

Youth Services Survey for Families Agency and Aggregate System Results for Surveys Administered between 5/23/2008 and 5/30/2008

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.	45.65%	62.49%	-16.84%	100.00%	43.48%	56.52%
2. I helped choose my child's services.	47.83%	27.83%	20.00%	43.48%	0.00%	43.48%
3. I helped choose my child's treatment goals.	43.48%	27.83%	15.65%	43.48%	0.00%	43.48%
4. The people helping my child stuck with us no matter what.	60.00%	43.04%	16.96%	50.00%	39.13%	10.87%
5. I felt my child had someone to talk to when he/she was troubled.	63.04%	53.27%	9.77%	100.00%	28.00%	72.00%
6. I participated in my child's treatment.	52.17%	45.94%	6.23%	50.00%	40.00%	10.00%
7. The services my child and/or family received were right for us.	52.17%	20.81%	31.36%	32.00%	0.00%	32.00%
8. The location of services was convenient for us.	56.52%	40.26%	16.26%	50.00%	34.78%	15.22%
9. Services were available at times that were convenient for us.	52.17%	55.25%	-3.07%	100.00%	21.74%	78.26%
10. My family got the help we wanted for my child.	47.83%	54.61%	-6.78%	100.00%	31.82%	68.18%
11. My family got as much help as we needed for my child.	50.00%	49.91%	0.09%	100.00%	21.74%	78.26%
12. Staff treated me with respect.	75.56%	60.30%	15.25%	100.00%	40.00%	60.00%
13. Staff respected my family's religious/spiritual beliefs.	69.57%	62.49%	7.07%	100.00%	43.48%	56.52%
14. Staff spoke with me in a way that I understood.	71.74%	48.49%	23.25%	52.00%	43.48%	8.52%
15. Staff were sensitive to our cultural/ethnic background.	68.89%	29.16%	39.73%	44.00%	0.00%	44.00%
16. I would recommend this agency to a friend or family member.	76.09%	64.06%	12.03%	100.00%	40.00%	60.00%
17. My child is better at handling daily life.	28.89%	11.13%	17.76%	17.39%	0.00%	17.39%
18. My child gets along better with family members.	27.27%	9.80%	17.48%	17.39%	0.00%	17.39%
19. My child gets along better with friends and other people.	25.00%	10.06%	14.94%	18.18%	0.00%	18.18%
20. My child is doing better in school and/or work.	31.82%	13.91%	17.91%	21.74%	0.00%	21.74%
21. My child is better able to cope when things go wrong.	25.58%	7.03%	18.55%	12.00%	0.00%	12.00%
22. I am satisfied with our family life right now.	31.82%	8.35%	23.47%	13.04%	0.00%	13.04%

NOTES:

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

Average	51.78%	40.04%	11.74%	62.87%	21.41%	41.46%
Maximum	76.09%	64.06%	12.03%	100.00%	43.48%	78.26%
Minimum	25.00%	9.80%	15.20%	17.39%	0.0%	8.52%
Difference	51.09%	54.26%	-3.17%	82.61%	43.48%	69.74%