

## Youth Services Survey for Families Agency and Aggregate System Results for Surveys Administered between 8/4/2008 and 8/10/2008

### Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range		
	Agency:	County:	Difference:	Max:	Min:	Difference:
1. Overall, I am satisfied with the services my child received.	59.18%	55.56%	3.63%	66.67%	44.44%	22.22%
2. I helped choose my child's services.	55.10%	50.53%	4.57%	71.43%	29.63%	41.80%
3. I helped choose my child's treatment goals.	55.10%	61.11%	-6.01%	74.07%	48.15%	25.93%
4. The people helping my child stuck with us no matter what.	62.50%	62.26%	0.24%	68.97%	55.56%	13.41%
5. I felt my child had someone to talk to when he/she was troubled.	58.33%	56.83%	1.50%	65.52%	48.15%	17.37%
6. I participated in my child's treatment.	65.31%	58.56%	6.75%	68.97%	48.15%	20.82%
7. The services my child and/or family received were right for us.	57.14%	54.73%	2.42%	72.41%	37.04%	35.38%
8. The location of services was convenient for us.	58.33%	53.52%	4.81%	70.00%	37.04%	32.96%
9. Services were available at times that were convenient for us.	59.18%	36.97%	22.21%	51.72%	22.22%	29.50%
10. My family got the help we wanted for my child.	57.14%	45.98%	11.17%	58.62%	33.33%	25.29%
11. My family got as much help as we needed for my child.	50.00%	44.81%	5.19%	60.00%	29.63%	30.37%
12. Staff treated me with respect.	69.39%	71.30%	-1.91%	83.33%	59.26%	24.07%
13. Staff respected my family's religious/spiritual beliefs.	63.27%	57.41%	5.86%	74.07%	40.74%	33.33%
14. Staff spoke with me in a way that I understood.	71.43%	60.56%	10.87%	76.67%	44.44%	32.22%
15. Staff were sensitive to our cultural/ethnic background.	65.31%	54.42%	10.89%	70.37%	38.46%	31.91%
16. I would recommend this agency to a friend or family member.	70.83%	66.11%	4.72%	76.67%	55.56%	21.11%
17. My child is better at handling daily life.	28.57%	28.48%	0.09%	31.03%	25.93%	5.11%
18. My child gets along better with family members.	20.41%	19.97%	0.43%	21.43%	18.52%	2.91%
19. My child gets along better with friends and other people.	18.37%	20.33%	-1.96%	21.43%	19.23%	2.20%
20. My child is doing better in school and/or work.	21.28%	22.22%	-0.95%	29.63%	14.81%	14.81%
21. My child is better able to cope when things go wrong.	18.75%	14.48%	4.27%	17.86%	11.11%	6.75%
22. I am satisfied with our family life right now.	14.29%	14.48%	-0.20%	17.86%	11.11%	6.75%

#### NOTES:

\* Indicates at least one agency had 0 responses to the question indicated

Average	53.66%	49.44%	4.21%	61.41%	37.47%	23.94%
Maximum	71.43%	71.30%	0.13%	83.33%	59.26%	41.80%
Minimum	18.37%	19.97%	-1.61%	21.43%	14.8%	2.20%
Difference	53.06%	51.32%	1.74%	61.90%	44.44%	39.60%