

Satisfaction Survey Results by Response for Fairfield County - 10194 Mid Ohio Psychological Services

Youth Services Survey for Families YSS-F - (Ohio Version MHSIP 03-09-10)

Survey Dates: 12/5/2011 through 12/18/2011

***Note: Domain scores greater than 3.5 are considered 'positive'**

	Strongly Disagree (1)		Disagree (2)		Neutral (3)		Agree (4)		Strongly Agree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
1. Overall, I am satisfied with the services I received.	1	2%	0	0%	5	12%	14	33%	22	52%	42
4. The people helping me stuck with me no matter what.	3	7%	1	2%	2	5%	13	31%	23	55%	42
5. I felt I had someone to talk to when I was troubled.	1	2%	1	2%	4	10%	15	36%	21	50%	42
7. The services I received were right for me.	1	2%	0	0%	5	12%	13	32%	22	54%	41
10. I got the help I wanted.	1	2%	0	0%	4	10%	15	36%	22	52%	42
11. I got as much help as I needed.	1	2%	1	2%	4	10%	13	31%	23	55%	42
General Satisfaction:	Domain Average:		4.32								
2. I helped choose my services.	3	7%	3	7%	6	14%	16	38%	14	33%	42
3. I helped to choose my treatment goals.	0	0%	2	5%	2	5%	22	52%	16	38%	42
6. I participated in my own treatment.	0	0%	0	0%	3	7%	16	39%	22	54%	41
Participation in Treatment	Domain Average:		4.18								
8. The location of services was convenient.	0	0%	2	5%	5	12%	16	38%	19	45%	42
9. Services were available at times that were convenient for me.	1	2%	1	2%	2	5%	18	44%	19	46%	41
Access:	Domain Average:		4.26								
12. Staff treated me with respect.	0	0%	1	2%	1	2%	15	36%	25	60%	42
13. Staff respected my family's religious/spiritual beliefs.	1	2%	0	0%	3	7%	17	40%	21	50%	42
14. Staff spoke with me in a way that I understood.	0	0%	0	0%	1	2%	17	40%	24	57%	42
15. Staff were sensitive to my cultural/ethnic background.	1	2%	2	5%	4	10%	13	32%	21	51%	41
Cultural Sensitivity	Domain Average:		4.42								
16. I am better at handling daily life.	2	5%	2	5%	11	26%	13	31%	14	33%	42
17. I get along better with family members.	1	2%	4	10%	6	14%	14	33%	17	40%	42
18. I get along better with friends and other people.	1	2%	2	5%	4	10%	15	37%	19	46%	41
19. I am doing better in school and/or work.	1	2%	2	5%	6	15%	13	32%	19	46%	41
20. I am better able to cope when things go wrong.	1	2%	1	2%	9	21%	15	36%	16	38%	42
21. I am satisfied with my family life right now.	1	2%	5	12%	8	20%	11	27%	16	39%	41
Outcomes	Domain Average:		4.01								
16. I am better at handling daily life.	2	5%	2	5%	11	26%	13	31%	14	33%	42
17. I get along better with family members.	1	2%	4	10%	6	14%	14	33%	17	40%	42
18. I get along better with friends and other people.	1	2%	2	5%	4	10%	15	37%	19	46%	41
19. I am doing better in school and/or work.	1	2%	2	5%	6	15%	13	32%	19	46%	41
20. I am better able to cope when things go wrong.	1	2%	1	2%	9	21%	15	36%	16	38%	42
22. I am better able to do things I want to do.	1	2%	2	5%	7	17%	20	48%	12	29%	42
Functioning	Domain Average:		4.03								
23. I know people who will listen and understand me when I need to talk.	1	2%	0	0%	5	12%	15	36%	21	50%	42
24. I have people that I am comfortable talking with about my problems.	1	2%	0	0%	4	10%	16	38%	21	50%	42
25. In a crisis, I would have the support I need from family or friends.	2	5%	0	0%	4	10%	15	36%	21	50%	42
26. I have people with whom I can do enjoyable things.	2	5%	0	0%	3	7%	17	40%	20	48%	42
Social	Domain Average:		4.29								