

## Youth Services Survey Agency and Aggregate System Results for Surveys Administered between 4/19/2009 and 5/2/2009

### Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range		
	Agency:	County:	Difference:	Max:	Min:	Difference:
1. Overall, I am satisfied with the services I received.	48.00%	28.31%	19.69%	36.36%	20.00%	16.36%
2. I helped choose my services.	29.33%	27.52%	1.81%	40.00%	18.18%	21.82%
3. I helped choose my treatment goals.	37.84%	36.88%	0.96%	60.00%	23.81%	36.19%
4. The people helping me stuck with me no matter what.	45.33%	45.67%	-0.33%	60.00%	34.15%	25.85%
5. I felt I had someone to talk to when I was troubled.	42.67%	42.69%	-0.02%	60.00%	31.71%	28.29%
6. I participated in my own treatment.	48.00%	41.29%	6.71%	60.00%	27.27%	32.73%
7. I received services that were right for me.	30.67%	51.60%	-20.94%	60.00%	35.71%	24.29%
8. The location of services was convenient.	42.67%	54.44%	-11.78%	80.00%	33.33%	46.67%
9. Services were available at times that were convenient for me.	37.33%	37.29%	0.05%	40.91%	30.95%	9.96%
10. I got the help I wanted.	40.54%	45.61%	-5.07%	60.00%	26.83%	33.17%
11. I got as much help as I needed.	36.00%	34.51%	1.49%	40.00%	31.71%	8.29%
12. Staff treated me with respect.	63.51%	63.68%	-0.17%	80.00%	42.86%	37.14%
13. Staff respected my family's religious/spiritual beliefs.	54.67%	48.97%	5.69%	60.00%	41.46%	18.54%
14. Staff spoke with me in a way that I understood.	52.00%	56.03%	-4.03%	80.00%	38.10%	41.90%
15. Staff were sensitive to my cultural/ethnic background.	39.19%	49.18%	-9.99%	80.00%	31.82%	48.18%
16. I am better at handling daily life.	32.43%	26.72%	5.71%	36.36%	20.00%	16.36%
17. I get along better with family members.	31.51%	22.83%	8.68%	31.82%	16.67%	15.15%
18. I get along better with friends and other people.	28.38%	41.43%	-13.05%	60.00%	21.43%	38.57%
19. I am doing better in school and/or work.	22.67%	24.92%	-2.25%	33.33%	20.00%	13.33%
20. I am better able to cope when things go wrong.	27.03%	16.23%	10.79%	27.27%	0.00%	27.27%
21. I am satisfied with my family life right now.	30.14%	19.87%	10.27%	21.43%	18.18%	3.25%
22. I would recommend this agency to a friend or family member.	48.65%	48.24%	0.41%	80.00%	23.81%	56.19%

#### NOTES:

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

Average	39.41%	38.71%	0.70%	52.84%	26.55%	26.28%
Maximum	63.51%	63.68%	-0.17%	80.00%	42.86%	48.18%
Minimum	22.67%	16.23%	6.43%	27.27%	0.0%	8.29%
Difference	40.85%	47.45%	-6.60%	52.73%	42.86%	39.89%