4.8%</td>
<td>9.5%</td>
</tr>
<tr>
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<td>10. I got the help I wanted</td>
<td>2</td>
<td>0</td>
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<td>8</td>
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</tr>
<tr>
<td>81.0%</td>
<td>11. I got as much help as I needed</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>11</td>
<td>0</td>
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<td>52.4%</td>
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<td>0.0%</td>
</tr>
<tr>
<td>90.5%</td>
<td>12. Staff treated me with respect</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>15</td>
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<td>71.4%</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>2</td>
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<td>4</td>
<td>11</td>
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<td>14. Staff spoke with me in a way that I understood</td>
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<td>9.5%</td>
<td>52.4%</td>
<td>0.0%</td>
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</tr>
<tr>
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<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>3</td>
<td>0</td>
<td>4</td>
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<td>0.0%</td>
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<td>14.3%</td>
<td>0.0%</td>
<td>19.1%</td>
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<tr>
<td>60.0%</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>9</td>
<td>3</td>
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<td>9.5%</td>
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<td>4.8%</td>
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<td>90.5%</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>3</td>
<td>0</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>14.3%</td>
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<td>70.0%</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>11</td>
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<td>14.3%</td>
<td>0.0%</td>
<td>4.8%</td>
</tr>
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<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>3</td>
<td>0</td>
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<td>14.3%</td>
<td>0.0%</td>
<td>9.5%</td>
</tr>
<tr>
<td>81.0%</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>14</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<td>9.5%</td>
<td>0.0%</td>
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<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>89.5%</td>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>9.5%</td>
</tr>
<tr>
<td>90.5%</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>57.1%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>89.5%</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>5</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>57.1%</td>
<td>23.8%</td>
<td>0.0%</td>
<td>9.5%</td>
</tr>
<tr>
<td>81.0%</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>14</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.0%</td>
<td>9.5%</td>
<td>9.5%</td>
<td>66.7%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>89.5%</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>5</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>57.1%</td>
<td>23.8%</td>
<td>0.0%</td>
<td>9.5%</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
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
24. 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)
23. 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
22. 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
21. As a result of the services my child and or family received, I am satisfied with our family life right now
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
19. As a result of the services my child and or family received, my child is doing better in school and or work
18. As a result of the services my child and or family received, my child gets along better with friends and other people
17. As a result of the services my child and or family received, my child gets along better with family members
16. As a result of the services my child and or family received, my child is better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my family’s religious/spiritual beliefs
12. Staff treated me with respect
11. My family got as much help as we needed for my child
10. My family got the help we wanted for my child
9. Services were available at times that were convenient for us
8. The location of services was convenient for us
7. The services my child and/or family received were right for us
6. I participated in my child’s treatment
5. I felt my child had someone to talk to when he/she was troubled
4. The people helping my child stuck with us no matter what
3. I helped to choose my child’s treatment goals
2. I helped to choose my child’s services
1. Overall, I am satisfied with the service my child received
### Youth Services Survey for Families  
**N = 21**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.7% 1. Overall, I am satisfied with the service my child received.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>14</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>94.7% 2. I helped to choose my child's services.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>11</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>94.4% 3. I helped to choose my child's treatment goals.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>12</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>89.5% 4. The people helping my child stuck with us no matter what</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>13</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.9% 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>12</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>88.9% 6. I participated in my child's treatment.</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>6</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>89.5% 7. The services my child and/or family received were right for us</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>12</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>85.0% 8. The location of services was convenient for us</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>10</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>88.9% 9. Services were available at times that were convenient for us</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>12</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>89.5% 10. My family I got the help we wanted for my child</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>12</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.2% 11. My family got as much help as we needed for my child</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>10</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>88.9% 12. Staff treated me with respect</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>13</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>88.9% 13. Staff respected my family's religious/spiritual beliefs</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>10</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.9% 14. Staff spoke with me in a way that I understood</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>13</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>86.7% 15. Staff were sensitive to my cultural/ethnic background</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>85.0% 16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>11</td>
<td>6</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>83.3% 17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>77.8% 18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>8</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>88.9% 19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>11</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>84.2% 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>9</td>
<td>7</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>78.9% 21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>8</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>76.5% 22. 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</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>88.2% 23. 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.</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>89.5% 24. 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)</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>11</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>94.7% 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</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>11</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88.9% 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>9</td>
<td>0</td>
<td>3</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

**YSS Scales**

- **Satisfaction**
  - CASARC Outpatient Service: Mean 4.29, N 21
  - Other programs: Mean 4.00, N 21
- **Participation**
  - CASARC Outpatient Service: Mean 4.21, N 19
  - Other programs: Mean 4.21, N 20
- **Access**
  - CASARC Outpatient Service: Mean 3.75, N 21
  - Other programs: Mean 4.30, N 21
- **Culture**
  - CASARC Outpatient Service: Mean 4.00, N 510
  - Other programs: Mean 4.11, N 507
- **Outcomes**
  - CASARC Outpatient Service: Mean 3.75, N 504
  - Other programs: Mean 4.43, N 503
- **Social**
  - CASARC Outpatient Service: Mean 3.75, N 21
  - Other programs: Mean 3.95, N 20

---

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

**YSS-F Scales**

- **Satisfaction**
  - CASARC Outpatient Service: Mean 4.39, N 20
  - Other programs: Mean 4.32, N 19
- **Participation**
  - CASARC Outpatient Service: Mean 4.30, N 516
  - Other programs: Mean 4.41, N 512
- **Access**
  - CASARC Outpatient Service: Mean 4.22, N 20
  - Other programs: Mean 4.24, N 19
- **Culture**
  - CASARC Outpatient Service: Mean 4.43, N 515
  - Other programs: Mean 4.58, N 512
- **Outcomes**
  - CASARC Outpatient Service: Mean 4.05, N 20
  - Other programs: Mean 3.96, N 20
- **Social**
  - CASARC Outpatient Service: Mean 4.38, N 19
  - Other programs: Mean 4.28, N 506
## Survey Compliance

### CASARC Outpatient Service Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>4.8 %</td>
<td>0 %</td>
<td>2.4 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>20</td>
<td>21</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>95.2 %</td>
<td>100 %</td>
<td>97.6 %</td>
</tr>
</tbody>
</table>

### Total

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

---

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 29 clients; surveys were returned for 28 clients (28/29 = 96.6%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

CATS A Woman's Place
Program Code(s): 38BKOP

Overall Satisfaction
83.3%  

Return Rate
86.7% 

Overall satisfaction mean score for CATS A Woman's Place: 4.02.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
90.9%  13. I was given information about my rights
90.9%  16. Staff respected my wishes about who is, and who is not to be given information about my treatment
90.0%  10. Staff here believe that I can grow, change and recover

Lowest Agreement Items
57.1%  6. Staff returned my calls within 24 hours
57.1%  15. Staff told me what side effects to watch out for
60.0%  8. I was able to get all the services I thought I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th></th>
<th>MHSIP Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends.</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community.</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things.</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have.</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do.</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs.</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to handle things that go wrong.</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I am better able to control my life.</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much.</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved.</td>
</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work.</td>
</tr>
<tr>
<td>25.</td>
<td>As a direct result of the services I received: I do better in social situations.</td>
</tr>
<tr>
<td>24.</td>
<td>As a direct result of the services I received: I am getting along better with my family.</td>
</tr>
<tr>
<td>23.</td>
<td>As a direct result of the services I received: I am better able to deal with crisis.</td>
</tr>
<tr>
<td>22.</td>
<td>As a direct result of the services I received: I am better able to control my life.</td>
</tr>
<tr>
<td>21.</td>
<td>As a direct result of the services I received: I deal more effectively with daily problems.</td>
</tr>
<tr>
<td>20.</td>
<td>As a direct result of the services I received: I do better in social situations.</td>
</tr>
<tr>
<td>19.</td>
<td>Staff helped me obtain the information I needed so that I could take charge of managing my illness.</td>
</tr>
<tr>
<td>18.</td>
<td>Staff were sensitive to my cultural background (race, religion, language, etc.).</td>
</tr>
<tr>
<td>17.</td>
<td>I, not staff, decided my treatment goals.</td>
</tr>
<tr>
<td>16.</td>
<td>Staff respected my wishes about who is, and who is not to be given information about my treatment.</td>
</tr>
<tr>
<td>15.</td>
<td>Staff told me what side effects to watch out for.</td>
</tr>
<tr>
<td>14.</td>
<td>Staff encouraged me to take responsibility for how I live my life.</td>
</tr>
<tr>
<td>13.</td>
<td>I was given information about my rights.</td>
</tr>
<tr>
<td>12.</td>
<td>I felt free to complain.</td>
</tr>
<tr>
<td>11.</td>
<td>I felt comfortable asking questions about my treatment and medication.</td>
</tr>
<tr>
<td>10.</td>
<td>Staff here believe that I can grow, change and recover.</td>
</tr>
<tr>
<td>9.</td>
<td>I was able to see a psychiatrist when I wanted to.</td>
</tr>
<tr>
<td>8.</td>
<td>I was able to get all the services I thought I needed.</td>
</tr>
<tr>
<td>7.</td>
<td>Staff were willing to see me as often as I felt it was necessary.</td>
</tr>
<tr>
<td>6.</td>
<td>Staff returned my calls within 24 hours.</td>
</tr>
<tr>
<td>5.</td>
<td>Staff were willing to see me as often as I felt it was necessary.</td>
</tr>
<tr>
<td>4.</td>
<td>The location of services was convenient (parking, public transportation, distance, etc.).</td>
</tr>
<tr>
<td>3.</td>
<td>Services were available at times that were good for me.</td>
</tr>
<tr>
<td>2.</td>
<td>I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).</td>
</tr>
<tr>
<td>1.</td>
<td>I like the services that I received here.</td>
</tr>
</tbody>
</table>
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>2</td>
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</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>2</td>
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<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>7</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
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<td>0</td>
<td>6</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>7</td>
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<td>1</td>
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</table>
## MHSIP Items 26-36

### Percent Agree

<table>
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<th>Item</th>
<th>Statement</th>
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<th>Missing</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>3</td>
<td>2</td>
<td>7.7%</td>
<td>15.4%</td>
<td>7.7%</td>
<td>15.4%</td>
<td>23.1%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>3</td>
<td>2</td>
<td>15.4%</td>
<td>7.7%</td>
<td>15.4%</td>
<td>7.7%</td>
<td>7.7%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2</td>
<td>1</td>
<td>15.4%</td>
<td>7.7%</td>
<td>3</td>
<td>7.7%</td>
<td>7.7%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>2</td>
<td>1</td>
<td>15.4%</td>
<td>17.7%</td>
<td>15.4%</td>
<td>7.7%</td>
<td>7.7%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>23.1%</td>
<td>53.8%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>7.7%</td>
<td>7.7%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>23.1%</td>
<td>53.8%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>7.7%</td>
<td>7.7%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>7.7%</td>
<td>7.7%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>15.4%</td>
<td>53.8%</td>
<td>0</td>
<td>7.7%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>23.1%</td>
<td>7.7%</td>
<td>7.7%</td>
<td>46.2%</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](chart.png)

### Other programs

- CATS A Woman's Place
- 12 2053
- 12 2007
- 12 2034
- 12 2031
- 12 2004
- 12 1942
- 12 1925

### MHSIP Scales

- Satisfaction
- Participation
- Access
- Quality
- Outcomes
- Functioning
- Social
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
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<td>0 %</td>
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<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>8.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>91.7 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 15 clients; surveys were returned for 13 clients (13/15 = 86.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for Central City Behavioral Health Services: \(4.49\).

Overall satisfaction mean score for all other programs: \(4.44\).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

**Highest Agreement Items**

- \(100.0\%\) 1. I like the services that I received here
- \(100.0\%\) 13. I was given information about my rights
- \(97.1\%\) 7. Services were available at times that were good for me

**Lowest Agreement Items**

- \(67.7\%\) 17. I, not staff, decided my treatment goals
- \(87.5\%\) 15. Staff told me what side effects to watch out for
- \(88.2\%\) 11. I felt comfortable asking questions about my treatment and medication

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{red} on the left to the most positive Strongly Agree in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td>10. Staff here believe that I can grow, change and recover</td>
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<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td></td>
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<td></td>
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<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
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<td></td>
<td></td>
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<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td></td>
<td></td>
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</tbody>
</table>
## MHSIP Items 1-25

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>26.0%</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>2.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>26.0%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0%</td>
<td>2.8%</td>
<td>2.8%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>25.0%</td>
<td>55.6%</td>
<td>5.6%</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.8%</td>
<td>30.6%</td>
<td>61.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.8%</td>
<td>5.6%</td>
<td>30.6%</td>
<td>47.2%</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>9.0%</td>
<td>20.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>25.0%</td>
<td>55.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>27.8%</td>
<td>55.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>30.6%</td>
<td>47.2%</td>
<td>5.6%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>38.9%</td>
<td>38.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.8%</td>
<td>30.6%</td>
<td>47.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>41.7%</td>
<td>36.1%</td>
<td>2.8%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>33.3%</td>
<td>44.4%</td>
<td>2.8%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>38.9%</td>
<td>38.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>14.7%</td>
<td>17.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>38.9%</td>
<td>47.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>25.0%</td>
<td>55.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>0.0%</td>
<td>5.6%</td>
<td>5.6%</td>
<td>38.9%</td>
<td>38.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>0.0%</td>
<td>2.8%</td>
<td>13.9%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0.0%</td>
<td>2.8%</td>
<td>16.7%</td>
<td>25.0%</td>
<td>36.1%</td>
<td>2.8%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting</td>
<td>0.0%</td>
<td>2.8%</td>
<td>13.9%</td>
<td>19.4%</td>
<td>36.1%</td>
<td>8.3%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>0.0%</td>
<td>0.0%</td>
<td>19.4%</td>
<td>30.6%</td>
<td>33.3%</td>
<td>2.8%</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>41.2%</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>0</td>
<td>9</td>
<td>4</td>
<td>3</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>60.7%</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>1</td>
<td>4</td>
<td>6</td>
<td>6</td>
<td>11</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>70.0%</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>13</td>
<td>8</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>80.0%</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>11</td>
<td>13</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>77.4%</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>12</td>
<td>12</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>73.3%</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>64.5%</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>3</td>
<td>8</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>70.0%</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>9</td>
<td>12</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>62.1%</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>10</td>
<td>8</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>54.8%</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>1</td>
<td>3</td>
<td>10</td>
<td>10</td>
<td>7</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>67.9%</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>10</td>
<td>9</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

---

### MHSIP - Scale Means and 95% Confidence Intervals

- **Mean Score**
  - Satisfaction: 4.71
  - Participation: 4.28
  - Access: 4.28
  - Quality: 4.44
  - Outcomes: 4.07
  - Functioning: 4.01
  - Social: 3.84

- **Central City Behavioral Health Services**
  - N: 34
  - Mean: 4.71

- **Other programs**
  - N: 34
  - Mean: 4.28
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>94.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 33 clients; surveys were returned for 36 clients (36/33 = 109.1%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Chinatown Child Development Center

Youth program codes (RUs): 38746
Adult program codes (RUs): 38746

Overall Satisfaction

93.8%

Return Rate

60.6%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 109
People surveyed: 66 (61 youth and 5 adults)

Adult satisfaction mean score: 4.47
Youth satisfaction mean score: 4.13
Family satisfaction mean score: 4.56

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 109 clients; surveys were returned for 66 clients ($\frac{66}{109} = 60.6\%$).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Chinatown Child Development Center
Program Code(s): 38746

Overall Satisfaction¹
100.0%

Return Rate²
62.5%

Overall satisfaction³ mean score for Chinatown Child Development Center: 4.47.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. I like the services that I received here
100.0% 2. If I had other choices, I would still get services from this agency
100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

75.0% 5. Staff were willing to see me as often as I felt it was necessary
75.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
75.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
As a direct result of the services I received:

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>3.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>4.0%</td>
<td>0.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>3.0%</td>
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</tr>
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<td>0.0%</td>
<td>0.0%</td>
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</tr>
<tr>
<td>13. I was given information about my rights</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>3.0%</td>
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<td>2.0%</td>
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<td>1.0%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>20.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>4.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>0%</td>
<td>0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0%</td>
<td>0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>20.0%</td>
<td>0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>20.0%</td>
<td>60.0%</td>
<td>0%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>20.0%</td>
<td>60.0%</td>
<td>0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>20.0%</td>
<td>60.0%</td>
<td>0%</td>
<td>20.0%</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

Chinatown Child Development Center
Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean</th>
<th>95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.58</td>
<td>4.46</td>
</tr>
<tr>
<td>participation</td>
<td>4.50</td>
<td>4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.50</td>
<td>4.41</td>
</tr>
<tr>
<td>Quality</td>
<td>4.50</td>
<td>4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.41</td>
<td>4.24</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.38</td>
<td>4.08</td>
</tr>
<tr>
<td>Social</td>
<td>4.75</td>
<td>4.05</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>20 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>80 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 5 clients (5/8 = 62.5%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Chinatown Child Development Center
Program Code(s): 38746

Overall Satisfaction
93.4%

Return Rate
60.4%

Overall satisfaction mean score for Chinatown Child Development Center: 4.13 (youth), 4.56 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.43 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
95.0%  1. Overall, I am satisfied with the service I received
93.4%  12. Staff treated me with respect
93.4%  14. Staff spoke with me in a way that I understood

Lowest Agreement Items
86.3%  13. Staff respected my religious/spiritual beliefs
86.7%  5. I felt I had someone to talk to when I was troubled
87.7%  15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>85.7 %</td>
<td>Overall, I am satisfied with the service I received</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>76.9 %</td>
<td>I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>8.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>6.0 %</td>
</tr>
<tr>
<td>64.3 %</td>
<td>I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>57.1 %</td>
<td>I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>69.2 %</td>
<td>I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>45.0 %</td>
<td>0.0 %</td>
<td>35.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>53.8 %</td>
<td>The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>25.0 %</td>
<td>1.0 %</td>
<td>6.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>Services were available at times that were convenient for me</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>76.9 %</td>
<td>I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>10.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>10.0 %</td>
<td>40.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>78.6 %</td>
<td>Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>15.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>35.0 %</td>
</tr>
<tr>
<td>62.5 %</td>
<td>Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>35.0 %</td>
</tr>
<tr>
<td>78.6 %</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>15.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>53.8 %</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>35.0 %</td>
</tr>
<tr>
<td>57.1 %</td>
<td>As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>64.3 %</td>
<td>As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>25.0 %</td>
<td>6.0 %</td>
<td>6.0 %</td>
</tr>
<tr>
<td>58.3 %</td>
<td>As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>25.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>61.5 %</td>
<td>As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>25.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
<td>15.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.6 %</td>
<td>As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>20.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>42.9 %</td>
<td>As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>35.0 %</td>
<td>5.0 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
<td>20.0 %</td>
<td>15.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>57.1 %</td>
<td>As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
<td>30.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>30.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>15.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
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
24. 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)
23. 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
22. 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
21. As a result of the services my child and or family received, I am satisfied with our family life right now
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
19. As a result of the services my child and or family received, my child is doing better in school and or work
18. As a result of the services my child and or family received, my child gets along better with friends and other people
17. As a result of the services my child and or family received, my child gets along better with family members
16. As a result of the services my child and or family received, my child is better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my family's religious/spiritual beliefs
12. Staff treated me with respect
11. My family got as much help as we needed for my child
10. My family got the help we wanted for my child
9. Services were available at times that were convenient for us
8. The location of services was convenient for us
7. The services my child and/or family received were right for us
6. I participated in my child's treatment
5. I felt my child had someone to talk to when he/she was troubled
4. The people helping my child stuck with us no matter what
3. I helped to choose my child's treatment goals
2. I helped to choose my child's services
1. Overall, I am satisfied with the service my child received
0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
## Youth Services Survey for Families  N = 49

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>97.8 %</strong>  1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>15</td>
<td>30</td>
<td>61.2</td>
</tr>
<tr>
<td><strong>97.9 %</strong>  2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>20</td>
<td>26</td>
<td>60</td>
</tr>
<tr>
<td><strong>95.7 %</strong>  3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>19</td>
<td>25</td>
<td>60</td>
</tr>
<tr>
<td><strong>93.6 %</strong>  4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>14</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td><strong>95.7 %</strong>  5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>16</td>
<td>28</td>
</tr>
<tr>
<td><strong>97.8 %</strong>  6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>20</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td><strong>97.8 %</strong>  7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>16</td>
<td>28</td>
</tr>
<tr>
<td><strong>95.7 %</strong>  8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>21</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td><strong>97.9 %</strong>  9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>23</td>
<td>22</td>
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<tr>
<td><strong>95.7 %</strong>  10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>17</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td><strong>93.6 %</strong>  11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>29</td>
</tr>
<tr>
<td><strong>97.9 %</strong>  12. Staff treated me with respect</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>13</td>
<td>33</td>
<td>0</td>
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<tr>
<td><strong>90.7 %</strong>  13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>16</td>
<td>23</td>
<td>3</td>
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<tr>
<td><strong>97.9 %</strong>  14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>15</td>
<td>31</td>
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<tr>
<td><strong>97.7 %</strong>  15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>15</td>
<td>28</td>
</tr>
<tr>
<td><strong>87.0 %</strong>  16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>23</td>
<td>17</td>
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<tr>
<td><strong>91.3 %</strong>  17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>26</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td><strong>91.1 %</strong>  18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>27</td>
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<tr>
<td><strong>83.7 %</strong>  19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>21</td>
<td>15</td>
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<tr>
<td><strong>81.4 %</strong>  20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>25</td>
<td>10</td>
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<tr>
<td><strong>84.4 %</strong>  21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>25</td>
<td>13</td>
</tr>
<tr>
<td><strong>88.6 %</strong>  22. 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</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>25</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td><strong>89.1 %</strong>  23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>21</td>
<td>20</td>
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<tr>
<td><strong>93.3 %</strong>  24. 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)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>24</td>
<td>18</td>
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<tr>
<td><strong>93.6 %</strong>  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</td>
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<td>0</td>
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<td>3</td>
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<td>18</td>
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<td><strong>91.3 %</strong>  26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>26</td>
<td>16</td>
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Youth Services Survey - Scale Means and 95% Confidence Intervals

Chinatown Child Development Center

Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>N</th>
<th>Percentage</th>
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<tr>
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<td>Participation</td>
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<td>Culture</td>
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Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

Chinatown Child Development Center

Other programs

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<thead>
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<th>Percentage</th>
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<td>Participation</td>
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<td>47</td>
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<td>Culture</td>
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<tr>
<td>Outcomes</td>
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<td>484</td>
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<tr>
<td>Social</td>
<td>4.30</td>
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<td>478</td>
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<td>Completion Status</td>
<td>Completion by Respondent Type</td>
<td>Total</td>
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<td></td>
<td>Family</td>
<td>Youth</td>
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<td>Impaired</td>
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<td>0 %</td>
<td>0 %</td>
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<td>Language</td>
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<td></td>
<td>95.9 %</td>
<td>70 %</td>
<td>88.4 %</td>
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<tr>
<td>Total</td>
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<td>69</td>
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<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 101 clients; surveys were returned for 61 clients (61/101 = 60.4%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

Chinatown Northbeach Mental Health

Youth program codes (RUs): 38723
Adult program codes (RUs): 38723

Overall Satisfaction
92.1%

Return Rate
43.9%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 269
People surveyed: 118 (2 youth and 116 adults)

Adult satisfaction mean score: 4.33
Youth satisfaction mean score: 5.00
Family satisfaction mean score: - -

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 269 clients; surveys were returned for 118 clients (118/269 = 43.9%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Chinatown Northbeach Mental Health
Program Code(s): 38723

Overall Satisfaction
91.9%

Return Rate
45.0%

Overall satisfaction mean score for Chinatown Northbeach Mental Health: 4.33.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
96.8%  1. I like the services that I received here
91.5%  11. I felt comfortable asking questions about my treatment and medication
90.0%  7. Services were available at times that were good for me

Lowest Agreement Items
71.4%  17. I, not staff, decided my treatment goals
82.5%  12. I felt free to complain
84.5%  9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am better able to do things that I want to do
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.8 % 1. I like the services that I received here</td>
<td></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.7 %</td>
<td>16.0 %</td>
<td>41</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.7 % 2. If I had other choices, I would still get services from this agency</td>
<td></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>20.2 %</td>
<td>28</td>
<td>1.7 %</td>
</tr>
<tr>
<td>86.9 % 3. I would recommend this agency to a friend or family member</td>
<td></td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>5.9 %</td>
<td>19.3 %</td>
<td>23</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>16.0 %</td>
<td>19</td>
<td>0.0 %</td>
</tr>
<tr>
<td>88.1 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td></td>
<td>0.0 %</td>
<td>1.7 %</td>
<td>4.2 %</td>
<td>17.6 %</td>
<td>21</td>
<td>1.7 %</td>
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<td>87.7 % 6. Staff returned my calls within 24 hours</td>
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<td>0.8 %</td>
<td>5.0 %</td>
<td>20.2 %</td>
<td>26</td>
<td>0.8 %</td>
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<td>90.0 % 7. Services were available at times that were good for me</td>
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<td>0.8 %</td>
<td>4.2 %</td>
<td>19.3 %</td>
<td>26</td>
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</tr>
<tr>
<td>84.7 % 8. I was able to get all the services I thought I needed</td>
<td></td>
<td>0.0 %</td>
<td>1.7 %</td>
<td>5.9 %</td>
<td>18.5 %</td>
<td>22</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.5 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.8 %</td>
<td>1.7 %</td>
<td>2.5 %</td>
<td>4.2 %</td>
<td>17.6 %</td>
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<td>0.0 %</td>
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<td>88.5 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>5.0 %</td>
<td>17.6 %</td>
<td>27.7 %</td>
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<td>0.8 %</td>
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<td>91.5 % 11. I felt comfortable asking questions about my treatment and medication</td>
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<td>0.8 %</td>
<td>3.4 %</td>
<td>21.9 %</td>
<td>23.5 %</td>
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<tr>
<td>82.5 % 12. I felt free to complain</td>
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<td>0.8 %</td>
<td>6.7 %</td>
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<td>16.8 %</td>
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<td>1.7 %</td>
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<tr>
<td>90.0 % 13. I was given information about my rights</td>
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<td>1.7 %</td>
<td>3.4 %</td>
<td>21.0 %</td>
<td>24.4 %</td>
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<td>0.8 %</td>
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<td>86.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>0.0 %</td>
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<td>16.8 %</td>
<td>24.4 %</td>
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<td>85.5 % 15. Staff told me what side effects to watch out for</td>
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<td>1.7 %</td>
<td>5.0 %</td>
<td>20.2 %</td>
<td>19.3 %</td>
<td>24</td>
<td>0.8 %</td>
</tr>
<tr>
<td>89.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.8 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>18.5 %</td>
<td>23.5 %</td>
<td>22</td>
<td>0.8 %</td>
</tr>
<tr>
<td>71.4 % 17. I, not staff, decided my treatment goals</td>
<td>0.8 %</td>
<td>2.5 %</td>
<td>10.1 %</td>
<td>14.3 %</td>
<td>19.3 %</td>
<td>17</td>
<td>1.7 %</td>
</tr>
<tr>
<td>87.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>0.8 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>18.5 %</td>
<td>23.5 %</td>
<td>20</td>
<td>1.7 %</td>
</tr>
<tr>
<td>87.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>5.0 %</td>
<td>18.5 %</td>
<td>21.0 %</td>
<td>25</td>
<td>3.4 %</td>
</tr>
<tr>
<td>84.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.8 %</td>
<td>0.8 %</td>
<td>5.0 %</td>
<td>16.8 %</td>
<td>21.0 %</td>
<td>20</td>
<td>5.0 %</td>
</tr>
<tr>
<td>88.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>21.0 %</td>
<td>18.5 %</td>
<td>22</td>
<td>0.8 %</td>
</tr>
<tr>
<td>83.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>6.7 %</td>
<td>21.0 %</td>
<td>16.0 %</td>
<td>25</td>
<td>0.8 %</td>
</tr>
<tr>
<td>77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>7.6 %</td>
<td>17.6 %</td>
<td>17.6 %</td>
<td>21</td>
<td>5.0 %</td>
</tr>
<tr>
<td>72.7 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>11.8 %</td>
<td>17.6 %</td>
<td>16.0 %</td>
<td>21</td>
<td>1.7 %</td>
</tr>
<tr>
<td>72.2 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.8 %</td>
<td>11.8 %</td>
<td>20.2 %</td>
<td>12.6 %</td>
<td>15</td>
<td>1.7 %</td>
</tr>
</tbody>
</table>
**MHSIP Items 26-36**

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>1</td>
<td>14</td>
<td>17</td>
<td>15</td>
<td>5</td>
<td>66</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>4</td>
<td>11</td>
<td>20</td>
<td>15</td>
<td>6</td>
<td>63</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>1</td>
<td>4</td>
<td>12</td>
<td>27</td>
<td>11</td>
<td>1</td>
<td>63</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>30</td>
<td>15</td>
<td>1</td>
<td>62</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>27</td>
<td>16</td>
<td>1</td>
<td>64</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>2</td>
<td>15</td>
<td>24</td>
<td>15</td>
<td>1</td>
<td>62</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>3</td>
<td>11</td>
<td>22</td>
<td>12</td>
<td>1</td>
<td>70</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>2</td>
<td>13</td>
<td>26</td>
<td>15</td>
<td>3</td>
<td>60</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>2</td>
<td>12</td>
<td>30</td>
<td>10</td>
<td>2</td>
<td>64</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>24</td>
<td>17</td>
<td>3</td>
<td>62</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>1</td>
<td>9</td>
<td>27</td>
<td>18</td>
<td>3</td>
<td>61</td>
</tr>
</tbody>
</table>

---

**MHSIP - Scale Means and 95% Confidence Intervals**

![MHSIP Scale Means and 95% Confidence Intervals](image-url)
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>29</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>29 %</td>
<td>36.8 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>Language</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>7 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>No Data</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>52</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>52 %</td>
<td>52.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 258 clients; surveys were returned for 116 clients (116/258 = 45.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Chinatown Northbeach Mental Health
Program Code(s): 38723

Overall Satisfaction
100.0%

Return Rate
18.2%

Overall satisfaction mean score for Chinatown Northbeach Mental Health: 5.00 (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart
## Survey Compliance
### Chinatown Northbeach Mental Health

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

### Completion Status by Respondent Type

- **Total**
  - Family: 100.0%
  - Youth: 100.0%
  - Total: 100.0%

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 11 clients; surveys were returned for 2 clients (2/11 = 18.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

CHP Essex House

Youth program codes (RUs): 38IDOP
Adult program codes (RUs): 38IDOP

Overall Satisfaction

82.4%

Return Rate

275.0%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 8
People surveyed: 22 (4 youth and 18 adults)

Adult satisfaction mean score: 4.48
Youth satisfaction mean score: 3.56
Family satisfaction mean score: - -

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 22 clients (22/8 = 275.0%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Overall satisfaction mean score for CHP Essex House: **4.48**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 100.0% 10. Staff here believe that I can grow, change and recover
- 100.0% 11. I felt comfortable asking questions about my treatment and medication
- 100.0% 12. I felt free to complain

**Lowest Agreement Items**

- 70.0% 9. I was able to see a psychiatrist when I wanted to
- 76.9% 2. If I had other choices, I would still get services from this agency
- 81.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>4</td>
<td>10</td>
<td>11.1</td>
<td>16.7</td>
<td>44.4</td>
<td>0</td>
<td>27.8</td>
<td>84.6%</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>1</td>
<td>2</td>
<td>11.1</td>
<td>16.7</td>
<td>44.4</td>
<td>0</td>
<td>27.8</td>
<td>76.9%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>1</td>
<td>2</td>
<td>11.1</td>
<td>16.7</td>
<td>44.4</td>
<td>0</td>
<td>27.8</td>
<td>83.3%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transport, distance, etc.)</td>
<td>1</td>
<td>2</td>
<td>11.1</td>
<td>16.7</td>
<td>44.4</td>
<td>0</td>
<td>27.8</td>
<td>91.7%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>4</td>
<td>2</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>84.6%</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>70.0%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>100.0%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>100.0%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>100.0%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>88.9%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>91.7%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>91.7%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>90.0%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>81.8%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>91.7%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>90.9%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>92.3%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>72.7%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>4</td>
<td>1</td>
<td>11.1</td>
<td>16.7</td>
<td>50.0</td>
<td>0</td>
<td>27.8</td>
<td>91.7%</td>
</tr>
</tbody>
</table>
## MHSIP Items 26-36
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>50.0 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>76.9 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>75.0 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>76.9 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>84.6 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>84.6 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>81.8 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>69.2 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>61.5 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>30.8 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>53.8 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

- **CHP Essex House**
- **Other programs**

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>N</th>
<th>Mean</th>
<th>Mean</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>13</td>
<td>4.33</td>
<td>4.62</td>
<td>4.62</td>
</tr>
<tr>
<td>Participation</td>
<td>12</td>
<td>4.06</td>
<td>4.38</td>
<td>4.06</td>
</tr>
<tr>
<td>Access</td>
<td>12</td>
<td>4.30</td>
<td>4.40</td>
<td>4.30</td>
</tr>
<tr>
<td>Quality</td>
<td>13</td>
<td>4.50</td>
<td>4.44</td>
<td>4.50</td>
</tr>
<tr>
<td>Outcomes</td>
<td>13</td>
<td>4.39</td>
<td>4.23</td>
<td>4.39</td>
</tr>
<tr>
<td>Functioning</td>
<td>13</td>
<td>4.31</td>
<td>4.08</td>
<td>4.31</td>
</tr>
<tr>
<td>Social</td>
<td>13</td>
<td>3.65</td>
<td>4.05</td>
<td>3.65</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>33.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>66.7 %</td>
<td>83.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 18 clients (18/8 = 225.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

CHP Essex House
Program Code(s): 38IDOP

Overall Satisfaction
50.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for CHP Essex House: 3.56 (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: 4.29 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 75.0% 1. Overall, I am satisfied with the service I received
- 75.0% 4. The people helping me stuck with me no matter what
- 75.0% 7. The services I received were right for me

**Lowest Agreement Items**
- 0.0% 2. I helped to choose my services
- 50.0% 3. I helped to choose my treatment goals
- 50.0% 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.

24. As a result of the services I received, I have people that I am comfortable talking with about my problem.

23. As a result of the services I received, I know people who will listen and understand me when I need to talk.

22. As a result of the services I received, I am better able to do things I want to do.

21. As a result of the services I received, I am satisfied with my family life right now.

20. As a result of the services I received, I am better able to cope when things go wrong.

19. As a result of the services I received, I am doing better in school and or work.

18. As a result of the services I received, I get along better with friends and other people.

17. As a result of the services I received, I get along better with family members.

16. As a result of the services I received, I am better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my religious/spiritual beliefs.

12. Staff treated me with respect.

11. I got as much help as I needed.

10. I got the help I wanted.

9. Services were available at times that were convenient for me.

8. The location of services was convenient for me.

7. The services I received were right for me.


5. I felt I had someone to talk to when I was troubled.

4. The people helping me stuck with me no matter what.

3. I helped to choose my treatment goals.

2. I helped to choose my services.

1. Overall, I am satisfied with the service I received.
### Youth Services Survey for Youth  
**N = 4**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>75.0 % 1. Overall, I am satisfied with the service I received</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 2. I helped to choose my services</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 3. I helped to choose my treatment goals</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 4. The people helping me stuck with me no matter what</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 5. I felt I had someone to talk to when I was troubled</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 6. I participated in my own treatment</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 7. The services I received were right for me</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 % 8. The location of services was convenient for me</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 9. Services were available at times that were convenient for me</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 10. I got the help I wanted</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 11. I got as much help as I needed</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 12. Staff treated me with respect</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 13. Staff respected my religious/spiritual beliefs</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 14. Staff spoke with me in a way that I understood</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>66.7 % 15. Staff were sensitive to my cultural/ethnic background</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 16. As a result of the services I received, I am better at handling daily life</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 % 17. As a result of the services I received, I get along better with family members</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 18. As a result of the services I received, I get along better with friends and other people</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 19. As a result of the services I received, I am doing better in school and or work</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 % 20. As a result of the services I received, I am better able to cope when things go wrong</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 21. As a result of the services I received, I am satisfied with my family life right now</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 22. As a result of the services I received, I am better able to do things I want to do</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things</strong></td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>CHP Essex House</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>N: 4 Mean: 3.67</td>
<td>N: 4 Mean: 4.30</td>
</tr>
<tr>
<td>Participation</td>
<td>N: 4 Mean: 3.25</td>
<td>N: 4 Mean: 4.11</td>
</tr>
<tr>
<td>Access</td>
<td>N: 4 Mean: 3.50</td>
<td>N: 4 Mean: 4.21</td>
</tr>
<tr>
<td>Culture</td>
<td>N: 4 Mean: 3.58</td>
<td>N: 4 Mean: 4.43</td>
</tr>
<tr>
<td>Outcomes</td>
<td>N: 4 Mean: 3.50</td>
<td>N: 4 Mean: 3.94</td>
</tr>
<tr>
<td>Social</td>
<td>N: 4 Mean: 3.88</td>
<td>N: 4 Mean: 4.20</td>
</tr>
</tbody>
</table>

Not enough Family data for scale means CI chart.
<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 4 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

CJCJ Community Options for Youth
Program Code(s): 38GJ2 38GJ3

Overall Satisfaction
100.0%

Return Rate
68.4%

Overall satisfaction mean score for CJCJ Community Options for Youth: 4.07 (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 4. The people helping me stuck with me no matter what

Lowest Agreement Items
33.3% 3. I helped to choose my treatment goals
66.7% 7. The services I received were right for me
66.7% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Statement</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td></td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td></td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td></td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td></td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td></td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td></td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td></td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td></td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td></td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td></td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td></td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td></td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td></td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td></td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td></td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td></td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td></td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
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</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td></td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td></td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td></td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td></td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td></td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td></td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td></td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
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Youth Services Survey for Youth
<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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</tr>
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<td>2</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
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<td>3</td>
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<td>5. I felt I had someone to talk to when I was troubled</td>
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<td>3</td>
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<tr>
<td>6. I participated in my own treatment</td>
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<td>3</td>
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<td>10</td>
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<td>7. The services I received were right for me</td>
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<td>3</td>
<td>1</td>
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<tr>
<td>8. The location of services was convenient for me</td>
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<td>3</td>
<td>1</td>
<td>0</td>
<td>10</td>
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<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>1</td>
<td>0</td>
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</tr>
<tr>
<td>12. Staff treated me with respect</td>
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<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
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<td>0</td>
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<td>3</td>
<td>0</td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
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<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
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<td>2</td>
<td>3</td>
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</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
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<td>2</td>
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<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
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<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
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<td>3</td>
<td>0</td>
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<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>3</td>
<td>0</td>
<td>10</td>
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<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
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<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
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<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
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<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>10</td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

Not enough Family data for scale means CI chart
Survey Compliance

<table>
<thead>
<tr>
<th>CJCJ Community Options for Youth Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<tr>
<td></td>
<td>0 %</td>
<td>76.9 %</td>
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<tr>
<td>Impaired</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>Language</td>
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<td></td>
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<td>0 %</td>
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<td>Other</td>
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<td>0 %</td>
<td>0 %</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>0 %</td>
<td>23.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 19 clients; surveys were returned for 13 clients (13/19 = 68.4%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Community Youth Center
Program Code(s): 38CY3 38CY4

Overall Satisfaction
96.8%

Return Rate
200.0%

Overall satisfaction mean score for Community Youth Center: 4.48 (youth), 4.19 (family).

Overall satisfaction mean score for all other programs: 4.25 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
98.4% 10. I got the help I wanted
98.4% 12. Staff treated me with respect
96.8% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items
76.7% 2. I helped to choose my services
83.9% 3. I helped to choose my treatment goals
85.5% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
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16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
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<td>1</td>
<td>22</td>
<td>36</td>
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<td>5. I felt I had someone to talk to when I was troubled</td>
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<td>43</td>
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<td>6. I participated in my own treatment</td>
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<td>0</td>
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<tr>
<td>7. The services I received were right for me</td>
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<td>24</td>
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<td>8. The location of services was convenient for me</td>
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<td>9. Services were available at times that were convenient for me</td>
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<td>1</td>
<td>24</td>
<td>34</td>
<td>0</td>
<td>1</td>
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<tr>
<td>11. I got as much help as I needed</td>
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<td>0</td>
<td>7</td>
<td>18</td>
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<td>0</td>
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<td>0</td>
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<td>15. Staff were sensitive to my cultural/ethnic background</td>
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<td>33</td>
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<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>27</td>
<td>25</td>
<td>1</td>
<td>0</td>
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<td>0</td>
<td>2</td>
<td>9</td>
<td>31</td>
<td>17</td>
<td>0</td>
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<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
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<td>2</td>
<td>9</td>
<td>26</td>
<td>21</td>
<td>1</td>
<td>0</td>
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<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>26</td>
<td>21</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>31</td>
<td>23</td>
<td>0</td>
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<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>4</td>
<td>1</td>
<td>9</td>
<td>27</td>
<td>17</td>
<td>1</td>
<td>1</td>
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<td>0</td>
<td>1</td>
<td>6</td>
<td>30</td>
<td>22</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>25</td>
<td>31</td>
<td>0</td>
<td>3</td>
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<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>21</td>
<td>33</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>26</td>
<td>25</td>
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<td>3</td>
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<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>23</td>
<td>30</td>
<td>1</td>
<td>3</td>
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Youth Services Survey for Youth  N = 60
<table>
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<tr>
<th>Percentage</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>66.7 %</td>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>2. I helped to choose my child's services</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>3. I helped to choose my child's treatment goals</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>6. I participated in my child's treatment</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>7. The services my child and/or family received were right for us</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>8. The location of services was convenient for us</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>22. 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</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>23. 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</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>24. 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)</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>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</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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### Youth Services Survey - Scale Means and 95% Confidence Intervals

#### Community Youth Center

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>N</th>
<th>Mean Score</th>
<th>N</th>
<th>Mean Score</th>
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<th>Mean Score</th>
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<th>Mean Score</th>
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<td>4.29</td>
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<td>4.15</td>
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<tr>
<td>Participation</td>
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<td>4.08</td>
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<td>4.16</td>
<td>462</td>
<td>3.91</td>
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<tr>
<td>Outcomes</td>
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### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

#### Community Youth Center

<table>
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<th>Mean Score</th>
<th>N</th>
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<th>Mean Score</th>
<th>N</th>
<th>Mean Score</th>
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<tbody>
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<td>4.22</td>
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<td>4.41</td>
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<tr>
<td>Participation</td>
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<td>4.33</td>
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<td>4.33</td>
<td>531</td>
<td>4.33</td>
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<tr>
<td>Outcomes</td>
<td>4.10</td>
<td>527</td>
<td>3.97</td>
<td>527</td>
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<td>529</td>
<td>4.33</td>
<td>531</td>
<td>4.33</td>
<td>527</td>
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<tr>
<td>Social</td>
<td>4.28</td>
<td>527</td>
<td>4.28</td>
<td>527</td>
<td>4.33</td>
<td>529</td>
<td>4.33</td>
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### Survey Compliance
Community Youth Center Completion by Respondent Type

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<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
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<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
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<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>3</td>
<td>60</td>
<td>63</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3</td>
<td>60</td>
<td>63</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 30 clients; surveys were returned for 60 clients (60/30 = 200.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Conard House Outpatient Services
Program Code(s): 89492

Overall Satisfaction
86.4%

Return Rate
56.8%

Overall satisfaction mean score for Conard House Outpatient Services: 4.23.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
93.0%  1. I like the services that I received here  
92.9%  7. Services were available at times that were good for me  
91.8%  10. Staff here believe that I can grow, change and recover  

**Lowest Agreement Items**
72.1%  15. Staff told me what side effects to watch out for  
73.1%  9. I was able to see a psychiatrist when I wanted to  
73.8%  2. If I had other choices, I would still get services from this agency  

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: My symptoms are not bothering me as much
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.0 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.9 %</td>
<td>4.8 %</td>
<td>35.2 %</td>
<td>40.9 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>73.8 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>19.1 %</td>
<td>25.7 %</td>
<td>35.2 %</td>
<td>0.0 %</td>
<td>21.0 %</td>
</tr>
<tr>
<td>87.2 % 3. I would recommend this agency to a friend or family member</td>
<td>1.9 %</td>
<td>9.3 %</td>
<td>30.4 %</td>
<td>40.9 %</td>
<td>21.7 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>87.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>1.9 %</td>
<td>10.0 %</td>
<td>21.7 %</td>
<td>53.1 %</td>
<td>0.0 %</td>
<td>22.8 %</td>
</tr>
<tr>
<td>88.4 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>4.8 %</td>
<td>6.0 %</td>
<td>20.3 %</td>
<td>40.9 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>88.6 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>3.9 %</td>
<td>5.7 %</td>
<td>26.7 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>19.1 %</td>
</tr>
<tr>
<td>92.9 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.9 %</td>
<td>5.7 %</td>
<td>35.2 %</td>
<td>40.9 %</td>
<td>0.0 %</td>
<td>19.1 %</td>
</tr>
<tr>
<td>87.1 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>9.3 %</td>
<td>30.4 %</td>
<td>40.9 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>73.1 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>13.3 %</td>
<td>22.9 %</td>
<td>34.3 %</td>
<td>0.0 %</td>
<td>19.1 %</td>
</tr>
<tr>
<td>91.8 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>32.4 %</td>
<td>41.9 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>83.1 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>3.8 %</td>
<td>9.5 %</td>
<td>33.3 %</td>
<td>32.4 %</td>
<td>0.0 %</td>
<td>17.1 %</td>
</tr>
<tr>
<td>77.0 % 12. I felt free to complain</td>
<td>0.9 %</td>
<td>5.7 %</td>
<td>12.4 %</td>
<td>31.4 %</td>
<td>32.4 %</td>
<td>0.0 %</td>
<td>17.1 %</td>
</tr>
<tr>
<td>81.2 % 13. I was given information about my rights</td>
<td>0.9 %</td>
<td>5.7 %</td>
<td>8.6 %</td>
<td>33.3 %</td>
<td>32.4 %</td>
<td>0.0 %</td>
<td>17.1 %</td>
</tr>
<tr>
<td>90.2 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>34.3 %</td>
<td>36.2 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
</tr>
<tr>
<td>72.1 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>4.8 %</td>
<td>11.4 %</td>
<td>30.5 %</td>
<td>16.2 %</td>
<td>0.0 %</td>
<td>15.2 %</td>
</tr>
<tr>
<td>82.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>1.9 %</td>
<td>12.4 %</td>
<td>26.7 %</td>
<td>39.1 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
</tr>
<tr>
<td>82.9 % 17. I, not staff, decided my treatment goals</td>
<td>1.9 %</td>
<td>2.9 %</td>
<td>8.6 %</td>
<td>33.3 %</td>
<td>31.4 %</td>
<td>2.9 %</td>
<td>19.1 %</td>
</tr>
<tr>
<td>86.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>1.0 %</td>
<td>10.0 %</td>
<td>31.0 %</td>
<td>41.2 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>19.1 %</td>
</tr>
<tr>
<td>82.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>11.0 %</td>
<td>34.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
</tr>
<tr>
<td>80.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc)</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>12.0 %</td>
<td>31.0 %</td>
<td>31.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
</tr>
<tr>
<td>78.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>1.9 %</td>
<td>14.3 %</td>
<td>33.3 %</td>
<td>28.5 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>77.9 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>1.9 %</td>
<td>15.3 %</td>
<td>35.2 %</td>
<td>25.7 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>78.8 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>1.9 %</td>
<td>13.3 %</td>
<td>36.2 %</td>
<td>27.6 %</td>
<td>0.0 %</td>
<td>18.1 %</td>
<td></td>
</tr>
<tr>
<td>68.1 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1.9 %</td>
<td>2.9 %</td>
<td>17.1 %</td>
<td>24.8 %</td>
<td>21.9 %</td>
<td>0.0 %</td>
<td>17.1 %</td>
</tr>
<tr>
<td>67.5 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>19.1 %</td>
<td>21.9 %</td>
<td>31.4 %</td>
<td>20.0 %</td>
<td>0.0 %</td>
<td>19.1 %</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>2</td>
<td>17</td>
<td>28</td>
<td>15</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>2</td>
<td>3</td>
<td>18</td>
<td>28</td>
<td>31</td>
<td>4</td>
<td>19</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>7</td>
<td>23</td>
<td>26</td>
<td>25</td>
<td>3</td>
<td>21</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>1</td>
<td>15</td>
<td>38</td>
<td>30</td>
<td>0</td>
<td>21</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>38</td>
<td>29</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0</td>
<td>4</td>
<td>19</td>
<td>39</td>
<td>22</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1</td>
<td>2</td>
<td>15</td>
<td>41</td>
<td>25</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>4</td>
<td>17</td>
<td>33</td>
<td>26</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>4</td>
<td>13</td>
<td>36</td>
<td>25</td>
<td>3</td>
<td>22</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>1</td>
<td>4</td>
<td>22</td>
<td>32</td>
<td>23</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.9</td>
<td>10.5</td>
<td>12.4</td>
<td>21.9</td>
<td>29.5</td>
<td>6.7</td>
<td>18.1</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.30, 4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>4.16, 4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.16, 4.40</td>
</tr>
<tr>
<td>Quality</td>
<td>4.20, 4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.94, 4.23</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.05, 4.08</td>
</tr>
<tr>
<td>Social</td>
<td>3.94, 4.05</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10.5 %</td>
<td>17.2 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3.9 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1.3 %</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>64</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>84.2 %</td>
<td>79.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>76</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 185 clients; surveys were returned for 105 clients (105/185 = 56.8%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Conard Rep Payee
Program Code(s): 8949RP

Overall Satisfaction
83.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for Conard Rep Payee: 4.19.

