

Youth Services Survey for Families Quarterly Comparisons and Rolling Twelve (12) Month Average for the Year Ending 9/2007

Mid-Ohio Psychological Services

Survey Questions

| | Quarter 1: 9/2007 | Quarter 2: 4/2007 | Difference (Q1 - Q2) | Quarter 3 12/2006 | Quarter 4: 9/2006 | Running 12 Month Average |
|---|----------------------|----------------------|-------------------------|----------------------|----------------------|-----------------------------|
| 1. Overall, I am satisfied with the services my child received. | 51.67% | 54.55% | -2.88% | 41.03% | 44.83% | 48.02% |
| 2. I helped choose my child's services. | 40.00% | 51.52% | -11.52% | 30.77% | 45.45% | 41.93% |
| 3. I helped choose my child's treatment goals. | 38.98% | 48.48% | -9.50% | 45.95% | 42.59% | 44.00% |
| 4. The people helping my child stuck with us no matter what. | 50.00% | 57.58% | -7.58% | 48.72% | 52.63% | 52.23% |
| 5. I felt my child had someone to talk to when he/she was troubled. | 50.00% | 54.55% | -4.55% | 38.46% | 43.10% | 46.53% |
| 6. I participated in my child's treatment. | 50.00% | 53.13% | -3.13% | 39.47% | 49.12% | 47.93% |
| 7. The services my child and/or family received were right for us. | 42.62% | 57.58% | -14.95% | 35.90% | 46.43% | 45.63% |
| 8. The location of services was convenient for us. | 44.26% | 51.52% | -7.25% | 33.33% | 44.83% | 43.48% |
| 9. Services were available at times that were convenient for us. | 49.18% | 48.48% | 0.70% | 28.21% | 40.35% | 41.56% |
| 10. My family got the help we wanted for my child. | 42.62% | 51.52% | -8.89% | 35.90% | 35.71% | 41.44% |
| 11. My family got as much help as we needed for my child. | 40.00% | 50.00% | -10.00% | 43.59% | 35.71% | 42.33% |
| 12. Staff treated me with respect. | 62.30% | 65.63% | -3.33% | 62.16% | 75.44% | 66.38% |
| 13. Staff respected my family's religious/spiritual beliefs. | 53.45% | 53.13% | 0.32% | 55.26% | 51.72% | 53.39% |
| 14. Staff spoke with me in a way that I understood. | 60.66% | 63.64% | -2.98% | 56.41% | 68.97% | 62.42% |
| 15. Staff were sensitive to our cultural/ethnic background. | 56.67% | 53.13% | 3.54% | 55.26% | 52.63% | 54.42% |
| 16. I would recommend this agency to a friend or family member. | 61.67% | 57.58% | 4.09% | 30.77% | 71.93% | 55.49% |
| 17. My child is better at handling daily life. | 30.00% | 28.13% | 1.88% | 33.33% | 17.86% | 27.33% |
| 18. My child gets along better with family members. | 24.59% | 21.88% | 2.72% | 41.03% | 16.07% | 25.89% |
| 19. My child gets along better with friends and other people. | 22.95% | 21.88% | 1.08% | 41.03% | 16.07% | 25.48% |
| 20. My child is doing better in school and/or work. | 21.67% | 21.88% | -0.21% | 26.32% | 23.21% | 23.27% |
| 21. My child is better able to cope when things go wrong. | 16.39% | 18.75% | -2.36% | 30.77% | 19.64% | 21.39% |
| 22. I am satisfied with our family life right now. | 19.67% | 18.75% | 0.92% | 43.59% | 22.22% | 26.06% |

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.

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|-----------------------------|--------|--------|---------|--------|--------|--------|
| Average | 42.24% | 45.60% | -3.36% | 40.78% | 41.66% | 42.57% |
| Maximum | 62.30% | 65.63% | 4.09% | 62.16% | 75.44% | 66.38% |
| Minimum | 16.39% | 18.75% | -14.95% | 26.32% | 16.07% | 21.39% |
| Variance (Max - Min) | 45.90% | 46.88% | 19.04% | 35.85% | 59.37% | 44.99% |