

# Satisfaction Survey Results by Response for Fairfield County - 10194 Mid Ohio Psychological Services

Youth Services Survey YSS - (Adapted from YSS - F)

Survey Dates: 10/22/2012 through 11/2/2012

**\*Note: Domain scores greater than 3.5 are considered 'positive'**

	Strongly Disagree (1)		Disagree (2)		Neutral (3)		Agree (4)		Strongly Agree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
1. Overall, I am satisfied with the services I received.	0	0%	2	5%	2	5%	13	33%	22	56%	39
4. The people helping me stuck with me no matter what.	0	0%	0	0%	2	5%	14	37%	22	58%	38
5. I felt I had someone to talk to when I was troubled.	0	0%	1	3%	3	8%	14	36%	21	54%	39
7. The services I received were right for me.	1	3%	0	0%	4	10%	19	49%	15	38%	39
10. I got the help I wanted.	0	0%	2	5%	3	8%	16	41%	18	46%	39
11. I got as much help as I needed.	2	5%	0	0%	3	8%	16	41%	18	46%	39
<b>General Satisfaction:</b>	<b>Domain Average:</b>		<b>4.34</b>								
2. I helped choose my services.	1	3%	4	11%	11	29%	11	29%	11	29%	38
3. I helped to choose my treatment goals.	1	3%	4	10%	4	10%	17	44%	13	33%	39
6. I participated in my own treatment.	0	0%	2	5%	1	3%	17	44%	19	49%	39
<b>Participation in Treatment</b>	<b>Domain Average:</b>		<b>4.00</b>								
8. The location of services was convenient.	1	3%	2	5%	5	13%	14	36%	17	44%	39
9. Services were available at times that were convenient for me.	0	0%	0	0%	5	13%	15	38%	19	49%	39
<b>Access:</b>	<b>Domain Average:</b>		<b>4.24</b>								
12. Staff treated me with respect.	0	0%	0	0%	1	3%	9	23%	29	74%	39
13. Staff respected my family's religious/spiritual beliefs.	0	0%	0	0%	3	8%	11	28%	25	64%	39
14. Staff spoke with me in a way that I understood.	0	0%	1	3%	1	3%	13	33%	24	62%	39
15. Staff were sensitive to my cultural/ethnic background.	1	3%	1	3%	5	13%	10	26%	22	56%	39
<b>Cultural Sensitivity</b>	<b>Domain Average:</b>		<b>4.53</b>								
16. I am better at handling daily life.	0	0%	3	8%	6	15%	13	33%	17	44%	39
17. I get along better with family members.	2	5%	2	5%	6	15%	15	38%	14	36%	39
18. I get along better with friends and other people.	1	3%	1	3%	7	18%	17	44%	13	33%	39
19. I am doing better in school and/or work.	0	0%	1	3%	7	18%	14	36%	17	44%	39
20. I am better able to cope when things go wrong.	0	0%	3	8%	7	18%	18	46%	11	28%	39
21. I am satisfied with my family life right now.	1	3%	4	10%	7	18%	13	33%	14	36%	39
<b>Outcomes</b>	<b>Domain Average:</b>		<b>4.03</b>								
16. I am better at handling daily life.	0	0%	3	8%	6	15%	13	33%	17	44%	39
17. I get along better with family members.	2	5%	2	5%	6	15%	15	38%	14	36%	39
18. I get along better with friends and other people.	1	3%	1	3%	7	18%	17	44%	13	33%	39
19. I am doing better in school and/or work.	0	0%	1	3%	7	18%	14	36%	17	44%	39
20. I am better able to cope when things go wrong.	0	0%	3	8%	7	18%	18	46%	11	28%	39
22. I am better able to do things I want to do.	2	5%	5	13%	6	16%	12	32%	13	34%	38
<b>Functioning</b>	<b>Domain Average:</b>		<b>4.00</b>								
23. I know people who will listen and understand me when I need to talk.	0	0%	2	5%	0	0%	20	51%	17	44%	39
24. I have people that I am comfortable talking with about my problems.	0	0%	2	5%	3	8%	16	41%	18	46%	39
25. In a crisis, I would have the support I need from family or friends.	1	3%	1	3%	3	8%	19	49%	15	38%	39
26. I have people with whom I can do enjoyable things.	1	3%	1	3%	2	5%	18	46%	17	44%	39
<b>Social</b>	<b>Domain Average:</b>		<b>4.26</b>								