Overall satisfaction mean score for all other programs: 4.43.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
1. I like the services that I received here 90.8%
5. Staff were willing to see me as often as I felt it was necessary 86.6%
7. Services were available at times that were good for me 85.5%

Lowest Agreement Items
9. I was able to see a psychiatrist when I wanted to 72.7%
15. Staff told me what side effects to watch out for 73.4%
12. I felt free to complain 76.2%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
## MHSIP Items 1-25

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>3</td>
<td>2</td>
<td>7</td>
<td>43</td>
<td>75</td>
<td>0</td>
<td>120</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>2</td>
<td>4</td>
<td>14</td>
<td>44</td>
<td>57</td>
<td>3</td>
<td>126</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>2</td>
<td>4</td>
<td>13</td>
<td>43</td>
<td>58</td>
<td>6</td>
<td>124</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>2</td>
<td>5</td>
<td>15</td>
<td>47</td>
<td>54</td>
<td>3</td>
<td>124</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>3</td>
<td>3</td>
<td>10</td>
<td>42</td>
<td>61</td>
<td>3</td>
<td>128</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>3</td>
<td>4</td>
<td>12</td>
<td>45</td>
<td>52</td>
<td>10</td>
<td>124</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>53</td>
<td>53</td>
<td>2</td>
<td>124</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>4</td>
<td>9</td>
<td>9</td>
<td>48</td>
<td>55</td>
<td>2</td>
<td>123</td>
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<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>3</td>
<td>6</td>
<td>18</td>
<td>30</td>
<td>42</td>
<td>25</td>
<td>126</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>3</td>
<td>5</td>
<td>12</td>
<td>37</td>
<td>54</td>
<td>12</td>
<td>127</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>3</td>
<td>5</td>
<td>16</td>
<td>37</td>
<td>43</td>
<td>22</td>
<td>124</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>6</td>
<td>9</td>
<td>14</td>
<td>51</td>
<td>42</td>
<td>3</td>
<td>125</td>
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<tr>
<td>13. I was given information about my rights</td>
<td>2</td>
<td>5</td>
<td>13</td>
<td>43</td>
<td>51</td>
<td>4</td>
<td>132</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>2</td>
<td>6</td>
<td>14</td>
<td>39</td>
<td>47</td>
<td>17</td>
<td>125</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>3</td>
<td>6</td>
<td>16</td>
<td>31</td>
<td>38</td>
<td>26</td>
<td>130</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>4</td>
<td>2</td>
<td>12</td>
<td>42</td>
<td>51</td>
<td>13</td>
<td>126</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>2</td>
<td>5</td>
<td>15</td>
<td>36</td>
<td>44</td>
<td>15</td>
<td>133</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>5</td>
<td>5</td>
<td>12</td>
<td>42</td>
<td>52</td>
<td>9</td>
<td>125</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>3</td>
<td>4</td>
<td>13</td>
<td>42</td>
<td>45</td>
<td>13</td>
<td>130</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1</td>
<td>4</td>
<td>14</td>
<td>42</td>
<td>45</td>
<td>14</td>
<td>130</td>
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<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1</td>
<td>2</td>
<td>18</td>
<td>53</td>
<td>43</td>
<td>1</td>
<td>132</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>2</td>
<td>8</td>
<td>16</td>
<td>43</td>
<td>46</td>
<td>1</td>
<td>134</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>1</td>
<td>4</td>
<td>15</td>
<td>48</td>
<td>46</td>
<td>4</td>
<td>132</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>2</td>
<td>6</td>
<td>22</td>
<td>41</td>
<td>34</td>
<td>13</td>
<td>132</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>2</td>
<td>5</td>
<td>21</td>
<td>45</td>
<td>41</td>
<td>9</td>
<td>127</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or</td>
<td>2</td>
<td>6</td>
<td>25</td>
<td>28</td>
<td>31</td>
<td>25</td>
<td>133</td>
</tr>
<tr>
<td></td>
<td>work</td>
<td>0.8 %</td>
<td>2.4 %</td>
<td>10.0 %</td>
<td>11.2 %</td>
<td>12.4 %</td>
<td>10.0 %</td>
<td>53.2 %</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation</td>
<td>4</td>
<td>8</td>
<td>14</td>
<td>41</td>
<td>47</td>
<td>2</td>
<td>134</td>
</tr>
<tr>
<td></td>
<td>has improved</td>
<td>1.6 %</td>
<td>3.2 %</td>
<td>5.6 %</td>
<td>16.4 %</td>
<td>18.8 %</td>
<td>0.8 %</td>
<td>53.6 %</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not</td>
<td>4</td>
<td>10</td>
<td>20</td>
<td>35</td>
<td>38</td>
<td>12</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>bothering me as much</td>
<td>1.6 %</td>
<td>4.0 %</td>
<td>8.0 %</td>
<td>14.0 %</td>
<td>15.2 %</td>
<td>4.8 %</td>
<td>52.4 %</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are</td>
<td>3</td>
<td>4</td>
<td>14</td>
<td>52</td>
<td>37</td>
<td>5</td>
<td>135</td>
</tr>
<tr>
<td></td>
<td>more meaningful to me</td>
<td>1.2 %</td>
<td>1.6 %</td>
<td>5.6 %</td>
<td>20.8 %</td>
<td>14.8 %</td>
<td>2.0 %</td>
<td>54.0 %</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am able to</td>
<td>4</td>
<td>6</td>
<td>13</td>
<td>50</td>
<td>42</td>
<td>3</td>
<td>132</td>
</tr>
<tr>
<td></td>
<td>take care of my needs</td>
<td>1.6 %</td>
<td>2.4 %</td>
<td>5.2 %</td>
<td>20.0 %</td>
<td>16.8 %</td>
<td>1.2 %</td>
<td>52.8 %</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am able to</td>
<td>3</td>
<td>10</td>
<td>21</td>
<td>47</td>
<td>37</td>
<td>129</td>
<td></td>
</tr>
<tr>
<td></td>
<td>handle things when they go wrong</td>
<td>1.2 %</td>
<td>4.0 %</td>
<td>8.4 %</td>
<td>18.8 %</td>
<td>14.8 %</td>
<td>1.2 %</td>
<td>51.6 %</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am able to</td>
<td>3</td>
<td>9</td>
<td>13</td>
<td>53</td>
<td>38</td>
<td>3</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>do things that I want to do</td>
<td>1.2 %</td>
<td>3.6 %</td>
<td>5.2 %</td>
<td>21.2 %</td>
<td>15.2 %</td>
<td>1.2 %</td>
<td>52.8 %</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the</td>
<td>5</td>
<td>10</td>
<td>16</td>
<td>43</td>
<td>39</td>
<td>7</td>
<td>130</td>
</tr>
<tr>
<td></td>
<td>friendships I have</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>6.4 %</td>
<td>17.2 %</td>
<td>15.6 %</td>
<td>2.8 %</td>
<td>52.0 %</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with</td>
<td>3</td>
<td>12</td>
<td>15</td>
<td>42</td>
<td>37</td>
<td>8</td>
<td>133</td>
</tr>
<tr>
<td></td>
<td>whom I can do enjoyable things</td>
<td>1.2 %</td>
<td>4.8 %</td>
<td>6.0 %</td>
<td>16.8 %</td>
<td>14.8 %</td>
<td>3.2 %</td>
<td>53.2 %</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my</td>
<td>4</td>
<td>12</td>
<td>14</td>
<td>49</td>
<td>35</td>
<td>5</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>community</td>
<td>1.6 %</td>
<td>4.8 %</td>
<td>5.6 %</td>
<td>19.6 %</td>
<td>14.0 %</td>
<td>2.0 %</td>
<td>52.4 %</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would</td>
<td>3</td>
<td>12</td>
<td>20</td>
<td>37</td>
<td>39</td>
<td>8</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>have the support I need from family or friends</td>
<td>1.2 %</td>
<td>4.8 %</td>
<td>8.0 %</td>
<td>14.8 %</td>
<td>15.6 %</td>
<td>3.2 %</td>
<td>52.4 %</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Score</td>
<td>4.31</td>
<td>4.07</td>
<td>4.07</td>
<td>4.12</td>
<td>4.01</td>
<td>3.97</td>
<td>3.90</td>
</tr>
<tr>
<td>N</td>
<td>133</td>
<td>112</td>
<td>112</td>
<td>131</td>
<td>130</td>
<td>123</td>
<td>119</td>
</tr>
<tr>
<td>Mean</td>
<td>1932</td>
<td>1893</td>
<td>1914</td>
<td>1911</td>
<td>1885</td>
<td>1828</td>
<td>1814</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>71</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>35.5%</td>
<td>52%</td>
</tr>
<tr>
<td>Impaired</td>
<td>14</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Language</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>0.5%</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1.5%</td>
<td>2%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>111</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>55.5%</td>
<td>38%</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 139 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Curry Senior Center MH
Program Code(s): 38ISBH

Overall Satisfaction
87.5%

Return Rate
150.0%

Overall satisfaction mean score for Curry Senior Center MH: **4.13**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- 100.0%  1. I like the services that I received here
- 100.0%  2. If I had other choices, I would still get services from this agency
- 100.0%  5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
- 33.3%  18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 50.0%  12. I felt free to complain
- 50.0%  20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>5.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>transportation, distance, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td></td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td></td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>medication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>given information about my treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.1 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
</tr>
<tr>
<td>language, etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
</tr>
<tr>
<td>take charge of managing my illness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>drop-in centers, crisis phone line, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>effectively with daily problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>41.7 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>to control my life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>to deal with crisis</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>better with my family</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>4</td>
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<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>4</td>
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<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<td>As a direct result of the services I received: I am happy with the friendships I have</td>
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<td>0</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>1</td>
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</table>

MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
<th>95% CI</th>
</tr>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>8</td>
<td>4.58</td>
<td>4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>8</td>
<td>3.94</td>
<td>4.38</td>
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<tr>
<td>Access</td>
<td>8</td>
<td>3.94</td>
<td>4.40</td>
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<tr>
<td>Quality</td>
<td>8</td>
<td>4.01</td>
<td>4.44</td>
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<tr>
<td>Outcomes</td>
<td>8</td>
<td>3.75</td>
<td>4.24</td>
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<tr>
<td>Functioning</td>
<td>8</td>
<td>3.73</td>
<td>4.08</td>
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<tr>
<td>Social</td>
<td>7</td>
<td>4.00</td>
<td>4.05</td>
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## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>8 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 12 clients (12/8 = 150.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

Edgewood Campus Programs

Youth program codes (RUs): 885814 885818 885819 8858ED 8858FC 8858OP
Adult program codes (RUs): 885818 885819 8858ED 8858OP

Overall Satisfaction
87.5%

Return Rate
65.6%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 122
People surveyed: 80 (76 youth and 4 adults)

Adult satisfaction mean score: 3.97
Youth satisfaction mean score: 4.20
Family satisfaction mean score: 4.31

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)

<table>
<thead>
<tr>
<th>Type</th>
<th>N</th>
<th>Percent Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>4</td>
<td>75.0%</td>
</tr>
<tr>
<td>Youth</td>
<td>76</td>
<td>88.0%</td>
</tr>
</tbody>
</table>
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 122 clients; surveys were returned for 80 clients (80/122 = 65.6%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Edgewood Campus Programs
Program Code(s): 885818 885819 8858ED 8858OP

Overall Satisfaction
1
75.0%

Return Rate
2
57.1%

Overall satisfaction mean score for Edgewood Campus Programs: 3.97.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
100.0% 1. I like the services that I received here
100.0% 3. I would recommend this agency to a friend or family member
100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
50.0% 2. If I had other choices, I would still get services from this agency
50.0% 9. I was able to see a psychiatrist when I wanted to
50.0% 11. I felt comfortable asking questions about my treatment and medication

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
MHSIP Items 1-25
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>1 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>2 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>2 %</td>
<td>1 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.0 %</td>
<td>0 %</td>
<td>0 %</td>
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**MHSIP Items 26-36**

**Percent Agree**

<table>
<thead>
<tr>
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<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0 %</td>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0 %</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0 %</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0 %</td>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0 %</td>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0.0 %</td>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

---

**MHSIP - Scale Means and 95% Confidence Intervals**

**Mean Score**

**Edgewood Campus Programs**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean</th>
<th>N</th>
<th>N</th>
<th>Mean</th>
<th>N</th>
<th>N</th>
<th>N</th>
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<td>Outcomes</td>
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## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
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<tr>
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<tr>
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<td>0 %</td>
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<td>0 %</td>
</tr>
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<td>Language</td>
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<td></td>
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<td>0 %</td>
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<td>Other</td>
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<td>No Data</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Total</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 7 clients; surveys were returned for 4 clients (4/7 = 57.1%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Edgewood Campus Programs
Program Code(s): 885814 885818 885819 8858ED 8858FC 8858OP

Overall Satisfaction
88.0%

Return Rate 66.1%

Overall satisfaction mean score for Edgewood Campus Programs: 4.20 (youth), 4.31 (family).

Overall satisfaction mean score for all other programs: 4.29 (youth), 4.46 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
92.2% 14. Staff spoke with me in a way that I understood
91.0% 12. Staff treated me with respect
89.9% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items
78.9% 11. I got as much help as I needed
79.0% 2. I helped to choose my services
81.3% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
| 1. Overall, I am satisfied with the service I received | ![Graph](image1.png) |
| 2. I helped to choose my services | ![Graph](image2.png) |
| 3. I helped to choose my treatment goals | ![Graph](image3.png) |
| 4. The people helping me stuck with me no matter what | ![Graph](image4.png) |
| 5. I felt I had someone to talk to when I was troubled | ![Graph](image5.png) |
| 6. I participated in my own treatment | ![Graph](image6.png) |
| 7. The services I received were right for me | ![Graph](image7.png) |
| 8. The location of services was convenient for me | ![Graph](image8.png) |
| 9. Services were available at times that were convenient for me | ![Graph](image9.png) |
| 10. I got the help I wanted | ![Graph](image10.png) |
| 11. I got as much help as I needed | ![Graph](image11.png) |
| 12. Staff treated me with respect | ![Graph](image12.png) |
| 13. Staff respected my religious/spiritual beliefs | ![Graph](image13.png) |
| 14. Staff spoke with me in a way that I understood | ![Graph](image14.png) |
| 15. Staff were sensitive to my cultural/ethnic background | ![Graph](image15.png) |
| 16. As a result of the services I received, I am better at handling daily life | ![Graph](image16.png) |
| 17. As a result of the services I received, I get along better with family members | ![Graph](image17.png) |
| 18. As a result of the services I received, I get along better with friends and other people | ![Graph](image18.png) |
| 19. As a result of the services I received, I am doing better in school and or work | ![Graph](image19.png) |
| 20. As a result of the services I received, I am better able to cope when things go wrong | ![Graph](image20.png) |
| 21. As a result of the services I received, I am satisfied with my family life right now | ![Graph](image21.png) |
| 22. As a result of the services I received, I am better able to do things I want to do | ![Graph](image22.png) |
| 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | ![Graph](image23.png) |
| 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | ![Graph](image24.png) |
| 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | ![Graph](image25.png) |
| 26. As a result of the services I received, I have people with whom I can do enjoyable things | ![Graph](image26.png) |
# Youth Services Survey for Youth  
N = 44

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.2 % 1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>34.1 %</td>
<td>43.2 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>75.8 % 2. I helped to choose my services</td>
<td>2.3 %</td>
<td>6.8 %</td>
<td>9.1 %</td>
<td>45.5 %</td>
<td>11.4 %</td>
<td>15.9 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>86.1 % 3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>31.8 %</td>
<td>38.6 %</td>
<td>9.1 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>84.2 % 4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>6.8 %</td>
<td>6.8 %</td>
<td>34.1 %</td>
<td>38.6 %</td>
<td>4.5 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>87.2 % 5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>6.8 %</td>
<td>4.5 %</td>
<td>36.4 %</td>
<td>40.9 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>89.5 % 6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>9.1 %</td>
<td>45.5 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>78.4 % 7. The services I received were right for me</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>13.6 %</td>
<td>38.6 %</td>
<td>27.3 %</td>
<td>2.3 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>84.2 % 8. The location of services was convenient for me</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>43.2 %</td>
<td>29.5 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>84.2 % 9. Services were available at times that were convenient for me</td>
<td>2.3 %</td>
<td>6.8 %</td>
<td>4.5 %</td>
<td>27.3 %</td>
<td>45.5 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>78.9 % 10. I got the help I wanted</td>
<td>2.3 %</td>
<td>6.8 %</td>
<td>9.1 %</td>
<td>38.6 %</td>
<td>29.5 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>73.7 % 11. I got as much help as I needed</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>18.2 %</td>
<td>31.8 %</td>
<td>31.8 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>89.2 % 12. Staff treated me with respect</td>
<td>2.3 %</td>
<td>0.0 %</td>
<td>6.8 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>82.1 % 13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>15.9 %</td>
<td>36.4 %</td>
<td>25.0 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>92.1 % 14. Staff spoke with me in a way that I understood</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>27.3 %</td>
<td>52.3 %</td>
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<td>11.4 %</td>
</tr>
<tr>
<td>90.3 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>29.5 %</td>
<td>34.1 %</td>
<td>15.9 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>73.7 % 16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>6.8 %</td>
<td>15.9 %</td>
<td>34.1 %</td>
<td>29.5 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>73.7 % 17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>20.4 %</td>
<td>47.7 %</td>
<td>15.9 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>64.9 % 18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>9.1 %</td>
<td>20.4 %</td>
<td>40.9 %</td>
<td>13.6 %</td>
<td>4.5 %</td>
</tr>
<tr>
<td>57.9 % 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>9.1 %</td>
<td>20.4 %</td>
<td>40.9 %</td>
<td>13.6 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>64.9 % 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>25.0 %</td>
<td>43.2 %</td>
<td>11.4 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>63.9 % 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>2.3 %</td>
<td>6.8 %</td>
<td>20.4 %</td>
<td>38.6 %</td>
<td>13.6 %</td>
<td>2.3 %</td>
<td>15.9 %</td>
</tr>
<tr>
<td>81.1 % 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>4.5 %</td>
<td>45.5 %</td>
<td>22.7 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>86.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>84.2 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
<td>40.9 %</td>
<td>31.8 %</td>
<td>0.0 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>81.1 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>13.6 %</td>
<td>34.1 %</td>
<td>34.1 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
<tr>
<td>86.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>2.3 %</td>
<td>4.5 %</td>
<td>4.5 %</td>
<td>40.9 %</td>
<td>31.8 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and/or family received, my child is better at handling daily life

17. As a result of the services my child and/or family received, my child gets along better with family members

18. As a result of the services my child and/or family received, my child gets along better with friends and other people

19. As a result of the services my child and/or family received, my child is doing better in school and/or work

20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and/or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things
## Youth Services Survey for Families  N = 58

<table>
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<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>13</td>
<td>35</td>
<td>1</td>
<td>4</td>
<td>90.6%</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>5</td>
<td>1</td>
<td>3</td>
<td>20</td>
<td>19</td>
<td>6</td>
<td>4</td>
<td>87.8%</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>19</td>
<td>24</td>
<td>3</td>
<td>6</td>
<td>87.8%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>12</td>
<td>36</td>
<td>1</td>
<td>4</td>
<td>90.6%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>18</td>
<td>27</td>
<td>1</td>
<td>5</td>
<td>86.5%</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>14</td>
<td>33</td>
<td>1</td>
<td>4</td>
<td>88.7%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>12</td>
<td>33</td>
<td>1</td>
<td>4</td>
<td>84.9%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>15</td>
<td>32</td>
<td>1</td>
<td>4</td>
<td>88.7%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>14</td>
<td>33</td>
<td>1</td>
<td>4</td>
<td>88.7%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>16</td>
<td>28</td>
<td>1</td>
<td>4</td>
<td>83.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>13</td>
<td>30</td>
<td>1</td>
<td>5</td>
<td>82.7%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>38</td>
<td>1</td>
<td>5</td>
<td>92.3%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>30</td>
<td>7</td>
<td>4</td>
<td>91.5%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>37</td>
<td>1</td>
<td>5</td>
<td>92.3%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>34</td>
<td>3</td>
<td>7</td>
<td>89.6%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>17</td>
<td>15</td>
<td>4</td>
<td>4</td>
<td>64.0%</td>
</tr>
<tr>
<td>child is better at handling daily life</td>
<td>3.4%</td>
<td>8.6%</td>
<td>19.0%</td>
<td>29.3%</td>
<td>25.9%</td>
<td>6.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td>20</td>
<td>16</td>
<td>3</td>
<td>5</td>
<td>72.0%</td>
</tr>
<tr>
<td>child gets along better with family members</td>
<td>3.4%</td>
<td>6.9%</td>
<td>13.8%</td>
<td>34.5%</td>
<td>27.6%</td>
<td>5.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my</td>
<td>3</td>
<td>0</td>
<td>16</td>
<td>17</td>
<td>16</td>
<td>2</td>
<td>4</td>
<td>63.5%</td>
</tr>
<tr>
<td>child gets along better with friends and other people</td>
<td>5.2%</td>
<td>0.0%</td>
<td>27.6%</td>
<td>29.3%</td>
<td>27.6%</td>
<td>3.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my</td>
<td>3</td>
<td>1</td>
<td>14</td>
<td>20</td>
<td>13</td>
<td>2</td>
<td>5</td>
<td>64.7%</td>
</tr>
<tr>
<td>child is doing better in school and or work</td>
<td>5.2%</td>
<td>1.7%</td>
<td>24.1%</td>
<td>34.5%</td>
<td>22.4%</td>
<td>3.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my</td>
<td>3</td>
<td>1</td>
<td>15</td>
<td>22</td>
<td>9</td>
<td>4</td>
<td>4</td>
<td>62.0%</td>
</tr>
<tr>
<td>child is better able to cope when things go wrong</td>
<td>5.2%</td>
<td>1.7%</td>
<td>25.9%</td>
<td>37.9%</td>
<td>15.5%</td>
<td>6.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am</td>
<td>3</td>
<td>3</td>
<td>12</td>
<td>16</td>
<td>16</td>
<td>4</td>
<td>4</td>
<td>64.0%</td>
</tr>
<tr>
<td>satisfied with our family life right now</td>
<td>5.2%</td>
<td>5.2%</td>
<td>20.7%</td>
<td>27.6%</td>
<td>27.6%</td>
<td>6.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a result of the services my child and or family received, my</td>
<td>3</td>
<td>2</td>
<td>14</td>
<td>19</td>
<td>13</td>
<td>3</td>
<td>4</td>
<td>62.7%</td>
</tr>
<tr>
<td>child is better able to do things he or she wants to do</td>
<td>5.2%</td>
<td>3.4%</td>
<td>24.1%</td>
<td>32.8%</td>
<td>22.4%</td>
<td>5.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. As a result of the services my child and or family received, I know</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>23</td>
<td>20</td>
<td>1</td>
<td>8</td>
<td>87.8%</td>
</tr>
<tr>
<td>people who will listen and understand me when I need to talk</td>
<td>5.2%</td>
<td>1.7%</td>
<td>3.4%</td>
<td>39.7%</td>
<td>34.5%</td>
<td>1.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. As a result of the services my child and or family received, I have</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>22</td>
<td>22</td>
<td>1</td>
<td>7</td>
<td>88.0%</td>
</tr>
<tr>
<td>people that I am comfortable talking with about my child’s problem(s)</td>
<td>5.2%</td>
<td>1.7%</td>
<td>3.4%</td>
<td>37.9%</td>
<td>37.9%</td>
<td>1.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. As a result of the services my child and or family received, in a</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>20</td>
<td>22</td>
<td>3</td>
<td>6</td>
<td>85.7%</td>
</tr>
<tr>
<td>crisis, I would have the support I need from family or friends</td>
<td>5.2%</td>
<td>3.4%</td>
<td>3.4%</td>
<td>34.5%</td>
<td>37.9%</td>
<td>5.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>21</td>
<td>18</td>
<td>6</td>
<td>6</td>
<td>84.8%</td>
</tr>
</tbody>
</table>
Edgewood Campus Programs

Other programs

N
Mean
Satisfaction
Participation
Access
Culture
Outcomes
Social

4.13
4.12
4.17
4.38
3.79
4.17
4.31
4.11
4.21
4.43
3.95
4.20

492
489
484
487
489
480

4.29
4.19
4.33
4.46
3.79
4.16
4.42
4.35
4.44
4.58
3.79
4.30

483
478
479
481
478
474

4.29
4.42
4.33
4.46
4.58
3.79
4.16
4.30

Mean Score

YSS Scales

Youth Services Survey - Scale Means and 95% Confidence Intervals

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals
<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>5.2 %</td>
<td>6.8 %</td>
<td>5.8 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>1.7 %</td>
<td>2.3 %</td>
<td>2 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>1.7 %</td>
<td>2.3 %</td>
<td>2 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>53</td>
<td>39</td>
<td>92</td>
</tr>
<tr>
<td></td>
<td>91.4 %</td>
<td>88.6 %</td>
<td>90.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>58</td>
<td>44</td>
<td>102</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 115 clients; surveys were returned for 76 clients (76/115 = 66.1%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Children's Residential
Program Code(s): 8858H2

Overall Satisfaction
100.0%

Return Rate
200.0%

Overall satisfaction mean score for Edgewood Children's Residential: **4.43** (youth), **4.50** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- **100.0%** 1. Overall, I am satisfied with the service I received
- **100.0%** 2. I helped to choose my services
- **100.0%** 3. I helped to choose my treatment goals

**Lowest Agreement Items**
- **100.0%** 1. Overall, I am satisfied with the service I received
- **100.0%** 2. I helped to choose my services
- **100.0%** 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

*Not enough Youth data for Likert chart*
Not enough Youth survey data to create a table.
<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>Agree</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>Agree</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>Agree</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>10. My family got the help we wanted for my child</td>
<td>Agree</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>Agree</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>Agree</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>Agree</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>Agree</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>Agree</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>Agree</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>Agree</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>Agree</td>
</tr>
<tr>
<td>22. 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</td>
<td>Agree</td>
</tr>
<tr>
<td>23. 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</td>
<td>Agree</td>
</tr>
<tr>
<td>24. 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)</td>
<td>Agree</td>
</tr>
<tr>
<td>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</td>
<td>Agree</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>Agree</td>
</tr>
</tbody>
</table>
## Youth Services Survey for Families  
### N = 2

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>100.0</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50.0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

Edgewood Children's Center Residential MHS

Other programs

N | 2 534 1 530 2 532 2 528 2 523
Mean | 4.50 4.00 4.50 4.50 2.93 4.00 4.41 4.33 4.43 4.57 3.97 4.28

YSS-F Scales

Satisfaction | Participation | Access | Culture | Outcomes | Social
## Survey Compliance

### Edgewood Children's Residential

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td></td>
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<td>100 %</td>
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<td><strong>Total</strong></td>
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</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 1 clients; surveys were returned for 2 clients (2/1 = 200.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Family Mosaic Project
Program Code(s): 8957OP 8957VP

Overall Satisfaction

100.0%

Return Rate

83.3%

Overall satisfaction mean score for Family Mosaic Project: 4.31 (youth), 4.43 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

94.7% 9. Services were available at times that were convenient for me
100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
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<th>Agree</th>
<th>Strongly Agree</th>
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<tr>
<td><strong>100.0 % 3. I helped to choose my treatment goals</strong></td>
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<tr>
<td><strong>100.0 % 4. The people helping me stuck with me no matter what</strong></td>
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<td><strong>83.3 % 9. Services were available at times that were convenient for me</strong></td>
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<tr>
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<td><strong>100.0 % 11. I got as much help as I needed</strong></td>
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<td><strong>100.0 % 13. Staff respected my religious/spiritual beliefs</strong></td>
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<td><strong>100.0 % 15. Staff were sensitive to my cultural/ethnic background</strong></td>
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<tr>
<td><strong>50.0 % 16. As a result of the services I received, I am better at handling daily life</strong></td>
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<td>3</td>
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<tr>
<td><strong>100.0 % 17. As a result of the services I received, I get along better with family members</strong></td>
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<td>1</td>
<td>0</td>
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<tr>
<td><strong>66.7 % 18. As a result of the services I received, I get along better with friends and other people</strong></td>
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<tr>
<td><strong>33.3 % 19. As a result of the services I received, I am doing better in school and or work</strong></td>
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<tr>
<td><strong>33.3 % 20. As a result of the services I received, I am better able to cope when things go wrong</strong></td>
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<tr>
<td><strong>83.3 % 21. As a result of the services I received, I am satisfied with my family life right now</strong></td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>50.0 % 22. As a result of the services I received, I am better able to do things I want to do</strong></td>
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<td>3</td>
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</tr>
<tr>
<td><strong>100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</strong></td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</strong></td>
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<td>0</td>
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<tr>
<td><strong>100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</strong></td>
<td></td>
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<tr>
<td><strong>83.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things</strong></td>
<td></td>
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<td>1</td>
<td>4</td>
<td>1</td>
<td>0</td>
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</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child’s services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child’s treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family’s religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and/or family received, my child is better at handling daily life
17. As a result of the services my child and/or family received, my child gets along better with family members
18. As a result of the services my child and/or family received, my child gets along better with friends and other people
19. As a result of the services my child and/or family received, my child is doing better in school and/or work
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and/or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things
## Youth Services Survey for Families  N = 13

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<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
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<td>100.0 %</td>
<td>1. Overall, I am satisfied with the service my child received</td>
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<td>0</td>
<td>7</td>
<td>0</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>2. I helped to choose my child's services</td>
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<td>8</td>
<td>5</td>
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<tr>
<td>100.0 %</td>
<td>3. I helped to choose my child's treatment goals</td>
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<td>0</td>
<td>9</td>
<td>4</td>
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<tr>
<td>100.0 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
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<td>0</td>
<td>0</td>
<td>9</td>
<td>4</td>
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<td>100.0 %</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>4</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>6. I participated in my child's treatment</td>
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<td>100.0 %</td>
<td>7. The services my child and/or family received were right for us</td>
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<td>0</td>
<td>8</td>
<td>5</td>
<td>0</td>
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<tr>
<td>61.5 %</td>
<td>8. The location of services was convenient for us</td>
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<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>5</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
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<tr>
<td>100.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
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<td>8</td>
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<tr>
<td>61.5 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>1</td>
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<tr>
<td>84.6 %</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>2</td>
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<td>1</td>
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<tr>
<td>61.5 %</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>15.4</td>
<td>76.9</td>
<td>7.7</td>
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<tr>
<td>84.6 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>15.4</td>
<td>76.9</td>
<td>7.7</td>
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<tr>
<td>53.8 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
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<td>0</td>
<td>0</td>
<td>46.2</td>
<td>53.8</td>
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<tr>
<td>41.7 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
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<td>3</td>
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<td>4</td>
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<td>69.2 %</td>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>24. 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)</td>
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<td>6</td>
<td>7</td>
<td>0</td>
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<tr>
<td>100.0 %</td>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>100.0 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
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<td>7</td>
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Youth Services Survey - Scale Means and 95% Confidence Intervals

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<th>Mean Score</th>
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<td>Participation</td>
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<td>Access</td>
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<td>Culture</td>
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Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

<table>
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<th>Mean Score</th>
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<td>Satisfaction</td>
<td>4.36</td>
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<td>Participation</td>
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<td>4.62</td>
<td>13</td>
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<tr>
<td>Social</td>
<td>3.69</td>
<td>13</td>
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Family Mosaic Project
Other programs

Mean Score

YSS Scales

YSS-F Scales
<table>
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<tr>
<th>Completion Status</th>
<th>Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
<td>6</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 18 clients; surveys were returned for 15 clients (15/18 = 83.3%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

Foster Care Mental Health Program

Youth program codes (RUs): 89973 89976
Adult program codes (RUs): 89973

Overall Satisfaction

100.0%

Return Rate

13.6%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 59
People surveyed: 8 (7 youth and 1 adults)

Adult satisfaction mean score: NaN
Youth satisfaction mean score: 4.71
Family satisfaction mean score: 3.96
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
No adult surveys contained satisfaction data
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 59 clients; surveys were returned for 8 clients (8/59 = 13.6%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Foster Care Mental Health Program
Program Code(s): 89973

Overall Satisfaction
\[ \text{NaN\%} \]

Return Rate
\[ 33.3\% \]

Overall satisfaction mean score for Foster Care Mental Health Program: NaN.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

- Not enough data for highest satisfaction chart

**Lowest Agreement Items**

- Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

- Not enough data for scale means CI chart

Not enough Youth survey data to create a table. \( N = 0 \)

Not enough MHSIP survey data to create a table. \( N = 0 \)
Not enough data for Likert chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 3 clients; surveys were returned for 1 clients (1/3 = 33.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Foster Care Mental Health Program
Program Code(s): 89973 89976

Overall Satisfaction

100.0%

Return Rate

12.5%

Overall satisfaction mean score for Foster Care Mental Health Program: 4.71 (youth), 3.96 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

1. Overall, I am satisfied with the service I received 100.0%
2. I helped to choose my services 50.0%
3. I helped to choose my treatment goals 100.0%
4. The people helping me stuck with me no matter what 100.0%

Lowest Agreement Items

1. Overall, I am satisfied with the service I received 100.0%
2. I helped to choose my services 50.0%
3. I helped to choose my treatment goals 100.0%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.

Youth Services Survey for Youth

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

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
<td></td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>25.0</td>
<td>0.0</td>
<td>50.0</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
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<td></td>
</tr>
</tbody>
</table>
### Youth Services Survey for Families

**N = 3**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>I helped to choose my child’s services</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>10</td>
<td>My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>11</td>
<td>My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>12</td>
<td>Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13</td>
<td>Staff respected my family’s religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>14</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>15</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>16</td>
<td>As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>17</td>
<td>As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>18</td>
<td>As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>19</td>
<td>As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>20</td>
<td>As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>21</td>
<td>As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
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<td>2</td>
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<td>1</td>
</tr>
<tr>
<td>22</td>
<td>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</td>
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<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>23</td>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>24</td>
<td>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)</td>
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<tr>
<td>25</td>
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<tr>
<td>26</td>
<td>As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
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Youth Services Survey - Scale Means and 95% Confidence Intervals

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

Foster Care Mental Health Program
Other programs

N 4.83 4.30 4.88 5.00 4.75
Mean 2 529 526 520 523 516

Satisfaction Participation Access Culture Outcomes Social

YSS Scales

N 4.08 4.41 4.00 4.00 3.97 4.00
Mean 2 534 529 530 532 528 523

Satisfaction Participation Access Culture Outcomes Social

YSS-F Scales
Survey Compliance
Foster Care Mental Health Program

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</tr>
<tr>
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<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td>Language</td>
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<th>Family</th>
<th>Youth</th>
<th></th>
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</thead>
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<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
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</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 56 clients; surveys were returned for 7 clients (7/56 = 12.5%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Fred Finch Youth Center
Program Code(s): 89823

Overall Satisfaction
NaN%

Return Rate
100.0%

Overall satisfaction mean score for Fred Finch Youth Center: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

Lowest Agreement Items

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for highest satisfaction chart

Not enough data for lowest satisfaction chart

Not enough Youth data for Likert chart
Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart
## Survey Compliance

### Fred Finch Youth Center Completion by Respondent Type

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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<tr>
<td>Completed Survey</td>
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<td>0</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for FSA Adult Full Service Partnership: 4.29.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 92.2% 1. I like the services that I received here
- 92.2% 5. Staff were willing to see me as often as I felt it was necessary
- 88.9% 13. I was given information about my rights

**Lowest Agreement Items**
- 72.9% 9. I was able to see a psychiatrist when I wanted to
- 76.7% 17. I, not staff, decided my treatment goals
- 77.8% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in school and / or work
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am happy with the friendships I have
### MHSIP Items 1-25

#### Percent Agree

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<th>MHSIP Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
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<th>Missing</th>
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<td>3.7 %</td>
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<td>24.7 %</td>
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<tr>
<td>71.4 %</td>
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<td>9.9 %</td>
<td>23.5 %</td>
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<td>19.8 %</td>
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<tr>
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<td>23.5 %</td>
<td>37.0 %</td>
<td>0.0 %</td>
<td>24.7 %</td>
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<td>13.6 %</td>
<td>28.4 %</td>
<td>35.8 %</td>
<td>1.2 %</td>
<td>21.0 %</td>
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<tr>
<td>72.9 %</td>
<td>2.5 %</td>
<td>1.2 %</td>
<td>16.1 %</td>
<td>25.9 %</td>
<td>27.2 %</td>
<td>3.7 %</td>
<td>23.5 %</td>
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<td>12.3 %</td>
<td>28.4 %</td>
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<td>21.0 %</td>
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<tr>
<td>84.7 %</td>
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<td>9.9 %</td>
<td>24.7 %</td>
<td>37.0 %</td>
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<td>24.7 %</td>
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<td>8.6 %</td>
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<td>74.1 %</td>
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### MHSIP Items 26-36

**Percent Agree**

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<th>Disagree</th>
<th>Neutral</th>
<th>Total</th>
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<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>12</td>
<td>14</td>
<td>15</td>
<td>11</td>
<td>0</td>
<td>4</td>
<td>25</td>
<td>64.4%</td>
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<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>13</td>
<td>12</td>
<td>23</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>25</td>
<td>67.3%</td>
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<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>16</td>
<td>19</td>
<td>18</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>26</td>
<td>67.3%</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>11</td>
<td>23</td>
<td>20</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>23</td>
<td>74.1%</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>28</td>
<td>4.9</td>
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<td>0</td>
<td>1.2</td>
<td>3.7</td>
<td>30.9%</td>
<td></td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>23</td>
<td>25.9</td>
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<td>0</td>
<td>0</td>
<td>30.9%</td>
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</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>19</td>
<td>23.5</td>
<td>21</td>
<td>1</td>
<td>1.2</td>
<td>3.7</td>
<td>29.6%</td>
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<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>13</td>
<td>19</td>
<td>19</td>
<td>1</td>
<td>1.2</td>
<td>3.7</td>
<td>32.1%</td>
<td></td>
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<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>16</td>
<td>20</td>
<td>15</td>
<td>2</td>
<td>0.9</td>
<td>4.9</td>
<td>29.6%</td>
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<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>16</td>
<td>19</td>
<td>19</td>
<td>1</td>
<td>1.2</td>
<td>3.7</td>
<td>32.1%</td>
<td></td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>15</td>
<td>14</td>
<td>23</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>30.9%</td>
<td></td>
</tr>
</tbody>
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**MHSIP - Scale Means and 95% Confidence Intervals**

- **Satisfaction**: Mean Score - N 66, 1999 Mean 4.39, 4.46
- **Participation**: Mean Score - N 61, 1956 Mean 4.25, 4.38
- **Access**: Mean Score - N 61, 1981 Mean 4.25, 4.41
- **Quality**: Mean Score - N 64, 1979 Mean 4.27, 4.44
- **Outcomes**: Mean Score - N 64, 1952 Mean 4.03, 4.24
- **Functioning**: Mean Score - N 58, 1896 Mean 4.03, 4.08
- **Social**: Mean Score - N 58, 1879 Mean 3.95, 4.05

*FSA Adult Full Service Partnership*
## Survey Compliance

<table>
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<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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</thead>
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<td>Older Adult</td>
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</tr>
<tr>
<td></td>
<td>8.6%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
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### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 59 clients; surveys were returned for 75 clients (75/59 = 127.1%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

FSA Deaf Community Counseling Services

Youth program codes (RUs): 3822DC
Adult program codes (RUs): 3822DC

Overall Satisfaction
80.0%

Return Rate
68.8%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 16
People surveyed: 11 (3 youth and 8 adults)

Adult satisfaction mean score: 4.06
Youth satisfaction mean score: 4.36
Family satisfaction mean score: - -
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)

- Adult: N = 8, 71.4%
- Youth: N = 3, 100.0%
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 16 clients; surveys were returned for 11 clients (11/16 = 68.8%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

FSA Deaf Community Counseling Services
Program Code(s): 3822DC

Overall Satisfaction¹

71.4%

Return Rate²

66.7%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: 4.06.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items

1. I like the services that I received here 100.0%
2. If I had other choices, I would still get services from this agency 100.0%
5. Staff were willing to see me as often as I felt it was necessary 100.0%

Lowest Agreement Items

3. I would recommend this agency to a friend or family member 25.0%
11. I felt comfortable asking questions about my treatment and medication 57.1%
12. I felt free to complain 66.7%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc.)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in social situations

26. As a direct result of the services I received: I do better in school and / or work

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle thing when they go wrong

32. As a direct result of the services I received: I am better able to do things that I want to do

33. As a direct result of the services I received: I am happy with the friendships I have

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>% Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>100.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>25.0 % 3. I would recommend this agency to a friend or family member</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
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<td>0%</td>
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<td>50%</td>
<td>37.5%</td>
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<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
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<tr>
<td>71.4 % 6. Staff returned my calls within 24 hours</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
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<tr>
<td>85.7 % 7. Services were available at times that were good for me</td>
<td>83.3%</td>
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<td>0%</td>
<td>50%</td>
<td>37.5%</td>
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<td>12.5%</td>
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<tr>
<td>71.4 % 8. I was able to get all the services I thought I needed</td>
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<td>0%</td>
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<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>83.3 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
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<tr>
<td>85.7 % 10. Staff here believe that I can grow, change and recover</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>57.1 % 11. I felt comfortable asking questions about my treatment and medication</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>66.7 % 12. I felt free to complain</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>83.3 % 13. I was given information about my rights</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>66.7 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>85.7 % 15. Staff told me what side effects to watch out for</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
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<tr>
<td>83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>66.7 % 17. I, not staff, decided my treatment goals</td>
<td>83.3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
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<tr>
<td>75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
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<td>12.5%</td>
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<tr>
<td>66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
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<tr>
<td>66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
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<td>0%</td>
<td>0%</td>
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<td>50%</td>
<td>37.5%</td>
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<tr>
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<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
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</tr>
<tr>
<td>50.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>37.5%</td>
<td>0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
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<td>0%</td>
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<td>50%</td>
<td>37.5%</td>
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<tr>
<td>83.3 % 24. As a direct result of the services I received: I am getting along better with my family</td>
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<td>37.5%</td>
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<tr>
<td>66.7 % 25. As a direct result of the services I received: I do better in social situations</td>
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MHSIP Items 26-36
Percent Agree

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<td>28</td>
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<td>25.0%</td>
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<td>30</td>
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<td>71.4%</td>
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<td>12.5%</td>
<td>37.5%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>12.5%</td>
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<td>34</td>
<td>57.1%</td>
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<td>12.5%</td>
<td>37.5%</td>
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<td>25.0%</td>
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<tr>
<td>36</td>
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<td>12.5%</td>
<td>12.5%</td>
<td>37.5%</td>
<td>25.0%</td>
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### Survey Compliance

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<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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<td>Adult</td>
<td>Older Adult</td>
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<tr>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>Language</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>Other</td>
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<tr>
<td></td>
<td>87.5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 12 clients; surveys were returned for 8 clients (8/12 = 66.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**FSA Deaf Community Counseling Services**
Program Code(s): 3822DC

Overall Satisfaction

1. Overall, I am satisfied with the service I received
   **100.0%**

2. I helped to choose my services
   **33.3%**

3. I helped to choose my treatment goals
   **66.7%**

4. The people helping me stuck with me no matter what
   **66.7%**

5. I felt I had someone to talk to when I was troubled
   **100.0%**

6. I participated in my own treatment
   **100.0%**

Overall satisfaction mean score for FSA Deaf Community Counseling Services: **4.36** (youth), No YSS-F (family)
data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

1. Overall, I am satisfied with the service I received
   **100.0%**

2. I felt I had someone to talk to when I was troubled
   **100.0%**

3. I participated in my own treatment
   **100.0%**

**Lowest Agreement Items**

2. I helped to choose my services
   **33.3%**

3. I helped to choose my treatment goals
   **66.7%**

4. The people helping me stuck with me no matter what
   **66.7%**

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.

24. As a result of the services I received, I have people that I am comfortable talking with about my problem.

23. As a result of the services I received, I know people who will listen and understand me when I need to talk.

22. As a result of the services I received, I am better able to do things I want to do.

21. As a result of the services I received, I am satisfied with my family life right now.

20. As a result of the services I received, I am better able to cope when things go wrong.

19. As a result of the services I received, I am doing better in school and or work.

18. As a result of the services I received, I get along better with friends and other people.

17. As a result of the services I received, I get along better with family members.

16. As a result of the services I received, I am better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my religious/spiritual beliefs.

12. Staff treated me with respect.

11. I got as much help as I needed.

10. I got the help I wanted.

9. Services were available at times that were convenient for me.

8. The location of services was convenient for me.

7. The services I received were right for me.


5. I felt I had someone to talk to when I was troubled.

4. The people helping me stuck with me no matter what.

3. I helped to choose my treatment goals.

2. I helped to choose my services.

1. Overall, I am satisfied with the service I received.

Youth Services Survey for Youth

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<td>1. Overall, I am satisfied with the service I received</td>
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<td>1</td>
<td>2</td>
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<td>1</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
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<td>6. I participated in my own treatment</td>
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<td>9. Services were available at times that were convenient for me</td>
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<tr>
<td>10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
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<td>0</td>
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<tr>
<td>11. I got as much help as I needed</td>
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<td>0</td>
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<td>1</td>
<td>0</td>
<td>0</td>
</tr>
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<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
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<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
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<td>1</td>
<td>2</td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
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<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<tr>
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<td>0</td>
<td>0</td>
<td>3</td>
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<td>18. As a result of the services I received, I get along better with friends and other people</td>
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<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
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<td>3</td>
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</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
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<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
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<td>0</td>
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<td>0</td>
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<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
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<td>3</td>
<td>0</td>
<td>0</td>
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<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
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<td>2</td>
<td>0</td>
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</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
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</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>FSA Deaf Community Counseling Services</th>
<th>Other programs</th>
</tr>
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<tbody>
<tr>
<td>N</td>
<td>Mean</td>
<td>N</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Access</td>
<td>528</td>
<td>525</td>
</tr>
<tr>
<td>Culture</td>
<td>4.30</td>
<td>4.11</td>
</tr>
<tr>
<td>Outcomes</td>
<td></td>
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<tr>
<td>Social</td>
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## Survey Compliance

### FSA Deaf Community Counseling Services

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>100 %</td>
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<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 4 clients; surveys were returned for 3 clients (¾ = 75.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**FSA Full Circle Family Program**
Program Code(s): 3822O1 3822O3

**Overall Satisfaction**

97.7%

**Return Rate**

95.7%

Overall satisfaction mean score for FSA Full Circle Family Program: **4.56** (youth), **4.55** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.43** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 100.0% 3. I helped to choose my treatment goals
- 100.0% 9. Services were available at times that were convenient for me
- 100.0% 12. Staff treated me with respect

**Lowest Agreement Items**

- 87.8% 2. I helped to choose my services
- 90.9% 7. The services I received were right for me
- 90.9% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in **red** on the left to the most positive *Strongly Agree* in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
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<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td></td>
<td></td>
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<tr>
<td>2. I helped to choose my services</td>
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<tr>
<td>3. I helped to choose my treatment goals</td>
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<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td></td>
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<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
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<tr>
<td>6. I participated in my own treatment</td>
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<tr>
<td>7. The services I received were right for me</td>
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<tr>
<td>8. The location of services was convenient for me</td>
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<tr>
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<tr>
<td>10. I got the help I wanted</td>
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<tr>
<td>11. I got as much help as I needed</td>
<td></td>
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<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
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<tr>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
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<tr>
<td>16. As a result of the services I received, I am better at handling</td>
<td></td>
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<tr>
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<td>19. As a result of the services I received, I am doing better in</td>
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<tr>
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<td>21. As a result of the services I received, I am satisfied with my</td>
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<tr>
<td>things I want to do</td>
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<td>23. As a result of the services I received, I know people who will</td>
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<td>comfortable talking with about my problem</td>
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<tr>
<td>the support I need from family or friends</td>
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<tr>
<td>26. As a result of the services I received, I have people with whom I</td>
<td></td>
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<tr>
<td>can do enjoyable things</td>
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<td>Question</td>
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<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
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<td>1</td>
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<td>4</td>
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<td>0</td>
<td>5</td>
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<td>92.9% 4. The people helping me stuck with me no matter what</td>
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<td>11</td>
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<td>0</td>
<td>0</td>
<td>5</td>
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<td>0</td>
<td>6</td>
<td>7</td>
<td>0</td>
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<tr>
<td>85.7% 7. The services I received were right for me</td>
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<td>1</td>
<td>3</td>
<td>9</td>
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<td>7</td>
<td>0</td>
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<tr>
<td>100.0% 9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>85.7% 10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>92.3% 11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>71.4% 16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>71.4% 17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>71.4% 18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>78.6% 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>64.3% 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>78.6% 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>78.6% 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>92.9% 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>92.9% 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>64.3% 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>78.6% 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things

Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  
**N = 36**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>19</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>14</td>
<td>11</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>14</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>18</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>16</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>19</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>19</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>19</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>20</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>13</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>16</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>21</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>19</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>22</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>19</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>16</td>
<td>9</td>
<td>0</td>
</tr>
</tbody>
</table>
## Survey Compliance

**FSA Full Circle Family Program**

### Completion Status Completion by Respondent Type

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refused</strong></td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>11.1 %</td>
<td>26.3 %</td>
<td>16.4 %</td>
</tr>
<tr>
<td><strong>Impaired</strong></td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2.8 %</td>
<td>0 %</td>
<td>1.8 %</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Other</strong></td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2.8 %</td>
<td>0 %</td>
<td>1.8 %</td>
</tr>
<tr>
<td><strong>No Data</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>30</td>
<td>14</td>
<td>44</td>
</tr>
<tr>
<td></td>
<td>83.3 %</td>
<td>73.7 %</td>
<td>80 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>36</td>
<td>19</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 46 clients; surveys were returned for 44 clients (44/46 = 95.7%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

FSA Geriatric Outpatient Services

Youth program codes (RUs): 38223
Adult program codes (RUs): 38223 38223MH

Overall Satisfaction
90.1%

Return Rate
525.7%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 35
People surveyed: 184 (18 youth and 166 adults)

Adult satisfaction mean score: 4.27
Youth satisfaction mean score: 4.32
Family satisfaction mean score: 4.39
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 35 clients; surveys were returned for 184 clients (184/35 = 525.7%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
FSA Geriatric Outpatient Services
Program Code(s): 38223 38223MH

Overall Satisfaction
89.3%

Return Rate
474.3%

Overall satisfaction mean score for FSA Geriatric Outpatient Services: 4.27.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

- 7. Services were available at times that were good for me 94.7%
- 1. I like the services that I received here 92.1%
- 3. I would recommend this agency to a friend or family member 91.5%

**Lowest Agreement Items**

- 17. I, not staff, decided my treatment goals 77.2%
- 12. I felt free to complain 77.9%
- 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) 81.1%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>MHSIP Item</th>
<th>Percent Agree</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.1 % 1. I like the services that I received here</td>
<td>92.1 %</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>4.1 %</td>
<td>7.0 %</td>
<td>20.9 %</td>
<td>33.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.7 % 2. If I had other choices, I would still get services from this agency</td>
<td>82.7 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>15.0 %</td>
<td>37.0 %</td>
<td>21.5 %</td>
<td>25.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.5 % 3. I would recommend this agency to a friend or family member</td>
<td>91.5 %</td>
<td>1.0 %</td>
<td>0.6 %</td>
<td>1.7 %</td>
<td>2.3 %</td>
<td>20.9 %</td>
<td>29.1 %</td>
<td>2.3 %</td>
</tr>
<tr>
<td>84.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>84.7 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>4.1 %</td>
<td>7.0 %</td>
<td>20.3 %</td>
<td>27.9 %</td>
<td>0.6 %</td>
</tr>
<tr>
<td>82.3 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>82.3 %</td>
<td>0.0 %</td>
<td>4.1 %</td>
<td>5.8 %</td>
<td>17.4 %</td>
<td>28.5 %</td>
<td>1.2 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>81.7 % 6. Staff returned my calls within 24 hours</td>
<td>81.7 %</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>4.6 %</td>
<td>36.0 %</td>
<td>20.9 %</td>
<td>23.3 %</td>
<td>2.9 %</td>
</tr>
<tr>
<td>94.7 % 7. Services were available at times that were good for me</td>
<td>94.7 %</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>2.3 %</td>
<td>22.1 %</td>
<td>30.2 %</td>
<td>0.6 %</td>
<td>44.2 %</td>
</tr>
<tr>
<td>87.4 % 8. I was able to get all the services I thought I needed</td>
<td>87.4 %</td>
<td>0.0 %</td>
<td>2.9 %</td>
<td>4.1 %</td>
<td>20.3 %</td>
<td>27.9 %</td>
<td>0.6 %</td>
<td>44.2 %</td>
</tr>
<tr>
<td>84.2 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>84.2 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>6.4 %</td>
<td>15.7 %</td>
<td>30.8 %</td>
<td>2.3 %</td>
<td>42.4 %</td>
</tr>
<tr>
<td>83.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>83.0 %</td>
<td>0.6 %</td>
<td>1.2 %</td>
<td>7.6 %</td>
<td>18.6 %</td>
<td>26.7 %</td>
<td>2.3 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>85.4 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>85.4 %</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>7.0 %</td>
<td>18.0 %</td>
<td>29.6 %</td>
<td>1.7 %</td>
<td>42.4 %</td>
</tr>
<tr>
<td>77.9 % 12. I felt free to complain</td>
<td>77.9 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.9 %</td>
<td>19.2 %</td>
<td>23.8 %</td>
<td>1.2 %</td>
<td>43.6 %</td>
</tr>
<tr>
<td>89.5 % 13. I was given information about my rights</td>
<td>89.5 %</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>5.8 %</td>
<td>22.1 %</td>
<td>27.3 %</td>
<td>1.7 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>87.4 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>87.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.0 %</td>
<td>19.8 %</td>
<td>28.5 %</td>
<td>2.3 %</td>
<td>42.4 %</td>
</tr>
<tr>
<td>86.2 % 15. Staff told me what side effects to watch out for</td>
<td>86.2 %</td>
<td>0.0 %</td>
<td>2.9 %</td>
<td>4.6 %</td>
<td>20.3 %</td>
<td>26.7 %</td>
<td>2.3 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>88.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>88.3 %</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>5.2 %</td>
<td>19.2 %</td>
<td>29.1 %</td>
<td>1.7 %</td>
<td>43.6 %</td>
</tr>
<tr>
<td>77.2 % 17. I, not staff, decided my treatment goals</td>
<td>77.2 %</td>
<td>0.6 %</td>
<td>4.1 %</td>
<td>7.6 %</td>
<td>22.1 %</td>
<td>19.2 %</td>
<td>4.1 %</td>
<td>42.4 %</td>
</tr>
<tr>
<td>82.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>82.0 %</td>
<td>0.0 %</td>
<td>1.7 %</td>
<td>7.6 %</td>
<td>14.0 %</td>
<td>28.5 %</td>
<td>5.2 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>83.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>83.5 %</td>
<td>0.6 %</td>
<td>0.0 %</td>
<td>8.7 %</td>
<td>18.6 %</td>
<td>28.5 %</td>
<td>0.6 %</td>
<td>43.0 %</td>
</tr>
<tr>
<td>81.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>81.1 %</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>9.3 %</td>
<td>19.2 %</td>
<td>23.3 %</td>
<td>1.7 %</td>
<td>45.9 %</td>
</tr>
<tr>
<td>81.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>81.2 %</td>
<td>0.6 %</td>
<td>2.3 %</td>
<td>7.6 %</td>
<td>24.4 %</td>
<td>20.9 %</td>
<td>0.6 %</td>
<td>43.6 %</td>
</tr>
<tr>
<td>77.7 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>77.7 %</td>
<td>1.2 %</td>
<td>2.3 %</td>
<td>8.7 %</td>
<td>20.9 %</td>
<td>21.5 %</td>
<td>1.2 %</td>
<td>44.2 %</td>
</tr>
<tr>
<td>74.7 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>74.7 %</td>
<td>0.6 %</td>
<td>1.7 %</td>
<td>11.1 %</td>
<td>19.2 %</td>
<td>20.3 %</td>
<td>1.7 %</td>
<td>45.4 %</td>
</tr>
<tr>
<td>70.9 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>70.9 %</td>
<td>0.6 %</td>
<td>2.3 %</td>
<td>11.6 %</td>
<td>16.3 %</td>
<td>19.2 %</td>
<td>4.1 %</td>
<td>45.9 %</td>
</tr>
<tr>
<td>65.5 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>65.5 %</td>
<td>0.6 %</td>
<td>4.1 %</td>
<td>12.8 %</td>
<td>15.7 %</td>
<td>17.4 %</td>
<td>2.9 %</td>
<td>46.5 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>0.0 %</td>
<td>1.7 %</td>
<td>15.1 %</td>
<td>11.6 %</td>
<td>15.1 %</td>
<td>9.3%</td>
<td>47.1 %</td>
</tr>
<tr>
<td>27</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>2.3 %</td>
<td>2.9 %</td>
<td>11.6 %</td>
<td>16.3 %</td>
<td>14.0 %</td>
<td>5.8%</td>
<td>47.1 %</td>
</tr>
<tr>
<td>28</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2.3 %</td>
<td>6.4 %</td>
<td>7.6 %</td>
<td>20.9 %</td>
<td>15.7 %</td>
<td>1.7%</td>
<td>45.4 %</td>
</tr>
<tr>
<td>29</td>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>1.2 %</td>
<td>3.5 %</td>
<td>8.1 %</td>
<td>21.5 %</td>
<td>19.2 %</td>
<td>0.6%</td>
<td>45.9 %</td>
</tr>
<tr>
<td>30</td>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.6 %</td>
<td>2.3 %</td>
<td>8.7 %</td>
<td>20.3 %</td>
<td>20.3 %</td>
<td>1.2%</td>
<td>46.5 %</td>
</tr>
<tr>
<td>31</td>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.6 %</td>
<td>1.7 %</td>
<td>12.8 %</td>
<td>18.0 %</td>
<td>20.3 %</td>
<td>0.6%</td>
<td>45.9 %</td>
</tr>
<tr>
<td>32</td>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1.2 %</td>
<td>2.3 %</td>
<td>12.8 %</td>
<td>23.3 %</td>
<td>23.3 %</td>
<td>0.6%</td>
<td>47.1 %</td>
</tr>
<tr>
<td>33</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1.7 %</td>
<td>4.1 %</td>
<td>12.8 %</td>
<td>18.0 %</td>
<td>15.7 %</td>
<td>1.7%</td>
<td>45.9 %</td>
</tr>
<tr>
<td>34</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2.3 %</td>
<td>4.6 %</td>
<td>15.1 %</td>
<td>17.4 %</td>
<td>13.4 %</td>
<td>1.2%</td>
<td>45.9 %</td>
</tr>
<tr>
<td>35</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>2.9 %</td>
<td>4.1 %</td>
<td>16.3 %</td>
<td>12.8 %</td>
<td>15.7 %</td>
<td>1.2%</td>
<td>47.1 %</td>
</tr>
<tr>
<td>36</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>2.9 %</td>
<td>4.1 %</td>
<td>8.7 %</td>
<td>16.9 %</td>
<td>20.3 %</td>
<td>1.2%</td>
<td>45.9 %</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>33</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>27.5 %</td>
<td>40.4 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>4.2 %</td>
<td>13.5 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>1.9 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0.8 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2.5 %</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>78</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>65 %</td>
<td>40.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>120</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 35 clients; surveys were returned for 166 clients (166/35 = 474.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

