

Survey Summary for Mid-Ohio Psychological Services for the Adult Consumer Satisfaction Survey instrument

Survey Administered from 9/18/2006 and 9/24/2006

	Total Responses	Strongly Agree		Agree		I am Neutral		Disagree		Strongly Disagree	
1. I like the services I received here.	92	65	70.7%	24	26.1%	3	3.3%	0	0.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	92	62	67.4%	23	25.0%	6	6.5%	0	0.0%	1	1.1%
3. I would recommend this agency to a friend or family member.	92	65	70.7%	22	23.9%	4	4.3%	1	1.1%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	92	38	41.3%	32	34.8%	13	14.1%	9	9.8%	0	0.0%
5. Staff were willing to see me as often as I felt it was necessary.	91	64	70.3%	22	24.2%	5	5.5%	0	0.0%	0	0.0%
6. Staff returned my call in 24 hours.	82	54	65.9%	19	23.2%	6	7.3%	2	2.4%	1	1.2%
7. Services were available at times that were good for me.	92	62	67.4%	26	28.3%	3	3.3%	1	1.1%	0	0.0%
8. I was able to get all the services I thought I needed	89	56	62.9%	28	31.5%	3	3.4%	2	2.2%	0	0.0%
9. I was able to see a psychiatrist when I wanted to.	79	47	59.5%	24	30.4%	6	7.6%	2	2.5%	0	0.0%
10. Staff here believe that I can grow, change and recover.	88	58	65.9%	24	27.3%	6	6.8%	0	0.0%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	91	59	64.8%	27	29.7%	3	3.3%	2	2.2%	0	0.0%
12. I felt free to complain	84	53	63.1%	22	26.2%	7	8.3%	2	2.4%	0	0.0%
13. I was given information about my rights.	91	67	73.6%	22	24.2%	2	2.2%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	87	56	64.4%	24	27.6%	6	6.9%	1	1.1%	0	0.0%
15. Staff told me what side effects to watch out for.	72	41	56.9%	24	33.3%	4	5.6%	3	4.2%	0	0.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	88	62	70.5%	22	25.0%	3	3.4%	0	0.0%	1	1.1%
17. I, not staff, decided my treatment goals.	89	53	59.6%	20	22.5%	14	15.7%	2	2.2%	0	0.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	82	51	62.2%	26	31.7%	5	6.1%	0	0.0%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	82	52	63.4%	22	26.8%	8	9.8%	0	0.0%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	71	40	56.3%	15	21.1%	13	18.3%	1	1.4%	2	2.8%
21. I deal more effectively with daily problems.	86	41	47.7%	27	31.4%	14	16.3%	4	4.7%	0	0.0%
22. I am better able to control my life.	86	41	47.7%	24	27.9%	14	16.3%	7	8.1%	0	0.0%
23. I am better able to deal with crisis.	85	36	42.4%	24	28.2%	14	16.5%	10	11.8%	1	1.2%
24. I am getting along better with my family.	83	38	45.8%	20	24.1%	16	19.3%	8	9.6%	1	1.2%
25. I do better in social situations.	82	36	43.9%	16	19.5%	17	20.7%	11	13.4%	2	2.4%
26. I do better in school and/or work.	65	23	35.4%	15	23.1%	17	26.2%	9	13.8%	1	1.5%
27. My housing situation has improved.	80	28	35.0%	24	30.0%	19	23.8%	7	8.8%	2	2.5%
28. My symptoms are not bothering me as much.	81	27	33.3%	23	28.4%	15	18.5%	12	14.8%	4	4.9%

Survey Summary for Mid-Ohio Psychological Services for the Youth Services Survey instrument

