

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

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

Survey Dates: 5/20/2012 through 6/2/2012

**\*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.	1	2%	0	0%	9	16%	22	39%	24	43%	56
4. The people helping me stuck with me no matter what.	3	5%	3	5%	8	14%	16	29%	26	46%	56
5. I felt I had someone to talk to when I was troubled.	1	2%	0	0%	9	16%	22	40%	23	42%	55
7. The services I received were right for me.	1	2%	1	2%	11	20%	21	38%	21	38%	55
10. I got the help I wanted.	2	4%	2	4%	10	18%	20	36%	21	38%	55
11. I got as much help as I needed.	1	2%	1	2%	14	26%	16	30%	21	40%	53
<b>General Satisfaction:</b>	<b>Domain Average: 4.08</b>										
2. I helped choose my services.	4	7%	4	7%	10	18%	20	36%	18	32%	56
3. I helped to choose my treatment goals.	4	7%	1	2%	4	7%	24	43%	23	41%	56
6. I participated in my own treatment.	1	2%	2	4%	7	13%	24	44%	21	38%	55
<b>Participation in Treatment</b>	<b>Domain Average: 4.00</b>										
8. The location of services was convenient.	1	2%	3	5%	6	11%	24	43%	22	39%	56
9. Services were available at times that were convenient for me.	1	2%	2	4%	7	13%	29	52%	17	30%	56
<b>Access:</b>	<b>Domain Average: 4.10</b>										
12. Staff treated me with respect.	1	2%	0	0%	0	0%	19	34%	36	64%	56
13. Staff respected my family's religious/spiritual beliefs.	1	2%	0	0%	6	11%	17	31%	31	56%	55
14. Staff spoke with me in a way that I understood.	1	2%	0	0%	2	4%	16	29%	36	65%	55
15. Staff were sensitive to my cultural/ethnic background.	2	4%	0	0%	4	7%	17	31%	32	58%	55
<b>Cultural Sensitivity</b>	<b>Domain Average: 4.49</b>										
16. I am better at handling daily life.	1	2%	2	4%	14	25%	23	41%	16	29%	56
17. I get along better with family members.	1	2%	3	5%	19	34%	19	34%	14	25%	56
18. I get along better with friends and other people.	2	4%	3	5%	14	25%	21	38%	16	29%	56
19. I am doing better in school and/or work.	2	4%	4	7%	16	29%	17	30%	17	30%	56
20. I am better able to cope when things go wrong.	1	2%	2	4%	14	25%	24	43%	15	27%	56
21. I am satisfied with my family life right now.	1	2%	3	5%	16	29%	26	46%	10	18%	56
<b>Outcomes</b>	<b>Domain Average: 3.81</b>										
16. I am better at handling daily life.	1	2%	2	4%	14	25%	23	41%	16	29%	56
17. I get along better with family members.	1	2%	3	5%	19	34%	19	34%	14	25%	56
18. I get along better with friends and other people.	2	4%	3	5%	14	25%	21	38%	16	29%	56
19. I am doing better in school and/or work.	2	4%	4	7%	16	29%	17	30%	17	30%	56
20. I am better able to cope when things go wrong.	1	2%	2	4%	14	25%	24	43%	15	27%	56
22. I am better able to do things I want to do.	2	4%	4	7%	15	27%	18	32%	17	30%	56
<b>Functioning</b>	<b>Domain Average: 3.82</b>										
23. I know people who will listen and understand me when I need to talk.	2	4%	1	2%	5	9%	20	36%	28	50%	56
24. I have people that I am comfortable talking with about my problems.	2	4%	2	4%	6	11%	17	30%	29	52%	56
25. In a crisis, I would have the support I need from family or friends.	1	2%	2	4%	3	5%	21	38%	29	52%	56
26. I have people with whom I can do enjoyable things.	2	4%	0	0%	4	7%	19	34%	31	55%	56
<b>Social</b>	<b>Domain Average: 4.30</b>										