FSA Geriatric Outpatient Services
Program Code(s): 38223

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for FSA Geriatric Outpatient Services: 4.32 (youth), 4.39 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 2. I helped to choose my services
100.0% 4. The people helping me stuck with me no matter what
100.0% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items
71.4% 10. I got the help I wanted
75.0% 1. Overall, I am satisfied with the service I received
75.0% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
22. As a result of the services I received, I am better able to do things I want to do
21. As a result of the services I received, I am satisfied with my family life right now
20. As a result of the services I received, I am better able to cope when things go wrong
19. As a result of the services I received, I am doing better in school and or work
18. As a result of the services I received, I get along better with friends and other people
17. As a result of the services I received, I get along better with family members
16. As a result of the services I received, I am better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my religious/spiritual beliefs
12. Staff treated me with respect
11. I got as much help as I needed
10. I got the help I wanted
9. Services were available at times that were convenient for me
8. The location of services was convenient for me
7. The services I received were right for me
6. I participated in my own treatment
5. I felt I had someone to talk to when I was troubled
4. The people helping me stuck with me no matter what
3. I helped to choose my treatment goals
2. I helped to choose my services
1. Overall, I am satisfied with the service I received
<table>
<thead>
<tr>
<th>%</th>
<th>Description</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>1</td>
<td>16.7</td>
<td>16.7</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>100.0</td>
<td>I helped to choose my services</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>I helped to choose my treatment goals</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>The people helping me stuck with me no matter what</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>I participated in my own treatment</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>The services I received were right for me</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.3</td>
<td>The location of services was convenient for me</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>Services were available at times that were convenient for me</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
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</tr>
<tr>
<td>100.0</td>
<td>I got the help I wanted</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>Staff treated me with respect</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
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<tr>
<td>100.0</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
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<td>50.0</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
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<td>0</td>
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<tr>
<td>100.0</td>
<td>As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>66.7</td>
<td>As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>66.7</td>
<td>As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>66.7</td>
<td>As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0</td>
<td>As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and/or family received, my child is better at handling daily life
17. As a result of the services my child and/or family received, my child gets along better with family members
18. As a result of the services my child and/or family received, my child gets along better with friends and other people
19. As a result of the services my child and/or family received, my child is doing better in school and/or work
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and/or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  \( N = 12 \)

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16.7%</td>
<td>25.0%</td>
<td>0</td>
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<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>13. Staff respected my family’s religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>7</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>FSA Geriatric Outpatient Services</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Mean</td>
<td>4.33</td>
<td>4.30</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.30</td>
<td>4.11</td>
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<tr>
<td>Participation</td>
<td>4.28</td>
<td>4.21</td>
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<tr>
<td>Access</td>
<td>3.83</td>
<td>4.33</td>
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<tr>
<td>Culture</td>
<td>4.33</td>
<td>4.42</td>
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<tr>
<td>Outcomes</td>
<td>3.83</td>
<td>3.94</td>
</tr>
<tr>
<td>Social</td>
<td>4.75</td>
<td>4.19</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Scale</th>
<th>FSA Geriatric Outpatient Services</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
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<td>5</td>
</tr>
<tr>
<td>Mean</td>
<td>4.30</td>
<td>4.41</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.30</td>
<td>4.27</td>
</tr>
<tr>
<td>Participation</td>
<td>4.33</td>
<td>4.33</td>
</tr>
<tr>
<td>Access</td>
<td>4.40</td>
<td>4.43</td>
</tr>
<tr>
<td>Culture</td>
<td>4.55</td>
<td>4.57</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.09</td>
<td>3.97</td>
</tr>
<tr>
<td>Social</td>
<td>4.60</td>
<td>4.28</td>
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</tbody>
</table>
### Survey Compliance

**FSA Geriatric Outpatient Services**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
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<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>5 %</td>
<td>3 %</td>
</tr>
<tr>
<td>No Data</td>
<td>16.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>41.7 %</td>
<td>50 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

---

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 18 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for FSA Geriatric Services West: **4.28**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- **100.0%** 7. Services were available at times that were good for me
- **100.0%** 11. I felt comfortable asking questions about my treatment and medication
- **100.0%** 13. I was given information about my rights

**Lowest Agreement Items**
- **60.0%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- **64.5%** 15. Staff told me what side effects to watch out for
- **73.3%** 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am better able to do things that I want to do
37. As a direct result of the services I received: I am better able to handle things when they go wrong
38. As a direct result of the services I received: I am happy with the friendships I have
39. As a direct result of the services I received: I have people with whom I can do enjoyable things
40. As a direct result of the services I received: I feel I belong in my community
41. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
42. As a direct result of the services I received: I am better able to handle things when they go wrong
43. As a direct result of the services I received: I am happy with the friendships I have
44. As a direct result of the services I received: I have people with whom I can do enjoyable things
45. As a direct result of the services I received: I feel I belong in my community
46. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0.17</td>
<td>1.7</td>
<td>10</td>
<td>15.2</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0.52</td>
<td>9.2</td>
<td>15.5</td>
<td>34.5</td>
<td>0.0</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0.2</td>
<td>3.4</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>1</td>
<td>2</td>
<td>3.4</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0.2</td>
<td>3.4</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0.17</td>
<td>1.7</td>
<td>10</td>
<td>15.2</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0.2</td>
<td>3.4</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0.2</td>
<td>3.4</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0.2</td>
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<td>11. I felt comfortable asking questions about my treatment and medication</td>
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<td>9.1</td>
<td>15.5</td>
<td>20</td>
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<tr>
<td>12. I felt free to complain</td>
<td>0</td>
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<td>9.1</td>
<td>15.5</td>
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<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
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<td>15.5</td>
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<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
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<td>9.1</td>
<td>15.5</td>
<td>20</td>
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<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0</td>
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<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
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<td>0.0</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0</td>
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<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
<td>0.0</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
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<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>0</td>
<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
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<td>0.2</td>
<td>9.1</td>
<td>15.5</td>
<td>20</td>
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</table>
## MHSIP Items 26-36
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>16</td>
<td>28</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>3</td>
<td>2</td>
<td>8</td>
<td>6</td>
<td>8</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>1</td>
<td>5</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>14</td>
<td>11</td>
<td>2</td>
<td>77</td>
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<tr>
<td>30. As a direct result of the services I received: I am able to take care of my needs</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>22</td>
<td>6</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am able to handle thing when they go wrong</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>14</td>
<td>6</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am able to do things that I want to do</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>30</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>14</td>
<td>7</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>14</td>
<td>3</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>12</td>
<td>7</td>
<td>1</td>
<td>28</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

- **Satisfaction**
  - Mean: 4.48
  - N: 32
- **Participation**
  - Mean: 4.46
  - N: 2033
- **Access**
  - Mean: 4.27
  - N: 31
- **Quality**
  - Mean: 4.41
  - N: 2015
- **Outcomes**
  - Mean: 4.34
  - N: 31
- **Functioning**
  - Mean: 4.24
  - N: 1985
- **Social**
  - Mean: 4.09
  - N: 1923

*Note: The data includes FSA Geriatric Services West and Other programs.*
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>14 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
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<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>31 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 54 clients; surveys were returned for 52 clients (52/54 = 96.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

FSA Older Adult FSP ICM
Program Code(s): 382213

Overall Satisfaction
100.0%

Return Rate
93.3%

Overall satisfaction mean score for FSA Older Adult FSP ICM: 4.17.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
1. I like the services that I received here 100.0%
2. If I had other choices, I would still get services from this agency 100.0%
5. Staff were willing to see me as often as I felt it was necessary 100.0%

**Lowest Agreement Items**
6. Staff returned my calls within 24 hours 33.3%
12. I felt free to complain 33.3%
3. I would recommend this agency to a friend or family member 66.7%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0% 1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>100.0%</td>
<td>0 %</td>
<td>0 %</td>
<td>12 %</td>
</tr>
<tr>
<td>100.0% 2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>12 %</td>
</tr>
<tr>
<td>100.0% 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
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<tr>
<td>100.0% 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>33.3% 6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
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<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>33.3% 12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
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<tr>
<td>100.0% 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>0 %</td>
<td>0 %</td>
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<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 15. Staff told me what side effects to watch out for</td>
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<td>0 %</td>
<td>0 %</td>
<td>13.3%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
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<tr>
<td>66.7% 17. I, not staff, decided my treatment goals</td>
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<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
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<tr>
<td>66.7% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>100.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
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<td>86.7%</td>
</tr>
<tr>
<td>66.7% 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>33.3% 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>33.3% 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>33.3% 24. As a direct result of the services I received: I am getting along better with my family</td>
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<td>0 %</td>
<td>0 %</td>
<td>66.7%</td>
<td>0 %</td>
<td>0 %</td>
<td>80.0%</td>
</tr>
<tr>
<td>66.7% 25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
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<td>66.7%</td>
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</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
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<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
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<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
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<td>0.0 %</td>
<td>13.3 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am able to take care of my needs</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
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<td>6.7 %</td>
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<td>0.0 %</td>
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<tr>
<td>32</td>
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<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>86.7 %</td>
</tr>
<tr>
<td>33</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>13.3 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>0.0 %</td>
<td>80.0 %</td>
</tr>
</tbody>
</table>

---

**MHSIP - Scale Means and 95% Confidence Intervals**

- **Satisfaction**: Mean Score 4.44, Other programs: 4.00
- **Participation**: Mean Score 4.46, Other programs: 4.38
- **Access**: Mean Score 4.00, Other programs: 4.41
- **Quality**: Mean Score 4.00, Other programs: 4.13
- **Outcomes**: Mean Score 3.59, Other programs: 4.24
- **Functioning**: Mean Score 3.67, Other programs: 4.08
- **Social**: Mean Score 3.58, Other programs: 4.05
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
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<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>7 %</td>
</tr>
<tr>
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<td>Language</td>
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<td>20 %</td>
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<td>0 %</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>20 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 15 clients; surveys were returned for 14 clients (14/15 = 93.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for FSA Older Adult Full Service Partnership: **4.40**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- **100.0%** 1. I like the services that I received here
- **100.0%** 3. I would recommend this agency to a friend or family member
- **100.0%** 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
- **77.8%** 9. I was able to see a psychiatrist when I wanted to
- **77.8%** 10. Staff here believe that I can grow, change and recover
- **88.9%** 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10.3 %</td>
<td>24.1 %</td>
<td>0</td>
<td>6.5 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>3.4 %</td>
<td>4 %</td>
<td>4 %</td>
<td>0</td>
<td>20.7 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.8 %</td>
<td>13.8 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>17.2 %</td>
<td>17.2 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>13.8 %</td>
<td>17.2 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>0 %</td>
<td>3.4 %</td>
<td>13.8 %</td>
<td>13.8 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10.3 %</td>
<td>17.2 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10.3 %</td>
<td>17.2 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6.9 %</td>
<td>10.3 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6.9 %</td>
<td>10.3 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>17.2 %</td>
<td>13.8 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>17.2 %</td>
<td>6.9 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>20.7 %</td>
<td>13.8 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10.3 %</td>
<td>20.7 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>24.1 %</td>
<td>6.9 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>20.7 %</td>
<td>6.9 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>4 %</td>
<td>0</td>
<td>7.2 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>20.7 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>10.3 %</td>
<td>20.7 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>4 %</td>
<td>0</td>
<td>4 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3.4 %</td>
<td>13.8 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>17.2 %</td>
<td>10.3 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>2 %</td>
<td>0</td>
<td>20.7 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3.4 %</td>
<td>10.3 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6.9 %</td>
<td>6.9 %</td>
<td>0</td>
<td>3.4 %</td>
</tr>
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</table>
**MHSIP Items 26-36**

**Percent Agree**

<table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>10.3%</td>
<td>6.9%</td>
<td>10.3%</td>
<td>69.0%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.3%</td>
<td>13.8%</td>
<td>0.0%</td>
<td>75.9%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>0.0%</td>
<td>13.8%</td>
<td>6.9%</td>
<td>3.4%</td>
<td>6.9%</td>
<td>69.0%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>20.7%</td>
<td>3.4%</td>
<td>0.0%</td>
<td>72.4%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.9%</td>
<td>13.8%</td>
<td>6.9%</td>
<td>3.4%</td>
<td>69.0%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>13.8%</td>
<td>13.8%</td>
<td>3.4%</td>
<td>65.5%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>13.8%</td>
<td>10.3%</td>
<td>0.0%</td>
<td>72.4%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>10.3%</td>
<td>10.3%</td>
<td>3.4%</td>
<td>72.4%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>10.3%</td>
<td>13.8%</td>
<td>3.4%</td>
<td>69.0%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>17.2%</td>
<td>10.3%</td>
<td>3.4%</td>
<td>69.0%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
<td>10.3%</td>
<td>13.8%</td>
<td>3.4%</td>
<td>69.0%</td>
</tr>
</tbody>
</table>

**MHSIP - Scale Means and 95% Confidence Intervals**

- **Mean Score**
- **FSA Older Adult Full Service Partnership**
- **Other programs**

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
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</thead>
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<tr>
<td></td>
<td>11</td>
<td>4.55</td>
<td>4.46</td>
<td>4.22</td>
<td>4.38</td>
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<td>4.08</td>
<td>4.05</td>
<td>4.38</td>
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<tr>
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<td>9</td>
<td>4.22</td>
<td>4.40</td>
<td>4.36</td>
<td>4.44</td>
<td>4.23</td>
<td>4.08</td>
<td>4.05</td>
<td>4.38</td>
</tr>
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<td>4.08</td>
<td>4.05</td>
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</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>55.2 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>34.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 28 clients; surveys were returned for 27 clients (27/28 = 96.4%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
FSA PREP
Program Code(s): 8990EP

Overall Satisfaction
100.0%

Return Rate
121.7%

Overall satisfaction mean score for FSA PREP: 4.38.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 7. Services were available at times that were good for me
- 95.7% 10. Staff here believe that I can grow, change and recover
- 95.7% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**Lowest Agreement Items**
- 78.3% 17. I, not staff, decided my treatment goals
- 82.4% 9. I was able to see a psychiatrist when I wanted to
- 82.6% 5. Staff were willing to see me as often as I felt it was necessary

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>91.3 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>39.3 %</td>
<td>35.7 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>91.3 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>39.3 %</td>
<td>35.7 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>86.4 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>39.3 %</td>
<td>28.6 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>69.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>2.1 %</td>
<td>2.1 %</td>
<td>6.0 %</td>
<td>10.7 %</td>
<td>21.4 %</td>
<td>35.7 %</td>
<td>0.0 %  17.9 %</td>
</tr>
<tr>
<td>82.6 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>25.0 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>86.4 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>35.7 %</td>
<td>32.1 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>35.7 %</td>
<td>32.1 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>95.5 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>39.3 %</td>
<td>35.7 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>82.4 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>39.3 %</td>
<td>35.7 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>95.7 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>32.1 %</td>
<td>46.4 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>95.2 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>32.1 %</td>
<td>39.3 %</td>
<td>3.6 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>86.4 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>28.6 %</td>
<td>39.3 %</td>
<td>3.6 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>91.3 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>32.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>91.3 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>35.7 %</td>
<td>39.3 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>95.2 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>39.3 %</td>
<td>32.1 %</td>
<td>7.1 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>95.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>35.7 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>78.3 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
<td>32.1 %</td>
<td>32.1 %</td>
<td>0.0 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.8 %</td>
<td>8.0 %</td>
<td>10.0 %</td>
<td>2.0 %</td>
<td>5.0 %</td>
</tr>
<tr>
<td>95.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>28.6 %</td>
<td>35.7 %</td>
<td>7.1 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>90.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>32.1 %</td>
<td>32.1 %</td>
<td>3.6 %</td>
<td>10.7 %</td>
</tr>
<tr>
<td>85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.7 %</td>
<td>32.1 %</td>
<td>32.1 %</td>
<td>3.6 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>90.5 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>35.7 %</td>
<td>32.1 %</td>
<td>3.6 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>81.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>35.7 %</td>
<td>25.0 %</td>
<td>7.1 %</td>
<td>17.9 %</td>
</tr>
<tr>
<td>63.6 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>25.0 %</td>
<td>32.1 %</td>
<td>17.9 %</td>
<td>3.6 %  17.9 %</td>
</tr>
<tr>
<td>81.8 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>10.7 %</td>
<td>46.4 %</td>
<td>17.9 %</td>
<td>3.6 %  17.9 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>75.0%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>52.6%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>77.3%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>86.4%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>86.4%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>86.4%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>73.9%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>82.6%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>65.2%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>87.0%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>82.6%</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.33 4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>4.30 4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.30 4.40</td>
</tr>
<tr>
<td>Quality</td>
<td>4.42 4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.42 4.44</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.15 4.08</td>
</tr>
<tr>
<td>Social</td>
<td>4.11 4.05</td>
</tr>
</tbody>
</table>

### Other Programs

- FSA PREP
- Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>23</td>
<td>4.20</td>
</tr>
<tr>
<td>Participation</td>
<td>23</td>
<td>4.14</td>
</tr>
<tr>
<td>Access</td>
<td>23</td>
<td>4.10</td>
</tr>
<tr>
<td>Quality</td>
<td>23</td>
<td>4.05</td>
</tr>
<tr>
<td>Outcomes</td>
<td>23</td>
<td>4.05</td>
</tr>
<tr>
<td>Functioning</td>
<td>23</td>
<td>4.10</td>
</tr>
<tr>
<td>Social</td>
<td>23</td>
<td>4.10</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>7.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>23</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>82.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>28</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 23 clients; surveys were returned for 28 clients (28/23 = 121.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

FSA SED Mental Health Partnership
Program Code(s): 3822SED

Overall Satisfaction
1.00

Return Rate
116.7

Overall satisfaction mean score for FSA SED Mental Health Partnership: 4.43 (youth), 4.66 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

1.00 1. Overall, I am satisfied with the service I received
1.00 4. The people helping me stuck with me no matter what
1.00 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

80.0 2. I helped to choose my services
83.3 3. I helped to choose my treatment goals
83.3 9. Services were available at times that were convenient for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart
Not enough Youth survey data to create a table.
### Youth Services Survey for Families  N = 6

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>50.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>75.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>2.0%</td>
<td>16.7%</td>
<td>1.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>80.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>2.0%</td>
<td>16.7%</td>
<td>1.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>83.3%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>3.0%</td>
<td>50.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>83.3%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>4.0%</td>
<td>16.7%</td>
<td>16.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>83.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. 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</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. 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</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. 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)</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>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</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>5.0%</td>
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</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

FSA SED Mental Health Partnership
Other programs

Mean Score

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
<th>95% CI</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>6</td>
<td>4.61</td>
<td>[3.95, 5.28]</td>
</tr>
<tr>
<td>Participation</td>
<td>6</td>
<td>4.25</td>
<td>[3.97, 4.56]</td>
</tr>
<tr>
<td>Access</td>
<td>6</td>
<td>4.83</td>
<td>[4.28, 5.38]</td>
</tr>
<tr>
<td>Culture</td>
<td>6</td>
<td>5.00</td>
<td>[4.56, 5.44]</td>
</tr>
<tr>
<td>Outcomes</td>
<td>6</td>
<td>3.95</td>
<td>[3.71, 4.19]</td>
</tr>
<tr>
<td>Social</td>
<td>6</td>
<td>4.71</td>
<td>[4.40, 5.02]</td>
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## Survey Compliance

<table>
<thead>
<tr>
<th>FSA SED Mental Health Partnership Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
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<tr>
<td>Language</td>
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<td>Other</td>
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<td>No Data</td>
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<tr>
<td>Completed Survey</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6</strong></td>
<td><strong>1</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refused</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
</tr>
<tr>
<td><strong>Impaired</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
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<tr>
<td><strong>Other</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
</tr>
<tr>
<td><strong>No Data</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
<td><strong>0 %</strong></td>
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<tr>
<td><strong>Completed Survey</strong></td>
<td><strong>100 %</strong></td>
<td><strong>100 %</strong></td>
<td><strong>100 %</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 6 clients; surveys were returned for 7 clients (7/6 = 116.7%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
FSA Transitional Aged Youth FSP MAP
Program Code(s): 3822T3

Overall Satisfaction
68.8%

Return Rate
120.0%

Overall satisfaction mean score for FSA Transitional Aged Youth FSP MAP: 3.95.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
92.9%  2. If I had other choices, I would still get services from this agency
92.3%  3. I would recommend this agency to a friend or family member
85.7%  17. I, not staff, decided my treatment goals

Lowest Agreement Items
60.0%  12. I felt free to complain
60.0%  15. Staff told me what side effects to watch out for
66.7%  9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td></td>
<td></td>
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<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
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<td>3. I would recommend this agency to a friend or family member</td>
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<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
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<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
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<tr>
<td>6. Staff returned my calls within 24 hours</td>
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<td>7. Services were available at times that were good for me</td>
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<td>8. I was able to get all the services I thought I needed</td>
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<td>9. I was able to see a psychiatrist when I wanted to</td>
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<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
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<td>11. I felt comfortable asking questions about my treatment and medication</td>
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<tr>
<td>12. I felt free to complain</td>
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<tr>
<td>13. I was given information about my rights</td>
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<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
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<tr>
<td>15. Staff told me what side effects to watch out for</td>
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<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td></td>
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<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
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<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
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<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td></td>
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<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td></td>
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<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td></td>
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<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td></td>
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<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
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<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
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<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td></td>
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<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td></td>
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</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td></td>
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</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>81.2 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
<td>31.6 %</td>
<td>36.8 %</td>
<td>0.0</td>
<td>15.8 %</td>
</tr>
<tr>
<td>92.9 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>36.8 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>92.3 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>21.1 %</td>
<td>42.1 %</td>
<td>0.0</td>
<td>31.6 %</td>
</tr>
<tr>
<td>80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.7 %</td>
<td>5.0</td>
<td>4.0</td>
<td>0.0</td>
<td>6.0</td>
</tr>
<tr>
<td>78.6 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>21.1 %</td>
<td>36.8 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>73.3 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.5 %</td>
<td>6.0</td>
<td>0.0</td>
<td>4.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>80.0 % 7. Services were available at times that were good for me</td>
<td>2.0</td>
<td>1.0 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>36.8 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>73.3 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>3.0 %</td>
<td>15.8</td>
<td>42.1 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>66.7 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>31.6 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>80.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
<td>21.1 %</td>
<td>42.1 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>80.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>2.0</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>15.8</td>
<td>47.4 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>60.0 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>26.3 %</td>
<td>21.1 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>78.6 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>31.6 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>66.7 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>1.0</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>4.0</td>
<td>6.0</td>
<td>0.0</td>
<td>4.0</td>
</tr>
<tr>
<td>60.0 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>15.8</td>
<td>31.6 %</td>
<td>0.0</td>
<td>21.1 %</td>
</tr>
<tr>
<td>80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>2.0</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.3</td>
<td>7.0</td>
<td>0.0</td>
<td>4.0</td>
</tr>
<tr>
<td>85.7 % 17. I, not staff, decided my treatment goals</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>21.1</td>
<td>42.1 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>2.0 %</td>
<td>4.0</td>
<td>6.0</td>
<td>0.0</td>
<td>4.0</td>
</tr>
<tr>
<td>66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>2.0</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>8.0</td>
<td>0.0</td>
<td>4.0</td>
<td>0.0</td>
</tr>
<tr>
<td>66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>3.0</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0</td>
<td>6.0</td>
<td>0.0</td>
<td>4.0</td>
</tr>
<tr>
<td>92.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>42.1</td>
<td>26.3 %</td>
<td>5.3</td>
<td>21.1 %</td>
</tr>
<tr>
<td>64.3 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>26.3</td>
<td>23.1 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>69.2 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>4.0</td>
<td>5.0</td>
<td>1.0</td>
<td>5.0</td>
</tr>
<tr>
<td>71.4 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>15.8</td>
<td>36.8 %</td>
<td>0.0</td>
<td>26.3 %</td>
</tr>
<tr>
<td>46.2 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>2.0</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td>1.0</td>
<td>5.0</td>
<td>0.0</td>
<td>6.0</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

42.9 % 26. As a direct result of the services I received: I do better in school and/or work

70.0 % 27. As a direct result of the services I received: My housing situation has improved

64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much

85.7 % 29. As a direct result of the services I received: I do things that are more meaningful to me

78.6 % 30. As a direct result of the services I received: I am better able to take care of my needs

64.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong

53.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do

50.0 % 33. As a direct result of the services I received: I am happy with the friendships I have

41.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things

46.2 % 35. As a direct result of the services I received: I feel I belong in my community

53.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

---

MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scales</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.31 4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>4.13 4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.13 4.41</td>
</tr>
<tr>
<td>Quality</td>
<td>3.91 4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.84 4.24</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.92 4.08</td>
</tr>
<tr>
<td>Social</td>
<td>3.44 4.06</td>
</tr>
</tbody>
</table>

Other programs:
- FSA Transitional Aged Youth FSP MAP

N | 16 2049 15 2004 15 2031 15 2028 15 2001 14 1940 13 1924
Mean 4.31 4.46 4.13 4.38 4.13 4.41 3.91 4.44 3.84 4.24 3.92 4.08 3.44 4.06
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>15.8 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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</tr>
<tr>
<td></td>
<td>78.9 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 15 clients; surveys were returned for 18 clients (18/15 = 120.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
HealthRIGHT 360 Outpatient Program
Program Code(s): 38CC3

Overall Satisfaction
100.0%

Return Rate
51.6%

Overall satisfaction mean score for HealthRIGHT 360 Outpatient Program: 4.47.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
100.0% 1. I like the services that I received here
100.0% 3. I would recommend this agency to a friend or family member
100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
80.0% 6. Staff returned my calls within 24 hours
81.2% 12. I felt free to complain
81.2% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
MHSIP Items

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>1.0%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>18.8%</td>
<td>25.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>6.2%</td>
<td>18.8%</td>
<td>31.2%</td>
<td>18.8%</td>
<td>18.8%</td>
<td>6.2%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>2.5%</td>
<td>12.5%</td>
<td>50.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>1.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>8.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>43.8%</td>
<td>43.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>1.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>7.0%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1.0%</td>
<td>0.0%</td>
<td>4.0%</td>
<td>5.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>43.8%</td>
<td>31.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>50.0%</td>
<td>31.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>43.8%</td>
<td>37.5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>9.0%</td>
<td>0.0%</td>
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</table>

### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Mean Score</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>4.71</td>
</tr>
<tr>
<td>Participation</td>
<td>4.34</td>
</tr>
<tr>
<td>Access</td>
<td>4.40</td>
</tr>
<tr>
<td>Quality</td>
<td>4.42</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.44</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.15</td>
</tr>
<tr>
<td>Social</td>
<td>4.06</td>
</tr>
</tbody>
</table>

Other programs:
- HealthRIGHT 360 Outpatient Program: Mean 4.19
- Other programs: Mean 4.05
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<td></td>
<td>100 %</td>
<td>0 %</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 31 clients; surveys were returned for 16 clients (16/31 = 51.6%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
HealthRIGHT 360 Women's Residential
Program Code(s): 38572

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for HealthRIGHT 360 Women's Residential: 3.78.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 2
Not enough MHSIP survey data to create a table. N = 2
Not enough data for Likert chart
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>Completed Survey</td>
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<td>1</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 2 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Homeless Childrens Network**
Program Code(s): 38AS3 38AS5 38AS6

**Overall Satisfaction**

1. Overall, I am satisfied with the service I received
**100.0%**

2. I helped to choose my services
**100.0%**

3. I helped to choose my treatment goals
**100.0%**

**Return Rate**

1. Overall, I am satisfied with the service I received
**118.2%**

Overall satisfaction mean score for Homeless Childrens Network: No YSS (youth) data for this program, **4.60** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

1. Overall, I am satisfied with the service I received
**100.0%**

2. I helped to choose my services
**100.0%**

3. I helped to choose my treatment goals
**100.0%**

**Lowest Agreement Items**

1. Overall, I am satisfied with the service I received
**100.0%**

2. I helped to choose my services
**100.0%**

3. I helped to choose my treatment goals
**100.0%**

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth survey data to create a table.
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and/or family received, I am satisfied with our family life right now.
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and/or family received, my child is doing better in school and/or work.
18. As a result of the services my child and/or family received, my child gets along better with friends and other people.
17. As a result of the services my child and/or family received, my child gets along better with family members.
16. As a result of the services my child and/or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.61</td>
</tr>
<tr>
<td>Participation</td>
<td>4.40</td>
</tr>
<tr>
<td>Access</td>
<td>4.56</td>
</tr>
<tr>
<td>Culture</td>
<td>4.58</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.62</td>
</tr>
<tr>
<td>Social</td>
<td>4.57</td>
</tr>
</tbody>
</table>

Homeless Childrens Network

Other programs

N = 6
Mean: 4.61
4.40
4.56
4.33
4.58
4.40
4.33
4.43
4.57
3.96
4.28
### Survey Compliance

<table>
<thead>
<tr>
<th>Homeless Childrens Network Completion by Respondent Type</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>28</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>73.7 %</td>
<td>100 %</td>
<td>74.4 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>No Data</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>6</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>38</td>
<td>1</td>
<td>39</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 33 clients; surveys were returned for 39 clients (39/33 = 118.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Huckleberry Youth Programs
Program Code(s): 38bu3

Overall Satisfaction
92.0%

Return Rate
85.7%

Overall satisfaction mean score for Huckleberry Youth Programs: 4.17 (youth), 4.64 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. Overall, I am satisfied with the service I received
100.0% 12. Staff treated me with respect
100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items
72.0% 11. I got as much help as I needed
78.3% 4. The people helping me stuck with me no matter what
79.2% 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
## Youth Services Survey for Youth  N = 16

<table>
<thead>
<tr>
<th>%</th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.0 %</td>
<td>60.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>81.2</td>
<td>I helped to choose my services</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>12.0 %</td>
<td>25.0 %</td>
<td>18.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0</td>
<td>I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>3.0 %</td>
<td>6.0 %</td>
<td>12.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>57.1</td>
<td>I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>35.0 %</td>
<td>15.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.3</td>
<td>I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>56.0 %</td>
<td>28.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0</td>
<td>The services I received were right for me</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
<td>15.0 %</td>
<td>12.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5</td>
<td>The location of services was convenient for me</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>25.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5</td>
<td>Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0</td>
<td>I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>56.0 %</td>
<td>28.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0</td>
<td>I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.0 %</td>
<td>37.0 %</td>
<td>50.0 %</td>
<td>12.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7</td>
<td>Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>43.0 %</td>
<td>38.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>68.8</td>
<td>Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>56.0 %</td>
<td>28.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>43.8</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>43.8 %</td>
<td>31.2 %</td>
<td>18.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>56.2</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>37.5 %</td>
<td>31.2 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>62.5</td>
<td>I am better at handling daily life</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>3.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>43.8</td>
<td>I am doing better in school and or work</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>12.5 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>57.1</td>
<td>I am doing better in school and or work</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>12.5 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14.3</td>
<td>I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>43.8</td>
<td>I am satisfied with my family life right now</td>
<td>4.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>25.0 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0</td>
<td>I am able to do things I want to do</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>7.5 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.7</td>
<td>I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>10.0 %</td>
<td>12.5 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5</td>
<td>I am comfortable talking with about my problem</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>12.5 %</td>
<td>6.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0</td>
<td>In a crisis, I would have the support I need from family or friends</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>31.2 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.6</td>
<td>I can do enjoyable things</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>5.0 %</td>
<td>6.2 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and/or family received, my child is better at handling daily life
17. As a result of the services my child and/or family received, my child gets along better with family members
18. As a result of the services my child and/or family received, my child gets along better with friends and other people
19. As a result of the services my child and/or family received, my child is doing better in school and/or work
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and/or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things
**Youth Services Survey for Families  N = 9**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>88.9 %</td>
<td>11.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>66.7 %</td>
<td>11.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.2 %</td>
<td>2.2 %</td>
<td>44.4 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>11.1 %</td>
<td>77.8 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>44.4 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>44.4 %</td>
<td>44.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>44.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>11.1 %</td>
<td>44.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>11.1 %</td>
<td>55.6 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>55.6 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>11.1 % 11.1 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>22.2 %</td>
<td>11.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>44.4 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services my child and or family received, I have people that I amcomfortable talking with about my child's problem(s)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services my child and or family received, I have support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>11.1 %</td>
<td>77.8 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
### Huckleberry Youth Programs

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.14 4.30</td>
</tr>
<tr>
<td>Participation</td>
<td>3.99 4.11</td>
</tr>
<tr>
<td>Access</td>
<td>4.16 4.21</td>
</tr>
<tr>
<td>Culture</td>
<td>4.42 3.47</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.12 4.30</td>
</tr>
<tr>
<td>Social</td>
<td>4.11 4.21</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>YSS-F Scales</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.41 4.41</td>
</tr>
<tr>
<td>Participation</td>
<td>4.89 4.32</td>
</tr>
<tr>
<td>Access</td>
<td>4.44 4.43</td>
</tr>
<tr>
<td>Culture</td>
<td>4.89 4.56</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.84 3.97</td>
</tr>
<tr>
<td>Social</td>
<td>4.56 4.28</td>
</tr>
<tr>
<td>Completion Status</td>
<td>Family</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>9</td>
</tr>
</tbody>
</table>

| Total             | 9      | 16    | 25    |

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 21 clients; surveys were returned for 18 clients (18/21 = 85.7%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Hyde Street Community Services
Program Code(s): 38BR3

Overall Satisfaction¹

93.3%

Return Rate²

87.8%

Overall satisfaction³ mean score for Hyde Street Community Services: 4.39.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

97.7%  1. I like the services that I received here  
94.1%  2. If I had other choices, I would still get services from this agency  
92.0%  3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

74.1%  17. I, not staff, decided my treatment goals  
78.8%  6. Staff returned my calls within 24 hours  
79.7%  15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends.

35. As a direct result of the services I received: I feel I belong in my community.

34. As a direct result of the services I received: I have people with whom I can do enjoyable things.

33. As a direct result of the services I received: I am happy with the friendships I have.

32. As a direct result of the services I received: I am better able to do things that I want to do.

31. As a direct result of the services I received: I am better able to handle things when they go wrong.

30. As a direct result of the services I received: I am better able to take care of my needs.

29. As a direct result of the services I received: I do things that are more meaningful to me.

28. As a direct result of the services I received: My symptoms are not bothering me as much.

27. As a direct result of the services I received: My housing situation has improved.

26. As a direct result of the services I received: I do better in school and/or work.

25. As a direct result of the services I received: I do better in social situations.

24. As a direct result of the services I received: I am getting along better with my family.

23. As a direct result of the services I received: I am better able to deal with crisis.

22. As a direct result of the services I received: I am better able to control my life.

21. As a direct result of the services I received: I deal more effectively with daily problems.

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.

18. Staff were sensitive to my cultural background (race, religion, language, etc).

17. I, not staff, decided my treatment goals.

16. Staff respected my wishes about who is, and who is not to be given information about my treatment.

15. Staff told me what side effects to watch out for.

14. Staff encouraged me to take responsibility for how I live my life.

13. I was given information about my rights.

12. I felt free to complain.

11. I felt comfortable asking questions about my treatment and medication.

10. Staff here believe that I can grow, change and recover.

9. I was able to see a psychiatrist when I wanted to.

8. I was able to get all the services I thought I needed.

7. Services were available at times that were good for me.

6. Staff returned my calls within 24 hours.

5. Staff were willing to see me as often as I felt it was necessary.

4. The location of services was convenient (parking, public transportation, distance, etc.).

3. I would recommend this agency to a friend or family member.

2. If I had other choices, I would still get services from this agency.

1. I like the services that I received here.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>97.7 %</td>
<td>0.0 %</td>
<td>1.3 %</td>
<td>15.4 %</td>
<td>40.9 %</td>
<td>0.7 %</td>
<td>41.6 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>94.1 %</td>
<td>0.0 %</td>
<td>0.7 %</td>
<td>2.7 %</td>
<td>31.0 %</td>
<td>32.9 %</td>
<td>0.7 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>92.0 %</td>
<td>0.0 %</td>
<td>0.7 %</td>
<td>4.0 %</td>
<td>15.4 %</td>
<td>38.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>79.1 %</td>
<td>2.0 %</td>
<td>4.7 %</td>
<td>5.4 %</td>
<td>18.1 %</td>
<td>27.5 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>84.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>6.7 %</td>
<td>14.8 %</td>
<td>30.9 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>78.8 %</td>
<td>0.7 %</td>
<td>2.0 %</td>
<td>8.7 %</td>
<td>17.4 %</td>
<td>24.8 %</td>
<td>3.4 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>89.2 %</td>
<td>0.7 %</td>
<td>2.0 %</td>
<td>3.4 %</td>
<td>16.1 %</td>
<td>33.6 %</td>
<td>0.7 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>89.4 %</td>
<td>1.7 %</td>
<td>1.3 %</td>
<td>4.0 %</td>
<td>20.1 %</td>
<td>30.9 %</td>
<td>0.7 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>84.4 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>6.0 %</td>
<td>16.8 %</td>
<td>26.9 %</td>
<td>4.0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>88.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>18.8 %</td>
<td>30.9 %</td>
<td>0.7 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>91.9 %</td>
<td>0.0 %</td>
<td>0.7 %</td>
<td>4.0 %</td>
<td>18.1 %</td>
<td>34.9 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>81.2 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>8.1 %</td>
<td>19.5 %</td>
<td>24.2 %</td>
<td>4.7 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>91.1 %</td>
<td>0.0 %</td>
<td>0.7 %</td>
<td>4.0 %</td>
<td>18.1 %</td>
<td>30.2 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>88.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>20.8 %</td>
<td>24.8 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>79.7 %</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>6.7 %</td>
<td>14.8 %</td>
<td>24.8 %</td>
<td>5.4 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>90.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.4 %</td>
<td>15.4 %</td>
<td>34.9 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>74.1 %</td>
<td>0.7 %</td>
<td>2.7 %</td>
<td>10.7 %</td>
<td>16.8 %</td>
<td>23.5 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>90.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.7 %</td>
<td>16.8 %</td>
<td>30.2 %</td>
<td>2.7 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>16.8 %</td>
<td>31.5 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>83.8 %</td>
<td>0.0 %</td>
<td>1.3 %</td>
<td>7.4 %</td>
<td>14.1 %</td>
<td>30.9 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>91.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>24.8 %</td>
<td>19.5 %</td>
<td>2.7 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>82.7 %</td>
<td>0.0 %</td>
<td>0.7 %</td>
<td>8.1 %</td>
<td>20.8 %</td>
<td>20.8 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>80.8 %</td>
<td>1.3 %</td>
<td>1.3 %</td>
<td>7.1 %</td>
<td>21.5 %</td>
<td>20.8 %</td>
<td>1.3 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>69.6 %</td>
<td>1.3 %</td>
<td>1.3 %</td>
<td>11.4 %</td>
<td>17.4 %</td>
<td>14.8 %</td>
<td>7.4 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>63.9 %</td>
<td>1.3 %</td>
<td>4.7 %</td>
<td>11.4 %</td>
<td>14.1 %</td>
<td>16.8 %</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
<td>Percent Agree</td>
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<td>-------------</td>
<td>---------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>50.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>54.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>55.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>70.3%</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>81.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>71.1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>65.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>69.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>65.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>56.2%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>54.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image-url)
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>48</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>32.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
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<tr>
<td></td>
<td>0.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>9</td>
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<td></td>
<td>6.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>87</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>59.2 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>147</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 164 clients; surveys were returned for 144 clients (144/164 = 87.8%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Hyde Street Community Services FSP
Program Code(s): 38BRA3

Overall Satisfaction
100.0%

Return Rate
100.0%

Overall satisfaction mean score for Hyde Street Community Services FSP: 4.58.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. I like the services that I received here
- 100.0% 3. I would recommend this agency to a friend or family member
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
- 77.8% 17. I, not staff, decided my treatment goals
- 80.0% 12. I felt free to complain
- 87.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff returned my calls within 24 hours
6. Staff were willing to see me as often as I felt it was necessary
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My thoughts are more meaningful to me
29. As a direct result of the services I received: I do things that I want to do
30. As a direct result of the services I received: I have people with whom I can do enjoyable things
31. As a direct result of the services I received: I feel I belong in my community
32. As a direct result of the services I received: I feel I belong in my community
33. I am better able to do things that I want to do
34. I am better able to handle things when they go wrong
35. I am happy with the friendships I have
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
# MHSIP Items 1-25
## Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>90.9 % 2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3.3%</td>
<td>3.3%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>100.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10.0%</td>
<td>3.3%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6.7%</td>
<td>23.3%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6.7%</td>
<td>23.3%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>100.0 % 6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>13.3%</td>
<td>23.3%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>13.3%</td>
<td>23.3%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>90.9 % 8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>10.0%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>90.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>6.7%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>90.9 % 10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>6.7%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>100.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>6.7%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>80.0 % 12. I felt free to complain</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>6.7%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>100.0 % 13. I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>8.0%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>13.3%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>90.0 % 15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>13.3%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>90.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>10.0%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>77.8 % 17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4.0%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>7.0%</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>6.7%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>87.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4.0%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5.0%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>71.4 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>1.0%</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4.0%</td>
<td>0</td>
<td>20</td>
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<tr>
<td>62.5 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>4.0%</td>
<td>0</td>
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<td>77.8 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>6.0%</td>
<td>0</td>
<td>20</td>
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</table>
**MHSIP Items 26-36**

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>60.0%</td>
<td>3.3%</td>
<td>6.7%</td>
<td>3.3%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>66.7%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>77.8%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>6.7%</td>
<td>16.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>77.8%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>10.0%</td>
<td>13.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>87.5%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.7%</td>
<td>20.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>20.0%</td>
<td>3.3%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>75.0%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>6.7%</td>
<td>13.3%</td>
<td>3.3%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>75.0%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>3.3%</td>
<td>6.7%</td>
<td>13.3%</td>
<td>3.3%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>50.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>2.6%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>50.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>2.6%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>62.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>3.3%</td>
<td>6.7%</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

**MHSIP - Scale Means and 95% Confidence Intervals**

![MHSIP Scale Means and 95% Confidence Intervals](image-url)
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>27.6%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>24.1%</td>
<td>100%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
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<td>6.9%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
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<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
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<td></td>
<td>34.5%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>29</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 28 clients; surveys were returned for 28 clients (28/28 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
IFR Adult Behavioral Health Services

Youth program codes (RUs): 38183
Adult program codes (RUs): 38183

Overall Satisfaction
100.0%

Return Rate
94.9%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 39
People surveyed: 37 (1 youth and 36 adults)

Adult satisfaction mean score: 4.67
Youth satisfaction mean score: -
Family satisfaction mean score: 4.86

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 39 clients; surveys were returned for 37 clients (37/39 = 94.9%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Mental Health Statistical Improvement Program (MHSIP)

IFR Adult Behavioral Health Services
Program Code(s): 38183

Overall Satisfaction
100.0%

Return Rate
94.7%

Overall satisfaction mean score for IFR Adult Behavioral Health Services: 4.67.

Overall satisfaction mean score for all other programs: 4.43.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. I like the services that I received here
- 100.0% 10. Staff here believe that I can grow, change and recover
- 100.0% 11. I felt comfortable asking questions about my treatment and medication

**Lowest Agreement Items**
- 87.9% 6. Staff returned my calls within 24 hours
- 90.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 93.5% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and/or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I feel I belong in my community
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.0 %</td>
<td>26.0 %</td>
<td>0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>93.5 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>11.1%</td>
<td>25.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>97.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>25.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>96.9 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>11.1%</td>
<td>22.2 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>97.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>23.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>87.9 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>16.7%</td>
<td>26.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>93.9 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>24.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>97.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>24.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>97.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>25.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change, and recover</td>
<td>100.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>25.0%</td>
<td>26.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>100.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>16.7%</td>
<td>27.0 %</td>
<td>0</td>
<td>3.0%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>96.8 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>22.2%</td>
<td>28.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>96.9 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>22.2%</td>
<td>23.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>93.5 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>16.7%</td>
<td>23.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>96.7 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>27.8%</td>
<td>19.0 %</td>
<td>0</td>
<td>6.0%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>96.8 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>22.2%</td>
<td>22.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>96.9 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>30.6%</td>
<td>20.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>100.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>32.2%</td>
<td>24.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>100.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>25.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>90.3 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>25.0%</td>
<td>19.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>87.5 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>25.0%</td>
<td>19.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>90.3 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>33.3%</td>
<td>12.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>93.8 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>38.9%</td>
<td>16.0 %</td>
<td>0</td>
<td>4.0%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>71.0 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>19.4%</td>
<td>15.0 %</td>
<td>0</td>
<td>5.0%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>78.1 %</td>
<td>2.8 %</td>
<td>2.8 %</td>
<td>13.9%</td>
<td>12.0 %</td>
<td>0</td>
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</tr>
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</table>
## MHSIP Items 26-36

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>2.8 %</td>
<td>11.1 %</td>
<td>36.1 %</td>
<td>33.3 %</td>
<td>2.8</td>
<td>4.1 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>1</td>
<td>2.8 %</td>
<td>13.9 %</td>
<td>33.3 %</td>
<td>36.1 %</td>
<td>0.0</td>
<td>4.0 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>38.9 %</td>
<td>0.0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do thinks that are more meaningful to me</td>
<td>1</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>41.7 %</td>
<td>0.0</td>
<td>13.9 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>1</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>41.7 %</td>
<td>0.0</td>
<td>13.9 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>41.7 %</td>
<td>47.2 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>47.2 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>52.8 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>47.2 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>47.2 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>2.8 %</td>
<td>13.3 %</td>
<td>36.1 %</td>
<td>47.2 %</td>
<td>0.0</td>
<td>11.1 %</td>
</tr>
</tbody>
</table>

---

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP - Scale Means and 95% Confidence Intervals](image-url)
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>6.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>6.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>28</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>87.5 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>32</strong></td>
<td><strong>4</strong></td>
</tr>
<tr>
<td></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 38 clients; surveys were returned for 36 clients (36/38 = 94.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
IFR Adult Behavioral Health Services
Program Code(s): 38183

Overall Satisfaction

100.0%

Return Rate

100.0%

Overall satisfaction mean score for IFR Adult Behavioral Health Services: No YSS (youth) data for this program, 4.86 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart
## Survey Compliance

**IFR Adult Behavioral Health Services**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for IFR CYF Behavioral Health Services: \textbf{4.26} (youth), \textbf{4.02} (family).

Overall satisfaction mean score for all other programs: \textbf{4.28} (youth), \textbf{4.45} (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either \textit{Agree} or \textit{Strongly Agree}.

