

Satisfaction Survey Results by Response for Fairfield County - 10194 MOPS - Licking

Youth Services Survey for Families YSS-F - (Ohio Version MHSIP 03-09-10)

Survey Dates: 12/5/2010 through 12/18/2010

	Strongly Disagree (1)		Disagree (2)		Neutral (3)		Agree (4)		Strongly Agree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
1. I like the services that I received here.	0	0%	0	0%	4	13%	11	37%	15	50%	30
4. The location of services was convenient.	0	0%	0	0%	4	13%	10	33%	16	53%	30
5. Staff were willing to see me as often as I felt it was necessary.	0	0%	0	0%	1	4%	14	50%	13	46%	28
7. Services were available at times that were good for me.	0	0%	0	0%	4	13%	11	37%	15	50%	30
10. Staff here believe that I can grow, change and recover.	0	0%	0	0%	7	23%	9	30%	14	47%	30
11. I felt comfortable asking questions about my treatment and medications.	0	0%	0	0%	10	34%	6	21%	13	45%	29
General Satisfaction:	Domain Average:		4.32								
2. If I had other choices, I would still get services from this agency.	1	4%	2	7%	2	7%	11	39%	12	43%	28
3. I would recommend this agency to a friend or family member.	0	0%	0	0%	6	20%	12	40%	12	40%	30
6. Staff returned my call in 24 hours.	0	0%	0	0%	3	10%	14	47%	13	43%	30
Participation in Treatment	Domain Average:		4.22								
8. I was able to get all the services I thought I needed.	0	0%	0	0%	0	0%	15	50%	15	50%	30
9. I was able to see a psychiatrist when I wanted to.	0	0%	0	0%	0	0%	12	40%	18	60%	30
Access:	Domain Average:		4.55								
12. I felt free to complain.	0	0%	0	0%	1	3%	7	23%	22	73%	30
13. I was given information about my rights.	0	0%	0	0%	5	17%	6	20%	19	63%	30
14. Staff encouraged me to take responsibility for how I live my life.	0	0%	0	0%	0	0%	8	27%	22	73%	30
15. Staff told me what side effects to watch out for.	0	0%	0	0%	4	13%	6	20%	20	67%	30
Cultural Sensitivity	Domain Average:		4.61								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	0	0%	2	7%	14	47%	8	27%	6	20%	30
17. I, not staff, decided my treatment goals.	0	0%	4	13%	10	33%	8	27%	8	27%	30
18. Staff were sensitivie to my cultural background.	0	0%	3	10%	9	30%	9	30%	9	30%	30
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	0	0%	2	7%	9	31%	7	24%	11	38%	29
20. I was encouraged to use consumer run programs.	1	3%	3	10%	8	28%	6	21%	11	38%	29
21. I deal more effectively with my daily problems.	2	7%	3	10%	8	27%	7	23%	10	33%	30
Outcomes	Domain Average:		3.73								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	0	0%	2	7%	14	47%	8	27%	6	20%	30
17. I, not staff, decided my treatment goals.	0	0%	4	13%	10	33%	8	27%	8	27%	30
18. Staff were sensitivie to my cultural background.	0	0%	3	10%	9	30%	9	30%	9	30%	30
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	0	0%	2	7%	9	31%	7	24%	11	38%	29
20. I was encouraged to use consumer run programs.	1	3%	3	10%	8	28%	6	21%	11	38%	29
22. I am better able to control my life.	1	3%	1	3%	13	43%	6	20%	9	30%	30
Functioning	Domain Average:		3.74								
23. I am better able to deal with crisis.	0	0%	2	7%	5	17%	12	40%	11	37%	30
24. I am getting along better with my family.	0	0%	0	0%	7	23%	9	30%	14	47%	30
25. I do better in social situations.	0	0%	0	0%	9	30%	8	27%	13	43%	30
26. I do better in school and/or work.	0	0%	0	0%	3	10%	16	53%	11	37%	30
Social	Domain Average:		4.18								