

Youth Services Survey for Families Agency and Aggregate System Results for Surveys Administered between 9/24/2007 and 9/30/2007

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. | 51.67% | 43.60% | 8.06% | 50.00% | 36.36% | 13.64% |
| 2. I helped choose my child's services. | 40.00% | 41.48% | -1.48% | 50.00% | 30.00% | 20.00% |
| 3. I helped choose my child's treatment goals. | 38.98% | 38.72% | 0.26% | 44.44% | 27.27% | 17.17% |
| 4. The people helping my child stuck with us no matter what. | 50.00% | 49.66% | 0.34% | 54.55% | 44.44% | 10.10% |
| 5. I felt my child had someone to talk to when he/she was troubled. | 50.00% | 43.60% | 6.40% | 55.56% | 36.36% | 19.19% |
| 6. I participated in my child's treatment. | 50.00% | 44.78% | 5.22% | 45.45% | 44.44% | 1.01% |
| 7. The services my child and/or family received were right for us. | 42.62% | 50.50% | -7.88% | 60.00% | 44.44% | 15.56% |
| 8. The location of services was convenient for us. | 44.26% | 41.25% | 3.02% | 66.67% | 18.18% | 48.48% |
| 9. Services were available at times that were convenient for us. | 49.18% | 38.05% | 11.13% | 55.56% | 22.22% | 33.33% |
| 10. My family got the help we wanted for my child. | 42.62% | 48.47% | -5.84% | 55.56% | 35.29% | 20.26% |
| 11. My family got as much help as we needed for my child. | 40.00% | 42.40% | -2.40% | 55.56% | 35.29% | 20.26% |
| 12. Staff treated me with respect. | 62.30% | 51.52% | 10.78% | 55.56% | 44.44% | 11.11% |
| 13. Staff respected my family's religious/spiritual beliefs. | 53.45% | 46.63% | 6.82% | 50.00% | 44.44% | 5.56% |
| 14. Staff spoke with me in a way that I understood. | 60.66% | 48.48% | 12.17% | 55.56% | 44.44% | 11.11% |
| 15. Staff were sensitive to our cultural/ethnic background. | 56.67% | 49.36% | 7.31% | 55.56% | 45.45% | 10.10% |
| 16. I would recommend this agency to a friend or family member. | 61.67% | 50.34% | 11.33% | 55.56% | 45.45% | 10.10% |
| 17. My child is better at handling daily life. | 30.00% | 23.23% | 6.77% | 36.36% | 11.11% | 25.25% |
| 18. My child gets along better with family members. | 24.59% | 22.05% | 2.54% | 27.27% | 16.67% | 10.61% |
| 19. My child gets along better with friends and other people. | 22.95% | 26.67% | -3.72% | 33.33% | 16.67% | 16.67% |
| 20. My child is doing better in school and/or work. | 21.67% | 27.61% | -5.94% | 33.33% | 22.22% | 11.11% |
| 21. My child is better able to cope when things go wrong. | 16.39% | 22.05% | -5.66% | 27.27% | 16.67% | 10.61% |
| 22. I am satisfied with our family life right now. | 19.67% | 22.73% | -3.06% | 27.78% | 18.18% | 9.60% |

NOTES:

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

| | | | | | | |
|------------|--------|--------|--------|--------|--------|--------|
| Average | 44.77% | 41.52% | 3.25% | 49.81% | 33.25% | 16.56% |
| Maximum | 62.30% | 51.52% | 10.78% | 66.67% | 45.45% | 48.48% |
| Minimum | 21.67% | 22.05% | -0.39% | 27.27% | 11.1% | 1.01% |
| Difference | 40.63% | 29.46% | 11.17% | 39.39% | 34.34% | 47.47% |