**Highest Agreement Items**
- 94.1% 12. Staff treated me with respect
- 94.1% 14. Staff spoke with me in a way that I understood
- 93.8% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**
- 64.3% 2. I helped to choose my services
- 75.0% 7. The services I received were right for me
- 76.5% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response \textit{Strongly Disagree} in \textcolor{red}{red} on the left to the most positive \textit{Strongly Agree} in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>80%</td>
<td>100%</td>
<td>60%</td>
<td>20%</td>
<td>0%</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>60%</td>
<td>80%</td>
<td>40%</td>
<td>20%</td>
<td>0%</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>40%</td>
<td>60%</td>
<td>20%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
<td>100%</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
</tr>
</tbody>
</table>
# Youth Services Survey for Youth  
**N = 11**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
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<td>0.00</td>
<td>0.117</td>
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<td>0.00</td>
<td>0.182</td>
</tr>
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<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
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<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.778</td>
<td>0.00</td>
<td>0.117</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
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<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
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<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.667</td>
<td>0.00</td>
<td>0.222</td>
<td>0.364</td>
<td>0.364</td>
<td>0.00</td>
<td>0.182</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and or family received, my child is better at handling daily life

17. As a result of the services my child and or family received, my child gets along better with family members

18. As a result of the services my child and or family received, my child gets along better with friends and other people

19. As a result of the services my child and or family received, my child is doing better in school and or work

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
## Youth Services Survey for Families  \[N = 11\]

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0</td>
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<td>0</td>
<td>3</td>
<td>0</td>
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<td>3</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>0</td>
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<td>3</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0</td>
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<td>0</td>
<td>3</td>
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<td>0</td>
<td>3</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>6</td>
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<td>8. The location of services was convenient for us</td>
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<td>9. Services were available at times that were convenient for us</td>
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<td>6</td>
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<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
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</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
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<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>0</td>
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<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>3</td>
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<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>2</td>
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<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
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<td>4</td>
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<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
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<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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</tr>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
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<tr>
<td>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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
</tr>
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<td>0</td>
<td>0</td>
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<td>1</td>
<td>3</td>
<td>4</td>
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</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
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<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>Confidence Interval</th>
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<tr>
<td>Satisfaction</td>
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<td>Participation</td>
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<td>Access</td>
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<td>Outcomes</td>
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<td>Social</td>
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<td>4.20</td>
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Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

<table>
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<tr>
<th>Scale</th>
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<th>Confidence Interval</th>
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<td>Satisfaction</td>
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<td>4.41</td>
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<tr>
<td>Participation</td>
<td>3.67</td>
<td>4.34</td>
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<tr>
<td>Access</td>
<td>4.25</td>
<td>4.43</td>
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<tr>
<td>Culture</td>
<td>4.08</td>
<td>4.58</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.16</td>
<td>3.96</td>
</tr>
<tr>
<td>Social</td>
<td>4.38</td>
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</table>
### Survey Compliance
IFR CYF Behavioral Health Services

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<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
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<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<td>2</td>
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<td></td>
<td>27.3 %</td>
<td>18.2 %</td>
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<tr>
<td>Impaired</td>
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<td>Language</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Other</td>
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<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>8</td>
<td>9</td>
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<tr>
<td></td>
<td>72.7 %</td>
<td>81.8 %</td>
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<tr>
<td>Total</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 28 clients; surveys were returned for 21 clients (21/28 = 75.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Jewish Family Children's - Judah
Program Code(s): 38AD3

Overall Satisfaction

100.0%

Return Rate

100.0%

Overall satisfaction mean score for Jewish Family Children's - Judah: No YSS (youth) data for this program, 4.98 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
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18. As a result of the services my child and or family received, my child gets along better with friends and other people.
17. As a result of the services my child and or family received, my child gets along better with family members.
16. As a result of the services my child and or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child’s treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
<td>0.0 %</td>
</tr>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
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<td>0.0 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
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<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
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</tr>
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</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

Jewish Family & Children’s Services - Judah

<table>
<thead>
<tr>
<th>YSS-F Scales</th>
<th>Mean Score</th>
</tr>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>5.00</td>
</tr>
<tr>
<td>Participation</td>
<td>4.92</td>
</tr>
<tr>
<td>Access</td>
<td>5.00</td>
</tr>
<tr>
<td>Culture</td>
<td>4.33</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.97</td>
</tr>
<tr>
<td>Social</td>
<td>4.28</td>
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</table>

**Note:** Not enough Youth data for scale means CI chart
Survey Compliance

<table>
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<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
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<td></td>
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<tr>
<td>Completed Survey</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Total</td>
<td>4</td>
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</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 3 clients; surveys were returned for 3 clients (3/3 = 100%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Jewish Family Children's - Scott
Program Code(s): 38AE3

Overall Satisfaction
100.0%

Return Rate
81.8%

Overall satisfaction mean score for Jewish Family Children's - Scott: 4.88 (youth), 4.75 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 3. I helped to choose my treatment goals
- 100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**
- 88.9% 2. I helped to choose my services
- 90.0% 9. Services were available at times that were convenient for me
- 90.0% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>1. Overall, I am satisfied with the service I received</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
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</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
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<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.

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.

24. 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).

23. 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.

22. 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.

21. As a result of the services my child and or family received, I am satisfied with our family life right now.

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.

19. As a result of the services my child and or family received, my child is doing better in school and or work.

18. As a result of the services my child and or family received, my child gets along better with friends and other people.

17. As a result of the services my child and or family received, my child gets along better with family members.

16. As a result of the services my child and or family received, my child is better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my family’s religious/spiritual beliefs.

12. Staff treated me with respect.

11. My family got as much help as we needed for my child.

10. My family got the help we wanted for my child.

9. Services were available at times that were convenient for us.

8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child’s treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
Youth Services Survey for Families
### Youth Services Survey for Families  
**N = 7**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>I helped to choose my child's services</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>71.4 %</td>
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<tr>
<td>100.0 %</td>
<td>I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>85.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>85.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>71.4 %</td>
<td>The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>42.9 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>71.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>42.9 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>85.7 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>85.7 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>85.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>85.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>57.1 %</td>
<td>As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>57.1 %</td>
<td>As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 %</td>
<td>As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>42.9 %</td>
<td>14.3 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>As a result of the services my child and or family received, I have people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>As a result of the services my child and or family received, I can get the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>0.0 %</td>
<td>As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>14.3 %</td>
</tr>
</tbody>
</table>
# Survey Compliance

## Jewish Family Children’s - Scott

### Completion Status Completion by Respondent Type **Total**

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Completed Survey</strong></td>
<td><strong>7</strong></td>
<td><strong>3</strong></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7</strong></td>
<td><strong>3</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

**Total %**: 100.0%

**Youth %**: 100.0%

**Family %**: 100.0%

---

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 11 clients; surveys were returned for 9 clients (9/11 = 81.8%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
JFCS Adult Outpatient MH - Judah
Program Code(s): 38ADM1

Overall Satisfaction
93.8%

Return Rate
94.4%

Overall satisfaction mean score for JFCS Adult Outpatient MH - Judah: 4.57.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

1. I like the services that I received here 100.0%
2. If I had other choices, I would still get services from this agency 100.0%
5. Staff were willing to see me as often as I felt it was necessary 100.0%

**Lowest Agreement Items**

17. I, not staff, decided my treatment goals 85.7%
8. I was able to get all the services I thought I needed 86.7%
18. Staff were sensitive to my cultural background (race, religion, language, etc) 86.7%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Item</th>
<th>Percentage</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>30%</td>
<td></td>
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<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>60%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>70%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>transportation, distance, etc.)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it necessary</td>
<td>80%</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>40%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>60%</td>
<td></td>
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<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>70%</td>
<td></td>
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<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>80%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>medication</td>
<td></td>
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<tr>
<td>12. I felt free to complain</td>
<td>90%</td>
<td></td>
<td></td>
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<tr>
<td>13. I was given information about my rights</td>
<td>60%</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>70%</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>80%</td>
<td></td>
<td></td>
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<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>90%</td>
<td></td>
<td></td>
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<tr>
<td>given information about my treatment</td>
<td></td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>50%</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>60%</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>language, etc.)</td>
<td></td>
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</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>80%</td>
<td></td>
<td></td>
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<tr>
<td>take charge of managing my illness</td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>70%</td>
<td></td>
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<tr>
<td>drop-in centers, crisis phone line, etc.)</td>
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</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>effectively with daily problems</td>
<td></td>
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<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>80%</td>
<td></td>
<td></td>
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<tr>
<td>to control my life</td>
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<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>60%</td>
<td></td>
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<tr>
<td>to deal with crisis</td>
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<tr>
<td>24. As a direct result of the services I received: I am getting</td>
<td>70%</td>
<td></td>
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<tr>
<td>along better with my family</td>
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<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>90%</td>
<td></td>
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</tr>
<tr>
<td>social situations</td>
<td></td>
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<tr>
<td>26. As a direct result of the services I received: I do better in</td>
<td>80%</td>
<td></td>
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<tr>
<td>school and / or work</td>
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<tr>
<td>27. As a direct result of the services I received: My housing</td>
<td>70%</td>
<td></td>
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<tr>
<td>situation has improved</td>
<td></td>
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<tr>
<td>28. As a direct result of the services I received: My symptoms are</td>
<td>50%</td>
<td></td>
<td></td>
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<tr>
<td>not bothering me as much</td>
<td></td>
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<tr>
<td>29. As a direct result of the services I received: I do things that</td>
<td>80%</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>are more meaningful to me</td>
<td></td>
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</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able</td>
<td>70%</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>to take care of my needs</td>
<td></td>
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</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able</td>
<td>60%</td>
<td></td>
<td></td>
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<tr>
<td>to handle things when they go wrong</td>
<td></td>
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<tr>
<td>32. As a direct result of the services I received: I am happy with</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>the friendships I have</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I have people</td>
<td>80%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>with whom I can do enjoyable things</td>
<td></td>
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</tr>
<tr>
<td>34. As a direct result of the services I received: I feel I belong</td>
<td>70%</td>
<td></td>
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<tr>
<td>in my community</td>
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</tr>
<tr>
<td>35. As a direct result of the services I received: In a crisis, I</td>
<td>60%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>would have the support I need from family or friends</td>
<td></td>
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</tr>
</tbody>
</table>
### MHSIP Items 1-25
#### Percent Agree

<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>100.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>11.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>92.9 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>52.9 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>12.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>93.3 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>70.6 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>70.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.7 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>58.8 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
</tr>
<tr>
<td>100.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
<td>58.8 %</td>
<td>5.9 %</td>
<td>17.6 %</td>
</tr>
<tr>
<td>93.3 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>70.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>11.8 %</td>
<td>70.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.8 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>23.5 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>92.3 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>17.6 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>92.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>5.9 %</td>
<td>64.7 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>85.7 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>47.1 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
</tr>
<tr>
<td>86.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
</tr>
<tr>
<td>92.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>47.1 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
</tr>
<tr>
<td>90.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>47.1 %</td>
<td>11.8 %</td>
</tr>
<tr>
<td>85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>47.1 %</td>
<td>23.5 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
</tr>
<tr>
<td>76.9 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>6.4 %</td>
<td>1.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.6 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.6 %</td>
<td>6.5 %</td>
<td>1.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>35.3 %</td>
<td>29.4 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
</tr>
<tr>
<td>71.4 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>23.5 %</td>
<td>35.3 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>0</td>
<td>11.8%</td>
<td>35.3%</td>
<td>23.5%</td>
<td>5.9%</td>
<td>23.5%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>0</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>1</td>
<td>4%</td>
<td>5%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>2%</td>
<td>8%</td>
<td>5%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>3%</td>
<td>4%</td>
<td>6%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>0</td>
<td>2%</td>
<td>8%</td>
<td>5%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>1</td>
<td>2%</td>
<td>5%</td>
<td>5%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>0</td>
<td>1%</td>
<td>8%</td>
<td>6%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>1</td>
<td>3%</td>
<td>6%</td>
<td>4%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>1</td>
<td>7%</td>
<td>2%</td>
<td>5%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>2</td>
<td>2%</td>
<td>4%</td>
<td>6%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image)
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>8.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>91.7 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 18 clients; surveys were returned for 17 clients (17/18 = 94.4%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

McAuley Adolescent Day Treatment
Program Code(s): 38CMOP

Overall Satisfaction

100.0%

Return Rate

100.0%

Overall satisfaction mean score for McAuley Adolescent Day Treatment: 4.44 (youth), 4.52 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 5. I felt I had someone to talk to when I was troubled
100.0% 6. I participated in my own treatment

**Lowest Agreement Items**

82.6% 2. I helped to choose my services
85.0% 13. Staff respected my religious/spiritual beliefs
87.5% 7. The services I received were right for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>6.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td>7.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>6.0 %</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3 %</td>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
</tr>
<tr>
<td>72.7 %</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>50.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>50.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.9 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>50.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>50.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>3.0 %</td>
<td>6.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3 %</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3 %</td>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>6.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>91.7 %</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>41.7 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
## Youth Services Survey for Families  
**N = 14**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.0 %</td>
<td>7.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>21.4 %</td>
<td>7.1 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>7.1 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>35.7 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>35.7 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>35.7 %</td>
<td>35.7 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>14.3 %</td>
<td>35.7 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>28.6 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>35.7 %</td>
<td>35.7 %</td>
<td>0.0 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>50.0 %</td>
<td>21.4 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>8.0 %</td>
<td>1.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>57.1 %</td>
<td>21.4 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>8.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>7.1 %</td>
<td>21.4 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>50.0 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>57.1 %</td>
<td>14.3 %</td>
<td>7.1 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>50.0 %</td>
<td>28.6 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>7.1 %</td>
<td>50.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>64.3 %</td>
<td>7.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>7.1 %</td>
<td>57.1 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>35.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>35.7 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>21.4 %</td>
<td>28.6 %</td>
<td>21.4 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>Completion Status</td>
<td>Completion by Respondent Type</td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Impaired</td>
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<td>0 %</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0 %</td>
<td>1 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed Survey</td>
<td>12</td>
<td>100 %</td>
<td>24 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>14</td>
<td>100 %</td>
<td>26 %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 19 clients; surveys were returned for 19 clients (19/19 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Mission ACT
Program Code(s): 3804SP

Overall Satisfaction
95.5%

Return Rate
102.4%

Overall satisfaction mean score for Mission ACT: 4.41.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness 100.0%
2. If I had other choices, I would still get services from this agency 95.5%
11. I felt comfortable asking questions about my treatment and medication 95.5%

Lowest Agreement Items
9. I was able to see a psychiatrist when I wanted to 68.2%
15. Staff told me what side effects to watch out for 80.0%
6. Staff returned my calls within 24 hours 81.0%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends.

35. As a direct result of the services I received: I feel I belong in my community.

34. As a direct result of the services I received: I have people with whom I can do enjoyable things.

33. As a direct result of the services I received: I am happy with the friendships I have.

32. As a direct result of the services I received: I am better able to do things that I want to do.

31. As a direct result of the services I received: I am better able to handle things when they go wrong.

30. As a direct result of the services I received: I am better able to take care of my needs.

29. As a direct result of the services I received: I do things that are more meaningful to me.

28. As a direct result of the services I received: My symptoms are not bothering me as much.

27. As a direct result of the services I received: My housing situation has improved.

26. As a direct result of the services I received: I do better in school and / or work.

25. As a direct result of the services I received: I do better in social situations.

24. As a direct result of the services I received: I am getting along better with my family.

23. As a direct result of the services I received: I am better able to deal with crisis.

22. As a direct result of the services I received: I am better able to control my life.

21. As a direct result of the services I received: I deal more effectively with daily problems.

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.

18. Staff were sensitive to my cultural background (race, religion, language, etc).

17. I, not staff, decided my treatment goals.

16. Staff respected my wishes about who is, and who is not to be given information about my treatment.

15. Staff told me what side effects to watch out for.

14. Staff encouraged me to take responsibility for how I live my life.

13. I was given information about my rights.

12. I felt free to complain.

11. I felt comfortable asking questions about my treatment and medication.

10. Staff here believe that I can grow, change and recover.

9. I was able to see a psychiatrist when I wanted to.

8. I was able to get all the services I thought I needed.

7. Services were available at times that were good for me.

6. Staff returned my calls within 24 hours.

5. Staff were willing to see me as often as I felt it was necessary.

4. The location of services was convenient (parking, public transportation, distance, etc.).

3. I would recommend this agency to a friend or family member.

2. If I had other choices, I would still get services from this agency.

1. I like the services that I received here.

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

MHSIP Items
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>90.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>14.0 %</td>
<td>0.0</td>
<td>22.0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>95.5 %</td>
<td>2.3 %</td>
<td>0.0 %</td>
<td>8.2 %</td>
<td>18.2 %</td>
<td>13.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>95.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
<td>15.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>84.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.9 %</td>
<td>18.2 %</td>
<td>13.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>85.0 %</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>18.2 %</td>
<td>20.4 %</td>
<td>9.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>90.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>18.2 %</td>
<td>20.4</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>95.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
<td>31.8</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>68.2 %</td>
<td>2.3 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>85.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
<td>29.5</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>95.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>15.9 %</td>
<td>31.8</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>90.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>20.4 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>90.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>11.4 %</td>
<td>29.5</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>85.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>9.1 %</td>
<td>31.8</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>80.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>94.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>89.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>9.1 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>84.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>22.7 %</td>
<td>27.3</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>100.0 %</td>
<td>2.3 %</td>
<td>0.0 %</td>
<td>9.1 %</td>
<td>27.3 %</td>
<td>23.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>94.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>15.9 %</td>
<td>29.5</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>94.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>18.2 %</td>
<td>22.7</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>87.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>11.4 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>88.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>6.8 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>70.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.5 %</td>
<td>6.8 %</td>
<td>9.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>94.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.3 %</td>
<td>18.2 %</td>
<td>20.4</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>71.4%</td>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>7</td>
<td>3</td>
<td>27</td>
</tr>
<tr>
<td>72.2%</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>9</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>66.7%</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>88.2%</td>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>11</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>88.9%</td>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>10</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>94.4%</td>
<td>31. As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>9</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>83.3%</td>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>88.9%</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>83.3%</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>77.8%</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>9</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>55.6%</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>26</td>
</tr>
</tbody>
</table>

---

**MHSIP - Scale Means and 95% Confidence Intervals**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>22</td>
</tr>
<tr>
<td>Participation</td>
<td>22</td>
</tr>
<tr>
<td>Access</td>
<td>22</td>
</tr>
<tr>
<td>Quality</td>
<td>22</td>
</tr>
<tr>
<td>Outcomes</td>
<td>22</td>
</tr>
<tr>
<td>Functioning</td>
<td>20</td>
</tr>
<tr>
<td>Social</td>
<td>18</td>
</tr>
</tbody>
</table>
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>43.2%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
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<tr>
<td></td>
<td>4.5%</td>
<td>0%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2.3%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>22</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>50%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>44</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 42 clients; surveys were returned for 43 clients (43/42 = 102.4%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Mission Family Center**
Program Code(s): 38016

Overall Satisfaction

98.0%

Return Rate

100.0%

Overall satisfaction mean score for Mission Family Center: 4.27 (youth), 4.46 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 13. Staff respected my religious/spiritual beliefs

100.0% 14. Staff spoke with me in a way that I understood

97.9% 12. Staff treated me with respect

**Lowest Agreement Items**

82.6% 2. I helped to choose my services

87.5% 11. I got as much help as I needed

87.8% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>50.0%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>64.7%</td>
<td>1.7%</td>
<td>4.2%</td>
<td>9.4%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>77.8%</td>
<td>1.1%</td>
<td>3.3%</td>
<td>10.2%</td>
<td>4.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>88.9%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>61.1%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>88.9%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>27.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>94.4%</td>
<td>1.1%</td>
<td>0.0%</td>
<td>4.4%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>94.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>83.3%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>94.4%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>88.9%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>5.6%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>94.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>22.2%</td>
<td>72.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>44.4%</td>
<td>55.6%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>83.3%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>11.1%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>83.3%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>11.1%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>55.6%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>38.9%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>83.3%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>38.9%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>72.2%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>66.7%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>55.6%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>72.2%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>77.8%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>83.3%</td>
<td>0.0%</td>
<td>16.7%</td>
<td>5.6%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>66.7%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>88.9%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>5.6%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.

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.

24. 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).

23. 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.

22. 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.

21. As a result of the services my child and or family received, I am satisfied with our family life right now.

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.

19. As a result of the services my child and or family received, my child is doing better in school and or work.

18. As a result of the services my child and or family received, my child gets along better with friends and other people.

17. As a result of the services my child and or family received, my child gets along better with family members.

16. As a result of the services my child and or family received, my child is better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my family's religious/spiritual beliefs.

12. Staff treated me with respect.

11. My family got as much help as we needed for my child.

10. My family I got the help we wanted for my child.

9. Services were available at times that were convenient for us.

8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child's treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.
### Youth Services Survey for Families  
**N = 32**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>96.8% 1. Overall, I am satisfied with the service my child received</td>
<td>16</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.1% 2. I helped to choose my child's services</td>
<td>17</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>96.6% 3. I helped to choose my child's treatment goals</td>
<td>16</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>1.0 %</td>
<td>3.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.5% 4. The people helping my child stuck with us no matter what</td>
<td>18</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.5% 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>18</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>96.6% 6. I participated in my child's treatment</td>
<td>16</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>1.0 %</td>
<td>3.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.3% 7. The services my child and/or family received were right for us</td>
<td>18</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0% 8. The location of services was convenient for us</td>
<td>20</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>96.7% 9. Services were available at times that were convenient for us</td>
<td>18</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.9% 10. My family I got the help we wanted for my child</td>
<td>16</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.7% 11. My family got as much help as we needed for my child</td>
<td>18</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0% 12. Staff treated me with respect</td>
<td>20</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0% 13. Staff respected my family's religious/spiritual beliefs</td>
<td>19</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>1.0 %</td>
<td>3.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0% 14. Staff spoke with me in a way that I understood</td>
<td>18</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0% 15. Staff were sensitive to my cultural/ethnic background</td>
<td>17</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>79.3% 16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>14</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>72.4% 17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>14</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0% 18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0% 19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0% 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>12</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>73.3% 21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>11</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3% 22. 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</td>
<td>13</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0% 23. 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</td>
<td>18</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>96.8% 24. 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)</td>
<td>17</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.3% 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</td>
<td>20</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.9% 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>16</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

Mission Family Center
Other programs

N 18 18 18 18 18 18 513 510 504 507 509 500
Mean 4.33 3.92 4.14 4.50 3.88 4.01 4.30 4.11 4.21 4.42 3.94 4.20

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

Mission Family Center
Other programs

N 31 30 31 31 31 31 505 501 501 499 494
Survey Compliance
Mission Family Center Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>3.1 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>No Data</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>31</td>
<td>18</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>96.9 %</td>
<td>100 %</td>
<td>98 %</td>
</tr>
<tr>
<td>Total</td>
<td>32</td>
<td>18</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 39 clients; surveys were returned for 39 clients (39/39 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Mission Mental Health Team I
Program Code(s): 38043

Overall Satisfaction
84.6%

Return Rate
16.3%

Overall satisfaction mean score for Mission Mental Health Team I: 4.29.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
96.2% 13. I was given information about my rights
92.0% 3. I would recommend this agency to a friend or family member
92.0% 7. Services were available at times that were good for me

**Lowest Agreement Items**
70.8% 9. I was able to see a psychiatrist when I wanted to
72.0% 8. I was able to get all the services I thought I needed
72.0% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strongly Disagree</strong></td>
<td><strong>Disagree</strong></td>
</tr>
<tr>
<td>88.5 % 1. I like the services that I received here</td>
<td>0</td>
</tr>
<tr>
<td>76.9 % 2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
</tr>
<tr>
<td>92.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0</td>
</tr>
<tr>
<td>73.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
</tr>
<tr>
<td>73.1 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>2</td>
</tr>
<tr>
<td>73.9 % 6. Staff returned my calls within 24 hours</td>
<td>1</td>
</tr>
<tr>
<td>92.0 % 7. Services were available at times that were good for me</td>
<td>0</td>
</tr>
<tr>
<td>72.0 % 8. I was able to get all the services I thought I needed</td>
<td>0</td>
</tr>
<tr>
<td>70.8 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>1</td>
</tr>
<tr>
<td>84.6 % 10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
</tr>
<tr>
<td>84.6 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
</tr>
<tr>
<td>88.5 % 12. I felt free to complain</td>
<td>0</td>
</tr>
<tr>
<td>96.2 % 13. I was given information about my rights</td>
<td>0</td>
</tr>
<tr>
<td>88.5 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
</tr>
<tr>
<td>72.0 % 15. Staff told me what side effects to watch out for</td>
<td>1</td>
</tr>
<tr>
<td>88.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
</tr>
<tr>
<td>72.0 % 17. I, not staff, decided my treatment goals</td>
<td>1</td>
</tr>
<tr>
<td>80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
</tr>
<tr>
<td>84.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
</tr>
<tr>
<td>76.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
</tr>
<tr>
<td>70.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1</td>
</tr>
<tr>
<td>72.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1</td>
</tr>
<tr>
<td>65.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
</tr>
<tr>
<td>35.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
</tr>
<tr>
<td>55.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>50.0%</td>
<td>0%</td>
<td>8.6%</td>
<td>11.4%</td>
<td>11.4%</td>
<td>8.6%</td>
<td>17.1%</td>
<td>42.9%</td>
</tr>
<tr>
<td>27.</td>
<td>45.0%</td>
<td>0%</td>
<td>4%</td>
<td>7%</td>
<td>4%</td>
<td>5%</td>
<td>0%</td>
<td>15%</td>
</tr>
<tr>
<td>28.</td>
<td>42.9%</td>
<td>2%</td>
<td>3%</td>
<td>7%</td>
<td>6%</td>
<td>3%</td>
<td>0%</td>
<td>14%</td>
</tr>
<tr>
<td>29.</td>
<td>65.0%</td>
<td>0%</td>
<td>2%</td>
<td>5%</td>
<td>7%</td>
<td>6%</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>30.</td>
<td>45.0%</td>
<td>0%</td>
<td>2%</td>
<td>9%</td>
<td>3%</td>
<td>6%</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>31.</td>
<td>38.1%</td>
<td>1%</td>
<td>5%</td>
<td>7%</td>
<td>2%</td>
<td>6%</td>
<td>0%</td>
<td>14%</td>
</tr>
<tr>
<td>32.</td>
<td>40.0%</td>
<td>1%</td>
<td>3%</td>
<td>8%</td>
<td>3%</td>
<td>5%</td>
<td>0%</td>
<td>15%</td>
</tr>
<tr>
<td>33.</td>
<td>60.0%</td>
<td>0%</td>
<td>1%</td>
<td>7%</td>
<td>6%</td>
<td>6%</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>34.</td>
<td>73.7%</td>
<td>0%</td>
<td>2%</td>
<td>3%</td>
<td>8%</td>
<td>6%</td>
<td>2%</td>
<td>14%</td>
</tr>
<tr>
<td>35.</td>
<td>60.0%</td>
<td>0%</td>
<td>2%</td>
<td>6%</td>
<td>4%</td>
<td>8%</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>36.</td>
<td>68.4%</td>
<td>0%</td>
<td>2%</td>
<td>4%</td>
<td>5%</td>
<td>8%</td>
<td>2%</td>
<td>14%</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

Mission Mental Health Team I
Other programs

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>25</td>
<td>22</td>
</tr>
<tr>
<td>Mean</td>
<td>4.33</td>
<td>4.27</td>
<td>4.27</td>
<td>4.27</td>
<td>3.62</td>
<td>3.50</td>
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</tbody>
</table>

Mean Score
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>17.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<td></td>
<td>0 %</td>
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<td>Other</td>
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<td></td>
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<td>0 %</td>
</tr>
<tr>
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<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>8.6 %</td>
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</tr>
<tr>
<td>Completed Survey</td>
<td>26</td>
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</tr>
<tr>
<td></td>
<td>74.3 %</td>
<td>0 %</td>
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<tr>
<td>Total</td>
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</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
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</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 215 clients; surveys were returned for 35 clients (35/215 = 16.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
MSJ Epiphany Family Treatment
Program Code(s): 38BN3

Overall Satisfaction
85.7%

Return Rate
87.5%

Overall satisfaction mean score for MSJ Epiphany Family Treatment: No YSS (youth) data for this program, 4.17 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
85.7% 1. Overall, I am satisfied with the service I received
85.7% 2. I helped to choose my services
85.7% 3. I helped to choose my treatment goals

Lowest Agreement Items
85.7% 1. Overall, I am satisfied with the service I received
85.7% 2. I helped to choose my services
85.7% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
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
24. 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)
23. 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
22. 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
21. As a result of the services my child and or family received, I am satisfied with our family life right now
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
19. As a result of the services my child and or family received, my child is doing better in school and or work
18. As a result of the services my child and or family received, my child gets along better with friends and other people
17. As a result of the services my child and or family received, my child gets along better with family members
16. As a result of the services my child and or family received, my child is better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my family's religious/spiritual beliefs
12. Staff treated me with respect
11. My family got as much help as we needed for my child
10. My family got the help we wanted for my child
9. Services were available at times that were convenient for us
8. The location of services was convenient for us
7. The services my child and/or family received were right for us
6. I participated in my child's treatment
5. I felt my child had someone to talk to when he/she was troubled
4. The people helping my child stuck with us no matter what
3. I helped to choose my child's services
2. I helped to choose my child's treatment goals
1. Overall, I am satisfied with the service my child received

Youth Services Survey for Families

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>85.7%</td>
<td></td>
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<td></td>
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<tr>
<td>2. I helped to choose my child's services</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>85.7%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>85.7%</td>
<td></td>
<td></td>
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<td>6. I participated in my child's treatment</td>
<td>85.7%</td>
<td></td>
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<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>85.7%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>85.7%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>12. Staff treated me with respect</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>85.7%</td>
<td></td>
<td></td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>85.7%</td>
<td></td>
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<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>71.4%</td>
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<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>66.7%</td>
<td></td>
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<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>71.4%</td>
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<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>57.1%</td>
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</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>71.4%</td>
<td></td>
<td></td>
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<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>57.1%</td>
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<tr>
<td>22. 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</td>
<td>85.7%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>23. 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</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>24. 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)</td>
<td>85.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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</td>
<td>85.7%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>85.7%</td>
<td></td>
<td></td>
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</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS-F Scales</th>
<th>MSJ Epiphany Family Treatment Center</th>
<th>Other programs</th>
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<tbody>
<tr>
<td>N</td>
<td>Mean  7</td>
<td>529</td>
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<tr>
<td>Satisfaction</td>
<td>Participation</td>
<td>Access</td>
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</table>

Not enough Youth data for scale means CI chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
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<td>0</td>
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<tr>
<td>Completed Survey</td>
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<td>0 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 7 clients (7/8 = 87.5%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Oakes Children's Center
Program Code(s): 88593 88594 8859SD

Overall Satisfaction
81.2%

Return Rate
29.0%

Overall satisfaction mean score for Oakes Children's Center: 4.18 (youth), 4.93 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
92.9% 13. Staff respected my religious/spiritual beliefs
87.5% 1. Overall, I am satisfied with the service I received
87.5% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items
68.8% 3. I helped to choose my treatment goals
68.8% 10. I got the help I wanted
80.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### Youth Services Survey for Youth  
**N = 28**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>86.7 % 1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>78.6 % 2. I helped to choose my services</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>66.7 % 3. I helped to choose my treatment goals</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>80.0 % 4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>86.7 % 5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>86.7 % 6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>5</td>
<td>0</td>
<td>13</td>
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<tr>
<td>80.0 % 7. The services I received were right for me</td>
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<td>2</td>
<td>1</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>93.3 % 8. The location of services was convenient for me</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>9</td>
<td>0</td>
<td>13</td>
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<tr>
<td>85.7 % 9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>66.7 % 10. I got the help I wanted</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>80.0 % 11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>86.7 % 12. Staff treated me with respect</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>92.3 % 13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10.7%</td>
<td>14.3%</td>
<td>25.0%</td>
<td>0.0% 46.4%</td>
</tr>
<tr>
<td>86.7 % 14. Staff spoke with me in a way that I understood</td>
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<td>0</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>78.6 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>60.0 % 16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>13</td>
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<tr>
<td>66.7 % 17. As a result of the services I received, I get along better with family members</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>0</td>
<td>13</td>
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<tr>
<td>60.0 % 18. As a result of the services I received, I get along better with friends and other people</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>73.3 % 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>73.3 % 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>66.7 % 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>7</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>86.7 % 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>73.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>86.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>7</td>
<td>6</td>
<td>0</td>
<td>13</td>
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<tr>
<td>73.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>13</td>
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<tr>
<td>93.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>8</td>
<td>0</td>
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</table>

Not enough Family data for Likert chart
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>Oakes Children's Center</th>
<th>Other programs</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>15 4.19 4.30 516</td>
<td>15 4.04 4.11 513</td>
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<tr>
<td>Participation</td>
<td>15 4.17 4.21 507</td>
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<td>Access</td>
<td>15 3.95 3.94 512</td>
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<td>Culture</td>
<td>15 3.95 3.94 512</td>
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<td>15 4.15 4.20 503</td>
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<td>Social</td>
<td>15 4.15 4.20 503</td>
<td>15 4.15 4.20 503</td>
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Not enough Family data for scale means CI chart
# Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
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<th>Total</th>
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<tbody>
<tr>
<td></td>
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<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>10.7 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
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<td>6</td>
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<td>Impaired</td>
<td>0 %</td>
<td>21.4 %</td>
<td>20.7 %</td>
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<td>0 %</td>
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<td>13.8 %</td>
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</tr>
<tr>
<td>Completed Survey</td>
<td>100 %</td>
<td>53.6 %</td>
<td>55.1 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>1</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

## Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 100 clients; surveys were returned for 29 clients (29/100 = 29.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Occupational Therapy Training Program
Program Code(s): 38GB2 38GB3

Overall Satisfaction

100.0%

Return Rate

29.0%

Overall satisfaction mean score for Occupational Therapy Training Program: 4.47 (youth), 4.93 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 4. The people helping me stuck with me no matter what
100.0% 5. I felt I had someone to talk to when I was troubled
100.0% 7. The services I received were right for me

Lowest Agreement Items
85.7% 13. Staff respected my religious/spiritual beliefs
87.5% 1. Overall, I am satisfied with the service I received
87.5% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
## Youth Services Survey for Youth  N = 8

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>85.7% 1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>37.5%</td>
<td>37.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>50.0%</td>
<td>25.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0%</td>
<td>37.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>12.5%</td>
<td>62.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>83.3% 13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0%</td>
<td>37.5%</td>
<td>12.5%</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3 3</td>
<td>3 3</td>
<td>3 3</td>
<td>1 1</td>
<td></td>
</tr>
<tr>
<td>71.4% 16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>12.5%</td>
<td>12.5%</td>
<td>50.0%</td>
<td>12.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>71.4% 17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>12.5%</td>
<td>12.5%</td>
<td>50.0%</td>
<td>12.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>12.5%</td>
<td>12.5%</td>
<td>62.5%</td>
<td>12.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>71.4% 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>12.5%</td>
<td>12.5%</td>
<td>50.0%</td>
<td>12.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>57.1% 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>12.5%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>12.5%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>62.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>85.7% 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>12.5%</td>
<td>12.5%</td>
<td>62.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>0.0%</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>37.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>0.0%</td>
<td>62.5%</td>
<td>25.0%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
<tr>
<td>100.0% 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>37.5%</td>
<td>0.0</td>
<td>12.5 %</td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Occupational Therapy Training Program Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
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<tr>
<td>Refused</td>
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<td>1</td>
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<tr>
<td></td>
<td>0 %</td>
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<tr>
<td>Impaired</td>
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<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>Other</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<td>7</td>
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<tr>
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<td>100 %</td>
<td>87.5 %</td>
</tr>
<tr>
<td>Total</td>
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<td>8</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 31 clients; surveys were returned for 9 clients (9/31 = 29.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for Older Adult Day Support Center: **4.30**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- **100.0%** 1. I like the services that I received here
- **100.0%** 3. I would recommend this agency to a friend or family member
- **100.0%** 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**
- **66.7%** 15. Staff told me what side effects to watch out for
- **80.0%** 17. I, not staff, decided my treatment goals
- **88.9%** 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>90.9 % 2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>100.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>63.6 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6 %</td>
<td>5 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>45.5 %</td>
<td>54.5 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>88.9 % 6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>45.5 %</td>
<td>27.3 %</td>
<td>9.1 %</td>
<td>9.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>90.0 % 7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>45.5 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>100.0 % 8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>45.5 %</td>
<td>45.5 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>100.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>63.6 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>54.5 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>90.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>100.0 % 12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>54.5 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>90.0 % 13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>9.1 %</td>
<td>0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>66.7 % 15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>27.3 %</td>
<td>36.4 %</td>
<td>18.2 %</td>
<td>0 %</td>
<td>0 %</td>
<td>18.2 %</td>
</tr>
<tr>
<td>90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>80.0 % 17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>1 %</td>
<td>9.1 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>45.5 %</td>
<td>36.4 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>18.2 %</td>
<td>9.1 %</td>
<td>18.2 %</td>
<td>54.5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>90.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>27.3 %</td>
<td>54.5 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>90.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>90.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>54.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
<tr>
<td>88.9 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
<td>36.4 %</td>
<td>36.4 %</td>
<td>9.1 %</td>
<td>9.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>80.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>0 %</td>
<td>18.2 %</td>
<td>45.5 %</td>
<td>27.3 %</td>
<td>0 %</td>
<td>0 %</td>
<td>9.1 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>0.0%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>36.4%</td>
<td>27.3%</td>
<td>18.2%</td>
<td>9.1%</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>27.3%</td>
<td>45.5%</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>0.0%</td>
<td>36.4%</td>
<td>27.3%</td>
<td>27.3%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>63.6%</td>
<td>27.3%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>36.4%</td>
<td>36.4%</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>36.4%</td>
<td>45.5%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>45.5%</td>
<td>36.4%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.2%</td>
<td>18.2%</td>
<td>45.5%</td>
<td>0.0%</td>
<td>18.2%</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>27.3%</td>
<td>18.2%</td>
<td>36.4%</td>
<td>0.0%</td>
<td>18.2%</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.2%</td>
<td>27.3%</td>
<td>36.4%</td>
<td>0.0%</td>
<td>18.2%</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.2%</td>
<td>27.3%</td>
<td>36.4%</td>
<td>0.0%</td>
<td>18.2%</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image-url)

- **Older Adult Day Support Center**
- **Other programs**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.45</td>
</tr>
<tr>
<td>Participation</td>
<td>4.15</td>
</tr>
<tr>
<td>Access</td>
<td>4.15</td>
</tr>
<tr>
<td>Quality</td>
<td>4.24</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.33</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.22</td>
</tr>
<tr>
<td>Social</td>
<td>4.05</td>
</tr>
</tbody>
</table>

- **N**: Number of responses
- **Mean**: Mean score
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>9.1%</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 11 clients (11/8 = 137.5%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
OMI Family Center

Youth program codes (RUs): 38803 38805
Adult program codes (RUs): 38803 38805

Overall Satisfaction$^1$
87.8%

Return Rate$^2$
73.5%

Your program collected both Adult$^3$ and Youth$^4$ versions of the Consumer Perception Survey$^5$. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 136
People surveyed: 100 (15 youth and 85 adults)

Adult satisfaction mean score: 4.27
Youth satisfaction mean score: 4.05
Family satisfaction mean score: 4.23

Means are based on a one to five Likert scale.
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 136 clients; surveys were returned for 100 clients (100/136 = 73.5%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
OMI Family Center
Program Code(s): 38803 38805

Overall Satisfaction
86.7%

Return Rate
81.0%

Overall satisfaction mean score for OMI Family Center: 4.27.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 93.0%  1. I like the services that I received here
- 93.0%  3. I would recommend this agency to a friend or family member
- 90.1%  7. Services were available at times that were good for me

**Lowest Agreement Items**
- 70.4%  17. I, not staff, decided my treatment goals
- 73.1%  9. I was able to see a psychiatrist when I wanted to
- 75.7%  18. Staff were sensitive to my cultural background (race, religion, language, etc)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>24</td>
<td>45</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>2</td>
<td>13</td>
<td>16</td>
<td>42</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>20</td>
<td>46</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>20</td>
<td>43</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>26</td>
<td>36</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>26</td>
<td>31</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>26</td>
<td>38</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>27</td>
<td>35</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>3</td>
<td>4</td>
<td>11</td>
<td>26</td>
<td>23</td>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>22</td>
<td>43</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>19</td>
<td>45</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>24</td>
<td>36</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>24</td>
<td>41</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>1</td>
<td>11</td>
<td>26</td>
<td>34</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>2</td>
<td>4</td>
<td>9</td>
<td>19</td>
<td>36</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>1</td>
<td>0</td>
<td>9</td>
<td>22</td>
<td>39</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>4</td>
<td>16</td>
<td>25</td>
<td>25</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>2</td>
<td>1</td>
<td>14</td>
<td>17</td>
<td>36</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>27</td>
<td>33</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>28</td>
<td>27</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>3</td>
<td>14</td>
<td>24</td>
<td>23</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>2</td>
<td>19</td>
<td>21</td>
<td>23</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>1</td>
<td>2</td>
<td>15</td>
<td>30</td>
<td>19</td>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>5</td>
<td>20</td>
<td>20</td>
<td>21</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>2</td>
<td>6</td>
<td>24</td>
<td>19</td>
<td>17</td>
<td>2</td>
<td>16</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>2</td>
<td>5</td>
<td>21</td>
<td>12</td>
<td>14</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>5</td>
<td>7</td>
<td>19</td>
<td>18</td>
<td>13</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>3</td>
<td>8</td>
<td>11</td>
<td>29</td>
<td>13</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>2</td>
<td>2</td>
<td>19</td>
<td>29</td>
<td>17</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>2</td>
<td>5</td>
<td>12</td>
<td>32</td>
<td>16</td>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>3</td>
<td>4</td>
<td>14</td>
<td>32</td>
<td>16</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>3</td>
<td>7</td>
<td>17</td>
<td>21</td>
<td>18</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>3</td>
<td>6</td>
<td>15</td>
<td>19</td>
<td>21</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2</td>
<td>5</td>
<td>14</td>
<td>23</td>
<td>22</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>6</td>
<td>5</td>
<td>13</td>
<td>24</td>
<td>19</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>7</td>
<td>2</td>
<td>9</td>
<td>25</td>
<td>22</td>
<td>3</td>
<td>18</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image)
# Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10.5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>1.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>74</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>86 %</td>
<td>0 %</td>
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<tr>
<td>Total</td>
<td>86</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 105 clients; surveys were returned for 85 clients (85/105 = 81.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
OMI Family Center
Program Code(s): 38803 38805

Overall Satisfaction
93.3%

Return Rate
48.4%

Overall satisfaction mean score for OMI Family Center: 4.05 (youth), 4.23 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.45 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
93.3% 14. Staff spoke with me in a way that I understood
92.9% 1. Overall, I am satisfied with the service I received
92.9% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items
76.9% 4. The people helping me stuck with me no matter what
76.9% 6. I participated in my own treatment
76.9% 10. I got the help I wanted

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am doing better in school and or work.
20. As a result of the services I received, I get along better with friends and other people.
19. As a result of the services I received, I get along better with family members.
18. As a result of the services I received, I am better at handling daily life.
17. Staff were sensitive to my cultural/ethnic background.
16. As a result of the services I received, I am better able to cope when things go wrong.
15. Staff respected my religious/spiritual beliefs.
14. Staff treated me with respect.
13. I got as much help as I needed.
12. I got the help I wanted.
11. Services were available at times that were convenient for me.
10. Services were available at times that were convenient for me.
09. The location of services was convenient for me.
08. The services I received were right for me.
07. I felt I had someone to talk to when I was troubled.
06. I participated in my own treatment.
05. I helped to choose my treatment goals.
04. The people helping me stuck with me no matter what.
03. I helped to choose my services.
02. I helped to choose my treatment goals.
01. Overall, I am satisfied with the service I received.

Youth Services Survey for Youth
<table>
<thead>
<tr>
<th>Youth Services Survey for Youth</th>
<th>N = 3</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope with things going wrong</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>Question</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
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<td>Missing</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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<td>-------</td>
<td>----------------</td>
<td>-----</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>90.9 % 1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>41.7 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>88.9 % 2. I helped to choose my child’s services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>16.7 %</td>
<td>16.7</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>88.9 % 3. I helped to choose my child’s treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>16.7 %</td>
<td>16.7</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>70.0 % 4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>3.3 %</td>
<td>3.3 %</td>
<td>3.3 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>90.9 % 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>33.3 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>80.0 % 6. I participated in my child’s treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>81.8 % 7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>91.7 % 8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>58.3 %</td>
<td>0.0</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>91.7 % 9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>66.7 %</td>
<td>0.0</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>80.0 % 10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>80.0 % 11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>41.7 %</td>
<td>25.0 %</td>
<td>16.7</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>83.3 % 12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>9.1 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>77.8 % 13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>25.0</td>
<td>25.0 %</td>
<td></td>
</tr>
<tr>
<td>91.7 % 14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>41.7 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>90.9 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>50.0 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>60.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>16.7</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>90.9 % 17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>72.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.3 %</td>
<td>16.7 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>60.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>16.7</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>40.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>80.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>41.7 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>72.7 % 22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>16.7 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>8.3 %</td>
<td></td>
</tr>
<tr>
<td>90.0 % 23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>90.0 % 24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>90.0 % 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>8.3</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>16.7 %</td>
<td>0.0</td>
<td>8.3 %</td>
<td></td>
</tr>
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</table>

Youth Services Survey for Families  N = 12
### Survey Compliance

#### OMI Family Center Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 31 clients; surveys were returned for 15 clients (15/31 = 48.4%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

OTTP-FMP
Program Code(s): 38GB4

Overall Satisfaction
100.0%

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for OTTP-FMP: 4.50 (youth), No YSS-F (family) data for this program,
Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 2. I helped to choose my services
- 100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**
- 50.0% 6. I participated in my own treatment
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.
<table>
<thead>
<tr>
<th>#</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overall, I am satisfied with the service I received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>33.3%</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I helped to choose my services</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I helped to choose my treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The people helping me stuck with me no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>I felt I had someone to talk to when I was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>I participated in my own treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The services I received were right for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The location of services was convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Services were available at times that were convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>I got the help I wanted</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>I got as much help as I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Staff respected my religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>As a result of the services I received, I am better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>As a result of the services I received, I get along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>As a result of the services I received, I get along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>As a result of the services I received, I am doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>Mean</th>
<th>Confidence Interval</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>2</td>
<td>5.00</td>
<td>[4.30, 5.70]</td>
</tr>
<tr>
<td>Participation</td>
<td>2</td>
<td>4.00</td>
<td>[3.20, 4.80]</td>
</tr>
<tr>
<td>Access</td>
<td>1</td>
<td>5.00</td>
<td>[4.20, 5.80]</td>
</tr>
<tr>
<td>Culture</td>
<td>1</td>
<td>5.00</td>
<td>[4.20, 5.80]</td>
</tr>
<tr>
<td>Outcomes</td>
<td>1</td>
<td>5.00</td>
<td>[4.20, 5.80]</td>
</tr>
<tr>
<td>Social</td>
<td>1</td>
<td>5.00</td>
<td>[4.20, 5.80]</td>
</tr>
</tbody>
</table>

Not enough Family data for scale means CI chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>OTTP-FMP Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0  %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0  %</td>
<td>0  %</td>
</tr>
<tr>
<td>Language</td>
<td>0  %</td>
<td>0  %</td>
</tr>
<tr>
<td>Other</td>
<td>0  %</td>
<td>0  %</td>
</tr>
<tr>
<td>No Data</td>
<td>0  %</td>
<td>0  %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>0  %</td>
<td>66.7 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th-15th, 2015) your program billed services for 0 clients; surveys were returned for 3 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for PF Ashbury House: **4.40**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

1. I like the services that I received here  **100.0%**
2. If I had other choices, I would still get services from this agency  **100.0%**
3. I would recommend this agency to a friend or family member  **100.0%**

**Lowest Agreement Items**

18. Staff were sensitive to my cultural background (race, religion, language, etc)  **60.0%**
12. I felt free to complain  **66.7%**
17. I, not staff, decided my treatment goals  **80.0%**

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and/or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 2. If I had other choices, I would still get services from this agency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0 % 3. I would recommend this agency to a friend or family member</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>66.7 % 12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 13. I was given information about my rights</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80.0 % 17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>60.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td></td>
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</tr>
<tr>
<td>83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83.3 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>3 (50.0 %)</td>
<td>0 (0.0 %)</td>
<td>2 (33.3 %)</td>
</tr>
<tr>
<td>50.0 %</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>2 (33.3 %)</td>
<td>0 (0.0 %)</td>
<td>2 (0.0 %)</td>
</tr>
<tr>
<td>75.0 %</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>1 (33.3 %)</td>
<td>0 (0.0 %)</td>
<td>2 (33.3 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>2 (33.3 %)</td>
<td>2 (33.3 %)</td>
<td>0 (0.0 %)</td>
<td>2 (33.3 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>5 (83.3 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>4 (66.7 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>83.3 %</td>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>2 (33.3 %)</td>
<td>3 (50.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>4 (66.7 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>83.3 %</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>1 (16.7 %)</td>
<td>3 (50.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>4 (66.7 %)</td>
<td>2 (33.3 %)</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
</tr>
<tr>
<td>100.0 %</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0 (0.0 %)</td>
<td>0 (0.0 %)</td>
<td>1 (16.7 %)</td>
<td>2 (33.3 %)</td>
<td>2 (33.3 %)</td>
<td>0 (0.0 %)</td>
<td>1 (0.0 %)</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

PF Ashbury House
Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.94 4.46</td>
</tr>
<tr>
<td>Participation</td>
<td>4.42 4.38</td>
</tr>
<tr>
<td>Access</td>
<td>4.42 4.41</td>
</tr>
<tr>
<td>Quality</td>
<td>4.24 4.44</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.36 4.24</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.67 4.08</td>
</tr>
<tr>
<td>Social</td>
<td>4.29 4.05</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Adult</strong></td>
<td><strong>Older Adult</strong></td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 6 clients; surveys were returned for 6 clients (6/6 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF Avenues
Program Code(s): 38A43

Overall Satisfaction
78.6%

Return Rate
175.0%

Overall satisfaction mean score for PF Avenues: 4.20.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 92.9% 1. I like the services that I received here
- 92.9% 2. If I had other choices, I would still get services from this agency
- 92.9% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- 64.3% 14. Staff encouraged me to take responsibility for how I live my life
- 64.3% 15. Staff told me what side effects to watch out for
- 64.3% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.9% 1. I like the services that I received here</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
<td>4 %</td>
<td>64 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.9% 2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>71 %</td>
<td>6 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.9% 3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>58 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>85.7% 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>2 %</td>
<td>0 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.9% 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>71 %</td>
<td>0 %</td>
<td>5 %</td>
<td>71 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>72.7% 6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>1 %</td>
<td>2 %</td>
<td>4 %</td>
<td>4 %</td>
<td>3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>85.7% 7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>71 %</td>
<td>14.3 %</td>
<td>28.6%</td>
<td>21.4%</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>92.9% 8. I was able to get all the services I thought I needed</td>
<td>71 %</td>
<td>0 %</td>
<td>0 %</td>
<td>35.7 %</td>
<td>50 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>78.6% 9. I was able to see a psychiatrist when I wanted to</td>
<td>71 %</td>
<td>71 %</td>
<td>71 %</td>
<td>28.6%</td>
<td>50 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.9% 10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>71 %</td>
<td>28.6%</td>
<td>64.3%</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>85.7% 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>7.1 %</td>
<td>0 %</td>
<td>35.7 %</td>
<td>50 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>69.2% 12. I felt free to complain</td>
<td>7.1 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>4 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.9% 13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>71 %</td>
<td>42.9%</td>
<td>50 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>64.3% 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>3 %</td>
<td>2 %</td>
<td>2 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>64.3% 15. Staff told me what side effects to watch out for</td>
<td>1 %</td>
<td>1 %</td>
<td>3 %</td>
<td>3 %</td>
<td>6 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>71.4% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>2 %</td>
<td>2 %</td>
<td>1 %</td>
<td>9 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>64.3% 17. I, not staff, decided my treatment goals</td>
<td>1 %</td>
<td>3 %</td>
<td>1 %</td>
<td>8 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>71.4% 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>1 %</td>
<td>1 %</td>
<td>2 %</td>
<td>3 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>84.6% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>1 %</td>
<td>1 %</td>
<td>0 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>71.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1 %</td>
<td>0 %</td>
<td>3 %</td>
<td>3 %</td>
<td>7 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>83.3% 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1 %</td>
<td>0 %</td>
<td>1 %</td>
<td>5 %</td>
<td>5 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>75.0% 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1 %</td>
<td>0 %</td>
<td>2 %</td>
<td>4 %</td>
<td>5 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>69.2% 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>5 %</td>
<td>4 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>63.6% 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>2 %</td>
<td>0 %</td>
<td>2 %</td>
<td>3 %</td>
<td>4 %</td>
<td>3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>57.1% 25. As a direct result of the services I received: I do better in social situations</td>
<td>1 %</td>
<td>0 %</td>
<td>5 %</td>
<td>5 %</td>
<td>3 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>14.3%</td>
<td>0%</td>
<td>35.7%</td>
<td>14.3%</td>
<td>35.7%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>14.3%</td>
<td>0%</td>
<td>21.4%</td>
<td>28.6%</td>
<td>35.7%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0%</td>
<td>1%</td>
<td>7%</td>
<td>3%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>7.1%</td>
<td>7.1%</td>
<td>42.9%</td>
<td>21.4%</td>
<td>21.4%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>7.1%</td>
<td>7.1%</td>
<td>14.3%</td>
<td>50.0%</td>
<td>21.4%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>7.1%</td>
<td>7.1%</td>
<td>35.7%</td>
<td>7.1%</td>
<td>35.7%</td>
<td>7.1%</td>
<td>0%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>7.1%</td>
<td>7.1%</td>
<td>21.4%</td>
<td>28.6%</td>
<td>28.6%</td>
<td>7.1%</td>
<td>0%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>7.1%</td>
<td>0.0%</td>
<td>21.4%</td>
<td>35.7%</td>
<td>35.7%</td>
<td>0.0%</td>
<td>0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>14.3%</td>
<td>7.1%</td>
<td>7.1%</td>
<td>28.6%</td>
<td>35.7%</td>
<td>7.1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

- **Satisfaction**
  - N: 14
  - Mean: 4.48
- **Participation**
  - N: 14
  - Mean: 4.04
- **Access**
  - N: 14
  - Mean: 4.04
- **Quality**
  - N: 14
  - Mean: 4.13
- **Outcomes**
  - N: 14
  - Mean: 3.79
- **Functioning**
  - N: 14
  - Mean: 3.68
- **Social**
  - N: 14
  - Mean: 3.76
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Impaired</td>
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<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Language</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 14 clients (14/8 = 175.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF Clay Street Residential
Program Code(s): 89851

Overall Satisfaction
60.0%

Return Rate
41.7%

Overall satisfaction mean score for PF Clay Street Residential: 3.85.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items

1. I was able to see a psychiatrist when I wanted to 100.0%
2. If I had other choices, I would still get services from this agency 60.0%
3. I would recommend this agency to a friend or family member 60.0%
4. Services were available at times that were good for me 80.0%
5. Staff were willing to see me as often as I felt it was necessary 80.0%
6. I was able to get all the services I thought I needed 60.0%

Lowest Agreement Items

2. If I had other choices, I would still get services from this agency 60.0%
3. I would recommend this agency to a friend or family member 60.0%
4. Services were available at times that were good for me 80.0%
5. Staff were willing to see me as often as I felt it was necessary 80.0%
6. I was able to see a psychiatrist when I wanted to 100.0%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
<th>Response Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I like the services that I received here</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>2</td>
<td>If I had other choices, I would still get services from this agency</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>3</td>
<td>I would recommend this agency to a friend or family member</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>4</td>
<td>The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>Agree</td>
</tr>
<tr>
<td>5</td>
<td>Staff were willing to see me as often as I felt it was necessary</td>
<td>Agree</td>
</tr>
<tr>
<td>6</td>
<td>Staff returned my calls within 24 hours</td>
<td>Agree</td>
</tr>
<tr>
<td>7</td>
<td>Services were available at times that were good for me</td>
<td>Agree</td>
</tr>
<tr>
<td>8</td>
<td>I was able to get all the services I thought I needed</td>
<td>Agree</td>
</tr>
<tr>
<td>9</td>
<td>I was able to see a psychiatrist when I wanted to</td>
<td>Agree</td>
</tr>
<tr>
<td>10</td>
<td>Staff here believe that I can grow, change and recover</td>
<td>Agree</td>
</tr>
<tr>
<td>11</td>
<td>I felt comfortable asking questions about my treatment and medication</td>
<td>Agree</td>
</tr>
<tr>
<td>12</td>
<td>I felt free to complain</td>
<td>Agree</td>
</tr>
<tr>
<td>13</td>
<td>I was given information about my rights</td>
<td>Agree</td>
</tr>
<tr>
<td>14</td>
<td>Staff encouraged me to take responsibility for how I live my life</td>
<td>Agree</td>
</tr>
<tr>
<td>15</td>
<td>Staff told me what side effects to watch out for</td>
<td>Agree</td>
</tr>
<tr>
<td>16</td>
<td>Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>Agree</td>
</tr>
<tr>
<td>17</td>
<td>I, not staff, decided my treatment goals</td>
<td>Agree</td>
</tr>
<tr>
<td>18</td>
<td>Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>Agree</td>
</tr>
<tr>
<td>19</td>
<td>Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>Agree</td>
</tr>
<tr>
<td>20</td>
<td>I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>Agree</td>
</tr>
<tr>
<td>21</td>
<td>As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>Agree</td>
</tr>
<tr>
<td>22</td>
<td>As a direct result of the services I received: I am better able to control my life</td>
<td>Agree</td>
</tr>
<tr>
<td>23</td>
<td>As a direct result of the services I received: I am better able to deal with crisis</td>
<td>Agree</td>
</tr>
<tr>
<td>24</td>
<td>As a direct result of the services I received: I am getting along better with my family</td>
<td>Agree</td>
</tr>
<tr>
<td>25</td>
<td>As a direct result of the services I received: I do better in social situations</td>
<td>Agree</td>
</tr>
<tr>
<td>26</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>Agree</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>Agree</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>Agree</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>Agree</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>Agree</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>Agree</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>Agree</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>Agree</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>Agree</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>Agree</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>Agree</td>
</tr>
</tbody>
</table>
MHSIP Items 1-25
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. Staff were sensitive to my cultural background (race, religion,</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. Staff respected my wishes about who is, and who is not to be</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<tr>
<td>13. I was given information about my rights</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27.</td>
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</tr>
<tr>
<td>28.</td>
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#### MHSIP - Scale Means and 95% Confidence Intervals

**PF Clay Street Residential**

- **Other programs**
  - **Satisfaction**: Mean Score = 3.33
  - **Participation**: Mean Score = 4.46
  - **Access**: Mean Score = 4.10
  - **Quality**: Mean Score = 4.38
  - **Outcomes**: Mean Score = 4.10
  - **Functioning**: Mean Score = 4.41
  - **Social**: Mean Score = 3.84

**Mean Scores**

- **Satisfaction**: Mean = 3.33
- **Participation**: Mean = 4.46
- **Access**: Mean = 4.10
- **Quality**: Mean = 4.38
- **Outcomes**: Mean = 4.10
- **Functioning**: Mean = 4.41
- **Social**: Mean = 3.84
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
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<tr>
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<tr>
<td>Impaired</td>
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<td></td>
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<td>0 %</td>
</tr>
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<td>Language</td>
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<td>Other</td>
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</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 12 clients; surveys were returned for 5 clients (5/12 = 41.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for PF Cortland House Residential: \textbf{4.51}.

