

Youth Services Survey Quarterly Comparisons and Rolling Twelve (12) Month Average for the Year Ending 4/2009

Mid-Ohio Psychological Services

Survey Questions

	Quarter 1: 4/2009	Quarter 2: 8/2008	Difference (Q1 - Q2)	Quarter 3 5/2008	Quarter 4: 2/2008	Running 12 Month Average
1. Overall, I am satisfied with the services I received.	48.00%	45.95%	2.05%	58.33%	63.46%	53.94%
2. I helped choose my services.	29.33%	35.14%	-5.80%	37.50%	45.10%	36.77%
3. I helped choose my treatment goals.	37.84%	45.95%	-8.11%	41.67%	59.18%	46.16%
4. The people helping me stuck with me no matter what.	45.33%	44.44%	0.89%	52.08%	66.67%	52.13%
5. I felt I had someone to talk to when I was troubled.	42.67%	51.35%	-8.68%	58.33%	65.38%	54.43%
6. I participated in my own treatment.	48.00%	40.54%	7.46%	52.08%	59.62%	50.06%
7. I received services that were right for me.	30.67%	51.35%	-20.68%	54.17%	59.62%	48.95%
8. The location of services was convenient.	42.67%	54.05%	-11.39%	52.08%	52.00%	50.20%
9. Services were available at times that were convenient for me.	37.33%	51.35%	-14.02%	43.75%	46.15%	44.65%
10. I got the help I wanted.	40.54%	54.05%	-13.51%	45.83%	54.90%	48.83%
11. I got as much help as I needed.	36.00%	54.05%	-18.05%	50.00%	50.00%	47.51%
12. Staff treated me with respect.	63.51%	64.86%	-1.35%	66.67%	78.43%	68.37%
13. Staff respected my family's religious/spiritual beliefs.	54.67%	56.76%	-2.09%	62.50%	70.59%	61.13%
14. Staff spoke with me in a way that I understood.	52.00%	54.05%	-2.05%	52.08%	65.38%	55.88%
15. Staff were sensitive to my cultural/ethnic background.	39.19%	52.78%	-13.59%	58.33%	62.75%	53.26%
16. I am better at handling daily life.	32.43%	32.43%	0.00%	35.42%	36.00%	34.07%
17. I get along better with family members.	31.51%	25.00%	6.51%	31.25%	34.69%	30.61%
18. I get along better with friends and other people.	28.38%	37.84%	-9.46%	41.67%	44.00%	37.97%
19. I am doing better in school and/or work.	22.67%	40.54%	-17.87%	35.42%	39.22%	34.46%
20. I am better able to cope when things go wrong.	27.03%	27.03%	0.00%	31.25%	31.37%	29.17%
21. I am satisfied with my family life right now.	30.14%	32.43%	-2.30%	31.25%	21.57%	28.85%
22. I would recommend this agency to a friend or family member.	48.65%	51.35%	-2.70%	50.00%	54.90%	51.23%

NOTES: Q1 is the most recent, current, quarter. Q4 is the oldest quarter in the rolling year. Blank columns indicate no survey has been administered for the quarter indicated.

In each column the first number is the number of clients responding STRONGLY AGREE. The second number is the total number of clients responding to the question indicated.

Rolling year is based on the most recent four (4) surveys completed to allow for spans slightly longer or shorter than 1 year.

Average	39.48%	45.60%	-6.13%	47.35%	52.77%	46.30%
Maximum	63.51%	64.86%	7.46%	66.67%	78.43%	68.37%
Minimum	22.67%	25.00%	-20.68%	31.25%	21.57%	28.85%
Variance (Max - Min)	40.85%	39.86%	28.14%	35.42%	56.86%	39.52%