Overall satisfaction mean score for all other programs: \textbf{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

\textbf{Highest Agreement Items}
\begin{itemize}
  \item 100.0\% 1. I like the services that I received here
  \item 100.0\% 3. I would recommend this agency to a friend or family member
  \item 100.0\% 5. Staff were willing to see me as often as I felt it was necessary
\end{itemize}

\textbf{Lowest Agreement Items}
\begin{itemize}
  \item 75.0\% 12. I felt free to complain
  \item 87.5\% 2. If I had other choices, I would still get services from this agency
  \item 87.5\% 7. Services were available at times that were good for me
\end{itemize}

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textit{red} on the left to the most positive Strongly Agree in \textit{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do think that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

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<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>4 %</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td>87.5 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>50.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0.0 %</td>
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<tr>
<td>87.5 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>37.5 %</td>
<td>50.0 %</td>
<td>0</td>
<td>0.0 %</td>
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<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>62.5 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 % 12. I felt free to complain</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>4.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>0.0 %</td>
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<td>3.0 %</td>
<td>5.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.5 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>12.5 %</td>
<td>0.0 %</td>
<td>37.5 %</td>
<td>62.5 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>6.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>0</td>
<td>0.0 %</td>
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<tr>
<td>100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>6.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
<td>0</td>
<td>0.0 %</td>
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<tr>
<td>100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
<td>0</td>
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<td>100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>5.0 %</td>
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<tr>
<td>100.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>5.0 %</td>
<td>0</td>
<td>1.0 %</td>
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<tr>
<td>87.5 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>6.0 %</td>
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<tr>
<td>71.4 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>5.0 %</td>
<td>1.0 %</td>
<td>0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>5.0 %</td>
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### MHSIP Items 26-36
#### Percent Agree

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<td>As a direct result of the services I received: I do better in school and / or work</td>
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<td>26.0%</td>
<td>0.0%</td>
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<td>12.5%</td>
<td>37.5%</td>
<td>37.5%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>71.4%</td>
<td>25.0%</td>
<td>12.5%</td>
<td>25.0%</td>
<td>37.5%</td>
<td>37.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>87.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>12.5%</td>
<td>37.5%</td>
<td>37.5%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>62.5%</td>
<td>62.5%</td>
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<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>87.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>12.5%</td>
<td>75.0%</td>
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<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle things that I want to do</td>
<td>87.5%</td>
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<td>0.0%</td>
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<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>100.0%</td>
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<td>25.0%</td>
<td>25.0%</td>
<td>75.0%</td>
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<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>75.0%</td>
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<tr>
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<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>75.0%</td>
<td>75.0%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>75.0%</td>
<td>75.0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>75.0%</td>
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### MHSIP - Scale Means and 95% Confidence Intervals

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<tr>
<th>MHSIP Scales</th>
<th>PF Cortland House Residential</th>
<th>Other programs</th>
</tr>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>4.46 4.46</td>
<td>4.56 4.38 4.56 4.40 4.51 4.44 4.52 4.08 4.69 4.05</td>
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<tr>
<td>Participation</td>
<td>4.46 4.46</td>
<td>4.56 4.40 4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
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<tr>
<td>Access</td>
<td>4.56 4.40</td>
<td>4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
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<tr>
<td>Quality</td>
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<td>4.56 4.40 4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
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<tr>
<td>Outcomes</td>
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<td>4.56 4.40 4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.46 4.46</td>
<td>4.56 4.40 4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
</tr>
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<td>Social</td>
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<td>4.56 4.40 4.51 4.44 4.44 4.23 4.52 4.08 4.69 4.05</td>
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</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<tr>
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<td>0</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>8</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 7 clients; surveys were returned for 7 clients (7/7 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF Dore House Crisis Residential OP
Program Code(s): 38GM3

Overall Satisfaction
91.7%

Return Rate
84.6%

Overall satisfaction mean score for PF Dore House Crisis Residential OP: 4.46.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
100.0% 1. I like the services that I received here
100.0% 2. If I had other choices, I would still get services from this agency
100.0% 6. Staff returned my calls within 24 hours

**Lowest Agreement Items**
66.7% 17. I, not staff, decided my treatment goals
77.8% 9. I was able to see a psychiatrist when I wanted to
81.8% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do think that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>90.9 % I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>10</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>90.9 % The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % I was able to get all the services I thought I needed</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>77.8 % I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0</td>
<td>75.0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % I felt free to complain</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>81.8 % Staff told me what side effects to watch out for</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>66.7 % I, not staff, decided my treatment goals</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>81.8 % Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>91.7 % Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>88.9 % I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8.3</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>88.9 % As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>80.0 % As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>66.7 % As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>70.0 % As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>0</td>
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</table>
## MHSIP Items 26-36
### Percent Agree

<table>
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<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>0.0 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>16.7 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>58.3 %</td>
<td>16.7 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>50.0 %</td>
<td>16.7 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>25.0 %</td>
<td>8.3 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP - Scale Means and 95% Confidence Intervals](image-url)
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 13 clients; surveys were returned for 11 clients (11/13 = 84.6%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for PF Dorine Loso House: \textbf{4.21}.

Overall satisfaction mean score for all other programs: \textbf{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

**Highest Agreement Items**

- 90.0% 1. I like the services that I received here
- 88.9% 7. Services were available at times that were good for me
- 88.9% 8. I was able to get all the services I thought I needed

**Lowest Agreement Items**

- 75.0% 6. Staff returned my calls within 24 hours
- 77.8% 9. I was able to see a psychiatrist when I wanted to
- 80.0% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{red} on the left to the most positive Strongly Agree in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>transportation, distance, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>medication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
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<td>4</td>
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<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<td>4</td>
<td>0</td>
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</tr>
<tr>
<td>given information about my treatment</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
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</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
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<tr>
<td>language, etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>take charge of managing my illness</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>2</td>
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<tr>
<td>drop-in centers, crisis phone line, etc.)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>2</td>
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<tr>
<td>effectively with daily problems</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
<td>2</td>
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<tr>
<td>to control my life</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>to deal with crisis</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>along better with my family</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>2</td>
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<tr>
<td>social situations</td>
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</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>30%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>10%</td>
<td>40%</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>10%</td>
<td>40%</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>20%</td>
<td>50%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>20%</td>
<td>50%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>30%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>30%</td>
<td>40%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>0%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>40%</td>
<td>0%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0%</td>
<td>10%</td>
<td>30%</td>
<td>40%</td>
<td>0%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0%</td>
<td>10%</td>
<td>0%</td>
<td>30%</td>
<td>50%</td>
<td>0%</td>
<td>10%</td>
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</table>

MHSIP - Scale Means and 95% Confidence Intervals

PF Dorine Loso House
Other programs

<table>
<thead>
<tr>
<th>N</th>
<th>Mean</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
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<tbody>
<tr>
<td>10</td>
<td>4.23</td>
<td>4.46</td>
<td>4.28</td>
<td>4.38</td>
<td>4.28</td>
<td>4.41</td>
<td>4.31</td>
<td>4.44</td>
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</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 11 clients; surveys were returned for 10 clients (10/11 = 90.9%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF La Amistad
Program Code(s): 38092

Overall Satisfaction
100.0%

Return Rate
91.7%

Overall satisfaction mean score for PF La Amistad: 4.63.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- 83.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 83.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 87.5% 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>87.5 % Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>100.0 % I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>100.0 % I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
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<tr>
<td>100.0 % I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>83.3 % Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 % As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>91.7 % As a direct result of the services I received: I do better in social situations</td>
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<td>0</td>
<td>0</td>
<td>8</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
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</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
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<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>7</td>
<td>2</td>
<td>1</td>
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<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>0</td>
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<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>8</td>
<td>0</td>
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<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>6</td>
<td>0</td>
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<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am able to handle things when they go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>0</td>
<td>0</td>
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<td>32.</td>
<td>As a direct result of the services I received: I am able to do things that I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0</td>
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MHSIP - Scale Means and 95% Confidence Intervals

<table>
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<tr>
<th>Scales</th>
<th>Mean Score</th>
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<tr>
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<td>Participation</td>
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<td>Access</td>
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<td>Quality</td>
<td>4.60 4.44</td>
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<tr>
<td>Outcomes</td>
<td>4.33 4.23</td>
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<td>Functioning</td>
<td>4.62 4.08</td>
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<td>Social</td>
<td>4.40 4.05</td>
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## Survey Compliance

<table>
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<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
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<tr>
<td>Refused</td>
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<tr>
<td></td>
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<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td></td>
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<td>Other</td>
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### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 12 clients; surveys were returned for 11 clients (11/12 = 91.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for PF La Posada Residential Adult: \textbf{4.45}.

Overall satisfaction mean score for all other programs: \textbf{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

\textbf{Highest Agreement Items}
- \textbf{100.0\%} 1. I like the services that I received here
- \textbf{100.0\%} 3. I would recommend this agency to a friend or family member
- \textbf{100.0\%} 5. Staff were willing to see me as often as I felt it was necessary

\textbf{Lowest Agreement Items}
- \textbf{63.6\%} 9. I was able to see a psychiatrist when I wanted to
- \textbf{72.7\%} 15. Staff told me what side effects to watch out for
- \textbf{75.0\%} 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{red} on the left to the most positive Strongly Agree in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I feel I belong in my community
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
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<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<td>100.0 %</td>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>7 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>90.9 %</td>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>2 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The location of services was convenient (parking, public transport, etc.)</td>
<td>0 %</td>
<td>0 %</td>
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<td>9 %</td>
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</tr>
<tr>
<td>100.0 %</td>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>7 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>1 %</td>
<td>1 %</td>
<td>2 %</td>
<td>4 %</td>
<td>3 %</td>
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</tr>
<tr>
<td>90.0 %</td>
<td>7. Services were available at times that were good for me</td>
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<td>0 %</td>
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<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
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<td>7 %</td>
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<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
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<td>7 %</td>
<td>15.4%</td>
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<tr>
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<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
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<td>11. I felt comfortable asking questions about my treatment and medication</td>
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<td>0 %</td>
<td>0 %</td>
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<td>0 %</td>
<td>23.1%</td>
<td>15.4%</td>
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<tr>
<td>100.0 %</td>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>23.1%</td>
<td>15.4%</td>
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<tr>
<td>100.0 %</td>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>90.9 %</td>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>7 %</td>
<td>15.4%</td>
<td>0 %</td>
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<tr>
<td>72.7 %</td>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>0 %</td>
<td>2 %</td>
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<tr>
<td>100.0 %</td>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>23.1%</td>
<td>15.4%</td>
</tr>
<tr>
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<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7.7%</td>
<td>46.2%</td>
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<td>81.8 %</td>
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<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>4 %</td>
<td>5 %</td>
<td>0 %</td>
<td>2 %</td>
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<tr>
<td>100.0 %</td>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>15.4%</td>
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<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0 %</td>
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<tr>
<td>90.9 %</td>
<td>21. As a direct result of the services I received: I deal more effectively</td>
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<td>0 %</td>
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<td>1 %</td>
<td>6 %</td>
<td>0 %</td>
<td>2 %</td>
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<tr>
<td>72.7 %</td>
<td>22. As a direct result of the services I received: I am better able to</td>
<td>0 %</td>
<td>0 %</td>
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<td>0 %</td>
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<td>23. As a direct result of the services I received: I am better able to</td>
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<td>24. As a direct result of the services I received: I am getting along</td>
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<td>3 %</td>
<td>1 %</td>
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<td>25. As a direct result of the services I received: I do better in social</td>
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<td>0 %</td>
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MHSIP Items 26-36
Percent Agree

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<th>Agree</th>
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<td>23.1</td>
<td>15.4</td>
<td>23.1</td>
<td>23.1</td>
</tr>
<tr>
<td>27</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0.0</td>
<td>15.4</td>
<td>7.7</td>
<td>30.8</td>
<td>23.1</td>
<td>7.7</td>
<td>15.4</td>
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<tr>
<td>28</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
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<td>15.4</td>
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<td>30.8</td>
<td>23.1</td>
<td>7.7</td>
<td>15.4</td>
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<td>29</td>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
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<td>7.7</td>
<td>30.8</td>
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<td>7.7</td>
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<td>30</td>
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<td>23.1</td>
<td>7.7</td>
<td>15.4</td>
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<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
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<td>30.8</td>
<td>23.1</td>
<td>7.7</td>
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<td>32</td>
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<td>23.1</td>
<td>7.7</td>
<td>15.4</td>
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<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
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<td>30.8</td>
<td>23.1</td>
<td>7.7</td>
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<td>34</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
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<td>7.7</td>
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<td>23.1</td>
<td>7.7</td>
<td>15.4</td>
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<td>35</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
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<td>7.7</td>
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<tr>
<td>36</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
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<td>30.8</td>
<td>23.1</td>
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MHSIP - Scale Means and 95% Confidence Intervals

PF La Posada Residential Adult

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
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<tbody>
<tr>
<td>Satisfaction</td>
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<td>Participation</td>
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<tr>
<td>Access</td>
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<td>Quality</td>
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<td>Functioning</td>
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<td>Social</td>
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Other programs

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<tr>
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<td>5</td>
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Survey Compliance

<table>
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<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>15.4 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>84.6 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 13 clients; surveys were returned for 13 clients (13/13 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF Progress House
Program Code(s): 38372

Overall Satisfaction
77.8%

Return Rate
90.0%

Overall satisfaction mean score for PF Progress House: 3.94.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 88.9% 1. I like the services that I received here
- 88.9% 3. I would recommend this agency to a friend or family member
- 88.9% 7. Services were available at times that were good for me

**Lowest Agreement Items**
- 33.3% 12. I felt free to complain
- 44.4% 15. Staff told me what side effects to watch out for
- 55.6% 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strongly Disagree</strong></td>
<td><strong>Disagree</strong></td>
</tr>
<tr>
<td>88.9% 1. I like the services that I received here</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 2. If I had other choices, I would still get services from this agency</td>
<td>0%</td>
</tr>
<tr>
<td>88.9% 3. I would recommend this agency to a friend or family member</td>
<td>0%</td>
</tr>
<tr>
<td>100.0% 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0%</td>
</tr>
<tr>
<td>87.5% 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 6. Staff returned my calls within 24 hours</td>
<td>0%</td>
</tr>
<tr>
<td>88.9% 7. Services were available at times that were good for me</td>
<td>0%</td>
</tr>
<tr>
<td>66.7% 8. I was able to get all the services I thought I needed</td>
<td>0%</td>
</tr>
<tr>
<td>55.6% 9. I was able to see a psychiatrist when I wanted to</td>
<td>11.1%</td>
</tr>
<tr>
<td>87.5% 10. Staff here believe that I can grow, change and recover</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0%</td>
</tr>
<tr>
<td>33.3% 12. I felt free to complain</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 13. I was given information about my rights</td>
<td>11.1%</td>
</tr>
<tr>
<td>66.7% 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0%</td>
</tr>
<tr>
<td>44.4% 15. Staff told me what side effects to watch out for</td>
<td>11.1%</td>
</tr>
<tr>
<td>55.6% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0%</td>
</tr>
<tr>
<td>88.9% 17. I, not staff, decided my treatment goals</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>0%</td>
</tr>
<tr>
<td>77.8% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>11.1%</td>
</tr>
<tr>
<td>87.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0%</td>
</tr>
<tr>
<td>87.5% 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0%</td>
</tr>
<tr>
<td>75.0% 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0%</td>
</tr>
<tr>
<td>88.9% 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0%</td>
</tr>
<tr>
<td>33.3% 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>11.1%</td>
</tr>
<tr>
<td>55.6% 25. As a direct result of the services I received: I do better in social situations</td>
<td>0%</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>53.6 %</td>
<td>11.1 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>22.2 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>66.7 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>77.8 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>44.4 %</td>
<td>11.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>44.4 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>11.1 %</td>
<td>33.3 %</td>
<td>44.4 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>44.4 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0 %</td>
<td>11.1 %</td>
<td>22.2 %</td>
<td>44.4 %</td>
<td>22.2 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>22.2 %</td>
<td>22.2 %</td>
<td>55.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

**MHSIP - Scale Means and 95% Confidence Intervals**

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Score</td>
<td>4.30 4.46</td>
<td>4.00 4.38</td>
<td>4.00 4.41</td>
<td>3.79 4.44</td>
<td>3.50 4.24</td>
<td>3.56 4.09</td>
<td>3.75 4.05</td>
</tr>
<tr>
<td>N</td>
<td>9 2056</td>
<td>9 2010</td>
<td>9 2037</td>
<td>9 2034</td>
<td>9 2007</td>
<td>9 1945</td>
<td>9 1928</td>
</tr>
</tbody>
</table>

**PF Progress House**

Other programs
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
PF Progress Supported Living
Program Code(s): 3838OP

Overall Satisfaction
95.1%

Return Rate
86.8%

Overall satisfaction mean score for PF Progress Supported Living: 4.35.
Overall satisfaction mean score for all other programs: 4.43.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 95.1% 1. I like the services that I received here
- 95.1% 12. I felt free to complain
- 95.1% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**Lowest Agreement Items**
- 73.1% 15. Staff told me what side effects to watch out for
- 82.5% 7. Services were available at times that were good for me
- 82.9% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

35. As a direct result of the services I received: I feel I belong in my community

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

33. As a direct result of the services I received: I am happy with the friendships I have

32. As a direct result of the services I received: I am better able to do things that I want to do

31. As a direct result of the services I received: I am better able to handle things that go wrong

30. As a direct result of the services I received: I am better able to take care of my needs

29. As a direct result of the services I received: My symptoms are not bothering me as much

28. As a direct result of the services I received: My housing situation has improved

27. As a direct result of the services I received: I do better in school and/or work

26. As a direct result of the services I received: I do better in social situations

25. As a direct result of the services I received: I do better in social situations

24. As a direct result of the services I received: I am getting along better with my family

23. As a direct result of the services I received: I am better able to deal with crisis

22. As a direct result of the services I received: I am better able to control my life

21. As a direct result of the services I received: I deal more effectively with daily problems

20. If I had other choices, I would still get services from this agency

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

18. Staff were sensitive to my cultural background (race, religion, language, etc.)

17. I, not staff, decided my treatment goals

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

15. Staff told me what side effects to watch out for

14. Staff encouraged me to take responsibility for how I live my life

13. I was given information about my rights

12. I felt free to complain

11. I felt comfortable asking questions about my treatment and medication

10. Staff here believe that I can grow, change and recover

9. I was able to see a psychiatrist when I wanted to

8. I was able to get all the services I thought I needed

7. Services were available at times that were good for me

6. Staff returned my calls within 24 hours

5. Staff were willing to see me as often as I felt it was necessary

4. The location of services was convenient (parking, public transportation, distance, etc.)

3. I would recommend this agency to a friend or family member

2. If I had other choices, I would still get services from this agency

1. I like the services that I received here

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

MHSIP Items
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>95.1 % 1. I like the services that I received here</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.5 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
</tr>
<tr>
<td>87.8 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
</tr>
<tr>
<td>97.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.5 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.5 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.0 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
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<tr>
<td>92.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.0 % 10. Staff here believe that I can grow, change and recover</td>
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</tr>
<tr>
<td>92.3 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.1 % 12. I felt free to complain</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.0 % 13. I was given information about my rights</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.2 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
</tr>
<tr>
<td>73.1 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
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</tr>
<tr>
<td>82.9 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
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</tr>
<tr>
<td>82.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.7 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.2 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.4 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
</tr>
<tr>
<td>77.5 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
</tr>
<tr>
<td>Item</td>
<td>Percent Agree</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>82.9 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>84.6 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>90.0 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>97.5 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>95.1 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>87.8 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>85.0 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>68.3 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>71.8 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>68.3 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>79.5 %</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

![Graph showing MHSIP scale means and 95% confidence intervals](graph-url)
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5.3 %</td>
<td>11.1 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5.3 %</td>
<td>11.1 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>34</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>89.5 %</td>
<td>77.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>38</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Older Adult</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 53 clients; surveys were returned for 46 clients (46/53 = 86.8%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for PF Rypins House Residential Seniors: 4.20.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- 92.3% 14. Staff encouraged me to take responsibility for how I live my life
- 92.3% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 92.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

**Lowest Agreement Items**
- 60.9% 15. Staff told me what side effects to watch out for
- 72.7% 9. I was able to see a psychiatrist when I wanted to
- 77.8% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
MHSIP Items 1-25

Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Situations better with my family</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>10.3 %</td>
<td>41.4 %</td>
<td>41.4 %</td>
<td>0.0 %</td>
<td>3.4 %</td>
</tr>
<tr>
<td>If I had other choices, I would still get services from this agency</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>11.0 %</td>
<td>12.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>6.9 %</td>
<td>13.8 %</td>
<td>31.0 %</td>
<td>41.4 %</td>
<td>0.0 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>1.0 %</td>
<td>13.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>13.8 %</td>
<td>41.4 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>13.8 %</td>
<td>41.4 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>6.9 %</td>
<td>6.9 %</td>
<td>44.8 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>10.3 %</td>
<td>48.3 %</td>
<td>27.6 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>I was able to see a psychiatrist when I wanted to</td>
<td>3.4 %</td>
<td>6.9 %</td>
<td>10.3 %</td>
<td>24.1 %</td>
<td>31.0 %</td>
<td>17.2 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
<td>34.5 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>13.8 %</td>
</tr>
<tr>
<td>I felt comfortable asking questions about my treatment and medication</td>
<td>3.4 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
<td>34.5 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>I felt free to complain</td>
<td>6.9 %</td>
<td>3.4 %</td>
<td>6.9 %</td>
<td>31.0 %</td>
<td>41.4 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>I was given information about my rights</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>13.8 %</td>
<td>41.4 %</td>
<td>34.5 %</td>
<td>0.0 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>3.4 %</td>
<td>41.4 %</td>
<td>41.4 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>Staff told me what side effects to watch out for</td>
<td>6.9 %</td>
<td>3.4 %</td>
<td>20.7 %</td>
<td>17.2 %</td>
<td>31.0 %</td>
<td>13.8 %</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>3.4 %</td>
<td>0.0 %</td>
<td>3.4 %</td>
<td>44.8 %</td>
<td>37.9 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
<tr>
<td>1. I like the services that I received</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>4.0 %</td>
<td>12.0 %</td>
<td>10.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
</tr>
<tr>
<td>2. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>6.9 %</td>
<td>20.7 %</td>
<td>48.3 %</td>
<td>13.8 %</td>
<td>0.0 %</td>
<td>10.3 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0%</td>
<td>3.4%</td>
<td>20.7%</td>
<td>20.7%</td>
<td>10.3%</td>
<td>34.5%</td>
<td>10.3%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>13.8%</td>
<td>17.2%</td>
<td>20.7%</td>
<td>27.6%</td>
<td>10.3%</td>
<td>10.3%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>10.3%</td>
<td>13.8%</td>
<td>41.4%</td>
<td>27.6%</td>
<td>0.0%</td>
<td>6.9%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>6.9%</td>
<td>10.3%</td>
<td>51.7%</td>
<td>24.1%</td>
<td>0.0%</td>
<td>6.9%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>10.3%</td>
<td>10.3%</td>
<td>44.8%</td>
<td>24.1%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>1.0%</td>
<td>2.1%</td>
<td>4.1%</td>
<td>14.4%</td>
<td>24.0%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>10.3%</td>
<td>6.9%</td>
<td>48.3%</td>
<td>20.7%</td>
<td>0.0%</td>
<td>13.8%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>3.4%</td>
<td>24.1%</td>
<td>37.9%</td>
<td>24.1%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>10.3%</td>
<td>20.7%</td>
<td>31.0%</td>
<td>27.6%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>1.0%</td>
<td>3.4%</td>
<td>20.7%</td>
<td>34.5%</td>
<td>27.6%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>6.9%</td>
<td>17.2%</td>
<td>41.4%</td>
<td>24.1%</td>
<td>0.0%</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

---

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](chart.png)
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>2</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>100 %</td>
<td>91.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 32 clients; surveys were returned for 29 clients (29/32 = 90.6%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

RAMS Adult Older Adult Outpatient Services

Youth program codes (RUs): 38943
Adult program codes (RUs): 38943

Overall Satisfaction

92.8%

Return Rate

71.2%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 243
People surveyed: 173 (11 youth and 162 adults)

Adult satisfaction mean score: 4.40
Youth satisfaction mean score: 4.27
Family satisfaction mean score: 4.36

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 243 clients; surveys were returned for 173 clients (173/243 = 71.2%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

**RAMS Adult Older Adult Outpatient Services**
Program Code(s): 38943

**Overall Satisfaction**

1. I like the services that I received here  **94.5%**
2. I felt comfortable asking questions about my treatment and medication  **94.4%**
3. I would recommend this agency to a friend or family member  **93.7%**

**Return Rate**

1. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)  **77.7%**
2. I, not staff, decided my treatment goals  **79.2%**
3. Staff told me what side effects to watch out for  **81.6%**

Overall satisfaction mean score for RAMS Adult Older Adult Outpatient Services: **4.40**.

Overall satisfaction mean score for all other programs: **4.43**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 94.5% 1. I like the services that I received here
- 94.4% 11. I felt comfortable asking questions about my treatment and medication
- 93.7% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

- 77.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 79.2% 17. I, not staff, decided my treatment goals
- 81.6% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.5 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>3.6 %</td>
<td>19.6 %</td>
<td>52.4 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>92.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>4.8 %</td>
<td>26.8 %</td>
<td>41.7 %</td>
<td>1.2 %</td>
<td>24.4 %</td>
</tr>
<tr>
<td>93.7 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>3.6 %</td>
<td>22.6 %</td>
<td>47.6 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>78.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.6 %</td>
<td>2.4 %</td>
<td>13.7 %</td>
<td>22.0 %</td>
<td>37.5 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>87.4 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.6 %</td>
<td>2.4 %</td>
<td>6.6 %</td>
<td>23.8 %</td>
<td>42.3 %</td>
<td>1.2 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>88.6 % 6. Staff returned my calls within 24 hours</td>
<td>1.2 %</td>
<td>1.8 %</td>
<td>5.4 %</td>
<td>23.8 %</td>
<td>41.1 %</td>
<td>3.6 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>88.3 % 7. Services were available at times that were good for me</td>
<td>1.2 %</td>
<td>1.8 %</td>
<td>5.9 %</td>
<td>20.8 %</td>
<td>46.4 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>90.0 % 8. I was able to get all the services I thought I needed</td>
<td>0.6 %</td>
<td>3.0 %</td>
<td>4.2 %</td>
<td>26.8 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>22.6 %</td>
</tr>
<tr>
<td>82.4 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.6 %</td>
<td>4.2 %</td>
<td>7.7 %</td>
<td>23.8 %</td>
<td>34.5 %</td>
<td>5.9 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>90.6 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>7.1 %</td>
<td>27.4 %</td>
<td>41.1 %</td>
<td>1.2 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>94.4 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>3.0 %</td>
<td>22.0 %</td>
<td>48.8 %</td>
<td>2.4 %</td>
<td>22.6 %</td>
</tr>
<tr>
<td>88.8 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>1.8 %</td>
<td>6.6 %</td>
<td>26.8 %</td>
<td>39.3 %</td>
<td>2.4 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>91.4 % 13. I was given information about my rights</td>
<td>1.2 %</td>
<td>1.8 %</td>
<td>4.8 %</td>
<td>25.0 %</td>
<td>44.6 %</td>
<td>0.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>88.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>1.2 %</td>
<td>7.7 %</td>
<td>26.2 %</td>
<td>39.3 %</td>
<td>2.4 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>81.6 % 15. Staff told me what side effects to watch out for</td>
<td>1.2 %</td>
<td>2.4 %</td>
<td>8.9 %</td>
<td>20.8 %</td>
<td>34.5 %</td>
<td>8.9 %</td>
<td>23.2 %</td>
</tr>
<tr>
<td>88.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.6 %</td>
<td>7.7 %</td>
<td>17.3 %</td>
<td>47.0 %</td>
<td>3.6 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>79.2 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>2.4 %</td>
<td>12.5 %</td>
<td>23.8 %</td>
<td>32.7 %</td>
<td>2.4 %</td>
<td>26.2 %</td>
</tr>
<tr>
<td>92.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>0.0 %</td>
<td>1.8 %</td>
<td>3.6 %</td>
<td>20.8 %</td>
<td>47.0 %</td>
<td>3.0 %</td>
<td>23.8 %</td>
</tr>
<tr>
<td>82.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.6 %</td>
<td>1.8 %</td>
<td>10.1 %</td>
<td>22.0 %</td>
<td>36.9 %</td>
<td>3.0 %</td>
<td>25.6 %</td>
</tr>
<tr>
<td>77.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1.2 %</td>
<td>3.0 %</td>
<td>10.7 %</td>
<td>21.4 %</td>
<td>30.4 %</td>
<td>5.9 %</td>
<td>27.4 %</td>
</tr>
<tr>
<td>78.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.6 %</td>
<td>1.8 %</td>
<td>13.1 %</td>
<td>26.8 %</td>
<td>30.4 %</td>
<td>1.2 %</td>
<td>26.2 %</td>
</tr>
<tr>
<td>77.2 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.6 %</td>
<td>2.4 %</td>
<td>13.7 %</td>
<td>28.6 %</td>
<td>28.0 %</td>
<td>1.2 %</td>
<td>25.6 %</td>
</tr>
<tr>
<td>70.6 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>17.9 %</td>
<td>23.2 %</td>
<td>29.8 %</td>
<td>0.6 %</td>
<td>24.4 %</td>
</tr>
<tr>
<td>71.8 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1.2 %</td>
<td>5.4 %</td>
<td>13.1 %</td>
<td>23.2 %</td>
<td>26.8 %</td>
<td>5.4 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>66.1 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>16.1 %</td>
<td>28.0 %</td>
<td>19.6 %</td>
<td>3.0 %</td>
<td>25.0 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

<table>
<thead>
<tr>
<th>Item</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>61.1%</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>54.5%</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>57.5%</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>73.4%</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>71.2%</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>71.2%</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>66.7%</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>63.1%</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>69.5%</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>56.9%</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>63.6%</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Mean Score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.37</td>
<td>4.35</td>
</tr>
<tr>
<td>Participation</td>
<td>4.40</td>
<td>4.37</td>
<td>4.40</td>
<td>4.40</td>
<td>4.37</td>
</tr>
<tr>
<td>Access</td>
<td>131</td>
<td>1912</td>
<td>128</td>
<td>1898</td>
<td>1916</td>
</tr>
<tr>
<td>Quality</td>
<td>3.90</td>
<td>4.24</td>
<td>3.86</td>
<td>4.09</td>
<td>3.72</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.72</td>
<td>4.06</td>
<td>3.86</td>
<td>4.09</td>
<td>3.72</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.37</td>
<td>4.35</td>
</tr>
<tr>
<td>Social</td>
<td>4.40</td>
<td>4.37</td>
<td>4.40</td>
<td>4.40</td>
<td>4.37</td>
</tr>
<tr>
<td>N</td>
<td>130</td>
<td>1935</td>
<td>128</td>
<td>1889</td>
<td>128</td>
</tr>
<tr>
<td>Mean</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.37</td>
<td>4.35</td>
</tr>
</tbody>
</table>

### RAMS Adult Older Adult Outpatient Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Mean Score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.37</td>
<td>4.35</td>
</tr>
<tr>
<td>Participation</td>
<td>4.40</td>
<td>4.37</td>
<td>4.40</td>
<td>4.40</td>
<td>4.37</td>
</tr>
<tr>
<td>Access</td>
<td>131</td>
<td>1912</td>
<td>128</td>
<td>1898</td>
<td>1916</td>
</tr>
<tr>
<td>Quality</td>
<td>3.90</td>
<td>4.24</td>
<td>3.86</td>
<td>4.09</td>
<td>3.72</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.72</td>
<td>4.06</td>
<td>3.86</td>
<td>4.09</td>
<td>3.72</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.40</td>
<td>4.37</td>
</tr>
<tr>
<td>Social</td>
<td>4.40</td>
<td>4.37</td>
<td>4.40</td>
<td>4.40</td>
<td>4.37</td>
</tr>
<tr>
<td>N</td>
<td>130</td>
<td>1935</td>
<td>128</td>
<td>1889</td>
<td>128</td>
</tr>
<tr>
<td>Mean</td>
<td>4.54</td>
<td>4.45</td>
<td>4.40</td>
<td>4.37</td>
<td>4.35</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>4.1 %</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1.4 %</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Language</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>1.4 %</td>
<td>0.0</td>
</tr>
<tr>
<td>Other</td>
<td>23</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>15.9 %</td>
<td>13.0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>112</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>77.2 %</td>
<td>78.3 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 229 clients; surveys were returned for 162 clients (162/229 = 70.7%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

RAMS Adult Older Adult Outpatient Services
Program Code(s): 38943

Overall Satisfaction\(^1\)
\[87.5\%\]  

Return Rate\(^2\)
\[78.6\%\]  

Overall satisfaction\(^3\) mean score for RAMS Adult Older Adult Outpatient Services: 4.27 (youth), 4.36 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 6. I participated in my own treatment
- 87.5% 1. Overall, I am satisfied with the service I received
- 87.5% 2. I helped to choose my services

**Lowest Agreement Items**
- 62.5% 15. Staff were sensitive to my cultural/ethnic background
- 75.0% 4. The people helping me stuck with me no matter what
- 85.7% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.

Youth Services Survey for Youth

Overall, I am satisfied with the service I received.

2. I helped to choose my services.
3. I helped to choose my treatment goals.
4. The people helping me stuck with me no matter what.
5. I felt I had someone to talk to when I was troubled.
7. The services I received were right for me.
8. The location of services was convenient for me.
9. Services were available at times that were convenient for me.
10. I got the help I wanted.
11. I got as much help as I needed.
12. Staff treated me with respect.
13. Staff respected my religious/spiritual beliefs.
14. Staff spoke with me in a way that I understood.
15. Staff were sensitive to my cultural/ethnic background.
16. As a result of the services I received, I am better at handling daily life.
17. As a result of the services I received, I get along better with family members.
18. As a result of the services I received, I get along better with friends and other people.
19. As a result of the services I received, I am doing better in school and or work.
20. As a result of the services I received, I am better able to cope when things go wrong.
21. As a result of the services I received, I am satisfied with my family life right now.
22. As a result of the services I received, I am better able to do things I want to do.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>42.9 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.0 %</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>14.3 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>42.9 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>42.9 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>42.9 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>42.9 %</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and or family received, my child is better at handling daily life

17. As a result of the services my child and or family received, my child gets along better with family members

18. As a result of the services my child and or family received, my child gets along better with friends and other people

19. As a result of the services my child and or family received, my child is doing better in school and or work

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
## Youth Services Survey for Families  
**N = 4**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>75.0% 1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
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<tr>
<td>75.0% 7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100.0% 21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50.0% 22. 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</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 23. 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</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 24. 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)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 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</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75.0% 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
## Survey Compliance

**RAMS Adult Older Adult Outpatient**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Services Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>42.9 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>100 %</td>
<td>57.1 %</td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 14 clients; surveys were returned for 11 clients (11/14 = 78.6%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

RAMS Broderick Street
Program Code(s): 38948

Overall Satisfaction
93.3%

Return Rate
58.1%

Overall satisfaction mean score for RAMS Broderick Street: 4.47.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
1. I like the services that I received here 100.0%
10. Staff here believe that I can grow, change and recover 100.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness 100.0%

**Lowest Agreement Items**
6. Staff returned my calls within 24 hours 66.7%
17. I, not staff, decided my treatment goals 69.2%
9. I was able to see a psychiatrist when I wanted to 76.9%

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
As a direct result of the services I received:

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in school and / or work
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

MHSIP Items

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
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33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

MHSIP Items

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
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24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in school and / or work
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
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29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
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32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>Item</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>10</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>93.3 %</td>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>92.9 %</td>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>84.6 %</td>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>92.9 %</td>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>66.7 %</td>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>92.3 %</td>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>85.7 %</td>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>76.9 %</td>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>83.3 %</td>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>84.6 %</td>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11.1</td>
<td>11.1</td>
<td>50.0</td>
<td>5.6</td>
</tr>
<tr>
<td>78.6 %</td>
<td>12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11.1</td>
<td>16.7</td>
<td>44.4</td>
<td>0.0</td>
</tr>
<tr>
<td>85.7 %</td>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>92.3 %</td>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>8</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>83.3 %</td>
<td>15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5.6</td>
<td>3</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>92.9 %</td>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5.6</td>
<td>27.8</td>
<td>44.4</td>
<td>0.0</td>
</tr>
<tr>
<td>69.2 %</td>
<td>17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>85.7 %</td>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>83.3 %</td>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5.6</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>84.6 %</td>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5.6</td>
<td>27.8</td>
<td>44.4</td>
<td>5.6</td>
</tr>
<tr>
<td>85.7 %</td>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>83.3 %</td>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>7</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>84.6 %</td>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>6</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>91.7 %</td>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>85.7 %</td>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>N/A</td>
<td>Missing</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------------------</td>
<td>---------</td>
<td>---------</td>
<td>-------</td>
<td>---------------</td>
<td>-----</td>
<td>---------</td>
</tr>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>11.1%</td>
<td>22.2%</td>
<td>33.3%</td>
<td>22.2%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>11.1%</td>
<td>5.6%</td>
<td>22.2%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>44.4%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>11.1%</td>
<td>22.2%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>38.9%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>27.8%</td>
<td>38.9%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>27.8%</td>
<td>44.4%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>5.6%</td>
<td>11.1%</td>
<td>22.2%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>22.2%</td>
</tr>
</tbody>
</table>

**MHSIP - Scale Means and 95% Confidence Intervals**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>15 (4.62)</td>
<td>2050 (4.46)</td>
<td>13 (4.31)</td>
<td>2032 (4.40)</td>
<td>14 (4.45)</td>
<td>2029 (4.44)</td>
<td>14 (4.38)</td>
</tr>
</tbody>
</table>

**RAMS Broderick Street**

Other programs
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>50 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>7.1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>13</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>92.9 %</td>
<td>50 %</td>
</tr>
<tr>
<td>Total</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 31 clients; surveys were returned for 18 clients (18/31 = 58.1%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

RAMS Child, Youth, Family Services

Youth program codes (RUs): 38945 38946 38947 3894SD
Adult program codes (RUs): 38945 38946 3894SD

Overall Satisfaction $^1$
89.0%

Return Rate $^2$
71.9%

Your program collected both Adult $^3$ and Youth $^4$ versions of the Consumer Perception Survey $^5$. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 139
People surveyed: 100 (73 youth and 27 adults)

Adult satisfaction mean score: 4.56
Youth satisfaction mean score: 4.10
Family satisfaction mean score: 4.24

Means are based on a one to five Likert scale.

---

Percent Satisfied by Survey Type (Adult/Youth and Family)

- Adult - N = 27
  - 100.0%
- Youth - N = 73
  - 85.9%
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 139 clients; surveys were returned for 100 clients (100/139 = 71.9%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

RAMS Child, Youth, Family Services
Program Code(s): 38945 38946 38946SD

Overall Satisfaction

100.0%

Return Rate

245.5%

Overall satisfaction mean score for RAMS Child, Youth, Family Services: 4.56.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items

100.0% 1. I like the services that I received here
100.0% 2. If I had other choices, I would still get services from this agency
100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

85.7% 9. I was able to see a psychiatrist when I wanted to
88.2% 6. Staff returned my calls within 24 hours
88.2% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc.)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in social situations

26. As a direct result of the services I received: I do better in school and / or work

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle things when they go wrong

32. As a direct result of the services I received: I am better able to do things that I want to do

33. As a direct result of the services I received: I am happy with the friendships I have

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

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34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>17 %</td>
<td>0 %</td>
<td>9 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>5 %</td>
<td>13 %</td>
<td>0 %</td>
<td>9 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>14 %</td>
<td>0 %</td>
<td>9 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>2 %</td>
<td>12 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>8 %</td>
<td>1 %</td>
<td>10 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>1 %</td>
<td>1 %</td>
<td>6 %</td>
<td>9 %</td>
<td>1 %</td>
<td>10 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>11 %</td>
<td>0 %</td>
<td>9 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>7 %</td>
<td>9 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>4 %</td>
<td>8 %</td>
<td>4 %</td>
<td>9 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>14 %</td>
<td>2 %</td>
<td>9 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>1 %</td>
<td>14 %</td>
<td>2 %</td>
<td>9 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>6 %</td>
<td>11 %</td>
<td>1 %</td>
<td>9 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>14 %</td>
<td>0 %</td>
<td>9 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>9 %</td>
<td>2 %</td>
<td>9 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>11 %</td>
<td>3 %</td>
<td>9 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>13 %</td>
<td>3 %</td>
<td>10 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>8 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>4 %</td>
<td>12 %</td>
<td>1 %</td>
<td>9 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>7 %</td>
<td>1 %</td>
<td>11 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
<td>22 %</td>
<td>25 %</td>
<td>7 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>7 %</td>
<td>0 %</td>
<td>10 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and / or work</td>
<td>3.7%</td>
<td>0%</td>
<td>2%</td>
<td>3.7%</td>
<td>11.1%</td>
<td>40.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2%</td>
<td>3.7%</td>
<td>6%</td>
<td>6%</td>
<td>10%</td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>3.7%</td>
<td>3.7%</td>
<td>7.4%</td>
<td>33.3%</td>
<td>14.8%</td>
<td>0.0%</td>
<td>37.0%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>1%</td>
<td>4%</td>
<td>7%</td>
<td>6%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>2%</td>
<td>4%</td>
<td>8%</td>
<td>4%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>4%</td>
<td>4%</td>
<td>6%</td>
<td>4%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>3.7%</td>
<td>7.4%</td>
<td>11.1%</td>
<td>29.6%</td>
<td>14.8%</td>
<td>0.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0%</td>
<td>3.7%</td>
<td>11.1%</td>
<td>29.6%</td>
<td>14.8%</td>
<td>3.7%</td>
<td>37.0%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>3.7%</td>
<td>3.7%</td>
<td>7.4%</td>
<td>33.3%</td>
<td>18.5%</td>
<td>0.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>2%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>3.7%</td>
<td>3.7%</td>
<td>7.4%</td>
<td>22.2%</td>
<td>25.9%</td>
<td>0.0%</td>
<td>37.0%</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

- **Satisfaction**: Mean = 4.81, N = 18047
- **Participation**: Mean = 4.56, N = 18001
- **Access**: Mean = 4.56, N = 18028
- **Quality**: Mean = 4.53, N = 18025
- **Outcomes**: Mean = 4.04, N = 18198
- **Functioning**: Mean = 3.75, N = 181936
- **Social**: Mean = 3.88, N = 181919

### RAMS Child, Youth, Family Services

Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.81</td>
</tr>
<tr>
<td>Participation</td>
<td>4.56</td>
</tr>
<tr>
<td>Access</td>
<td>4.56</td>
</tr>
<tr>
<td>Quality</td>
<td>4.53</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.04</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.75</td>
</tr>
<tr>
<td>Social</td>
<td>3.88</td>
</tr>
</tbody>
</table>
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>15 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>60 %</td>
<td>85.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>7</td>
</tr>
</tbody>
</table>

|               | 100.0 % | 100.0 % | 100.0 % |

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 11 clients; surveys were returned for 27 clients (27/11 = 245.5%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for RAMS Child, Youth, Family Services: **4.10** (youth), **4.24** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.45** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- 93.4%  14. Staff spoke with me in a way that I understood
- 91.9%  12. Staff treated me with respect
- 88.5%  6. I participated in my own treatment

**Lowest Agreement Items**
- 76.7%  2. I helped to choose my services
- 77.0%  10. I got the help I wanted
- 78.9%  15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.
24. As a result of the services I received, I have people that I am comfortable talking with about my problem.
23. As a result of the services I received, I know people who will listen and understand me when I need to talk.
22. As a result of the services I received, I am better able to do things I want to do.
21. As a result of the services I received, I am satisfied with my family life right now.
20. As a result of the services I received, I am better able to cope when things go wrong.
19. As a result of the services I received, I am doing better in school and or work.
18. As a result of the services I received, I get along better with friends and other people.
17. As a result of the services I received, I get along better with family members.
16. As a result of the services I received, I am better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my religious/spiritual beliefs.
12. Staff treated me with respect.
11. I got as much help as I needed.
10. I got the help I wanted.
9. Services were available at times that were convenient for me.
8. The location of services was convenient for me.
7. The services I received were right for me.
5. I felt I had someone to talk to when I was troubled.
4. The people helping me stuck with me no matter what.
3. I helped to choose my treatment goals.
2. I helped to choose my services.
1. Overall, I am satisfied with the service I received.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.0 % Overall, I am satisfied with the service I received</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>14</td>
<td>18</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>73.7 % I helped to choose my services</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>16</td>
<td>12</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>86.8 % I helped to choose my treatment goals</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>16</td>
<td>17</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>84.2 % The people helping me stuck with me no matter what</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>15</td>
<td>17</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>83.3 % I felt I had someone to talk to when I was troubled</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>11</td>
<td>19</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>84.2 % I participated in my own treatment</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>16</td>
<td>16</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>86.2 % The services I received were right for me</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>19</td>
<td>13</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>75.7 % The location of services was convenient for me</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>13</td>
<td>15</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>73.7 % Services were available at times that were convenient for me</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>16</td>
<td>12</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>73.0 % I got the help I wanted</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>10</td>
<td>17</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>76.3 % I got as much help as I needed</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>10</td>
<td>19</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>89.5 % Staff treated me with respect</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>11</td>
<td>23</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>83.3 % Staff respected my religious/spiritual beliefs</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>10</td>
<td>20</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>91.9 % Staff spoke with me in a way that I understood</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>17</td>
<td>17</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>69.4 % Staff were sensitive to my cultural/ethnic background</td>
<td>4</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>17</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>65.8 % As a result of the services I received, I am better at handling daily life</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>18</td>
<td>7</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>64.9 % As a result of the services I received, I get along better with family members</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>14</td>
<td>10</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>51.4 % As a result of the services I received, I get along better with friends and other people</td>
<td>2</td>
<td>0</td>
<td>16</td>
<td>11</td>
<td>8</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>52.9 % As a result of the services I received, I am doing better in school and or work</td>
<td>2</td>
<td>4</td>
<td>10</td>
<td>9</td>
<td>9</td>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>52.8 % As a result of the services I received, I am better able to cope when things go wrong</td>
<td>2</td>
<td>0</td>
<td>15</td>
<td>9</td>
<td>10</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>45.7 % As a result of the services I received, I am satisfied with my family life right now</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>7</td>
<td>9</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>64.9 % As a result of the services I received, I am able to do things I want to do</td>
<td>3</td>
<td>0</td>
<td>10</td>
<td>13</td>
<td>11</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>82.9 % As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>17</td>
<td>12</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>77.1 % As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>13</td>
<td>14</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>75.0 % As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>15</td>
<td>9</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>82.9 % As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>16</td>
<td>13</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>82.9 % As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>16</td>
<td>13</td>
<td>2</td>
<td>16</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.

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.

24. 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).

23. 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.

22. 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.

21. As a result of the services my child and or family received, I am satisfied with our family life right now.

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.

19. As a result of the services my child and or family received, my child is doing better in school and or work.

18. As a result of the services my child and or family received, my child gets along better with friends and other people.

17. As a result of the services my child and or family received, my child gets along better with family members.

16. As a result of the services my child and or family received, my child is better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my family's religious/spiritual beliefs.

12. Staff treated me with respect.

11. My family got as much help as we needed for my child.

10. My family got the help we wanted for my child.

9. Services were available at times that were convenient for us.

8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child's treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.5 %</td>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>11</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>81.8 %</td>
<td>2. I helped to choose my child’s services</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>10</td>
<td>8</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>87.5 %</td>
<td>3. I helped to choose my child’s treatment goals</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>12</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>91.3 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>11</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>91.3 %</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>11</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>95.7 %</td>
<td>6. I participated in my child’s treatment</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>11</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>87.5 %</td>
<td>7. The services my child and/or family received were right for us</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>12</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>75.0 %</td>
<td>8. The location of services was convenient for us</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>9</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>95.8 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>10</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>83.3 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>11</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>87.5 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>14</td>
<td>7</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>95.8 %</td>
<td>12. Staff treated me with respect</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>14</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>95.2 %</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>9</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>95.8 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>10</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>95.2 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>8</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>73.9 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>15</td>
<td>2</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>70.8 %</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>15</td>
<td>2</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>69.6 %</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>13</td>
<td>3</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>71.4 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>11</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>54.5 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>9</td>
<td>11</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>59.1 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>11</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>57.1 %</td>
<td>22. 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</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>11</td>
<td>1</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>95.7 %</td>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>17</td>
<td>5</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>85.7 %</td>
<td>24. 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)</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>83.3 %</td>
<td>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</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>15</td>
<td>5</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>95.5 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>19</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>
### Survey Compliance
#### RAMS Child, Youth, Family Services

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>24</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>28</td>
<td>53</td>
<td>81</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Family</th>
<th>Youth</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 128 clients; surveys were returned for 73 clients (73/128 = 57.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\)  
87.5\%

Return Rate\(^2\)  
100.0\%

Overall satisfaction\(^3\) mean score for RAMS Children Managed Care OP: 3.95 (youth), 4.39 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**  
100.0\% 4. The people helping me stuck with me no matter what  
100.0\% 12. Staff treated me with respect  
100.0\% 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**  
57.1\% 10. I got the help I wanted  
57.1\% 11. I got as much help as I needed  
66.7\% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
22. As a result of the services I received, I am better able to do things I want to do
21. As a result of the services I received, I am satisfied with my family life right now
20. As a result of the services I received, I am better able to cope when things go wrong
19. As a result of the services I received, I am doing better in school and or work
18. As a result of the services I received, I get along better with friends and other people
17. As a result of the services I received, I get along better with family members
16. As a result of the services I received, I am better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my religious/spiritual beliefs
12. Staff treated me with respect
11. I got as much help as I needed
10. I got the help I wanted
9. Services were available at times that were convenient for me
8. The location of services was convenient for me
7. The services I received were right for me
6. I participated in my own treatment
5. I felt I had someone to talk to when I was troubled
4. The people helping me stuck with me no matter what
3. I helped to choose my treatment goals
2. I helped to choose my services
1. Overall, I am satisfied with the service I received
0. Services were available at times that were convenient for me
100% Strongly Agree
80% Agree
60% Neutral
40% Disagree
20% Strongly Disagree
0% N/A
Youth Services Survey for Youth
### Youth Services Survey for Youth  
**N = 5**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>75.0 %</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>50.0 %</td>
<td>2. I helped to choose my services</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>50.0 %</td>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The people helping me stuck with me no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>75.0 %</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>75.0 %</td>
<td>6. I participated in my own treatment</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>75.0 %</td>
<td>7. The services I received were right for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>75.0 %</td>
<td>8. The location of services was convenient for me</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>33.3 %</td>
<td>9. Services were available at times that were convenient for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>33.3 %</td>
<td>10. I got the help I wanted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>33.3 %</td>
<td>11. I got as much help as I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>66.7 %</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>33.3 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>33.3 %</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>33.3 %</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>100.0 %</td>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>33.3 %</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>100.0 %</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>66.7 %</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and or family received, my child is better at handling daily life

17. As a result of the services my child and or family received, my child gets along better with family members

18. As a result of the services my child and or family received, my child gets along better with friends and other people

19. As a result of the services my child and or family received, my child is doing better in school and or work

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
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<td>0.0 %</td>
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<td>0.0 %</td>
<td>50.0 %</td>
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<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
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<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
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<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
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<td>0.0 %</td>
</tr>
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<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
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<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
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<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
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<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
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</table>
### Youth Services Survey - Scale Means and 95% Confidence Intervals

#### RAMS Children Managed Care OP

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
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<tbody>
<tr>
<td>N</td>
<td>4.04</td>
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<tr>
<td>Satisfaction</td>
<td>4.30</td>
</tr>
<tr>
<td>Participation</td>
<td>3.58</td>
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<tr>
<td>Access</td>
<td>3.62</td>
</tr>
<tr>
<td>Culture</td>
<td>4.21</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.42</td>
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<tr>
<td>Social</td>
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#### Other programs

<table>
<thead>
<tr>
<th>Scale</th>
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<tr>
<td>N</td>
<td>3.62</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.17</td>
</tr>
<tr>
<td>Participation</td>
<td>4.33</td>
</tr>
<tr>
<td>Access</td>
<td>4.38</td>
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<tr>
<td>Culture</td>
<td>4.43</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.57</td>
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<tr>
<td>Social</td>
<td>4.28</td>
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### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

#### RAMS Children Managed Care OP

<table>
<thead>
<tr>
<th>Scale</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Satisfaction</td>
<td>4.41</td>
</tr>
<tr>
<td>Participation</td>
<td>4.42</td>
</tr>
<tr>
<td>Access</td>
<td>4.33</td>
</tr>
<tr>
<td>Culture</td>
<td>4.38</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.57</td>
</tr>
<tr>
<td>Social</td>
<td>4.28</td>
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</tbody>
</table>

#### Other programs

<table>
<thead>
<tr>
<th>Scale</th>
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</thead>
<tbody>
<tr>
<td>N</td>
<td>4.43</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.17</td>
</tr>
<tr>
<td>Participation</td>
<td>4.33</td>
</tr>
<tr>
<td>Access</td>
<td>4.43</td>
</tr>
<tr>
<td>Culture</td>
<td>4.57</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.37</td>
</tr>
<tr>
<td>Social</td>
<td>4.28</td>
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</table>
### Survey Compliance
#### RAMS Children Managed Care OP Completion

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>100%</td>
<td>80%</td>
<td>88.8%</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 7 clients; surveys were returned for 7 clients (7/7 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
San Francisco Child Abuse Prevention
Program Code(s): 38HROP

Overall Satisfaction
90.9%

Return Rate
100.0%

Overall satisfaction\(^3\) mean score for San Francisco Child Abuse Prevention: 3.53 (youth), 4.38 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 100.0% 12. Staff treated me with respect
- 100.0% 13. Staff respected my religious/spiritual beliefs
- 100.0% 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**
- 70.0%  3. I helped to choose my treatment goals
- 70.0%  6. I participated in my own treatment
- 81.8%  2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
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22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
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### Youth Services Survey for Youth  
**N = 3**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
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<td>0.0 %</td>
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<td>33.3 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
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<td>33.3 %</td>
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<tr>
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</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
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</tr>
<tr>
<td>10. I got the help I wanted</td>
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<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
<td>33.3 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td></td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>2</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
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<td>12.5</td>
<td>37.5</td>
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<td>0</td>
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<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>0</td>
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<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>50.0</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
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<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
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<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
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<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
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<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
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<td>0</td>
<td>0</td>
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<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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<td>25.0</td>
<td>0</td>
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<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>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</td>
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<td>0</td>
<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
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<td>12.5</td>
<td>62.5</td>
<td>25.0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

San Francisco Child Abuse Prevention Center

- Satisfaction: Mean 3.50, N = 3
- Participation: Mean 4.30, N = 3
- Access: Mean 3.11, N = 3
- Culture: Mean 3.17, N = 3
- Outcomes: Mean 4.33, N = 3
- Social: Mean 3.62, N = 3

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

San Francisco Child Abuse Prevention Center

- Satisfaction: Mean 4.40, N = 8
- Participation: Mean 4.29, N = 8
- Access: Mean 4.31, N = 8
- Culture: Mean 4.43, N = 8
- Outcomes: Mean 4.57, N = 8
- Social: Mean 4.25, N = 8
## Survey Compliance

**San Francisco Child Abuse Prevention**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<tr>
<td>Other</td>
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<td>0</td>
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<tr>
<td>No Data</td>
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<td>0</td>
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<tr>
<td>Completed Survey</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>8</td>
<td>3</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 8 clients (8/8 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Connections Placement**
Program Code(s): 38CQ6

Overall Satisfaction\(^1\) 
**100.0%**

Return Rate\(^2\) 
**35.7%**

Overall satisfaction\(^3\) mean score for Seneca Connections Placement: **4.43** (youth), **4.29** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
100.0% 2. I helped to choose my services  
100.0% 3. I helped to choose my treatment goals  
100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**
75.0% 11. I got as much help as I needed  
85.7% 1. Overall, I am satisfied with the service I received  
87.5% 6. I participated in my own treatment

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
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<td>0.0 %</td>
<td>2.0 %</td>
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<td>25.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and/or family received, I am satisfied with our family life right now.
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and/or family received, my child is doing better in school and/or work.
18. As a result of the services my child and/or family received, my child gets along better with friends and other people.
17. As a result of the services my child and/or family received, my child gets along better with family members.
16. As a result of the services my child and/or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.

Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received -
2. I helped to choose my child's services -
3. I helped to choose my child's treatment goals -
4. The people helping my child stuck with us no matter what -
5. I felt my child had someone to talk to when he/she was troubled -
6. I participated in my child's treatment -
7. The services my child and/or family received were right for us -
8. The location of services was convenient for us -
9. Services were available at times that were convenient for us -
10. My family got the help we wanted for my child -
11. My family got as much help as we needed for my child -
12. Staff treated me with respect -
13. Staff respected my family's religious/spiritual beliefs -
14. Staff spoke with me in a way that I understood -
15. Staff were sensitive to my cultural/ethnic background -
16. As a result of the services my child and/or family received, my child is better at handling daily life -
17. As a result of the services my child and/or family received, my child gets along better with family members -
18. As a result of the services my child and/or family received, my child gets along better with friends and other people -
19. As a result of the services my child and/or family received, my child is doing better in school and/or work -
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong -
21. As a result of the services my child and/or family received, I am satisfied with our family life right now -
22. 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 -
23. 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 -
24. 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) -
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 -
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things -
### Youth Services Survey for Families  N = 4

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>75.0 %</td>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>21. As a result of the services my child and or family received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>24. 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)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
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</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>Seneca Connections Placement</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Mean</td>
<td>4</td>
</tr>
<tr>
<td>Participation</td>
<td>4.27</td>
<td>4.30</td>
</tr>
<tr>
<td>Access</td>
<td>4.27</td>
<td>4.30</td>
</tr>
<tr>
<td>Culture</td>
<td>4.27</td>
<td>4.30</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.27</td>
<td>4.30</td>
</tr>
<tr>
<td>Social</td>
<td>4.27</td>
<td>4.30</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Scale</th>
<th>Seneca Connections Placement</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Mean</td>
<td>4</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Participation</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Access</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Culture</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Social</td>
<td>4.27</td>
<td>4.17</td>
</tr>
<tr>
<td>Completion Status</td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>-------</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
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<tr>
<td>Other</td>
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<tr>
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<tr>
<td>Completed Survey</td>
<td>100 %</td>
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<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 14 clients; surveys were returned for 5 clients (5/14 = 35.7%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Connections TBS**
Program Code(s): 38CQ5

**Overall Satisfaction**

100.0%

**Return Rate**

18.8%

Overall satisfaction mean score for Seneca Connections TBS: **4.68** (youth), **4.78** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.44** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received

2. I helped to choose my services

3. I helped to choose my treatment goals

4. The people helping me stuck with me no matter what

5. I felt I had someone to talk to when I was troubled

6. I participated in my own treatment

7. The services I received were right for me

8. The location of services was convenient for me

9. Services were available at times that were convenient for me

10. I got the help I wanted

11. I got as much help as I needed

12. Staff treated me with respect

13. Staff respected my religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services I received, I am better at handling daily life

17. As a result of the services I received, I get along better with family members

18. As a result of the services I received, I get along better with friends and other people

19. As a result of the services I received, I am doing better in school and or work

20. As a result of the services I received, I am better able to cope when things go wrong

21. As a result of the services I received, I am satisfied with my family life right now

22. As a result of the services I received, I am better able to do things I want to do

23. As a result of the services I received, I know people who will listen and understand me when I need to talk

24. As a result of the services I received, I have people that I am comfortable talking with about my problem

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends

26. As a result of the services I received, I have people with whom I can do enjoyable things

Youth Services Survey for Youth

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
## Youth Services Survey for Youth  
N = 2

<table>
<thead>
<tr>
<th>1. Overall, I am satisfied with the service I received</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

| 2. I helped to choose my services                      | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 3. I helped to choose my treatment goals               | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 50.0 %        | 50.0 % | 0.0 %   |

| 4. The people helping me stuck with me no matter what | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 50.0 %        | 50.0 % | 0.0 %   |

| 5. I felt I had someone to talk to when I was troubled | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 100.0 %       | 0.0 % | 0.0 %   |

| 6. I participated in my own treatment                 | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 7. The services I received were right for me          | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 8. The location of services was convenient for me    | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 100.0 %       | 0.0 % | 0.0 %   |

| 9. Services were available at times that were convenient for me | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 50.0 %        | 50.0 % | 0.0 %   |

| 10. I got the help I wanted                           | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 11. I got as much help as I needed                   | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 12. Staff treated me with respect                    | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 100.0 %       | 0.0 % | 0.0 %   |

| 13. Staff respected my religious/spiritual beliefs   | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 100.0 %       | 0.0 % | 0.0 %   |

| 14. Staff spoke with me in a way that I understood   | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 15. Staff were sensitive to my cultural/ethnic background | 0.0 %         | 0.0 %    | 0.0 %   | 50.0 % | 50.0 %        | 0.0 % | 0.0 %   |

| 16. As a result of the services I received, I am better at handling daily life | 0.0 %         | 0.0 %    | 2.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 17. As a result of the services I received, I get along better with family members | 0.0 %         | 0.0 %    | 0.0 %   | 0.0 % | 50.0 %        | 50.0 % | 0.0 %   |

| 18. As a result of the services I received, I get along better with friends and other people | 0.0 %         | 0.0 %    | 2.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 19. As a result of the services I received, I am doing better in school and or work | 0.0 %         | 0.0 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 20. As a result of the services I received, I am better able to cope when things go wrong | 0.0 %         | 0.0 %    | 2.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 21. As a result of the services I received, I am satisfied with my family life right now | 0.0 %         | 0.0 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 22. As a result of the services I received, I am better able to do things I want to do | 0.0 %         | 0.0 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 23. 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 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0.0 %         | 0.0 %    | 2.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 25. 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 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |

| 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0.0 %         | 0.0 %    | 1.0 %   | 0.0 % | 0.0 %         | 0.0 % | 0.0 %   |
Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>0</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>2.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>33.3%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

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

#### Seneca Connections TBS Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>100 %</td>
</tr>
</tbody>
</table>

| Total             |       |       |       |
|                   | 100.0 % | 100.0 % | 100.0 % |

#### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 16 clients; surveys were returned for 3 clients (3/16 = 18.8%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

Seneca Connections WRAP

Youth program codes (RUs): 38CQ4
Adult program codes (RUs): 38CQ4

Overall Satisfaction
88.5%

Return Rate
53.9%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 89
People surveyed: 48 (42 youth and 6 adults)

Adult satisfaction mean score: 3.77
Youth satisfaction mean score: 4.04
Family satisfaction mean score: 4.39
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 89 clients; surveys were returned for 48 clients (48/89 = 53.9%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Seneca Connections WRAP
Program Code(s): 38CQ4

Overall Satisfaction
75.0%

Return Rate
75.0%

Overall satisfaction mean score for Seneca Connections WRAP: 3.77.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. I like the services that I received here
100.0% 5. Staff were willing to see me as often as I felt it was necessary
100.0% 13. I was given information about my rights

Lowest Agreement Items
50.0% 9. I was able to see a psychiatrist when I wanted to
50.0% 17. I, not staff, decided my treatment goals
66.7% 11. I felt comfortable asking questions about my treatment and medication

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change, and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and/or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I feel I belong in my community
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I do better in school and/or work
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25
### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>75.0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>50.0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>66.7 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>50.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>1 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>33.3 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>100.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>66.7 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>75.0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.7 %</td>
<td>33.3 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle things when they go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

- **Satisfaction**
  - Mean: 3.96, N: 4

- **Participation**
  - Mean: 4.46, N: 4

- **Access**
  - Mean: 3.67, N: 3

- **Quality**
  - Mean: 4.15, N: 4

- **Outcomes**
  - Mean: 4.22, N: 4

- **Functioning**
  - Mean: 3.62, N: 4

- **Social**
  - Mean: 3.84, N: 4

---

**Seneca Connections WRAP**

Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>MHSIP</td>
<td>3.96</td>
</tr>
<tr>
<td>N</td>
<td>2061</td>
</tr>
<tr>
<td>Mean</td>
<td>3.96</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>33.3%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>66.7%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 6 clients (6/8 = 75.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Connections WRAP
Program Code(s): 38CQ4

Overall Satisfaction
89.5%

Return Rate
51.9%

Overall satisfaction mean score for Seneca Connections WRAP: 4.04 (youth), 4.39 (family).

Overall satisfaction mean score for all other programs: 4.29 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
96.4% 12. Staff treated me with respect
96.3% 4. The people helping me stuck with me no matter what
94.4% 14. Staff spoke with me in a way that I understood

Lowest Agreement Items
62.7% 2. I helped to choose my services
75.0% 11. I got as much help as I needed
82.5% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients’ responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
Youth Services Survey for Youth

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Not Sure</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>11</td>
<td>7</td>
<td>2</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
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<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
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<td>4</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>4</td>
<td>1</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
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<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>15</td>
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<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
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<td>4</td>
<td>1</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
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<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
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<td>1</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>11</td>
<td>7</td>
<td>2</td>
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<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
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</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
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<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.

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.

24. 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).

23. 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.

22. 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.

21. As a result of the services my child and or family received, I am satisfied with our family life right now.

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.

19. As a result of the services my child and or family received, my child is doing better in school and or work.

18. As a result of the services my child and or family received, my child gets along better with friends and other people.

17. As a result of the services my child and or family received, my child gets along better with family members.

16. As a result of the services my child and or family received, my child is better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my family's religious/spiritual beliefs.

12. Staff treated me with respect.

11. My family got as much help as we needed for my child.

10. My family got the help we wanted for my child.

9. Services were available at times that were convenient for us.

8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child's treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
Youth Services Survey for Families
### Youth Services Survey for Families  \( N = 37 \)

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>20</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2. I helped to choose my child’s services</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>12</td>
<td>9</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>17</td>
<td>14</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>10</td>
<td>21</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>12</td>
<td>20</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>6. I participated in my child’s treatment</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>15</td>
<td>15</td>
<td>0</td>
<td>5</td>
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<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>0.0</td>
<td>2.7</td>
<td>40.5</td>
<td>0.0</td>
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<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>0.0</td>
<td>8.1</td>
<td>32.4</td>
<td>0.0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>0.0</td>
<td>5.4</td>
<td>29.7</td>
<td>0.0</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>10.8</td>
<td>37.8</td>
<td>43.2</td>
<td>0.0</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>9</td>
<td>14</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>27</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>0.0</td>
<td>0.0</td>
<td>18.9</td>
<td>73.0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>25</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>12</td>
<td>19</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>2.7</td>
<td>10.8</td>
<td>32.4</td>
<td>21.6</td>
<td>2.7</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
<td>1</td>
<td>2.7</td>
<td>10.8</td>
<td>37.8</td>
<td>43.2</td>
<td>0.0</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>1</td>
<td>3</td>
<td>2.7</td>
<td>10.8</td>
<td>32.4</td>
<td>21.6</td>
<td>2.7</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>1</td>
<td>4</td>
<td>10</td>
<td>10</td>
<td>15</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>3</td>
<td>10</td>
<td>10</td>
<td>15</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>2</td>
<td>5</td>
<td>11</td>
<td>6</td>
<td>11</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>22. 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</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>14</td>
<td>17</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>10.8</td>
<td>10.8</td>
<td>35.1</td>
<td>18.9</td>
<td>2.7</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0</td>
<td>0</td>
<td>10.8</td>
<td>10.8</td>
<td>35.1</td>
<td>18.9</td>
<td>2.7</td>
</tr>
<tr>
<td>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</td>
<td>0</td>
<td>1</td>
<td>10.8</td>
<td>10.8</td>
<td>35.1</td>
<td>18.9</td>
<td>2.7</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>12</td>
<td>13</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals
### Survey Compliance
Seneca Connections WRAP Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Other</td>
<td>5.4 %</td>
<td>3.8 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>94.6 %</td>
<td>84.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 81 clients; surveys were returned for 42 clients (42/81 = 51.9%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Services for Supportive Housing
Program Code(s): 8911SH

Overall Satisfaction
74.2%

Return Rate
145.8%

Overall satisfaction mean score for Services for Supportive Housing: 4.04.

Overall satisfaction mean score for all other programs: 4.45.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
82.5% 17. I, not staff, decided my treatment goals
82.1% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
80.5% 13. I was given information about my rights

Lowest Agreement Items
60.3% 9. I was able to see a psychiatrist when I wanted to
67.1% 15. Staff told me what side effects to watch out for
68.2% 8. I was able to get all the services I thought I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>5</td>
<td>2</td>
<td>10</td>
<td>28</td>
<td>42</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>5</td>
<td>2</td>
<td>11</td>
<td>31</td>
<td>36</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>4</td>
<td>5</td>
<td>11</td>
<td>24</td>
<td>39</td>
<td>1</td>
<td>31</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transport, distance, etc.)</td>
<td>0</td>
<td>1</td>
<td>13</td>
<td>30</td>
<td>42</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>4</td>
<td>7</td>
<td>15</td>
<td>24</td>
<td>38</td>
<td>0</td>
<td>27</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>3</td>
<td>8</td>
<td>9</td>
<td>25</td>
<td>36</td>
<td>3</td>
<td>31</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>3</td>
<td>5</td>
<td>14</td>
<td>29</td>
<td>31</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>4</td>
<td>3</td>
<td>15</td>
<td>22</td>
<td>27</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>4</td>
<td>3</td>
<td>20</td>
<td>16</td>
<td>25</td>
<td>18</td>
<td>29</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>3</td>
<td>2</td>
<td>16</td>
<td>28</td>
<td>36</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>1</td>
<td>6</td>
<td>10</td>
<td>20</td>
<td>38</td>
<td>10</td>
<td>30</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>3</td>
<td>5</td>
<td>8</td>
<td>29</td>
<td>35</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>4</td>
<td>3</td>
<td>7</td>
<td>25</td>
<td>30</td>
<td>4</td>
<td>29</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>3</td>
<td>1</td>
<td>14</td>
<td>30</td>
<td>36</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>2</td>
<td>6</td>
<td>17</td>
<td>19</td>
<td>32</td>
<td>10</td>
<td>29</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>2</td>
<td>2</td>
<td>10</td>
<td>25</td>
<td>39</td>
<td>5</td>
<td>32</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>3</td>
<td>10</td>
<td>32</td>
<td>34</td>
<td>3</td>
<td>32</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>4</td>
<td>0</td>
<td>13</td>
<td>28</td>
<td>35</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>26</td>
<td>34</td>
<td>7</td>
<td>31</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>3</td>
<td>4</td>
<td>9</td>
<td>28</td>
<td>34</td>
<td>4</td>
<td>33</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>28</td>
<td>30</td>
<td>1</td>
<td>38</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>27</td>
<td>34</td>
<td>2</td>
<td>37</td>
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<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>3</td>
<td>2</td>
<td>14</td>
<td>27</td>
<td>27</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>5</td>
<td>1</td>
<td>14</td>
<td>23</td>
<td>30</td>
<td>4</td>
<td>38</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>3</td>
<td>3</td>
<td>10</td>
<td>24</td>
<td>30</td>
<td>5</td>
<td>40</td>
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</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>0.0 %</td>
<td>5.2 %</td>
<td>13.9 %</td>
<td>15.0 %</td>
<td>18.3 %</td>
<td>12.2 %</td>
<td>37.4 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>2.6 %</td>
<td>3.5 %</td>
<td>7.0 %</td>
<td>15.6 %</td>
<td>31.3 %</td>
<td>5.2 %</td>
<td>34.8 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>7.0 %</td>
<td>2.6 %</td>
<td>15.6 %</td>
<td>16.5 %</td>
<td>20.9 %</td>
<td>2.6 %</td>
<td>34.8 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>3.5 %</td>
<td>1.7 %</td>
<td>12.2 %</td>
<td>18.3 %</td>
<td>28.7 %</td>
<td>2.6 %</td>
<td>33.0 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>2.6 %</td>
<td>2.6 %</td>
<td>11.3 %</td>
<td>20.0 %</td>
<td>27.0 %</td>
<td>2.6 %</td>
<td>33.9 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>2.6 %</td>
<td>3.5 %</td>
<td>12.2 %</td>
<td>18.3 %</td>
<td>28.7 %</td>
<td>2.6 %</td>
<td>32.2 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>2.6 %</td>
<td>3.5 %</td>
<td>9.6 %</td>
<td>22.6 %</td>
<td>27.0 %</td>
<td>0.9 %</td>
<td>33.9 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>2.6 %</td>
<td>1.7 %</td>
<td>7.8 %</td>
<td>29.6 %</td>
<td>20.0 %</td>
<td>1.7 %</td>
<td>36.5 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>2.6 %</td>
<td>1.7 %</td>
<td>11.3 %</td>
<td>18.3 %</td>
<td>27.8 %</td>
<td>1.7 %</td>
<td>36.5 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>3.5 %</td>
<td>3.5 %</td>
<td>13.0 %</td>
<td>17.4 %</td>
<td>25.2 %</td>
<td>1.7 %</td>
<td>35.6 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>2.6 %</td>
<td>1.7 %</td>
<td>8.7 %</td>
<td>22.6 %</td>
<td>27.8 %</td>
<td>1.7 %</td>
<td>34.8 %</td>
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</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP - Scale Means and 95% Confidence Intervals](image)

- **Services for Supportive Housing**
- **Other programs**

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
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<th>Mean</th>
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<th>Mean</th>
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<td>4.16</td>
<td>4.16</td>
<td>4.16</td>
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# Survey Compliance

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<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>77.4 %</td>
<td>0 %</td>
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<tr>
<td>Total</td>
<td>115</td>
<td>0</td>
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<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
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</table>

## Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 72 clients; surveys were returned for 105 clients (105/72 = 145.8%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

**SF Boys and Girls Home - Euclid House**
Program Code(s): 89983

**Overall Satisfaction**

100.0%

**Return Rate**

100.0%

Overall satisfaction mean score for SF Boys and Girls Home - Euclid House: No YSS (youth) data for this program, 4.00 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and or family received, my child is better at handling daily life

17. As a result of the services my child and or family received, my child gets along better with family members

18. As a result of the services my child and or family received, my child gets along better with friends and other people

19. As a result of the services my child and or family received, my child is doing better in school and or work

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  
**N = 3**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with my family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
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<td>0.0%</td>
<td>0.0%</td>
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Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

Catholic Charities CYO SF Boys and Girls Home - Euclid House
Other programs

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Satisfaction | Participation | Access | Culture | Outcomes | Social
### Survey Compliance

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<th>Completion by Respondent Type</th>
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<td>Youth</td>
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<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
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<tr>
<td>Language</td>
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<td>0</td>
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<tr>
<td>Other</td>
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<td>0</td>
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<tr>
<td>No Data</td>
<td>0</td>
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<tr>
<td>Completed Survey</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 3 clients; surveys were returned for 3 clients (3/3 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for SF Boys and Girls Home - Shelter: 4.30 (youth), 4.10 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received
100.0% 3. I helped to choose my treatment goals
100.0% 6. I participated in my own treatment

**Lowest Agreement Items**

50.0% 2. I helped to choose my services
83.3% 9. Services were available at times that were convenient for me
91.7% 4. The people helping me stuck with me no matter what
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
### Youth Services Survey for Youth  
**N = 7**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.9 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>42.9 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child's services
3. I helped to choose my child's treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child's treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family's religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and/or family received, my child is better at handling daily life
17. As a result of the services my child and/or family received, my child gets along better with family members
18. As a result of the services my child and/or family received, my child gets along better with friends and other people
19. As a result of the services my child and/or family received, my child is doing better in school and/or work
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and/or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  \( N = 5 \)

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0%  1. Overall, I am satisfied with the service my child received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>0.0%  2. I helped to choose my child's services</td>
<td>0.0%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  3. I helped to choose my child's treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>100.0%  4. The people helping my child stuck with us no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  6. I participated in my child's treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  7. The services my child and/or family received were right for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>60.0%  8. The location of services was convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  9. Services were available at times that were convenient for us</td>
<td>0.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  10. My family I got the help we wanted for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  11. My family got as much help as we needed for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>80.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>60.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>60.0%  18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>60.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>25.0%  22. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>80.0%  23. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  24. 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)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>100.0%  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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>100.0%  26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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</tr>
</tbody>
</table>
## Survey Compliance

**SF Boys and Girls Home - Shelter**

### Completion Status Completion by Respondent Type  Total

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>5</td>
<td>7</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 9 clients; surveys were returned for 10 clients (10/9 = 111.1%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

SF Boys Girls Home - Satellite
Program Code(s): 38HEOP

Overall Satisfaction
100.0%

Return Rate
150.0%

Overall satisfaction mean score for SF Boys Girls Home - Satellite: 4.70 (youth), 4.15 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
100.0% 1. Overall, I am satisfied with the service I received
100.0% 3. I helped to choose my treatment goals
100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**
66.7% 2. I helped to choose my services
75.0% 11. I got as much help as I needed
100.0% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things

Youth Services Survey for Youth

1. Overall, I am satisfied with the service I received
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - N/A
### Youth Services Survey for Youth  
**N = 3**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
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</tbody>
</table>

*Not enough Family data for Likert chart*
Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>SF Boys &amp; Girls Home - Satellite</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Mean</td>
<td>3</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>4.72</td>
<td>4.30</td>
</tr>
<tr>
<td>Participation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culture</td>
<td></td>
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<tr>
<td>Outcomes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td></td>
<td></td>
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</tbody>
</table>

Not enough Family data to create a table.
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status Completion by Respondent Type</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>SF Boys Girls Home - Satellite</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>50 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td></td>
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<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td></td>
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<tr>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>50 %</td>
<td>100 %</td>
</tr>
<tr>
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<td>3</td>
</tr>
<tr>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 2 clients; surveys were returned for 3 clients (3/2 = 150.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
SF FIRST
Program Code(s): 38719A

Overall Satisfaction
85.7%

Return Rate
43.9%

Overall satisfaction mean score for SF FIRST: 3.88.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 92.3% 14. Staff encouraged me to take responsibility for how I live my life
- 92.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 92.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

**Lowest Agreement Items**
- 69.2% 6. Staff returned my calls within 24 hours
- 69.2% 9. I was able to see a psychiatrist when I wanted to
- 69.2% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I feel I belong in my community
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>85.7 % 1. I like the services that I received here</td>
<td>1</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>36.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>71.4 % 2. If I had other choices, I would still get services from this agency</td>
<td>1</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>15.8 %</td>
<td>26.3 %</td>
<td>26.3 %</td>
</tr>
<tr>
<td>78.6 % 3. I would recommend this agency to a friend or family member</td>
<td>1</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>26.3 %</td>
</tr>
<tr>
<td>92.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>1</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>36.8 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>1</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>36.8 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>69.2 % 6. Staff returned my calls within 24 hours</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>42.1 %</td>
<td>5.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 7. Services were available at times that were good for me</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>47.4 %</td>
<td>10.5 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 % 8. I was able to get all the services I thought I needed</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>36.8 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>69.2 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>2</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3 % 10. Staff here believe that I can grow, change and recover</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>31.6 %</td>
<td>21.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>36.8 %</td>
<td>21.1 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>76.9 % 12. I felt free to complain</td>
<td>2</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 % 13. I was given information about my rights</td>
<td>2</td>
<td>10.5 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>36.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.3 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>2</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>69.2 % 15. Staff told me what side effects to watch out for</td>
<td>2</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>2</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>31.6 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 % 17. I, not staff, decided my treatment goals</td>
<td>1</td>
<td>10.5 %</td>
<td>1.0 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>92.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>21.1 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>90.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>15.8 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>31.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>58.3 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>15.8 %</td>
<td>4.1 %</td>
</tr>
<tr>
<td>61.5 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>1</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>31.6 %</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>5.3%</td>
<td>5.3%</td>
<td>21.1%</td>
<td>10.5%</td>
<td>15.8%</td>
<td>5.3%</td>
<td>36.8%</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>5.3%</td>
<td>0.0%</td>
<td>10.5%</td>
<td>21.1%</td>
<td>26.3%</td>
<td>0.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>5.3%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>42.1%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>31.6%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>47.4%</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>15.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>42.1%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>15.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>47.4%</td>
<td>21.1%</td>
<td>0.0%</td>
<td>26.3%</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>15.3%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>47.4%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>31.6%</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>15.3%</td>
<td>10.5%</td>
<td>15.8%</td>
<td>15.8%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>42.1%</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>15.3%</td>
<td>5.3%</td>
<td>15.8%</td>
<td>26.3%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>15.3%</td>
<td>5.3%</td>
<td>10.5%</td>
<td>26.3%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>36.8%</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>15.3%</td>
<td>5.3%</td>
<td>10.5%</td>
<td>15.8%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>47.4%</td>
</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

[Graph showing scale means and confidence intervals]
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>21.1%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5.3%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>73.7%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 41 clients; surveys were returned for 18 clients (18/41 = 43.9%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

SF HOT
Program Code(s): SF HOT

Overall Satisfaction
\[77.8\%\]

Return Rate
Unknown, no Avatar billing

Overall satisfaction mean score for SF HOT: \[4.18\].

Overall satisfaction mean score for all other programs: \[4.44\].

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- \[85.3\%\] 3. I would recommend this agency to a friend or family member
- \[83.9\%\] 14. Staff encouraged me to take responsibility for how I live my life
- \[81.8\%\] 10. Staff here believe that I can grow, change and recover

**Lowest Agreement Items**
- \[61.8\%\] 8. I was able to get all the services I thought I needed
- \[67.9\%\] 17. I, not staff, decided my treatment goals
- \[71.4\%\] 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do think that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.0 % 1. I like the services that I received here</td>
<td>73.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>9.4 %</td>
<td>9.1 %</td>
<td>55.6 %</td>
<td>5.8 %</td>
<td>2.8 %</td>
</tr>
<tr>
<td>79.4 % 2. If I had other choices, I would still get services from this agency</td>
<td>76.7 %</td>
<td>2.8 %</td>
<td>5.6 %</td>
<td>11.1 %</td>
<td>30.6 %</td>
<td>38.9 %</td>
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<td>85.3 % 3. I would recommend this agency to a friend or family member</td>
<td>71.4 %</td>
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<td>2.8 %</td>
<td>11.1 %</td>
<td>27.8 %</td>
<td>52.8 %</td>
<td>5.6 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>76.7 %</td>
<td>0.0 %</td>
<td>2.8 %</td>
<td>6.1 %</td>
<td>11.4 %</td>
<td>14.2 %</td>
<td>2.8 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>79.4 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>77.4 %</td>
<td>0.0 %</td>
<td>2.8 %</td>
<td>13.9 %</td>
<td>16.7 %</td>
<td>58.3 %</td>
<td>0.0 %</td>
<td>5.6 %</td>
</tr>
<tr>
<td>75.8 % 6. Staff returned my calls within 24 hours</td>
<td>80.0 %</td>
<td>0.0 %</td>
<td>3.3 %</td>
<td>11.1 %</td>
<td>30.6 %</td>
<td>38.9 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
</tr>
<tr>
<td>80.0 % 7. Services were available at times that were good for me</td>
<td>61.8 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
<td>27.8 %</td>
<td>38.9 %</td>
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<td>11.1 %</td>
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</tr>
<tr>
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<td>73.3 %</td>
<td>0.0 %</td>
<td>2.8 %</td>
<td>19.4 %</td>
<td>19.4 %</td>
<td>41.7 %</td>
<td>8.3 %</td>
<td>8.3 %</td>
</tr>
<tr>
<td>76.9 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>64.0 %</td>
<td>0.0 %</td>
<td>2.8 %</td>
<td>11.1 %</td>
<td>27.8 %</td>
<td>27.8 %</td>
<td>11.1 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>64.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>73.1 %</td>
<td>0.0 %</td>
<td>2.8 %</td>
<td>16.7 %</td>
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<td>25.0 %</td>
<td>13.9 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>73.1 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>2.8 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>25.0 %</td>
<td>27.8 %</td>
<td>11.1 %</td>
<td>16.7 %</td>
<td>0.0 %</td>
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</tbody>
</table>
### MHSIP Items 26-36

<table>
<thead>
<tr>
<th>Percent Agree</th>
<th>26. As a direct result of the services I received: I do better in school and / or work</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
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<th>Missing</th>
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<td>40.9 %</td>
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<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
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<td>16.7 %</td>
</tr>
<tr>
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<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
</tr>
<tr>
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<td>2.5 %</td>
<td>5.6 %</td>
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<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
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<td>2.5 %</td>
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<td>16.7 %</td>
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<tr>
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<td>5.6 %</td>
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<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
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<tr>
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<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
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<tr>
<td>64.0 %</td>
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<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
</tr>
<tr>
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<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>73.9 %</td>
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<td>2.5 %</td>
<td>5.6 %</td>
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<td>13.6 %</td>
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<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
</tr>
<tr>
<td>60.0 %</td>
<td>2</td>
<td>2.5 %</td>
<td>5.6 %</td>
<td>9.3 %</td>
<td>13.6 %</td>
<td>16.7 %</td>
<td>20 %</td>
<td>16.7 %</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image)
<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
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<tr>
<td>Refused</td>
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<td>0</td>
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<td></td>
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<td>0 %</td>
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<tr>
<td>Impaired</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>Other</td>
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<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>0</td>
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<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
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<tr>
<td><strong>Total</strong></td>
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<td></td>
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<tr>
<td></td>
<td>36</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 35 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
South of Market MHS
Program Code(s): 38719

Overall Satisfaction
  92.5%

Return Rate
  21.6%

Overall satisfaction mean score for South of Market MHS: 4.35.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
94.7%   1. I like the services that I received here
91.9%   11. I felt comfortable asking questions about my treatment and medication
91.7%   14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items
63.9%   17. I, not staff, decided my treatment goals
76.3%   6. Staff returned my calls within 24 hours
76.3%   20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
MHSIP Items

1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc.)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in social situations

26. As a direct result of the services I received: I do better in school and/or work

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle things when they go wrong

32. As a direct result of the services I received: I am better able to do things that I want to do

33. As a direct result of the services I received: I am happy with the friendships I have

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.7 % 1. I like the services that I received here</td>
<td>11</td>
<td>25</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>87.2 % 2. If I had other choices, I would still get services from this agency</td>
<td>10</td>
<td>24</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>89.5 % 3. I would recommend this agency to a friend or family member</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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</tr>
<tr>
<td>71.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>19</td>
<td>16</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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</tr>
<tr>
<td>86.8 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2.0 %</td>
<td>2.0 %</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>76.3 % 6. Staff returned my calls within 24 hours</td>
<td>10</td>
<td>14</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>84.2 % 7. Services were available at times that were good for me</td>
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<td>13</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>79.5 % 8. I was able to get all the services I thought I needed</td>
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<td>20</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>86.8 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>10</td>
<td>20</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>79.5 % 10. Staff here believe that I can grow, change and recover</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>91.9 % 11. I felt comfortable asking questions about my treatment and medication</td>
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<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>78.4 % 12. I felt free to complain</td>
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<td>19</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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</tr>
<tr>
<td>80.6 % 13. I was given information about my rights</td>
<td>12</td>
<td>22</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>91.7 % 14. Staff encouraged me to take responsibility for how I live my life</td>
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<td>22</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>88.2 % 15. Staff told me what side effects to watch out for</td>
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<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>86.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>13</td>
<td>20</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2</td>
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<tr>
<td>63.9 % 17. I, not staff, decided my treatment goals</td>
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<td>22</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>86.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>12</td>
<td>22</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>82.1 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>11</td>
<td>21</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<td>76.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>11</td>
<td>22</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<td>19</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>81.1 % 22. As a direct result of the services I received: I am better able to control my life</td>
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<td>16</td>
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<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>78.4 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>13</td>
<td>16</td>
<td>0</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>77.1 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>15</td>
<td>15</td>
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MHSIP Items 26-36
Percent Agree

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<tr>
<th>Item</th>
<th>Description</th>
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<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
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<td>3</td>
<td>14</td>
<td>0.0%</td>
<td>12</td>
<td>10</td>
<td>7</td>
<td>6.0%</td>
<td>20.0%</td>
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<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
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<td>14</td>
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<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
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<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle things if they go wrong</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
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<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>3</td>
<td>14</td>
<td>2.0%</td>
<td>10</td>
<td>9</td>
<td>2.0%</td>
<td>14.0%</td>
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</tr>
</tbody>
</table>

MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
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<td>4.27 4.38</td>
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### Survey Compliance

<table>
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<tr>
<td>Impaired</td>
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<td></td>
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<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td></td>
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<tr>
<td>Other</td>
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<td>0 %</td>
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<tr>
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<tr>
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<td>100.0 %</td>
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</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 227 clients; surveys were returned for 49 clients (49/227 = 21.6%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for South Van Ness HIV and Gender Services: **4.67**.

Overall satisfaction mean score for all other programs: **4.43**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- **100.0%** 1. I like the services that I received here
- **100.0%** 6. Staff returned my calls within 24 hours
- **100.0%** 7. Services were available at times that were good for me

**Lowest Agreement Items**
- **79.3%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- **92.3%** 15. Staff told me what side effects to watch out for
- **93.3%** 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in school and / or work
26. As a direct result of the services I received: My housing situation has improved
27. As a direct result of the services I received: My symptoms are not bothering me as much
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>23 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>96.6 % 2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>22.6 %</td>
<td>21 %</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>96.6 % 3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>22.6 %</td>
<td>71 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0 %</td>
<td>1 %</td>
<td>4 %</td>
<td>19.4 %</td>
<td>17 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>96.7 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>1 %</td>
<td>0 %</td>
<td>32.3 %</td>
<td>19 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>100.0 % 6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.1 %</td>
<td>77.4 %</td>
<td>3.2 %</td>
<td>3.2 %</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>16.1 %</td>
<td>77.4 %</td>
<td>3.2 %</td>
<td>3.2 %</td>
</tr>
<tr>
<td>96.7 % 8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>22.6 %</td>
<td>71 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>96.0 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>22.6 %</td>
<td>71 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>29.0 %</td>
<td>67.7 %</td>
<td>0 %</td>
<td>3.2 %</td>
</tr>
<tr>
<td>96.7 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>23 %</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100.0 % 12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>29.0 %</td>
<td>64.5 %</td>
<td>3.2 %</td>
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</tr>
<tr>
<td>100.0 % 13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>25.8 %</td>
<td>71.0 %</td>
<td>0 %</td>
<td>3.2 %</td>
</tr>
<tr>
<td>96.6 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>22.6 %</td>
<td>71.0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>92.3 % 15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>10 %</td>
<td>14 %</td>
<td>3 %</td>
<td>2 %</td>
</tr>
<tr>
<td>96.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>23 %</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>93.3 % 17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>21 %</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>97.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>23 %</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>96.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>1 %</td>
<td>9 %</td>
<td>19 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>79.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1 %</td>
<td>0 %</td>
<td>5 %</td>
<td>14 %</td>
<td>1 %</td>
<td></td>
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</tr>
<tr>
<td>86.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>8 %</td>
<td>17 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>82.8 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0 %</td>
<td>1 %</td>
<td>4 %</td>
<td>8 %</td>
<td>16 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>75.9 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>7 %</td>
<td>8 %</td>
<td>14 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>64.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>1 %</td>
<td>0 %</td>
<td>8 %</td>
<td>5 %</td>
<td>11 %</td>
<td>4 %</td>
<td>2 %</td>
</tr>
<tr>
<td>57.1 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0 %</td>
<td>0 %</td>
<td>12 %</td>
<td>5 %</td>
<td>11 %</td>
<td>0 %</td>
<td>3 %</td>
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</table>
### MHSIP Items 26-36
### Percent Agree

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<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
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<th>N/A</th>
<th>Missing</th>
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<tbody>
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<td>As a direct result of the services I received: I do better in school and/or work</td>
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<td>0.0 %</td>
<td>3.2 %</td>
<td>22.6 %</td>
<td>25.8 %</td>
<td>29.0 %</td>
<td>9.7 %</td>
<td>9.7 %</td>
</tr>
<tr>
<td>27.</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>60.0 %</td>
<td>1 %</td>
<td>0 %</td>
<td>29.0 %</td>
<td>22.6 %</td>
<td>25.8 %</td>
<td>12.9 %</td>
<td>6.4 %</td>
</tr>
<tr>
<td>28.</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>19.4 %</td>
<td>29.0 %</td>
<td>38.7 %</td>
<td>3.2 %</td>
<td>6.4 %</td>
</tr>
<tr>
<td>29.</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>19.4 %</td>
<td>25.8 %</td>
<td>41.9 %</td>
<td>3.2 %</td>
<td>6.4 %</td>
</tr>
<tr>
<td>30.</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>76.0 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>6.7 %</td>
<td>22.6 %</td>
<td>38.7 %</td>
<td>0.0 %</td>
<td>19.4 %</td>
</tr>
<tr>
<td>31.</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>19.4 %</td>
<td>32.3 %</td>
<td>35.5 %</td>
<td>0.0 %</td>
<td>9.7 %</td>
</tr>
<tr>
<td>32.</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>67.9 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>25.8 %</td>
<td>25.8 %</td>
<td>35.5 %</td>
<td>0.0 %</td>
<td>9.7 %</td>
</tr>
<tr>
<td>33.</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>75.9 %</td>
<td>2 %</td>
<td>0 %</td>
<td>16.1 %</td>
<td>41.9 %</td>
<td>29.0 %</td>
<td>0.0 %</td>
<td>9.7 %</td>
</tr>
<tr>
<td>34.</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>75.9 %</td>
<td>3 %</td>
<td>0 %</td>
<td>12.9 %</td>
<td>35.5 %</td>
<td>35.5 %</td>
<td>0.0 %</td>
<td>6.4 %</td>
</tr>
<tr>
<td>35.</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>66.7 %</td>
<td>2 %</td>
<td>0 %</td>
<td>7.0 %</td>
<td>8.0 %</td>
<td>32.3 %</td>
<td>6.4 %</td>
<td>6.4 %</td>
</tr>
<tr>
<td>36.</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>79.3 %</td>
<td>0.0 %</td>
<td>3.2 %</td>
<td>16.1 %</td>
<td>41.9 %</td>
<td>32.3 %</td>
<td>0.0 %</td>
<td>6.4 %</td>
</tr>
</tbody>
</table>

---

### MHSIP - Scale Means and 95% Confidence Intervals

**South Van Ness HIV and Gender Services**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Mean Score</th>
<th>N</th>
<th>Mean</th>
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<td>Participation</td>
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<td>Quality</td>
<td>4.46</td>
<td>30</td>
<td>2013</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.11</td>
<td>30</td>
<td>1986</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.09</td>
<td>29</td>
<td>1925</td>
</tr>
<tr>
<td>Social</td>
<td>4.05</td>
<td>29</td>
<td>1908</td>
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</table>
Survey Compliance

<table>
<thead>
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<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
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<td></td>
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<td>Language</td>
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<tr>
<td>Completed Survey</td>
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<td></td>
<td>96.8 %</td>
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</tr>
<tr>
<td>Total</td>
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</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 36 clients; surveys were returned for 31 clients (31/36 = 86.1%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

Southeast Child and Family Therapy

Youth program codes (RUs): 38456
Adult program codes (RUs): 38456

Overall Satisfaction
100.0%

Return Rate
13.7%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 51
People surveyed: 7 (6 youth and 1 adults)

Adult satisfaction mean score: NaN
Youth satisfaction mean score: - -
Family satisfaction mean score: 4.68
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
No adult surveys contained satisfaction data

Adult - 0.0%  N = 1
Youth - 100.0%  N = 6
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 51 clients; surveys were returned for 7 clients (7/51 = 13.7%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Southeast Child and Family Therapy
Program Code(s): 38456

Overall Satisfaction

\[ \text{NaN\%} \]

Return Rate

\[ 50.0\% \]

Overall satisfaction mean score for Southeast Child and Family Therapy: \text{NaN}.

Overall satisfaction mean score for all other programs: \text{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \text{Agree} or \text{Strongly Agree}.

\textbf{Highest Agreement Items}

\textit{Not enough data for highest satisfaction chart}

\textbf{Lowest Agreement Items}

\textit{Not enough data for lowest satisfaction chart}

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \text{red} on the left to the most positive Strongly Agree in \text{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

\textit{Not enough data for scale means CI chart}

Not enough Youth survey data to create a table. \( N = 0 \)

Not enough MHSIP survey data to create a table. \( N = 0 \)
Not enough data for Likert chart
<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0 %</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 2 clients; surveys were returned for 1 clients (½ = 50.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Southeast Child and Family Therapy  
Program Code(s): 38456

Overall Satisfaction

100.0%

Return Rate

12.2%

Overall satisfaction mean score for Southeast Child and Family Therapy: No YSS (youth) data for this program, 4.68 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items

100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

50.0% 11. I got as much help as I needed
100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
## Youth Services Survey for Families  N = 4

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 %</td>
<td>Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I helped to choose my child’s services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I helped to choose my child’s treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I participated in my child’s treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff respected my family’s religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My family had someone to talk to when my child was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>My child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>My child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My child is doing better in school and/or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>My child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>My child is satisfied with our family life right now</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>My child is better able to do things he or she wants to do</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>I have people that I am comfortable talking with about my child’s problem(s)</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>I have the support I need from family or friends</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

- **Mean Score**
- **Satisfaction**: Mean 4.62, N 2, 534
- **Participation**: Mean 4.50, N 2, 529
- **Access**: Mean 4.25, N 2, 530
- **Culture**: Mean 5.00, N 2, 532
- **Outcomes**: Mean 3.86, N 2, 528
- **Social**: Mean 4.00, N 2, 523

**Southeast Child and Family Therapy**

**Other programs**
### Survey Compliance

**Southeast Child and Family Therapy**

#### Completion Status by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
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<tr>
<td>No Data</td>
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<tr>
<td>Completed Survey</td>
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<tr>
<td><strong>Total</strong></td>
<td>4</td>
<td>2</td>
<td>6</td>
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</table>

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>50 %</td>
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<td>50 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<tr>
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<td>0 %</td>
<td>50 %</td>
<td>16.7 %</td>
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<td>Completed Survey</td>
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<td>33.3 %</td>
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<tr>
<td><strong>Total</strong></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 49 clients; surveys were returned for 6 clients (6/49 = 12.2%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Southeast Child and Family Therapy 2  
Program Code(s): 38484 38BB3

Overall Satisfaction
92.0%

Return Rate
45.8%

Overall satisfaction mean score for Southeast Child and Family Therapy 2: 4.02 (youth), 4.58 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
96.0% 12. Staff treated me with respect
95.8% 6. I participated in my own treatment
95.8% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**
87.0% 3. I helped to choose my treatment goals
87.5% 4. The people helping me stuck with me no matter what
87.5% 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>2</td>
<td>2</td>
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<tr>
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<td>2</td>
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<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>2</td>
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<td>22. As a result of the services I received, I am better able to do things I want to do</td>
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<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
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<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
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<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
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<td>Agree</td>
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<tr>
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<td>10.0%</td>
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<td>30.0%</td>
<td>60.0%</td>
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<tr>
<td>77.8 % 2. I helped to choose my services</td>
<td>10.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>20.0%</td>
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</tr>
<tr>
<td>75.0 % 3. I helped to choose my treatment goals</td>
<td>10.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>66.7 % 4. The people helping me stuck with me no matter what</td>
<td>10.0%</td>
<td>10.0%</td>
<td>10.0%</td>
<td>20.0%</td>
<td>40.0%</td>
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</tr>
<tr>
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<td>50.0%</td>
<td>30.0%</td>
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<tr>
<td>77.8 % 7. The services I received were right for me</td>
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<td>30.0%</td>
<td>40.0%</td>
<td>10.0%</td>
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<td>80.0 % 9. Services were available at times that were convenient for me</td>
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<tr>
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<tr>
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<tr>
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<td>30.0%</td>
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<tr>
<td>66.7 % 16. As a result of the services I received, I am better at handling daily life</td>
<td>10.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>30.0%</td>
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<tr>
<td>55.6 % 17. As a result of the services I received, I get along better with family members</td>
<td>10.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>50.0%</td>
<td>10.0%</td>
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<tr>
<td>55.6 % 18. As a result of the services I received, I get along better with friends and other people</td>
<td>10.0%</td>
<td>0.0%</td>
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<td>40.0%</td>
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<tr>
<td>62.5 % 19. As a result of the services I received, I am doing better in school and or work</td>
<td>20.0%</td>
<td>10.0%</td>
<td>10.0%</td>
<td>40.0%</td>
<td>10.0%</td>
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</tr>
<tr>
<td>62.5 % 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>10.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>60.0%</td>
<td>0.0%</td>
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</tr>
<tr>
<td>44.4 % 21. As a result of the services I received, I am satisfied with my family life right now</td>
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<td>20.0%</td>
<td>20.0%</td>
<td>30.0%</td>
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</tr>
<tr>
<td>70.0 % 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>10.0%</td>
<td>10.0%</td>
<td>10.0%</td>
<td>50.0%</td>
<td>20.0%</td>
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</tr>
<tr>
<td>75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>10.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>75.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>20.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>30.0%</td>
<td>30.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>62.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>10.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>10.0%</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and or family received, I am satisfied with our family life right now.
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and or family received, my child is doing better in school and or work.
18. As a result of the services my child and or family received, my child gets along better with friends and other people.
17. As a result of the services my child and or family received, my child gets along better with family members.
16. As a result of the services my child and or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
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<td>2. I helped to choose my child's services</td>
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<td>46.7 %</td>
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<tr>
<td>3. I helped to choose my child's treatment goals</td>
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<td>60.0 %</td>
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<td>4. The people helping my child stuck with us no matter what</td>
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<td>53.3 %</td>
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<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>40.0 %</td>
<td>60.0 %</td>
<td>0.0 %</td>
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<tr>
<td>6. I participated in my child's treatment</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>46.7 %</td>
<td>53.3 %</td>
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<tr>
<td>7. The services my child and/or family received were right for us</td>
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<td>0.0 %</td>
<td>60.0 %</td>
<td>40.0 %</td>
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<tr>
<td>8. The location of services was convenient for us</td>
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<td>0.0 %</td>
<td>20.0 %</td>
<td>80.0 %</td>
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<td>60.0 %</td>
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<td>11. My family got as much help as we needed for my child</td>
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<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
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<td>66.7 %</td>
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<tr>
<td>child is better at handling daily life</td>
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<td>0.0 %</td>
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<td>46.7 %</td>
<td>6.7 %</td>
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<tr>
<td>17. As a result of the services my child and or family received, my</td>
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<tr>
<td>child gets along better with family members</td>
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<td>40.0 %</td>
<td>13.3 %</td>
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<tr>
<td>child gets along better with friends and other people</td>
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<td>19. As a result of the services my child and or family received, my</td>
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<td>child is doing better in school and or work</td>
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<td>21. As a result of the services my child and or family received, I am</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
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<td>13.3 %</td>
<td>33.3 %</td>
<td>66.7 %</td>
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<td>46.7 %</td>
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<tr>
<td>child is better able to do things he or she wants to do</td>
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<td>0.0 %</td>
<td>0.0 %</td>
<td>46.7 %</td>
<td>46.7 %</td>
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<tr>
<td>23. As a result of the services my child and or family received, I know</td>
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<td>0.0 %</td>
<td>46.7 %</td>
<td>46.7 %</td>
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<tr>
<td>people who will listen and understand me when I need to talk</td>
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<td>46.7 %</td>
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<tr>
<td>24. As a result of the services my child and or family received, I have</td>
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<td>0.0 %</td>
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<td>60.0 %</td>
<td>33.3 %</td>
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<tr>
<td>people that I am comfortable talking with about my child's problem(s)</td>
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<td>60.0 %</td>
<td>33.3 %</td>
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<tr>
<td>25. As a result of the services my child and or family received, in a</td>
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<td>0.0 %</td>
<td>6.7 %</td>
<td>53.3 %</td>
<td>40.0 %</td>
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<tr>
<td>crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.7 %</td>
<td>53.3 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>60.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>60.0 %</td>
<td>40.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
## Survey Compliance

**Southeast Child and Family Therapy 2**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
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<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Other</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 48 clients; surveys were returned for 22 clients (22/48 = 45.8%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Southeast Mission Geriatric Services
Program Code(s): 38483

Overall Satisfaction
88.5%

Return Rate
93.9%

Overall satisfaction mean score for Southeast Mission Geriatric Services: 4.44.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. I like the services that I received here
100.0% 5. Staff were willing to see me as often as I felt it was necessary
100.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items
73.9% 9. I was able to see a psychiatrist when I wanted to
82.6% 15. Staff told me what side effects to watch out for
88.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here

2. If I had other choices, I would still get services from this agency

3. I would recommend this agency to a friend or family member

4. The location of services was convenient (parking, public transportation, distance, etc.)

5. Staff were willing to see me as often as I felt it was necessary

6. Staff returned my calls within 24 hours

7. Services were available at times that were good for me

8. I was able to get all the services I thought I needed

9. I was able to see a psychiatrist when I wanted to

10. Staff here believe that I can grow, change and recover

11. I felt comfortable asking questions about my treatment and medication

12. I felt free to complain

13. I was given information about my rights

14. Staff encouraged me to take responsibility for how I live my life

15. Staff told me what side effects to watch out for

16. Staff respected my wishes about who is, and who is not to be given information about my treatment

17. I, not staff, decided my treatment goals

18. Staff were sensitive to my cultural background (race, religion, language, etc)

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

21. As a direct result of the services I received: I deal more effectively with daily problems

22. As a direct result of the services I received: I am better able to control my life

23. As a direct result of the services I received: I am better able to deal with crisis

24. As a direct result of the services I received: I am getting along better with my family

25. As a direct result of the services I received: I do better in school and / or work

26. As a direct result of the services I received: I do better in social situations

27. As a direct result of the services I received: My housing situation has improved

28. As a direct result of the services I received: My symptoms are not bothering me as much

29. As a direct result of the services I received: I do things that are more meaningful to me

30. As a direct result of the services I received: I am better able to take care of my needs

31. As a direct result of the services I received: I am better able to handle things that I want to do

32. As a direct result of the services I received: I am better able to do things that I want to do

33. As a direct result of the services I received: I am happy with the friendships I have

34. As a direct result of the services I received: I have people with whom I can do enjoyable things

35. As a direct result of the services I received: I feel I belong in my community

36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
## MHSIP Items 1-25

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>8 %</td>
<td>17 %</td>
<td>0</td>
<td>7 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>28.1 %</td>
<td>53.1 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>21.9 %</td>
<td>53.1 %</td>
<td>0.0</td>
<td>18.8 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transport, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>18.8 %</td>
<td>46.9 %</td>
<td>0.0</td>
<td>28.1 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>53.1 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>21.9 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>18.8 %</td>
<td>53.1 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>28.1 %</td>
<td>43.8 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>12.5 %</td>
<td>18.8 %</td>
<td>34.4 %</td>
<td>3.1</td>
<td>25.0 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>28.1 %</td>
<td>46.9 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>21.9 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>21.9 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>0.0 %</td>
<td>21.9 %</td>
<td>46.9 %</td>
<td>3.1</td>
<td>25.0 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>21.9 %</td>
<td>43.8 %</td>
<td>0.0</td>
<td>28.1 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>21.9 %</td>
<td>37.5 %</td>
<td>0.0</td>
<td>34.4 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>6.2 %</td>
<td>15.6 %</td>
<td>43.8 %</td>
<td>6.2</td>
<td>21.9 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>46.9 %</td>
<td>0.0</td>
<td>28.1 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>3.1 %</td>
<td>34.4 %</td>
<td>28.1 %</td>
<td>6.2</td>
<td>25.0 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.9 %</td>
<td>28.1 %</td>
<td>43.8 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>28.1 %</td>
<td>43.8 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>21.9 %</td>
<td>46.9 %</td>
<td>0.0</td>
<td>25.0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>31.2 %</td>
<td>31.2 %</td>
<td>0.0</td>
<td>31.2 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>31.2 %</td>
<td>34.4 %</td>
<td>0.0</td>
<td>28.1 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.2 %</td>
<td>34.4 %</td>
<td>28.1 %</td>
<td>0.0</td>
<td>31.2 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>3.1 %</td>
<td>6.2 %</td>
<td>28.1 %</td>
<td>28.1 %</td>
<td>3.1</td>
<td>31.2 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>9.4 %</td>
<td>28.1 %</td>
<td>28.1 %</td>
<td>0.0</td>
<td>34.4 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Percent Agree</th>
<th>72.7%</th>
<th>26. As a direct result of the services I received: I do better in school and/or work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>77.3%</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>3.1%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>60.9%</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>77.3%</td>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>83.3%</td>
<td>30. As a direct result of the services I received: I am able to take care of my needs</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>91.3%</td>
<td>31. As a direct result of the services I received: I am able to handle things when they go wrong</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>83.3%</td>
<td>32. As a direct result of the services I received: I am able to do things that I want to do</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>95.8%</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>83.3%</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>66.7%</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>3.1%</td>
</tr>
<tr>
<td>Percent Agree</td>
<td>82.6%</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0.0%</td>
</tr>
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</table>
Survey Compliance

<table>
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<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>3</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>9.4 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>6.2 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0</td>
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<tr>
<td>Completed Survey</td>
<td>0 %</td>
<td>78.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 33 clients; surveys were returned for 31 clients (31/33 = 93.9%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

St. Vincent's School for Boys
Program Code(s): 38DD2 38DD3 38DD7

Overall Satisfaction

87.1%

Return Rate

100.0%

Overall satisfaction mean score for St. Vincent's School for Boys: 3.84 (youth), 4.54 (family).

Overall satisfaction mean score for all other programs: 4.30 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
93.5% 14. Staff spoke with me in a way that I understood
92.6% 13. Staff respected my religious/spiritual beliefs
87.1% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items
71.0% 9. Services were available at times that were convenient for me
73.3% 2. I helped to choose my services
80.6% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
## Youth Services Survey for Youth  N = 21

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>4.8%</td>
<td>0.0%</td>
<td>19.1%</td>
<td>61.9%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>9.5%</td>
<td>9.5%</td>
<td>19.1%</td>
<td>57.1%</td>
<td>4.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>4.8%</td>
<td>14.3%</td>
<td>4.8%</td>
<td>66.7%</td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0%</td>
<td>4.8%</td>
<td>14.3%</td>
<td>57.1%</td>
<td>19.1%</td>
<td>0.0%</td>
<td>4.8%</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>4.8%</td>
<td>4.8%</td>
<td>9.5%</td>
<td>57.1%</td>
<td>23.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0%</td>
<td>4.8%</td>
<td>14.3%</td>
<td>76.2%</td>
<td>4.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>4.8%</td>
<td>0.0%</td>
<td>19.1%</td>
<td>71.4%</td>
<td>4.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>23.8%</td>
<td>66.7%</td>
<td>4.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>38.1%</td>
<td>52.4%</td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>71.4%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>71.4%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>19.1%</td>
<td>71.4%</td>
<td>9.5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.8%</td>
<td>76.2%</td>
<td>14.3%</td>
<td>4.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>76.2%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>4.8%</td>
<td>14.3%</td>
<td>61.9%</td>
<td>9.5%</td>
<td>9.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.8%</td>
<td>16%</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.8%</td>
<td>66.7%</td>
<td>23.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.8%</td>
<td>76.2%</td>
<td>19.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>14.3%</td>
<td>61.9%</td>
<td>23.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0%</td>
<td>4.8%</td>
<td>9.5%</td>
<td>71.4%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0%</td>
<td>4.8%</td>
<td>14.3%</td>
<td>76.2%</td>
<td>4.8%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>4.8%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>66.7%</td>
<td>19.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>71.4%</td>
<td>19.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>71.4%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>66.7%</td>
<td>19.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.8%</td>
<td>66.7%</td>
<td>28.6%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.

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.

24. 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).

23. 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.

22. 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.

21. As a result of the services my child and or family received, I am satisfied with our family life right now.

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.

19. As a result of the services my child and or family received, my child is doing better in school and or work.

18. As a result of the services my child and or family received, my child gets along better with friends and other people.

17. As a result of the services my child and or family received, my child gets along better with family members.

16. As a result of the services my child and or family received, my child is better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my family's religious/spiritual beliefs.

12. Staff treated me with respect.

11. My family got as much help as we needed for my child.

10. My family I got the help we wanted for my child.

9. Services were available at times that were convenient for us.

8. The location of services was convenient for us.

7. The services my child and/or family received were right for us.


5. I felt my child had someone to talk to when he/she was troubled.

4. The people helping my child stuck with us no matter what.

3. I helped to choose my child's treatment goals.

2. I helped to choose my child's services.

1. Overall, I am satisfied with the service my child received.
<table>
<thead>
<tr>
<th>Youth Services Survey for Families</th>
<th>N = 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>Disagree</td>
</tr>
<tr>
<td>100.0 % 1. Overall, I am satisfied with the service my child received</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 2. I helped to choose my child’s services</td>
<td>0</td>
</tr>
<tr>
<td>90.0 % 3. I helped to choose my child’s treatment goals</td>
<td>0</td>
</tr>
<tr>
<td>90.0 % 4. The people helping my child stuck with us no matter what</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 6. I participated in my child's treatment</td>
<td>0</td>
</tr>
<tr>
<td>90.0 % 7. The services my child and/or family received were right for us</td>
<td>0</td>
</tr>
<tr>
<td>80.0 % 8. The location of services was convenient for us</td>
<td>0</td>
</tr>
<tr>
<td>90.0 % 9. Services were available at times that were convenient for us</td>
<td>0</td>
</tr>
<tr>
<td>90.0 % 10. My family I got the help we wanted for my child</td>
<td>0</td>
</tr>
<tr>
<td>80.0 % 11. My family got as much help as we needed for my child</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 12. Staff treated me with respect</td>
<td>0</td>
</tr>
<tr>
<td>85.7 % 13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 14. Staff spoke with me in a way that I understood</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
</tr>
<tr>
<td>80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
</tr>
<tr>
<td>77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0</td>
</tr>
<tr>
<td>66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
</tr>
<tr>
<td>70.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0</td>
</tr>
<tr>
<td>60.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
</tr>
<tr>
<td>77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0</td>
</tr>
<tr>
<td>70.0 % 22. 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</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 23. 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</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 24. 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)</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 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</td>
<td>0</td>
</tr>
<tr>
<td>100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals
## Survey Compliance
### St. Vincent’s School for Boys Completion by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>16.7%</td>
<td>0%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>10</td>
<td>21</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>83.3%</td>
<td>100%</td>
<td>93.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12</td>
<td>21</td>
<td>33</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 24 clients; surveys were returned for 24 clients (24/24 = 100.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction mean score for Stonewall Project Integrated FSP: **4.81**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- **100.0%** 1. I like the services that I received here
- **100.0%** 2. If I had other choices, I would still get services from this agency
- **100.0%** 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- **75.0%** 9. I was able to see a psychiatrist when I wanted to
- **83.3%** 10. Staff here believe that I can grow, change and recover
- **100.0%** 1. I like the services that I received here

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in *red* on the left to the most positive Strongly Agree in *green* on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle thing when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
MHSIP Items
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>85.7%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>85.7%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>42.9%</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>57.1%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>57.1%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>85.7%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>71.4%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>42.9%</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>57.1%</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>14.3 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>14.3 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>0.0 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>71.4 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>14.3 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>42.9 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>28.6 %</td>
<td>57.1 %</td>
<td>0.0 %</td>
<td>14.3 %</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>14.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>85.7 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 7 clients; surveys were returned for 7 clients (7/7 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Sunset Mental Health Services Adult
Program Code(s): 38823

Overall Satisfaction
100.0%

Return Rate
14.3%

Overall satisfaction mean score for Sunset Mental Health Services Adult: No YSS (youth) data for this program, 4.46 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart
Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

| Total             | 100.0 %| 100.0 %| 100.0 %|

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 7 clients; surveys were returned for 1 clients (1/7 = 14.3%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Sunset Mental Health Services CYF
Program Code(s): 38826

Overall Satisfaction¹
83.3%

Return Rate²
62.5%

Overall satisfaction³ mean score for Sunset Mental Health Services CYF: 4.13 (youth), 4.60 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background

**Lowest Agreement Items**
4. The people helping me stuck with me no matter what
10. I got the help I wanted
11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
22. As a result of the services I received, I am better able to do things I want to do
21. As a result of the services I received, I am satisfied with my family life right now
20. As a result of the services I received, I am better able to cope when things go wrong
19. As a result of the services I received, I am doing better in school and or work
18. As a result of the services I received, I get along better with friends and other people
17. As a result of the services I received, I get along better with family members
16. As a result of the services I received, I am better at handling daily life
15. Staff were sensitive to my cultural/ethnic background
14. Staff spoke with me in a way that I understood
13. Staff respected my religious/spiritual beliefs
12. Staff treated me with respect
11. I got as much help as I needed
10. I got the help I wanted
9. Services were available at times that were convenient for me
8. The location of services was convenient for me
7. The services I received were right for me
6. I participated in my own treatment
5. I felt I had someone to talk to when I was troubled
4. The people helping me stuck with me no matter what
3. I helped to choose my treatment goals
2. I helped to choose my services
1. Overall, I am satisfied with the service I received
<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>75.0 %</strong> 1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 2. I helped to choose my services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0</td>
<td>1.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0</td>
<td>1.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>2.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0</td>
<td>1.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>50.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0 %</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 10. I got the help I wanted</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>50.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0</td>
<td>50.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0</td>
<td>75.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>100.0 %</strong> 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 %</strong> 16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>50.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>33.3 %</strong> 17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>33.3 %</strong> 18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 %</strong> 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>75.0 %</td>
<td>0.0</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 %</strong> 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>25.0 %</strong> 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>75.0 %</strong> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0</td>
<td>0.0</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td><strong>50.0 %</strong> 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0</td>
<td>25.0 %</td>
<td>0.0%</td>
<td>0.0 %</td>
</tr>
<tr>
<td>Question</td>
<td>Percentage</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>N/A</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>100%</td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>2. I helped to choose my child’s services</td>
<td>100%</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3. I helped to choose my child’s treatment goals</td>
<td>100%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>80%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>100%</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>6. I participated in my child’s treatment</td>
<td>80%</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>100%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>80%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>100%</td>
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</tr>
<tr>
<td>10. My family got the help we wanted for my child</td>
<td>100%</td>
<td></td>
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<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>60%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>80%</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>13. Staff respected my family’s religious/spiritual beliefs</td>
<td>80%</td>
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<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>100%</td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>100%</td>
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<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>80%</td>
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<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>100%</td>
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<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>80%</td>
<td></td>
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<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>80%</td>
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<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>80%</td>
<td></td>
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</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>100%</td>
<td></td>
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<tr>
<td>22. 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</td>
<td>80%</td>
<td></td>
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</tr>
<tr>
<td>23. 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</td>
<td>100%</td>
<td></td>
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<tr>
<td>24. 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)</td>
<td>100%</td>
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<tr>
<td>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</td>
<td>100%</td>
<td></td>
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<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>100%</td>
<td></td>
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</tr>
<tr>
<td>Strongly Agree</td>
<td>Disagree</td>
<td>Neutral</td>
<td>Agree</td>
<td>Strongly Disagree</td>
<td>N/A</td>
<td>Missing</td>
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<tr>
<td><strong>Youth Services Survey for Families  N = 9</strong></td>
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</tr>
<tr>
<td><strong>1. Overall, I am satisfied with the service my child received</strong></td>
<td>3</td>
<td>5</td>
<td>55.6%</td>
<td>0</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>2. I helped to choose my child's services</strong></td>
<td>3</td>
<td>5</td>
<td>33.3%</td>
<td>0</td>
<td>0.0%</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>3. I helped to choose my child's treatment goals</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>4. The people helping my child stuck with us no matter what</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>5. I felt my child had someone to talk to when he/she was troubled</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>77.8%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>6. I participated in my child's treatment</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>7. The services my child and/or family received were right for us</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td><strong>8. The location of services was convenient for us</strong></td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td>55.6%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>9. Services were available at times that were convenient for us</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>55.6%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>10. My family got the help we wanted for my child</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>66.7%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>11. My family got as much help as we needed for my child</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>12. Staff treated me with respect</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>77.8%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>13. Staff respected my family's religious/spiritual beliefs</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>55.6%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>14. Staff spoke with me in a way that I understood</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>66.7%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>15. Staff were sensitive to my cultural/ethnic background</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>55.6%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>16. As a result of the services my child and or family received, my child is better at handling daily life</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>55.6%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>17. As a result of the services my child and or family received, my child gets along better with family members</strong></td>
<td>0</td>
<td>0</td>
<td>3.3%</td>
<td>44.4%</td>
<td>0</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td><strong>18. As a result of the services my child and or family received, my child gets along better with friends and other people</strong></td>
<td>0</td>
<td>0</td>
<td>3.3%</td>
<td>44.4%</td>
<td>0</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td><strong>19. As a result of the services my child and or family received, my child is doing better in school and or work</strong></td>
<td>0</td>
<td>0</td>
<td>3.3%</td>
<td>44.4%</td>
<td>0</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td><strong>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>21. As a result of the services my child and or family received, I am satisfied with our family life right now</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>22. 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</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>23. 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</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>24. 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)</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>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</strong></td>
<td>0</td>
<td>0</td>
<td>2.2%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td><strong>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</strong></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>44.4%</td>
<td>0</td>
<td>11.1%</td>
<td></td>
</tr>
</tbody>
</table>
### Survey Compliance
Sunset Mental Health Services CYF

#### Completion Status by Respondent Type

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Completed Survey

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Survey</td>
<td>8</td>
<td>4</td>
<td>12</td>
</tr>
</tbody>
</table>

| Total             | 9      | 4     | 13    |

#### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 16 clients; surveys were returned for 10 clients (10/16 = 62.5%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Team II
Program Code(s): 38033

Overall Satisfaction
95.0%

Return Rate
48.8%

Overall satisfaction mean score for Team II: **4.56**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
1. I like the services that I received here **100.0%**
7. Services were available at times that were good for me **100.0%**
8. I was able to get all the services I thought I needed **100.0%**

**Lowest Agreement Items**
17. I, not staff, decided my treatment goals **78.9%**
18. Staff were sensitive to my cultural background (race, religion, language, etc) **83.3%**
16. Staff respected my wishes about who is, and who is not to be given information about my treatment **84.2%**

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td></td>
<td></td>
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<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td></td>
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<tr>
<td>4. The location of services was convenient (parking, public transportation,</td>
<td></td>
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<tr>
<td>distance, etc.)</td>
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</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td></td>
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<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td></td>
<td></td>
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<tr>
<td>7. Services were available at times that were good for me</td>
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<tr>
<td>8. I was able to get all the services I thought I needed</td>
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<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td></td>
<td></td>
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<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>12. I felt free to complain</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
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<td></td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
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<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td></td>
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</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given</td>
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</tr>
<tr>
<td>information about my treatment</td>
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<td></td>
<td></td>
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<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td></td>
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<tr>
<td>language, etc.)</td>
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<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
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<tr>
<td>take charge of managing my illness</td>
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<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-</td>
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<td>in centers, crisis phone line, etc.)</td>
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<td>21. As a direct result of the services I received: I deal more effectively</td>
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<td>with daily problems</td>
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<td>22. As a direct result of the services I received: I am better able to</td>
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<tr>
<td>control my life</td>
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<tr>
<td>23. As a direct result of the services I received: I am better able to</td>
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<tr>
<td>deal with crisis</td>
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<td>24. As a direct result of the services I received: I am getting along</td>
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<td>better with my family</td>
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<td>25. As a direct result of the services I received: I do better in social</td>
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<td>26. As a direct result of the services I received: I do better in school</td>
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<tr>
<td>and / or work</td>
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<tr>
<td>27. As a direct result of the services I received: My housing situation</td>
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<tr>
<td>has improved</td>
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<td>28. As a direct result of the services I received: My symptoms are not</td>
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<td>29. As a direct result of the services I received: I do think that are</td>
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<tr>
<td>more meaningful to me</td>
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<tr>
<td>30. As a direct result of the services I received: I am better able to</td>
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<tr>
<td>take care of my needs</td>
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<tr>
<td>31. As a direct result of the services I received: I am better able to</td>
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<tr>
<td>handle things when they go wrong</td>
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<tr>
<td>32. As a direct result of the services I received: I am better able to</td>
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<tr>
<td>do things that I want to do</td>
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<tr>
<td>33. As a direct result of the services I received: I am happy with the</td>
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<tr>
<td>friendships I have</td>
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<tr>
<td>34. As a direct result of the services I received: I have people with</td>
<td></td>
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<tr>
<td>whom I can do enjoyable things</td>
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<tr>
<td>35. As a direct result of the services I received: I feel I belong in my</td>
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<tr>
<td>community</td>
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<tr>
<td>36. As a direct result of the services I received: In a crisis, I would</td>
<td></td>
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<tr>
<td>have the support I need from family or friends</td>
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### MHSIP Items 1-25

<table>
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<th>Percent Agree</th>
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<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>94.7 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.5 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>20.0 %</td>
<td>65.0 %</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 8. I was able to get all the services I thought I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>94.7 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>95.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.5 % 12. I felt free to complain</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>90.0 % 13. I was given information about my rights</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>94.4 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>70.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>78.9 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>70.0 %</td>
<td>30.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>88.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>90.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<tr>
<td>85.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>94.7 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>73.3 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.0 %</td>
<td>75.0 %</td>
<td>0.0 %</td>
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<tr>
<td>72.2 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
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<td>15.0 %</td>
<td>75.0 %</td>
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### MHSIP Items 26-36

#### Percent Agree

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<th>Disagree</th>
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<th>N/A</th>
<th>Missing</th>
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<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0%</td>
<td>0%</td>
<td>5%</td>
<td>35%</td>
<td>25%</td>
<td>15%</td>
<td>0%</td>
</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>5.0%</td>
<td>5.0%</td>
<td>25.0%</td>
<td>10.0%</td>
<td>30.0%</td>
<td>15.0%</td>
<td>0%</td>
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<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>45.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>10.0%</td>
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<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>45.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>10.0%</td>
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<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>45.0%</td>
<td>30.0%</td>
<td>0.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>45.0%</td>
<td>35.0%</td>
<td>0.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>35.0%</td>
<td>30.0%</td>
<td>0.0%</td>
<td>10.0%</td>
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<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>5.0%</td>
<td>5.0%</td>
<td>20.0%</td>
<td>30.0%</td>
<td>30.0%</td>
<td>0.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>5.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>35.0%</td>
<td>35.0%</td>
<td>0.0%</td>
<td>10.0%</td>
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<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0%</td>
<td>15.0%</td>
<td>20.0%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>15.0%</td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>5.0%</td>
<td>5.0%</td>
<td>20.0%</td>
<td>30.0%</td>
<td>30.0%</td>
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#### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP Scale Means and 95% Confidence Intervals](image)
# Survey Compliance

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<td>Older Adult</td>
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<td>Refused</td>
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<tr>
<td>Impaired</td>
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<td>0</td>
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<tr>
<td></td>
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<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td>Completed Survey</td>
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<td></td>
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</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 41 clients; surveys were returned for 20 clients (20/41 = 48.8%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

Thunder Road
Program Code(s): 38CK3

Overall Satisfaction\(^1\)

\(40.0\%\)

Return Rate\(^2\)

Unknown, no Avatar billing

Overall satisfaction\(^3\) mean score for Thunder Road: \(2.69\) (youth), \(4.21\) (family).

Overall satisfaction mean score for all other programs: \(4.29\) (youth), \(4.44\) (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either \(Agree\) or \(Strongly Agree\).

\textbf{Highest Agreement Items}

\small

\begin{align*}
80.0\% & \quad 13. \text{ Staff respected my religious/spiritual beliefs} \\
75.0\% & \quad 6. \text{ I participated in my own treatment} \\
60.0\% & \quad 3. \text{ I helped to choose my treatment goals}
\end{align*}

\textbf{Lowest Agreement Items}

\small

\begin{align*}
0.0\% & \quad 9. \text{ Services were available at times that were convenient for me} \\
20.0\% & \quad 2. \text{ I helped to choose my services} \\
40.0\% & \quad 7. \text{ The services I received were right for me}
\end{align*}

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response \(Strongly Disagree\) in \textcolor{red}{red} on the left to the most positive \(Strongly Agree\) in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>33.3 %</td>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>0.0 %</td>
<td>2. I helped to choose my services</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>3. I helped to choose my treatment goals</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>4. The people helping me stuck with me no matter what</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>66.7 %</td>
<td>6. I participated in my own treatment</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>0.0 %</td>
<td>8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>0.0 %</td>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>10. I got the help I wanted</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>12. Staff treated me with respect</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>25.0 %</td>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>50.0 %</td>
<td>20. As a result of the services I received, I am able to cope when things go wrong</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>0.0 %</td>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>75.0 %</td>
<td>50.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>33.3 %</td>
<td>22. As a result of the services I received, I am able to do things I want to do</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>50.0 %</td>
<td>25.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>100.0 %</td>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.0 %</td>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>1.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

Not enough Family data for Likert chart
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>Scale</th>
<th>Thunder Road</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Mean</td>
<td>2.71</td>
<td>4.31</td>
</tr>
</tbody>
</table>

Mean Score

YSS Scales

Not enough Family data for scale means CI chart
## Survey Compliance

### Thunder Road Completion by Respondent

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Type</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td></td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td></td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100 %</td>
<td>100 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 4 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

Transitional Age Youth Service
Program Code(s): 38BH4 38BHT3

Overall Satisfaction
76.5%

Return Rate
86.4%

Overall satisfaction mean score for Transitional Age Youth Service: **4.19**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**
- 88.2%  1. I like the services that I received here
- 87.5%  10. Staff here believe that I can grow, change and recover
- 86.7%  20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**Lowest Agreement Items**
- 64.7%  3. I would recommend this agency to a friend or family member
- 64.7%  6. Staff returned my calls within 24 hours
- 68.8%  2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response *Strongly Disagree* in red on the left to the most positive *Strongly Agree* in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and/or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am better able to do things that I want to do
33. As a direct result of the services I received: I am happy with the friendships I have
34. As a direct result of the services I received: I have people with whom I can do enjoyable things
35. As a direct result of the services I received: I feel I belong in my community
36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>0 %</td>
<td>0 %</td>
<td>2 %</td>
<td>6 %</td>
<td>9 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>0 %</td>
<td>0 %</td>
<td>5 %</td>
<td>4 %</td>
<td>7 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>0 %</td>
<td>0 %</td>
<td>6 %</td>
<td>4 %</td>
<td>7 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>5 %</td>
<td>7 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>transportation, distance, etc.)</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>5 %</td>
<td>7 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0 %</td>
<td>1 %</td>
<td>5 %</td>
<td>6 %</td>
<td>6 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>0 %</td>
<td>1 %</td>
<td>5 %</td>
<td>6 %</td>
<td>6 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>6 %</td>
<td>7 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>3 %</td>
<td>9 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>0 %</td>
<td>1 %</td>
<td>3 %</td>
<td>5 %</td>
<td>9 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and</td>
<td>0 %</td>
<td>0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>medication</td>
<td>0 %</td>
<td>0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>9 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>7 %</td>
<td>6 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>given information about my treatment</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>4 %</td>
<td>8 %</td>
<td>0 %</td>
<td>2 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>0 %</td>
<td>0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion,</td>
<td>0 %</td>
<td>0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>language, etc)</td>
<td>0 %</td>
<td>0 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
<td>10.5 %</td>
<td>5.3 %</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could</td>
<td>0 %</td>
<td>0 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>47.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>take charge of managing my illness</td>
<td>0 %</td>
<td>0 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>47.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups,</td>
<td>0 %</td>
<td>0 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>47.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>drop-in centers, crisis phone line, etc.)</td>
<td>0 %</td>
<td>0 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
<td>21.1 %</td>
<td>47.4 %</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more</td>
<td>1 %</td>
<td>0 %</td>
<td>5 %</td>
<td>4 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>effectively with daily problems</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>21.1 %</td>
<td>31.6 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>to control my life</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>to deal with crisis</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>along better with my family</td>
<td>0 %</td>
<td>0 %</td>
<td>3 %</td>
<td>5 %</td>
<td>6 %</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in</td>
<td>1 %</td>
<td>0 %</td>
<td>5 %</td>
<td>3 %</td>
<td>7 %</td>
<td>1 %</td>
<td>2 %</td>
</tr>
<tr>
<td>social situations</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>15.8 %</td>
<td>36.8 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>15.8 %</td>
<td>42.1 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>27</td>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>21.1 %</td>
<td>26.3 %</td>
<td>5.3 %</td>
<td>21.1 %</td>
</tr>
<tr>
<td>28</td>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>21.1 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
</tr>
<tr>
<td>29</td>
<td>29. As a direct result of the services I received: I do think that are more meaningful to me</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>47.4 %</td>
<td>5.3 %</td>
<td>21.1 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
</tr>
<tr>
<td>30</td>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>21.1 %</td>
<td>31.6 %</td>
<td>0.0 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>31</td>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>15.8 %</td>
<td>31.6 %</td>
<td>0.0 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>32</td>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>5.3 %</td>
<td>0.0 %</td>
<td>26.3 %</td>
<td>15.8 %</td>
<td>26.3 %</td>
<td>0.0 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>33</td>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>10.5 %</td>
<td>31.6 %</td>
<td>21.1 %</td>
<td>21.1 %</td>
<td>5.3 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>34</td>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>5.3 %</td>
<td>26.3 %</td>
<td>26.3 %</td>
<td>21.1 %</td>
<td>5.3 %</td>
<td>15.8 %</td>
</tr>
<tr>
<td>35</td>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>5.3 %</td>
<td>5.3 %</td>
<td>31.6 %</td>
<td>26.3 %</td>
<td>26.3 %</td>
<td>10.5 %</td>
<td>10.5 %</td>
</tr>
<tr>
<td>36</td>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>15.8 %</td>
<td>31.6 %</td>
<td>31.6 %</td>
<td>10.5 %</td>
<td>10.5 %</td>
</tr>
</tbody>
</table>

#### MHSIP - Scale Means and 95% Confidence Intervals

![MHSIP - Scale Means and 95% Confidence Intervals](image-url)
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/ Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19</td>
<td>0</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 22 clients; surveys were returned for 19 clients (19/22 = 86.4%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^3\) mean score for UCSF Alliance Health Project: \textbf{4.37}.

Overall satisfaction mean score for all other programs: \textbf{4.44}.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either \textit{Agree} or \textit{Strongly Agree}.

\textbf{Highest Agreement Items}

- \textbf{97.4\%} 1. I like the services that I received here
- \textbf{95.1\%} 3. I would recommend this agency to a friend or family member
- \textbf{94.9\%} 13. I was given information about my rights

\textbf{Lowest Agreement Items}

- \textbf{75.0\%} 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- \textbf{81.1\%} 9. I was able to see a psychiatrist when I wanted to
- \textbf{81.6\%} 5. Staff were willing to see me as often as I felt it was necessary

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in \textcolor{red}{red} on the left to the most positive Strongly Agree in \textcolor{green}{green} on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happier with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I feel I belong in my community
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>MHSIP Item</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strongly Agree</strong></td>
</tr>
<tr>
<td><strong>Disagree</strong></td>
</tr>
<tr>
<td><strong>Neutral</strong></td>
</tr>
<tr>
<td><strong>Agree</strong></td>
</tr>
<tr>
<td><strong>Strongly Agree</strong></td>
</tr>
<tr>
<td><strong>N/A</strong></td>
</tr>
<tr>
<td><strong>Missing</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td>1. I like the services that I received here</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
</tr>
</tbody>
</table>
MHSIP Items 26-36
Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>1</td>
<td>3</td>
<td>11</td>
<td>9</td>
<td>6</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>4</td>
<td>4</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>9.5 %</td>
<td>9.5 %</td>
<td>19.1 %</td>
<td>19.1 %</td>
<td>19.1 %</td>
<td>11.9 %</td>
<td>11.9 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>4.8 %</td>
<td>2.4 %</td>
<td>21.4 %</td>
<td>35.7 %</td>
<td>23.8 %</td>
<td>0.0 %</td>
<td>11.9 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>2.4 %</td>
<td>4.8 %</td>
<td>11.9 %</td>
<td>45.2 %</td>
<td>26.2 %</td>
<td>0.0 %</td>
<td>9.5 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>4</td>
<td>1</td>
<td>11</td>
<td>13</td>
<td>9</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>9.5 %</td>
<td>2.4 %</td>
<td>26.2 %</td>
<td>30.9 %</td>
<td>21.4 %</td>
<td>0.0 %</td>
<td>9.5 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>4.8 %</td>
<td>7.1 %</td>
<td>28.6 %</td>
<td>28.6 %</td>
<td>16.7 %</td>
<td>4.8 %</td>
<td>9.5 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>3</td>
<td>5</td>
<td>10</td>
<td>13</td>
<td>5</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>14.3 %</td>
<td>14.3 %</td>
<td>21.4 %</td>
<td>19.1 %</td>
<td>14.3 %</td>
<td>4.8 %</td>
<td>11.9 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>3</td>
<td>4</td>
<td>7</td>
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<td>6</td>
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MHSIP - Scale Means and 95% Confidence Intervals

UCSF Alliance Health Project
Other programs

<table>
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MHSIP Scales
## Survey Compliance

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<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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<tr>
<td></td>
<td>Adult</td>
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<tr>
<td>Refused</td>
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<tr>
<td></td>
<td>0 %</td>
<td>16.7 %</td>
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<tr>
<td>Impaired</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Language</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<td>Other</td>
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<td>0 %</td>
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<tr>
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<td></td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<tr>
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<td>100 %</td>
<td>83.3 %</td>
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<tr>
<td>Total</td>
<td>30</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 59 clients; surveys were returned for 42 clients (42/59 = 71.2%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Child and Adolescent Services
Program Code(s): 38C72

Overall Satisfaction
97.6%

Return Rate
85.1%

Overall satisfaction mean score for UCSF Child and Adolescent Services: 4.41 (youth), 4.47 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 12. Staff treated me with respect
97.6% 9. Services were available at times that were convenient for me
97.5% 4. The people helping me stuck with me no matter what

Lowest Agreement Items
85.0% 3. I helped to choose my treatment goals
85.4% 2. I helped to choose my services
92.7% 7. The services I received were right for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received

2. I helped to choose my services

3. I helped to choose my treatment goals

4. The people helping me stuck with me no matter what

5. I felt I had someone to talk to when I was troubled

6. I participated in my own treatment

7. The services I received were right for me

8. The location of services was convenient for me

9. Services were available at times that were convenient for me

10. I got the help I wanted

11. I got as much help as I needed

12. Staff treated me with respect

13. Staff respected my religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services I received, I am better at handling daily life

17. As a result of the services I received, I get along better with family members

18. As a result of the services I received, I get along better with friends and other people

19. As a result of the services I received, I am doing better in school and or work

20. As a result of the services I received, I am better able to cope when things go wrong

21. As a result of the services I received, I am satisfied with my family life right now

22. As a result of the services I received, I am better able to do things I want to do

23. As a result of the services I received, I know people who will listen and understand me when I need to talk

24. As a result of the services I received, I have people that I am comfortable talking with about my problem

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends

26. As a result of the services I received, I have people with whom I can do enjoyable things
### Youth Services Survey for Youth  
**N = 17**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<tbody>
<tr>
<td>93.3 % 1. Overall, I am satisfied with the service I received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>66.7 % 2. I helped to choose my services</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>17.6 %</td>
<td>41.2 %</td>
<td>17.6 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>73.3 % 3. I helped to choose my treatment goals</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>17.6 %</td>
<td>35.3 %</td>
<td>29.4 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>93.3 % 4. The people helping me stuck with me no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>93.3 % 5. I felt I had someone to talk to when I was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>93.3 % 6. I participated in my own treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>47.1 %</td>
<td>35.3 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>93.3 % 7. The services I received were right for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>80.0 % 8. The location of services was convenient for me</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>11.8 %</td>
<td>29.4 %</td>
<td>41.2 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>100.0 % 9. Services were available at times that were convenient for me</td>
<td>0.0 %</td>
<td>0.0 %</td>
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<td>35.3 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
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<tr>
<td>93.3 % 10. I got the help I wanted</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>35.3 %</td>
<td>47.1 %</td>
<td>5.9 %</td>
<td></td>
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<tr>
<td>100.0 % 11. I got as much help as I needed</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
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<tr>
<td>100.0 % 12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>64.7 %</td>
<td>0.0 %</td>
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<tr>
<td>92.9 % 13. Staff respected my religious/spiritual beliefs</td>
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<td>0.0 %</td>
<td>5.9 %</td>
<td>29.4 %</td>
<td>47.1 %</td>
<td>5.9 %</td>
<td></td>
</tr>
<tr>
<td>100.0 % 14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>58.8 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>93.3 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.6 %</td>
<td>8.0 %</td>
<td>1.0 %</td>
<td>1.0 %</td>
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<tr>
<td>75.0 % 16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>35.3 %</td>
<td>47.1 %</td>
<td>5.9 %</td>
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<tr>
<td>66.7 % 17. As a result of the services I received, I get along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>23.5 %</td>
<td>58.8 %</td>
<td>11.8 %</td>
<td>0.0 %</td>
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<tr>
<td>80.0 % 18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>29.4 %</td>
<td>52.9 %</td>
<td>5.9 %</td>
<td>0.0 %</td>
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<tr>
<td>60.0 % 19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
<td>47.1 %</td>
<td>23.5 %</td>
<td>0.0 %</td>
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<tr>
<td>87.5 % 20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>70.6 %</td>
<td>11.8 %</td>
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<td>64.3 % 21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0 %</td>
<td>11.8 %</td>
<td>17.6 %</td>
<td>41.2 %</td>
<td>11.8 %</td>
<td>5.9 %</td>
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<td>68.8 % 22. As a result of the services I received, I am better able to do things I want to do</td>
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<td>29.4 %</td>
<td>47.1 %</td>
<td>17.6 %</td>
<td>0.0 %</td>
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<tr>
<td>81.2 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
<td>47.1 %</td>
<td>29.4 %</td>
<td>0.0 %</td>
<td></td>
</tr>
<tr>
<td>81.2 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>17.6 %</td>
<td>41.2 %</td>
<td>35.3 %</td>
<td>0.0 %</td>
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</tr>
<tr>
<td>75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>5.9 %</td>
<td>17.6 %</td>
<td>47.1 %</td>
<td>23.5 %</td>
<td>0.0 %</td>
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<tr>
<td>75.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
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<td>0.0 %</td>
<td>23.5 %</td>
<td>41.2 %</td>
<td>29.4 %</td>
<td>0.0 %</td>
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</tbody>
</table>
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things

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

24. 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)

23. 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

22. 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

21. As a result of the services my child and or family received, I am satisfied with our family life right now

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

19. As a result of the services my child and or family received, my child is doing better in school and or work

18. As a result of the services my child and or family received, my child gets along better with friends and other people

17. As a result of the services my child and or family received, my child gets along better with family members

16. As a result of the services my child and or family received, my child is better at handling daily life

15. Staff were sensitive to my cultural/ethnic background

14. Staff spoke with me in a way that I understood

13. Staff respected my family's religious/spiritual beliefs

12. Staff treated me with respect

11. My family got as much help as we needed for my child

10. My family I got the help we wanted for my child

9. Services were available at times that were convenient for us

8. The location of services was convenient for us

7. The services my child and/or family received were right for us

6. I participated in my child's treatment

5. I felt my child had someone to talk to when he/she was troubled

4. The people helping my child stuck with us no matter what

3. I helped to choose my child's treatment goals

2. I helped to choose my child's services

1. Overall, I am satisfied with the service my child received

0% 20% 40% 60% 80% 100%
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

Youth Services Survey for Families
## Youth Services Survey for Families  
**N = 31**

<table>
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<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<tr>
<td>96.2 % 1. Overall, I am satisfied with the service my child received</td>
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<td>0</td>
<td>1</td>
<td>10</td>
<td>15</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>96.2 % 2. I helped to choose my child's services</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>18</td>
<td>7</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>92.0 % 3. I helped to choose my child's treatment goals</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>13</td>
<td>10</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>100.0 % 4. The people helping my child stuck with us no matter what</td>
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<td>0</td>
<td>0</td>
<td>12</td>
<td>13</td>
<td>0</td>
<td>6</td>
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<tr>
<td>96.2 % 5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>3.2</td>
<td>32.3</td>
<td>32.3</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>100.0 % 6. I participated in my child's treatment</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>45.2</td>
<td>35.5</td>
<td>0</td>
<td>5</td>
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<tr>
<td>92.3 % 7. The services my child and/or family received were right for us</td>
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<td>0</td>
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<td>32.3</td>
<td>32.3</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>100.0 % 8. The location of services was convenient for us</td>
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<td>0</td>
<td>0.0</td>
<td>38.7</td>
<td>45.2</td>
<td>0</td>
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<tr>
<td>96.2 % 9. Services were available at times that were convenient for us</td>
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<td>0</td>
<td>3.2</td>
<td>29.0</td>
<td>51.6</td>
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<tr>
<td>96.0 % 10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>1</td>
<td>0.0</td>
<td>32.3</td>
<td>41.9</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>95.8 % 11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>13</td>
<td>10</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>100.0 % 12. Staff treated me with respect</td>
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<td>0.0</td>
<td>29.0</td>
<td>54.8</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>96.0 % 13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>1</td>
<td>0.0</td>
<td>32.3</td>
<td>32.3</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>96.0 % 14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>32.3</td>
<td>45.2</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>100.0 % 15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>29.0</td>
<td>54.8</td>
<td>0</td>
<td>5</td>
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</tbody>
</table>

- **75.0 % 16. 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 %
  - 35.5 %
  - 41.9 %
  - 6.4 %
  - 16.1 %
- **75.0 % 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 %
  - 19.4 %
  - 32.3 %
  - 25.8 %
  - 6.4 %
  - 16.1 %
- **84.0 % 18. 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 %
  - 12.9 %
  - 48.4 %
  - 19.4 %
  - 0.0 %
  - 16.1 %
- **72.0 % 19. 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 %
  - 22.6 %
  - 35.5 %
  - 22.6 %
  - 3.2 %
  - 16.1 %
- **80.0 % 20. 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 %
  - 3.2 %
  - 12.9 %
  - 45.2 %
  - 19.4 %
  - 3.2 %
  - 16.1 %
- **79.2 % 21. 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 %
  - 6.4 %
  - 9.7 %
  - 32.3 %
  - 29.0 %
  - 22.6 %
- **80.8 % 22. 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 %
  - 3.2 %
  - 12.9 %
  - 41.9 %
  - 25.8 %
  - 0.0 %
  - 22.6 %
- **91.7 % 23. 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 %
  - 6.4 %
  - 38.7 %
  - 32.3 %
  - 3.2 %
  - 16.1 %
- **88.5 % 24. 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 %
  - 3.2 %
  - 12.9 %
  - 11.0 %
  - 0.0 %
  - 5.0 %
- **92.3 % 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 %
  - 6.4 %
  - 48.4 %
  - 29.0 %
  - 0.0 %
  - 16.1 %
- **96.2 % 26. 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 %
  - 3.2 %
  - 48.4 %
  - 32.3 %
  - 0.0 %
  - 16.1 %
### Survey Compliance
#### UCSF Child and Adolescent Services

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
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<tr>
<td></td>
<td>3.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>6.5 %</td>
<td>5.9 %</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3.2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>26</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>83.9 %</td>
<td>94.1 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>31</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 47 clients; surveys were returned for 40 clients (40/47 = 85.1%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
UCSF Citywide Focus
Program Code(s): 8913

Overall Satisfaction
84.5%

Return Rate
67.4%

Overall satisfaction mean score for UCSF Citywide Focus: 4.17.
Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
- 89.5% 1. I like the services that I received here
- 88.1% 7. Services were available at times that were good for me
- 87.9% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

**Lowest Agreement Items**
- 77.1% 12. I felt free to complain
- 78.2% 15. Staff told me what side effects to watch out for
- 79.3% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>Item</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td></td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td></td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td></td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td></td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td></td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td></td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td></td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td></td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td></td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td></td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td></td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td></td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td></td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td></td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td></td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td></td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td></td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td></td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td></td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td></td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td></td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td></td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td></td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td></td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td></td>
</tr>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td></td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td></td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td></td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td></td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td></td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td></td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td></td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td></td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td></td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td></td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td></td>
</tr>
</tbody>
</table>
**MHSIP Items 1-25**

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>89.5%</td>
<td>44</td>
<td>3</td>
<td>6</td>
<td>1.6%</td>
<td>3</td>
<td>70</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>80.9%</td>
<td>30.7%</td>
<td>1</td>
<td>3</td>
<td>2.6%</td>
<td>3</td>
<td>73</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>79.3%</td>
<td>19.1%</td>
<td>14</td>
<td>5</td>
<td>3.2%</td>
<td>4</td>
<td>73</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>85.5%</td>
<td>42.6%</td>
<td>8</td>
<td>4</td>
<td>5.3%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>80.9%</td>
<td>28.6%</td>
<td>54</td>
<td>8</td>
<td>6.3%</td>
<td>16</td>
<td>73</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>80.4%</td>
<td>25.9%</td>
<td>13</td>
<td>4</td>
<td>6.9%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>88.1%</td>
<td>24.3%</td>
<td>50</td>
<td>9</td>
<td>4.8%</td>
<td>1.6%</td>
<td>2</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>81.1%</td>
<td>27.0%</td>
<td>3</td>
<td>11</td>
<td>6.9%</td>
<td>4.8%</td>
<td>2.5</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>80.2%</td>
<td>24.3%</td>
<td>54</td>
<td>8</td>
<td>5.8%</td>
<td>5.1%</td>
<td>3</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>86.4%</td>
<td>28.6%</td>
<td>41</td>
<td>9</td>
<td>4.8%</td>
<td>1.6%</td>
<td>2.5</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>86.5%</td>
<td>93.3%</td>
<td>8</td>
<td>4</td>
<td>6.2%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>77.1%</td>
<td>23.8%</td>
<td>45</td>
<td>8</td>
<td>9.5%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>83.5%</td>
<td>27.0%</td>
<td>51</td>
<td>12</td>
<td>6.3%</td>
<td>4.2%</td>
<td>2.5</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>84.5%</td>
<td>29.1%</td>
<td>8</td>
<td>4</td>
<td>5.8%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>78.2%</td>
<td>25.4%</td>
<td>48</td>
<td>12</td>
<td>6.3%</td>
<td>4.8%</td>
<td>2.5</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>82.4%</td>
<td>25.9%</td>
<td>49</td>
<td>4</td>
<td>5.8%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>81.3%</td>
<td>27.0%</td>
<td>51</td>
<td>12</td>
<td>6.3%</td>
<td>4.2%</td>
<td>2.5</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>84.1%</td>
<td>27.0%</td>
<td>51</td>
<td>12</td>
<td>6.3%</td>
<td>4.2%</td>
<td>2.5</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>87.9%</td>
<td>26.5%</td>
<td>44</td>
<td>5</td>
<td>5.8%</td>
<td>2.6%</td>
<td>3</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>83.8%</td>
<td>24.3%</td>
<td>46</td>
<td>11</td>
<td>5.8%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>81.8%</td>
<td>23.8%</td>
<td>45</td>
<td>11</td>
<td>6.3%</td>
<td>2.1%</td>
<td>3</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>82.3%</td>
<td>21.7%</td>
<td>41</td>
<td>9</td>
<td>4.8%</td>
<td>2.6%</td>
<td>3</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>78.3%</td>
<td>23.3%</td>
<td>44</td>
<td>11</td>
<td>6.9%</td>
<td>4.2%</td>
<td>3</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>76.3%</td>
<td>20.1%</td>
<td>38</td>
<td>13</td>
<td>6.9%</td>
<td>3.7%</td>
<td>3</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>76.9%</td>
<td>26.5%</td>
<td>50</td>
<td>15</td>
<td>7.9%</td>
<td>3.7%</td>
<td>3</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36
#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and / or work</td>
<td>1</td>
<td>8</td>
<td>12</td>
<td>40</td>
<td>27</td>
<td>16</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>0.5 %</td>
<td>4.2 %</td>
<td>6.3 %</td>
<td>21.2 %</td>
<td>14.3 %</td>
<td>8.5 %</td>
<td>45.0 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>4</td>
<td>10</td>
<td>18</td>
<td>34</td>
<td>36</td>
<td>3</td>
<td>84</td>
</tr>
<tr>
<td></td>
<td>2.1 %</td>
<td>5.3 %</td>
<td>9.5 %</td>
<td>18.0 %</td>
<td>19.1 %</td>
<td>1.6 %</td>
<td>44.4 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0</td>
<td>9</td>
<td>18</td>
<td>41</td>
<td>36</td>
<td>1</td>
<td>84</td>
</tr>
<tr>
<td></td>
<td>0.0 %</td>
<td>4.8 %</td>
<td>9.5 %</td>
<td>21.7 %</td>
<td>19.1 %</td>
<td>0.5 %</td>
<td>44.4 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>2</td>
<td>5</td>
<td>14</td>
<td>43</td>
<td>43</td>
<td>1</td>
<td>81</td>
</tr>
<tr>
<td></td>
<td>1.1 %</td>
<td>2.6 %</td>
<td>7.4 %</td>
<td>22.8 %</td>
<td>22.8 %</td>
<td>0.5 %</td>
<td>42.9 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>1</td>
<td>2</td>
<td>17</td>
<td>48</td>
<td>37</td>
<td>1</td>
<td>83</td>
</tr>
<tr>
<td></td>
<td>0.5 %</td>
<td>1.1 %</td>
<td>9.0 %</td>
<td>25.4 %</td>
<td>19.6 %</td>
<td>0.5 %</td>
<td>43.9 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>46</td>
<td>39</td>
<td>1</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>0.0 %</td>
<td>1.6 %</td>
<td>7.9 %</td>
<td>24.3 %</td>
<td>20.6 %</td>
<td>0.5 %</td>
<td>45.0 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>1</td>
<td>9</td>
<td>13</td>
<td>48</td>
<td>33</td>
<td>1</td>
<td>84</td>
</tr>
<tr>
<td></td>
<td>0.5 %</td>
<td>4.8 %</td>
<td>6.9 %</td>
<td>25.4 %</td>
<td>17.5 %</td>
<td>0.5 %</td>
<td>44.4 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>2</td>
<td>8</td>
<td>16</td>
<td>41</td>
<td>37</td>
<td>3</td>
<td>82</td>
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<tr>
<td></td>
<td>1.1 %</td>
<td>4.2 %</td>
<td>8.5 %</td>
<td>21.7 %</td>
<td>19.6 %</td>
<td>1.6 %</td>
<td>43.4 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>3</td>
<td>7</td>
<td>15</td>
<td>41</td>
<td>34</td>
<td>2</td>
<td>87</td>
</tr>
<tr>
<td></td>
<td>1.6 %</td>
<td>3.7 %</td>
<td>7.9 %</td>
<td>21.7 %</td>
<td>18.0 %</td>
<td>1.1 %</td>
<td>46.0 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>4</td>
<td>6</td>
<td>17</td>
<td>39</td>
<td>35</td>
<td>2</td>
<td>86</td>
</tr>
<tr>
<td></td>
<td>2.1 %</td>
<td>3.2 %</td>
<td>9.0 %</td>
<td>20.6 %</td>
<td>18.5 %</td>
<td>1.1 %</td>
<td>45.5 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>5</td>
<td>6</td>
<td>13</td>
<td>38</td>
<td>39</td>
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<td>84</td>
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<tr>
<td></td>
<td>2.6 %</td>
<td>3.2 %</td>
<td>6.9 %</td>
<td>20.1 %</td>
<td>20.6 %</td>
<td>2.1 %</td>
<td>44.4 %</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

**UCSF Citywide Focus**

<table>
<thead>
<tr>
<th>Mean Score</th>
<th>Satisfaction</th>
<th>Participation</th>
<th>Access</th>
<th>Quality</th>
<th>Outcomes</th>
<th>Functioning</th>
<th>Social</th>
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<tr>
<td>N</td>
<td>116 1943</td>
<td>113 1905</td>
<td>113 1930</td>
<td>113 1929</td>
<td>113 1903</td>
<td>107 1846</td>
<td>108 1828</td>
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Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>40</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>21.4%</td>
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<tr>
<td>Impaired</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>9.6%</td>
<td>0%</td>
</tr>
<tr>
<td>Language</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>1.6%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
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<td></td>
<td>2.7%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>3.2%</td>
<td>0%</td>
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<tr>
<td>Completed Survey</td>
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<td>100%</td>
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<tr>
<td>Total</td>
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<td>2</td>
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<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 261 clients; surveys were returned for 176 clients (176/261 = 67.4%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Adult / Older Adult Consumer Experience Report - Spring 2015
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Forensics
Program Code(s): 89119

Overall Satisfaction
82.1%

Return Rate
67.5%

Overall satisfaction mean score for UCSF Citywide Forensics: 4.13.

Overall satisfaction mean score for all other programs: 4.45.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**
88.9%  1. I like the services that I received here
86.8%  3. I would recommend this agency to a friend or family member
86.5%  7. Services were available at times that were good for me

**Lowest Agreement Items**
62.7%  17. I, not staff, decided my treatment goals
75.0%  18. Staff were sensitive to my cultural background (race, religion, language, etc)
76.4%  12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am better able to do things that I want to do
### MHSIP Items 1-25

**Percent Agree**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>88.9%</td>
<td>0.0%</td>
<td>1.2%</td>
<td>5.7%</td>
<td>25.9%</td>
<td>24.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>78.6%</td>
<td>0.0%</td>
<td>1.2%</td>
<td>11.1%</td>
<td>18.0%</td>
<td>26.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>86.8%</td>
<td>0.0%</td>
<td>2.5%</td>
<td>6.2%</td>
<td>23.8%</td>
<td>28.4%</td>
<td>2.5%</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>85.5%</td>
<td>0.0%</td>
<td>1.2%</td>
<td>6.6%</td>
<td>20.0%</td>
<td>24.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>83.6%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>7.4%</td>
<td>24.7%</td>
<td>25.9%</td>
<td>30.9%</td>
</tr>
<tr>
<td>6. Staff returned my calls within 4 hours</td>
<td>84.9%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>6.2%</td>
<td>29.6%</td>
<td>25.9%</td>
<td>2.5%</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>86.5%</td>
<td>0.0%</td>
<td>3.7%</td>
<td>4.9%</td>
<td>30.9%</td>
<td>24.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>83.6%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>7.4%</td>
<td>30.9%</td>
<td>25.9%</td>
<td>1.2%</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>77.8%</td>
<td>0.0%</td>
<td>6.2%</td>
<td>8.6%</td>
<td>23.5%</td>
<td>28.4%</td>
<td>1.2%</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>84.6%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>7.4%</td>
<td>25.9%</td>
<td>28.4%</td>
<td>2.5%</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>81.8%</td>
<td>1.2%</td>
<td>3.7%</td>
<td>6.2%</td>
<td>22.2%</td>
<td>29.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>76.4%</td>
<td>3.7%</td>
<td>3.7%</td>
<td>6.2%</td>
<td>22.2%</td>
<td>29.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>81.8%</td>
<td>3.7%</td>
<td>1.2%</td>
<td>7.4%</td>
<td>29.6%</td>
<td>25.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>81.8%</td>
<td>0.0%</td>
<td>2.5%</td>
<td>9.9%</td>
<td>27.2%</td>
<td>28.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>79.6%</td>
<td>1.2%</td>
<td>7.4%</td>
<td>4.9%</td>
<td>27.2%</td>
<td>25.9%</td>
<td>1.2%</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>81.1%</td>
<td>2.5%</td>
<td>6.2%</td>
<td>3.7%</td>
<td>27.2%</td>
<td>25.9%</td>
<td>1.2%</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>62.7%</td>
<td>2.5%</td>
<td>8.6%</td>
<td>12.3%</td>
<td>17.3%</td>
<td>22.2%</td>
<td>2.5%</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>75.0%</td>
<td>3.7%</td>
<td>3.7%</td>
<td>8.6%</td>
<td>22.2%</td>
<td>25.9%</td>
<td>2.5%</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>77.8%</td>
<td>0.0%</td>
<td>3.7%</td>
<td>11.1%</td>
<td>22.2%</td>
<td>29.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>79.6%</td>
<td>3.7%</td>
<td>0.0%</td>
<td>9.9%</td>
<td>32.1%</td>
<td>21.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>78.0%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>9.9%</td>
<td>21.0%</td>
<td>27.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>84.0%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>6.2%</td>
<td>29.6%</td>
<td>22.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>80.0%</td>
<td>1.2%</td>
<td>11.1%</td>
<td>28.4%</td>
<td>25.9%</td>
<td>0.0%</td>
<td>32.1%</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>76.9%</td>
<td>1.2%</td>
<td>3.7%</td>
<td>9.9%</td>
<td>25.9%</td>
<td>23.5%</td>
<td>2.5%</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>70.9%</td>
<td>1.2%</td>
<td>2.5%</td>
<td>16.1%</td>
<td>23.5%</td>
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<tr>
<td>Item</td>
<td>Description</td>
<td>Percent Agree</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>As a direct result of the services I received: I do better in school and/or work</td>
<td>63.3%</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>27</td>
<td>As a direct result of the services I received: My housing situation has improved</td>
<td>69.2%</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>67.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>82.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>As a direct result of the services I received: I am better able to take care of my needs</td>
<td>75.5%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>31</td>
<td>As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>67.9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>78.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>As a direct result of the services I received: I am happy with the friendships I have</td>
<td>76.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>67.9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>As a direct result of the services I received: I feel I belong in my community</td>
<td>71.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>68.6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MHSIP - Scale Means and 95% Confidence Intervals**

- **Mean Scores**
Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>17.5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
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<tr>
<td>Completed Survey</td>
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<td>1</td>
</tr>
<tr>
<td></td>
<td>67.5 %</td>
<td>100 %</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>1</td>
</tr>
</tbody>
</table>
|                   | 100.0 | 100.0       | 100.0 | %

Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 114 clients; surveys were returned for 77 clients (77/114 = 67.5%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for UCSF Citywide Linkage Team: 4.18.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

93.3% 10. Staff here believe that I can grow, change and recover

93.1% 1. I like the services that I received here

89.3% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

63.3% 15. Staff told me what side effects to watch out for

68.0% 6. Staff returned my calls within 24 hours

73.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I am happy with the friendships I have
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Percent Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.1 % 1. I like the services that I received here</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td></td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0 %</td>
</tr>
<tr>
<td>89.3 % 3. I would recommend this agency to a friend or family member</td>
<td>1.8 %</td>
</tr>
<tr>
<td>89.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0 %</td>
</tr>
<tr>
<td>86.2 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0 %</td>
</tr>
<tr>
<td>68.0 % 6. Staff returned my calls within 24 hours</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.8 % 7. Services were available at times that were good for me</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 8. I was able to get all the services I thought I needed</td>
<td>1.8 %</td>
</tr>
<tr>
<td>83.3 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0 %</td>
</tr>
<tr>
<td>93.3 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0 %</td>
</tr>
<tr>
<td>75.9 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>1.8 %</td>
</tr>
<tr>
<td>79.3 % 12. I felt free to complain</td>
<td>3.6 %</td>
</tr>
<tr>
<td>83.3 % 13. I was given information about my rights</td>
<td>1.8 %</td>
</tr>
<tr>
<td>85.7 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0 %</td>
</tr>
<tr>
<td>63.3 % 15. Staff told me what side effects to watch out for</td>
<td>0.0 %</td>
</tr>
<tr>
<td>80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>1.8 %</td>
</tr>
<tr>
<td>75.0 % 17. I, not staff, decided my treatment goals</td>
<td>0.0 %</td>
</tr>
<tr>
<td>79.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc.)</td>
<td>1.8 %</td>
</tr>
<tr>
<td>73.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0 %</td>
</tr>
<tr>
<td>82.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>1.8 %</td>
</tr>
<tr>
<td>82.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>1.8 %</td>
</tr>
<tr>
<td>67.9 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>1.8 %</td>
</tr>
<tr>
<td>82.8 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0 %</td>
</tr>
<tr>
<td>84.6 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0 %</td>
</tr>
<tr>
<td>74.1 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

**Percent Agree**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0%</td>
<td>5.4%</td>
<td>7.3%</td>
<td>14.5%</td>
<td>9.1%</td>
<td>12.7%</td>
<td>50.9%</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>1.8%</td>
<td>7.3%</td>
<td>3.6%</td>
<td>12.7%</td>
<td>21.8%</td>
<td>0.0%</td>
<td>52.7%</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>2.0%</td>
<td>7.3%</td>
<td>4.0%</td>
<td>9.1%</td>
<td>7.0%</td>
<td>0.0%</td>
<td>26.0%</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0%</td>
<td>5.4%</td>
<td>7.3%</td>
<td>25.4%</td>
<td>12.7%</td>
<td>0.0%</td>
<td>47.3%</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0%</td>
<td>7.3%</td>
<td>3.6%</td>
<td>27.3%</td>
<td>14.5%</td>
<td>0.0%</td>
<td>47.3%</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0%</td>
<td>3.6%</td>
<td>5.4%</td>
<td>29.1%</td>
<td>12.7%</td>
<td>0.0%</td>
<td>49.1%</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0%</td>
<td>3.6%</td>
<td>9.1%</td>
<td>25.4%</td>
<td>10.9%</td>
<td>0.0%</td>
<td>49.1%</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>1.8%</td>
<td>3.6%</td>
<td>10.9%</td>
<td>16.4%</td>
<td>18.2%</td>
<td>0.0%</td>
<td>49.1%</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>1.8%</td>
<td>1.8%</td>
<td>16.4%</td>
<td>18.2%</td>
<td>12.7%</td>
<td>0.0%</td>
<td>49.1%</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>3.6%</td>
<td>5.4%</td>
<td>7.3%</td>
<td>20.0%</td>
<td>14.5%</td>
<td>1.8%</td>
<td>47.3%</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>1.8%</td>
<td>3.6%</td>
<td>9.1%</td>
<td>20.0%</td>
<td>14.5%</td>
<td>1.8%</td>
<td>49.1%</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

- **Satisfaction**
  - Mean: 4.28
  - N: 30

- **Participation**
  - Mean: 3.95
  - N: 29

- **Access**
  - Mean: 3.95
  - N: 29

- **Quality**
  - Mean: 4.17
  - N: 30

- **Outcomes**
  - Mean: 3.88
  - N: 29

- **Functioning**
  - Mean: 3.89
  - N: 29

- **Social**
  - Mean: 3.80
  - N: 29

---

**UCSF Citywide Linkage Team**

**Other programs**

- 2034
- 1990
- 2016
- 2013
- 1987
- 1925
- 1908

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**MHSIP Scales**

- **N**: 30
- **Mean**: 4.28, 4.46, 3.95, 4.39, 3.95, 4.41, 4.17, 4.44, 3.88, 4.24, 3.89, 4.09, 3.80, 4.05
## Survey Compliance

### Survey Completion by Adult/Older Adult

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Adult</th>
<th>Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>6</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>11.3 %</td>
<td>0 %</td>
<td>10.9 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>7</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>13.2 %</td>
<td>50 %</td>
<td>14.5 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>13.2 %</td>
<td>0 %</td>
<td>12.7 %</td>
</tr>
<tr>
<td>No Data</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>7.5 %</td>
<td>0 %</td>
<td>7.3 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>29</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>54.7 %</td>
<td>50 %</td>
<td>54.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>53</td>
<td>2</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 55 clients.

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Infant Parent Program
Program Code(s): 38C84

Overall Satisfaction
86.4%

Return Rate
164.7%

Overall satisfaction mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, 4.54 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 6. I participated in my own treatment
100.0% 7. The services I received were right for me
100.0% 9. Services were available at times that were convenient for me

Lowest Agreement Items
85.0% 1. Overall, I am satisfied with the service I received
85.0% 15. Staff were sensitive to my cultural/ethnic background
88.2% 4. The people helping me stuck with me no matter what

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and or family received, I am satisfied with our family life right now.
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and or family received, my child is doing better in school and or work.
18. As a result of the services my child and or family received, my child gets along better with friends and other people.
17. As a result of the services my child and or family received, my child gets along better with family members.
16. As a result of the services my child and or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
### Youth Services Survey for Families  
**N = 28**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0%</td>
<td>0%</td>
<td>10.7%</td>
<td>7.1%</td>
<td>53.6%</td>
<td>0%</td>
<td>28.6%</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>4%</td>
<td>12%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>6%</td>
<td>12%</td>
<td>0%</td>
<td>8%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>3.6%</td>
<td>3.6%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>10.7%</td>
<td>50.0%</td>
<td>0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>60.7%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>15%</td>
<td>0%</td>
<td>11%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>17%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>60.7%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>10.7%</td>
<td>0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>7.1%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>7.1%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>7.1%</td>
<td>3.6%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>7.1%</td>
<td>60.7%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.6%</td>
<td>60.7%</td>
<td>0%</td>
<td>35.7%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>10.7%</td>
<td>7.1%</td>
<td>0%</td>
<td>53.6%</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>10.7%</td>
<td>7.1%</td>
<td>0%</td>
<td>53.6%</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>22. 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</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>23. 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</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>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</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>6%</td>
<td>2%</td>
<td>10%</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

UCSF Infant Parent Program

Other programs

<table>
<thead>
<tr>
<th>Scale</th>
<th>UCSF Infant Parent Program</th>
<th>Other programs</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>4.52</td>
<td>4.40</td>
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<tr>
<td>Participation</td>
<td>4.57</td>
<td>4.32</td>
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<tr>
<td>Access</td>
<td>4.92</td>
<td>4.41</td>
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<tr>
<td>Culture</td>
<td>4.59</td>
<td>4.06</td>
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<td>Outcomes</td>
<td>4.57</td>
<td>3.96</td>
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<td>Social</td>
<td>4.40</td>
<td>4.29</td>
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Mean Score

N

1 2 3 4 5

Mean

1 2 3 4 5

YSS-F Scales

Not enough Youth data for scale means CI chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Refused</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>7.1 %</td>
<td>0 %</td>
<td>7.1 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>7.1 %</td>
<td>0 %</td>
<td>7.1 %</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>7.1 %</td>
<td>0 %</td>
<td>7.1 %</td>
</tr>
<tr>
<td>No Data</td>
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<td>0</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>22</td>
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<td>22</td>
</tr>
<tr>
<td></td>
<td>78.6 %</td>
<td>0 %</td>
<td>78.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>28</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 17 clients; surveys were returned for 28 clients (28/17 = 164.7%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Child Youth and Family Consumer Experience Report - Spring 2015
Youth Services Survey for Youth and Families (YSS and YSS-F)

unknown
Program Code(s): 247 38514 38J18 99901

Overall Satisfaction

100.0%

Return Rate

Unknown, no Avatar billing

Overall satisfaction mean score for unknown: 4.49 (youth), 3.83 (family).
Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 2. I helped to choose my services
100.0% 5. I felt I had someone to talk to when I was troubled
100.0% 7. The services I received were right for me

**Lowest Agreement Items**

85.7% 3. I helped to choose my treatment goals
87.5% 6. I participated in my own treatment
88.9% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
1. Overall, I am satisfied with the service I received
2. I helped to choose my services
3. I helped to choose my treatment goals
4. The people helping me stuck with me no matter what
5. I felt I had someone to talk to when I was troubled
6. I participated in my own treatment
7. The services I received were right for me
8. The location of services was convenient for me
9. Services were available at times that were convenient for me
10. I got the help I wanted
11. I got as much help as I needed
12. Staff treated me with respect
13. Staff respected my religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services I received, I am better at handling daily life
17. As a result of the services I received, I get along better with family members
18. As a result of the services I received, I get along better with friends and other people
19. As a result of the services I received, I am doing better in school and or work
20. As a result of the services I received, I am better able to cope when things go wrong
21. As a result of the services I received, I am satisfied with my family life right now
22. As a result of the services I received, I am better able to do things I want to do
23. As a result of the services I received, I know people who will listen and understand me when I need to talk
24. As a result of the services I received, I have people that I am comfortable talking with about my problem
25. As a result of the services I received, in a crisis, I would have the support I need from family or friends
26. As a result of the services I received, I have people with whom I can do enjoyable things

Youth Services Survey for Youth
### Youth Services Survey for Youth  N = 11

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>45.5</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>45.5</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>10. I got the help I wanted</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>11. I got as much help as I needed</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>4.1</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>2.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>1.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

*Not enough Family data for Likert chart*
Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>YSS Scales</th>
<th>Mean Score</th>
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<tbody>
<tr>
<td>Satisfaction</td>
<td>4.46 4.30</td>
</tr>
<tr>
<td>Participation</td>
<td>4.21 4.11</td>
</tr>
<tr>
<td>Access</td>
<td>4.31 4.20</td>
</tr>
<tr>
<td>Culture</td>
<td>4.75 4.42</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.18 3.94</td>
</tr>
<tr>
<td>Social</td>
<td>4.47 4.19</td>
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</tbody>
</table>

Not enough Family data for scale means CI chart
### Survey Compliance

<table>
<thead>
<tr>
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<th>unknown</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Family</td>
<td>Youth</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>3 %</td>
<td>3 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>27.3 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0 %</td>
<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<tr>
<td>Total</td>
<td></td>
<td>100.0 %</td>
<td>12</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 0 clients; surveys were returned for 11 clients.

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Westcoast Children's Clinic
Program Code(s): 38AU2

Overall Satisfaction

100.0%

Return Rate

37.5%

Overall satisfaction mean score for Westcoast Children's Clinic: No YSS (youth) data for this program, 4.49 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items
100.0% 1. Overall, I am satisfied with the service I received
100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth survey data to create a table.
Youth Services Survey for Families

1. Overall, I am satisfied with the service my child received

2. I helped to choose my child's services

3. I helped to choose my child's treatment goals

4. The people helping my child stuck with us no matter what

5. I felt my child had someone to talk to when he/she was troubled

6. I participated in my child's treatment

7. The services my child and/or family received were right for us

8. The location of services was convenient for us

9. Services were available at times that were convenient for us

10. My family got the help we wanted for my child

11. My family got as much help as we needed for my child

12. Staff treated me with respect

13. Staff respected my family's religious/spiritual beliefs

14. Staff spoke with me in a way that I understood

15. Staff were sensitive to my cultural/ethnic background

16. As a result of the services my child and or family received, my child is better at handling daily life

17. As a result of the services my child and or family received, my child gets along better with family members

18. As a result of the services my child and or family received, my child gets along better with friends and other people

19. As a result of the services my child and or family received, my child is doing better in school and or work

20. As a result of the services my child and or family received, my child is better able to cope when things go wrong

21. As a result of the services my child and or family received, I am satisfied with our family life right now

22. 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

23. 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

24. 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)

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

26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
Youth Services Survey for Families  N = 2

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.01</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.01</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.01</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.01</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.00</td>
<td>100.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>50.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.00</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>50.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>24. As a result of the services my child and or family received, I have people that I am comfortatable talking with about my child's problem(s)</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>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</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>100.0</td>
<td>0.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

Westcoast Children's Clinic - Therapeutic Assessment and Intensive Therapy Services

Mean Score

N  Mean  2  534  2  529  2  530  2  532  2  528  2  523
Satisfaction  4.12  4.41
Participation  4.25  4.33
Access  4.75  4.43
Culture  5.00  4.57
Outcomes  4.00  3.97
Social  4.00  4.28
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>100 %</td>
<td>50 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>100 %</td>
<td>0 %</td>
<td>50 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 8 clients; surveys were returned for 3 clients (3/8 = 37.5%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Westside ACT
Program Code(s): 8976SP

Overall Satisfaction
100.0%

Return Rate
37.3%

Overall satisfaction mean score for Westside ACT: 4.79.

Overall satisfaction mean score for all other programs: 4.44.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either Agree or Strongly Agree.

Highest Agreement Items
100.0% 1. I like the services that I received here
100.0% 2. If I had other choices, I would still get services from this agency
100.0% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items
71.4% 12. I felt free to complain
86.7% 15. Staff told me what side effects to watch out for
86.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
As a direct result of the services I received:

1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or family member
4. The location of services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my calls within 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to
10. Staff here believe that I can grow, change and recover
11. I felt comfortable asking questions about my treatment and medication
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is, and who is not to be given information about my treatment
17. I, not staff, decided my treatment goals
18. Staff were sensitive to my cultural background (race, religion, language, etc)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
21. As a direct result of the services I received: I deal more effectively with daily problems
22. As a direct result of the services I received: I am better able to control my life
23. As a direct result of the services I received: I am better able to deal with crisis
24. As a direct result of the services I received: I am getting along better with my family
25. As a direct result of the services I received: I do better in social situations
26. As a direct result of the services I received: I do better in school and / or work
27. As a direct result of the services I received: My housing situation has improved
28. As a direct result of the services I received: My symptoms are not bothering me as much
29. As a direct result of the services I received: I do things that are more meaningful to me
30. As a direct result of the services I received: I am better able to take care of my needs
31. As a direct result of the services I received: I am better able to handle things when they go wrong
32. As a direct result of the services I received: I am happy with the friendships I have
33. As a direct result of the services I received: I have people with whom I can do enjoyable things
34. As a direct result of the services I received: I feel I belong in my community
35. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends
36. As a direct result of the services I received: I feel I belong in my community

MHSIP Items

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- N/A
### MHSIP Items 1-25

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>58.3 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>3.0</td>
<td>12.5 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member</td>
<td>93.3 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>12.5</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>93.3 %</td>
<td>0.0 %</td>
<td>1.0</td>
<td>2.0</td>
<td>12.5 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>6. Staff returned my calls within 24 hours</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>41.7 %</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>9. I was able to see a psychiatrist when I wanted to</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>10. Staff here believe that I can grow, change and recover</td>
<td>93.3 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>11. I felt comfortable asking questions about my treatment and medication</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>12. I felt free to complain</td>
<td>71.4 %</td>
<td>0.0 %</td>
<td>16.7 %</td>
<td>4.2</td>
<td>37.5 %</td>
<td>4.2</td>
<td>37.5 %</td>
</tr>
<tr>
<td>13. I was given information about my rights</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>14. Staff encouraged me to take responsibility for how I live my life</td>
<td>93.3 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>15. Staff told me what side effects to watch out for</td>
<td>86.7 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>8.3</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>17. I, not staff, decided my treatment goals</td>
<td>92.9 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>45.8 %</td>
<td>4.2</td>
<td>37.5 %</td>
</tr>
<tr>
<td>18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0</td>
<td>14.0</td>
<td>0.0</td>
<td>9.0</td>
</tr>
<tr>
<td>19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.2</td>
<td>58.3 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>86.7 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5</td>
<td>50.0 %</td>
<td>0.0</td>
<td>37.5 %</td>
</tr>
<tr>
<td>21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>12.5</td>
<td>33.3 %</td>
<td>0.0</td>
<td>54.2 %</td>
</tr>
<tr>
<td>22. As a direct result of the services I received: I am better able to control my life</td>
<td>90.9 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>8.3</td>
<td>33.3 %</td>
<td>0.0</td>
<td>54.2 %</td>
</tr>
<tr>
<td>23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>100.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0</td>
<td>8.0</td>
<td>0.0</td>
<td>11.0</td>
</tr>
<tr>
<td>24. As a direct result of the services I received: I am getting along better with my family</td>
<td>92.3 %</td>
<td>0.0 %</td>
<td>4.2 %</td>
<td>16.7</td>
<td>33.3 %</td>
<td>0.0</td>
<td>45.8 %</td>
</tr>
<tr>
<td>25. As a direct result of the services I received: I do better in social situations</td>
<td>84.6 %</td>
<td>0.0 %</td>
<td>8.3 %</td>
<td>16.7</td>
<td>29.2 %</td>
<td>0.0</td>
<td>45.8 %</td>
</tr>
</tbody>
</table>
### MHSIP Items 26-36

#### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>7.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>1.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do think that are</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>2.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>1.0</td>
<td>9.0 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>0.0 %</td>
<td>6.0 %</td>
<td>0.0</td>
<td>0.0 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>2.0 %</td>
<td>0.0</td>
<td>1.0 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>4.0 %</td>
<td>2.0</td>
<td>1.0 %</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>4.84</td>
</tr>
<tr>
<td>Participation</td>
<td>4.77</td>
</tr>
<tr>
<td>Access</td>
<td>4.77</td>
</tr>
<tr>
<td>Quality</td>
<td>4.77</td>
</tr>
<tr>
<td>Outcomes</td>
<td>4.62</td>
</tr>
<tr>
<td>Functioning</td>
<td>4.71</td>
</tr>
<tr>
<td>Social</td>
<td>4.05</td>
</tr>
</tbody>
</table>

**Westside ACT**

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>2050</th>
<th>2004</th>
<th>2031</th>
<th>2028</th>
<th>2001</th>
<th>1941</th>
<th>1924</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>15</td>
<td>4.46</td>
<td>4.38</td>
<td>4.40</td>
<td>4.44</td>
<td>4.23</td>
<td>4.08</td>
<td>4.05</td>
</tr>
</tbody>
</table>
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>29.2%</td>
<td>0%</td>
</tr>
<tr>
<td>Impaired</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>4.2%</td>
<td>0%</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>No Data</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>4.2%</td>
<td>0%</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>62.5%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 59 clients; surveys were returned for 22 clients (22/59 = 37.3%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Westside Ajani
Program Code(s): 89007

Overall Satisfaction\(^1\)
100.0\%

Return Rate\(^2\)
36.0\%

Overall satisfaction\(^3\) mean score for Westside Ajani: 4.75 (youth), 4.73 (family).

Overall satisfaction mean score for all other programs: 4.27 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either \textit{Agree} or \textit{Strongly Agree}.

\textbf{Highest Agreement Items}

100.0\% 1. Overall, I am satisfied with the service I received
100.0\% 3. I helped to choose my treatment goals
100.0\% 4. The people helping me stuck with me no matter what

\textbf{Lowest Agreement Items}

88.2\% 2. I helped to choose my services
94.1\% 6. I participated in my own treatment
94.1\% 7. The services I received were right for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response \textit{Strongly Disagree} in red on the left to the most positive \textit{Strongly Agree} in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
26. As a result of the services I received, I have people with whom I can do enjoyable things.

25. As a result of the services I received, in a crisis, I would have the support I need from family or friends.

24. As a result of the services I received, I have people that I am comfortable talking with about my problem.

23. As a result of the services I received, I know people who will listen and understand me when I need to talk.

22. As a result of the services I received, I am better able to do things I want to do.

21. As a result of the services I received, I am satisfied with my family life right now.

20. As a result of the services I received, I am better able to cope when things go wrong.

19. As a result of the services I received, I am doing better in school and or work.

18. As a result of the services I received, I get along better with friends and other people.

17. As a result of the services I received, I get along better with family members.

16. As a result of the services I received, I am better at handling daily life.

15. Staff were sensitive to my cultural/ethnic background.

14. Staff spoke with me in a way that I understood.

13. Staff respected my religious/spiritual beliefs.

12. Staff treated me with respect.

11. I got as much help as I needed.

10. I got the help I wanted.

9. Services were available at times that were convenient for me.

8. The location of services was convenient for me.

7. The services I received were right for me.


5. I felt I had someone to talk to when I was troubled.

4. The people helping me stuck with me no matter what.

3. I helped to choose my treatment goals.

2. I helped to choose my services.

1. Overall, I am satisfied with the service I received.
Youth Services Survey for Youth  N = 12

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0%</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

1. Overall, I am satisfied with the service I received

81.8%  2. I helped to choose my services

100.0%  3. I helped to choose my treatment goals

100.0%  4. The people helping me stuck with me no matter what

100.0%  5. I felt I had someone to talk to when I was troubled

90.9%  6. I participated in my own treatment

90.9%  7. The services I received were right for me

90.9%  8. The location of services was convenient for me

100.0%  9. Services were available at times that were convenient for me

100.0%  10. I got the help I wanted

100.0%  11. I got as much help as I needed

100.0%  12. Staff treated me with respect

100.0%  13. Staff respected my religious/spiritual beliefs

100.0%  14. Staff spoke with me in a way that I understood

100.0%  15. Staff were sensitive to my cultural/ethnic background

100.0%  16. As a result of the services I received, I am better at handling daily life

83.3%  17. As a result of the services I received, I get along better with family members

91.7%  18. As a result of the services I received, I get along better with friends and other people

80.0%  19. As a result of the services I received, I am doing better in school and or work

91.7%  20. As a result of the services I received, I am better able to cope when things go wrong

75.0%  21. As a result of the services I received, I am satisfied with my family life right now

91.7%  22. As a result of the services I received, I am better able to do things I want to do

100.0%  23. As a result of the services I received, I know people who will listen and understand me when I need to talk

91.7%  24. As a result of the services I received, I have people that I am comfortable talking with about my problem

83.3%  25. As a result of the services I received, in a crisis, I would have the support I need from family or friends

91.7%  26. As a result of the services I received, I have people with whom I can do enjoyable things
### Youth Services Survey for Families  
**N = 6**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service my child received</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.0%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>2.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>2.0%</td>
<td>4.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>4.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>3.0%</td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.0%</td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>4.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with our family life right now</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>22. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>1.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>23. 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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.0%</td>
<td>1.0%</td>
<td>6.0%</td>
</tr>
<tr>
<td>24. 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)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>3.0%</td>
</tr>
<tr>
<td>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</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td>2.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>3.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Youth Services Survey - Scale Means and 95% Confidence Intervals

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals
### Survey Compliance
Westside Ajani Completion by Respondent

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
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</tr>
<tr>
<td>Completed Survey</td>
<td>6</td>
<td>12</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 50 clients; surveys were returned for 18 clients (18/50 = 36.0%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Westside Community Crisis Outpatient
Program Code(s): 89763

Overall Satisfaction
100.0%

Return Rate
23.5%

Overall satisfaction mean score for Westside Community Crisis Outpatient: **4.82**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either **Agree** or **Strongly Agree**.

**Highest Agreement Items**
- **100.0%** 1. I like the services that I received here
- **100.0%** 2. If I had other choices, I would still get services from this agency
- **100.0%** 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**
- **94.7%** 5. Staff were willing to see me as often as I felt it was necessary
- **94.7%** 6. Staff returned my calls within 24 hours
- **94.7%** 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
<table>
<thead>
<tr>
<th>MHSIP Items 1-25</th>
<th>Strongly Agree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0 % 1. I like the services that I received here</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 2. If I had other choices, I would still get services from this agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 3. I would recommend this agency to a friend or family member</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>94.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>35.0%</td>
<td>55.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>94.7 % 5. Staff were willing to see me as often as I felt it was necessary</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>94.7 % 6. Staff returned my calls within 24 hours</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>25.0%</td>
<td>65.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 7. Services were available at times that were good for me</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 8. I was able to get all the services I thought I needed</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>94.7 % 9. I was able to see a psychiatrist when I wanted to</td>
<td>0.0%</td>
<td>5.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>75.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 10. Staff here believe that I can grow, change and recover</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>75.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 11. I felt comfortable asking questions about my treatment and medication</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 12. I felt free to complain</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>45.0%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 13. I was given information about my rights</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>95.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 14. Staff encouraged me to take responsibility for how I live my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>90.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 15. Staff told me what side effects to watch out for</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>70.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 17. I, not staff, decided my treatment goals</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>70.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td>17.0%</td>
<td>0.0%</td>
<td>1.0%</td>
<td></td>
</tr>
<tr>
<td>94.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>100.0 % 22. As a direct result of the services I received: I am better able to control my life</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>75.0%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>100.0 % 24. As a direct result of the services I received: I am getting along better with my family</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>94.7 % 25. As a direct result of the services I received: I do better in social situations</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>85.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
</tbody>
</table>
## MHSIP Items 26-36

### Percent Agree

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. As a direct result of the services I received: I do better in school and/or work</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>5.0 %</td>
<td>85.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>27. As a direct result of the services I received: My housing situation has improved</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>80.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>28. As a direct result of the services I received: My symptoms are not bothering me as much</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>80.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>29. As a direct result of the services I received: I do things that are more meaningful to me</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>20.0 %</td>
<td>75.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>30. As a direct result of the services I received: I am better able to take care of my needs</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>25.0 %</td>
<td>70.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>31. As a direct result of the services I received: I am better able to handle thing when they go wrong</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>80.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>32. As a direct result of the services I received: I am better able to do things that I want to do</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>10.0 %</td>
<td>80.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>33. As a direct result of the services I received: I am happy with the friendships I have</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>90.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>34. As a direct result of the services I received: I have people with whom I can do enjoyable things</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>90.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>35. As a direct result of the services I received: I feel I belong in my community</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>90.0 %</td>
<td>0.0 %</td>
<td>0.0</td>
<td>5.0 %</td>
</tr>
<tr>
<td>36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends</td>
<td>0.0 %</td>
<td>0.0 %</td>
<td>5.0 %</td>
<td>0.0 %</td>
<td>85.0 %</td>
<td>0.0</td>
<td>10.0 %</td>
</tr>
</tbody>
</table>

### MHSIP - Scale Means and 95% Confidence Intervals

<table>
<thead>
<tr>
<th>MHSIP Scales</th>
<th>Westside Community Crisis Outpatient</th>
<th>Other programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>N 19 2046 Mean 4.88 4.45</td>
<td>19 2000 Mean 4.65 4.19</td>
</tr>
<tr>
<td>Participation</td>
<td>19 2027 Mean 4.79 4.40</td>
<td>19 2024 Mean 4.79 4.40</td>
</tr>
<tr>
<td>Access</td>
<td>19 2024 Mean 4.79 4.40</td>
<td>19 1997 Mean 4.87 4.23</td>
</tr>
<tr>
<td>Quality</td>
<td>19 1935 Mean 4.78 4.08</td>
<td>19 1918 Mean 4.91 4.04</td>
</tr>
<tr>
<td>Outcomes</td>
<td>19 1918 Mean 4.91 4.04</td>
<td>19 1918 Mean 4.91 4.04</td>
</tr>
<tr>
<td>Functioning</td>
<td>19 1918 Mean 4.91 4.04</td>
<td>19 1918 Mean 4.91 4.04</td>
</tr>
<tr>
<td>Social</td>
<td>19 1918 Mean 4.91 4.04</td>
<td>19 1918 Mean 4.91 4.04</td>
</tr>
</tbody>
</table>
### Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>No Data</td>
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<td>0</td>
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<tr>
<td></td>
<td>5 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>95 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Total</td>
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</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 85 clients; surveys were returned for 20 clients (20/85 = 23.5%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
YMCA Trauma and Recovery Services
Program Code(s): 38BVC3

Overall Satisfaction

100.0%

Return Rate

33.3%

Overall satisfaction mean score for YMCA Trauma and Recovery Services: No YSS (youth) data for this program, 4.17 (family).

Overall satisfaction mean score for all other programs: 4.28 (youth), 4.44 (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

100.0% 2. I helped to choose my services
100.0% 3. I helped to choose my treatment goals
100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**

66.7% 1. Overall, I am satisfied with the service I received
66.7% 6. I participated in my own treatment
66.7% 7. The services I received were right for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.
Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.
26. As a result of the services my child and/or family received, I have people with whom I can do enjoyable things.
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.
24. 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).
23. 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.
22. 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.
21. As a result of the services my child and/or family received, I am satisfied with our family life right now.
20. As a result of the services my child and/or family received, my child is better able to cope when things go wrong.
19. As a result of the services my child and/or family received, my child is doing better in school and/or work.
18. As a result of the services my child and/or family received, my child gets along better with friends and other people.
17. As a result of the services my child and/or family received, my child gets along better with family members.
16. As a result of the services my child and/or family received, my child is better at handling daily life.
15. Staff were sensitive to my cultural/ethnic background.
14. Staff spoke with me in a way that I understood.
13. Staff respected my family's religious/spiritual beliefs.
12. Staff treated me with respect.
11. My family got as much help as we needed for my child.
10. My family got the help we wanted for my child.
9. Services were available at times that were convenient for us.
8. The location of services was convenient for us.
7. The services my child and/or family received were right for us.
5. I felt my child had someone to talk to when he/she was troubled.
4. The people helping my child stuck with us no matter what.
3. I helped to choose my child's treatment goals.
2. I helped to choose my child's services.
1. Overall, I am satisfied with the service my child received.
## Youth Services Survey for Families  
**N = 4**

<table>
<thead>
<tr>
<th>1. Overall, I am satisfied with the service my child received</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2. I helped to choose my child's services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>3. I helped to choose my child's treatment goals</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4. The people helping my child stuck with us no matter what</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5. I felt my child had someone to talk to when he/she was troubled</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>6. I participated in my child's treatment</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>7. The services my child and/or family received were right for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>8. The location of services was convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>9. Services were available at times that were convenient for us</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>10. My family I got the help we wanted for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
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</tr>
<tr>
<td>11. My family got as much help as we needed for my child</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my family's religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
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</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
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</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>2</td>
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</tr>
<tr>
<td>16. As a result of the services my child and or family received, my child is better at handling daily life</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>17. As a result of the services my child and or family received, my child gets along better with family members</td>
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<td>2</td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td>18. As a result of the services my child and or family received, my child gets along better with friends and other people</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
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<tr>
<td>19. As a result of the services my child and or family received, my child is doing better in school and or work</td>
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<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>21. As a result of the services my child and or family received, I am satisfied with my family life right now</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>22. 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</td>
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<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
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<tr>
<td>23. 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</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
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<td>1</td>
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<tr>
<td>24. 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)</td>
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<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
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<tr>
<td>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</td>
<td>0</td>
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<td>1</td>
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<tr>
<td>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
<td>0</td>
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<td>0</td>
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<td>0</td>
<td>1</td>
<td>0</td>
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</tbody>
</table>
Youth Services Survey for Families - Scale Means and 95% Confidence Intervals

- Satisfaction: Mean 3.94
- Participation: Mean 3.89
- Access: Mean 4.33
- Culture: Mean 4.67
- Outcomes: Mean 3.14
- Social: Mean 4.17

YMCA Trauma and Recovery Services
Other programs

N 3 533 3 528 3 529 3 531 3 527 3 522
Mean 3.94 4.41 3.89 4.33 4.33 4.67 3.14 4.17 4.17 4.28
## Survey Compliance

### YMCA Trauma and Recovery Services

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Completion by Respondent Type</th>
<th>Total</th>
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<td>Family</td>
<td>Youth</td>
</tr>
<tr>
<td>Refused</td>
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<td>0</td>
</tr>
<tr>
<td>25 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
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<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
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<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
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<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Completed Survey</td>
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<tr>
<td>75 %</td>
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<td>0 %</td>
</tr>
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<tr>
<td>100.0 %</td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 12 clients; surveys were returned for 4 clients (4/12 = 33.3%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Combined Youth and Adult Consumer Perception Survey Overview - Spring 2015

YMCA Urban Services

Youth program codes (RUs): 38BV3 38BV4
Adult program codes (RUs): 38BV3

Overall Satisfaction
97.1%

Return Rate
88.7%

Your program collected both Adult and Youth versions of the Consumer Perception Survey. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program’s survey results.

People served May 11-15 2015 (Avatar billing): 71
People surveyed: 63 (62 youth and 1 adults)

Adult satisfaction mean score: 5.32
Youth satisfaction mean score: 4.43
Family satisfaction mean score: 4.50
Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)
Footnotes:

1. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 71 clients; surveys were returned for 63 clients (63/71 = 88.7%).

3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.

4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).

5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.
YMCA Urban Services  
Program Code(s): 38BV3

Overall Satisfaction$^1$  
100.0%

Return Rate$^2$  
100.0%

Overall satisfaction$^3$ mean score for YMCA Urban Services: **5.32**.

Overall satisfaction mean score for all other programs: **4.44**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

Not enough data for highest satisfaction chart

**Lowest Agreement Items**

Not enough data for lowest satisfaction chart

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough data for scale means CI chart

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1
Not enough data for Likert chart
## Survey Compliance

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Survey Completion by Adult/Older Adult</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Older Adult</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>Other</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0 %</td>
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<td>0 %</td>
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<tr>
<td>Completed Survey</td>
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<tr>
<td></td>
<td>100.0 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).

3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.

4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.
Overall satisfaction\(^1\) mean score for YMCA Urban Services: \(4.43\) (youth), \(4.50\) (family).

Overall satisfaction mean score for all other programs: \(4.27\) (youth), \(4.44\) (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either Agree or Strongly Agree.

**Highest Agreement Items**

98.5% 1. Overall, I am satisfied with the service I received

98.3% 13. Staff respected my religious/spiritual beliefs

96.9% 12. Staff treated me with respect

**Lowest Agreement Items**

89.2% 2. I helped to choose my services

90.6% 11. I got as much help as I needed

92.2% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in red on the left to the most positive Strongly Agree in green on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program’s compliance with survey completion.
<table>
<thead>
<tr>
<th>Question</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, I am satisfied with the service I received</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. I helped to choose my services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. I participated in my own treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. The services I received were right for me</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. The location of services was convenient for me</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>9. Services were available at times that were convenient for me</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>10. I got the help I wanted</td>
<td></td>
<td></td>
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<tr>
<td>11. I got as much help as I needed</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>12. Staff treated me with respect</td>
<td></td>
<td></td>
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</tr>
<tr>
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<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td></td>
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<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td></td>
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<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td></td>
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<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td></td>
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<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td></td>
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<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td></td>
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<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td></td>
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<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td></td>
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<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td></td>
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## Youth Services Survey for Youth  \( N = 37 \)

<table>
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<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
<th>Missing</th>
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<td>0</td>
<td>15</td>
<td>18</td>
<td>0</td>
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<td>2. I helped to choose my services</td>
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<td>4</td>
<td>13</td>
<td>14</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>3. I helped to choose my treatment goals</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>17</td>
<td>13</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>4. The people helping me stuck with me no matter what</td>
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<td>2</td>
<td>12</td>
<td>18</td>
<td>0</td>
<td>4</td>
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<tr>
<td>5. I felt I had someone to talk to when I was troubled</td>
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<td>0</td>
<td>29</td>
<td>18</td>
<td>3</td>
<td>4</td>
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<tr>
<td>6. I participated in my own treatment</td>
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<td>48</td>
<td>14</td>
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<td>10</td>
<td>19</td>
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<tr>
<td>11. I got as much help as I needed</td>
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<td>0</td>
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<td>10</td>
<td>19</td>
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</tr>
<tr>
<td>12. Staff treated me with respect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>10</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>13. Staff respected my religious/spiritual beliefs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>10</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>14. Staff spoke with me in a way that I understood</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>10</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>15. Staff were sensitive to my cultural/ethnic background</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>10</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>16. As a result of the services I received, I am better at handling daily life</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>12</td>
<td>14</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>17. As a result of the services I received, I get along better with family members</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>11</td>
<td>11</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>18. As a result of the services I received, I get along better with friends and other people</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>19. As a result of the services I received, I am doing better in school and or work</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>20. As a result of the services I received, I am better able to cope when things go wrong</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>21. As a result of the services I received, I am satisfied with my family life right now</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>22. As a result of the services I received, I am better able to do things I want to do</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>23. As a result of the services I received, I know people who will listen and understand me when I need to talk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>24. As a result of the services I received, I have people that I am comfortable talking with about my problem</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>25. As a result of the services I received, in a crisis, I would have the support I need from family or friends</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>26. As a result of the services I received, I have people with whom I can do enjoyable things</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>11</td>
<td>4</td>
</tr>
</tbody>
</table>
1. Overall, I am satisfied with the service my child received
2. I helped to choose my child’s services
3. I helped to choose my child’s treatment goals
4. The people helping my child stuck with us no matter what
5. I felt my child had someone to talk to when he/she was troubled
6. I participated in my child’s treatment
7. The services my child and/or family received were right for us
8. The location of services was convenient for us
9. Services were available at times that were convenient for us
10. My family got the help we wanted for my child
11. My family got as much help as we needed for my child
12. Staff treated me with respect
13. Staff respected my family’s religious/spiritual beliefs
14. Staff spoke with me in a way that I understood
15. Staff were sensitive to my cultural/ethnic background
16. As a result of the services my child and or family received, my child is better at handling daily life
17. As a result of the services my child and or family received, my child gets along better with family members
18. As a result of the services my child and or family received, my child gets along better with friends and other people
19. As a result of the services my child and or family received, my child is doing better in school and or work
20. As a result of the services my child and or family received, my child is better able to cope when things go wrong
21. As a result of the services my child and or family received, I am satisfied with our family life right now
22. 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
23. 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
24. 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)
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
26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things
<table>
<thead>
<tr>
<th>%</th>
<th>1. Overall, I am satisfied with the service my child received</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.1</td>
<td>Overall, I am satisfied with the service my child received</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>2. I helped to choose my child’s services</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.9</td>
<td>I helped to choose my child’s services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>3. I helped to choose my child’s treatment goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>90.6</td>
<td>I helped to choose my child’s treatment goals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>4. The people helping my child stuck with us no matter what</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.9</td>
<td>The people helping my child stuck with us no matter what</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>5. I felt my child had someone to talk to when he/she was troubled</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.0</td>
<td>I felt my child had someone to talk to when he/she was troubled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>6. I participated in my child’s treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>85.3</td>
<td>I participated in my child’s treatment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>7. The services my child and/or family received were right for us</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.9</td>
<td>The services my child and/or family received were right for us</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>8. The location of services was convenient for us</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>The location of services was convenient for us</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>9. Services were available at times that were convenient for us</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.8</td>
<td>Services were available at times that were convenient for us</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>10. My family got the help we wanted for my child</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.8</td>
<td>My family got the help we wanted for my child</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>11. My family got as much help as we needed for my child</th>
</tr>
</thead>
<tbody>
<tr>
<td>90.3</td>
<td>My family got as much help as we needed for my child</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>12. Staff treated me with respect</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>Staff treated me with respect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>13. Staff respected my family’s religious/spiritual beliefs</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>Staff respected my family’s religious/spiritual beliefs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>14. Staff spoke with me in a way that I understood</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.0</td>
<td>Staff spoke with me in a way that I understood</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>15. Staff were sensitive to my cultural/ethnic background</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.8</td>
<td>Staff were sensitive to my cultural/ethnic background</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>16. As a result of the services my child and or family received, my child is better at handling daily life</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.9</td>
<td>As a result of the services my child and or family received, my child is better at handling daily life</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>17. As a result of the services my child and or family received, my child gets along better with family members</th>
</tr>
</thead>
<tbody>
<tr>
<td>81.2</td>
<td>As a result of the services my child and or family received, my child gets along better with family members</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>18. As a result of the services my child and or family received, my child gets along better with friends and other people</th>
</tr>
</thead>
<tbody>
<tr>
<td>84.4</td>
<td>As a result of the services my child and or family received, my child gets along better with friends and other people</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>19. As a result of the services my child and or family received, my child is doing better in school and or work</th>
</tr>
</thead>
<tbody>
<tr>
<td>75.8</td>
<td>As a result of the services my child and or family received, my child is doing better in school and or work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>20. As a result of the services my child and or family received, my child is better able to cope when things go wrong</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.5</td>
<td>As a result of the services my child and or family received, my child is better able to cope when things go wrong</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>21. As a result of the services my child and or family received, I am satisfied with our family life right now</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.1</td>
<td>As a result of the services my child and or family received, I am satisfied with our family life right now</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>22. 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</th>
</tr>
</thead>
<tbody>
<tr>
<td>81.8</td>
<td>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</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>23. 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</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.9</td>
<td>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</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>24. 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)</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.0</td>
<td>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)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td>79.4</td>
<td>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</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>%</th>
<th>26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.1</td>
<td>As a result of the services my child and or family received, I have people with whom I can do enjoyable things</td>
</tr>
</tbody>
</table>
### Survey Compliance

**YMCA Urban Services Completion by Respondent Type**

<table>
<thead>
<tr>
<th>Completion Status</th>
<th>Family</th>
<th>Youth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refused</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.9%</td>
<td>10.8%</td>
<td>7%</td>
</tr>
<tr>
<td>Impaired</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Language</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No Data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Completed Survey</td>
<td>34</td>
<td>33</td>
<td>67</td>
</tr>
<tr>
<td></td>
<td>97.1%</td>
<td>89.2%</td>
<td>93%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>35</td>
<td>37</td>
<td>72</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Footnotes:

1. Surveys with a mean score of 3.5 or higher were counted as “satisfied.”

2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 11th - 15th, 2015) your program billed services for 70 clients; surveys were returned for 62 clients (62/70 = 88.6%).

3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.