Survey Administered from 9/18/2006 and 9/24/2006

	Total Responses	Strongly Disagree		Disagree		Undecided		Agree		Strongly Agree	
1. Overall, I am satisfied with the services I received.	68	0	0.0%	0	0.0%	1	1.5%	37	54.4%	30	44.1%
2. I helped choose my services.	69	4	5.8%	8	11.6%	12	17.4%	34	49.3%	11	15.9%
3. I helped choose my treatment goals.	69	0	0.0%	3	4.3%	6	8.7%	34	49.3%	26	37.7%
4. The people helping me stuck with me no matter what.	67	2	3.0%	0	0.0%	10	14.9%	31	46.3%	24	35.8%
5. I felt I had someone to talk to when I was troubled.	69	0	0.0%	0	0.0%	8	11.6%	31	44.9%	30	43.5%
6. I participated in my own treatment.	69	1	1.4%	0	0.0%	4	5.8%	37	53.6%	27	39.1%
7. I received services that were right for me.	69	0	0.0%	0	0.0%	10	14.5%	28	40.6%	31	44.9%
8. The location of services was convenient.	68	3	4.4%	4	5.9%	9	13.2%	32	47.1%	20	29.4%
9. Services were available at times that were convenient for me.	69	1	1.4%	3	4.3%	8	11.6%	34	49.3%	23	33.3%
10. I got the help I wanted.	68	0	0.0%	0	0.0%	9	13.2%	35	51.5%	24	35.3%
11. I got as much help as I needed.	67	1	1.5%	1	1.5%	6	9.0%	31	46.3%	28	41.8%
12. Staff treated me with respect.	69	0	0.0%	0	0.0%	2	2.9%	31	44.9%	36	52.2%
13. Staff respected my family's religious/spiritual beliefs.	67	2	3.0%	0	0.0%	10	14.9%	23	34.3%	32	47.8%
14. Staff spoke with me in a way I understood.	68	0	0.0%	2	2.9%	3	4.4%	35	51.5%	28	41.2%
15. Staff were sensitive to my cultural/ethnic background.	67	0	0.0%	0	0.0%	10	14.9%	31	46.3%	26	38.8%
16. I am better at handling daily life.	69	2	2.9%	1	1.4%	14	20.3%	31	44.9%	21	30.4%
17. I get along better with family members.	68	1	1.5%	7	10.3%	11	16.2%	29	42.6%	20	29.4%
18. I get along better with friends and other people.	69	0	0.0%	3	4.3%	8	11.6%	33	47.8%	25	36.2%
19. I am doing better in school and/or work.	69	1	1.4%	4	5.8%	14	20.3%	27	39.1%	23	33.3%
20. I am better able to cope when things go wrong.	68	2	2.9%	4	5.9%	10	14.7%	33	48.5%	19	27.9%
21. I am satisfied with my family life right now.	68	5	7.4%	9	13.2%	9	13.2%	23	33.8%	22	32.4%
22. I would recommend this agency to a friend or family member.	67	0	0.0%	3	4.5%	6	9.0%	28	41.8%	30	44.8%

Survey Summary for Mid-Ohio Psychological Services for the Youth Services Survey for Families instrument

Survey Administered from 9/18/2006 and 9/24/2006

	Total Responses	Strongly Disagree		Disagree		Undecided		Agree		Strongly Agree	
1. Overall, I am satisfied with the services my child received.	58	1	1.7%	0	0.0%	3	5.2%	28	48.3%	26	44.8%
2. I helped choose my child's services.	55	2	3.6%	1	1.8%	3	5.5%	24	43.6%	25	45.5%
3. I helped choose my child's treatment goals.	54	2	3.7%	1	1.9%	3	5.6%	25	46.3%	23	42.6%
4. The people helping my child stuck with us no matter what.	57	2	3.5%	1	1.8%	5	8.8%	19	33.3%	30	52.6%
5. I felt my child had someone to talk to when he/she was troubled.	58	1	1.7%	0	0.0%	2	3.4%	30	51.7%	25	43.1%
6. I participated in my child's treatment.	57	1	1.8%	0	0.0%	2	3.5%	26	45.6%	28	49.1%
7. The services my child and/or family received were right for us.	56	1	1.8%	1	1.8%	7	12.5%	21	37.5%	26	46.4%
8. The location of services was convenient for us.	58	1	1.7%	4	6.9%	2	3.4%	25	43.1%	26	44.8%
9. Services were available at times that were convenient for us.	57	2	3.5%	1	1.8%	1	1.8%	30	52.6%	23	40.4%
10. My family got the help we wanted for my child.	56	1	1.8%	0	0.0%	11	19.6%	24	42.9%	20	35.7%
11. My family got as much help as we needed for my child.	56	1	1.8%	1	1.8%	11	19.6%	23	41.1%	20	35.7%
12. Staff treated me with respect	57	0	0.0%	0	0.0%	0	0.0%	14	24.6%	43	75.4%
13. Staff respected my family's religious/spiritual beliefs.	58	1	1.7%	1	1.7%	1	1.7%	25	43.1%	30	51.7%
14. Staff spoke with me in a way that I understood.	58	0	0.0%	1	1.7%	0	0.0%	17	29.3%	40	69.0%
15. Staff were sensitive to my cultural/ethnic background.	57	1	1.8%	0	0.0%	1	1.8%	25	43.9%	30	52.6%
16. I would recommend this agency to a friend or family member.	57	0	0.0%	2	3.5%	0	0.0%	14	24.6%	41	71.9%
17. My child is better at handling daily life.	56	1	1.8%	1	1.8%	13	23.2%	31	55.4%	10	17.9%
18. My child gets along better with family members.	56	1	1.8%	3	5.4%	17	30.4%	26	46.4%	9	16.1%
19. My child gets along better with friends and other people.	56	0	0.0%	3	5.4%	11	19.6%	33	58.9%	9	16.1%
20. My child is doing better in school and/or work.	56	0	0.0%	5	8.9%	11	19.6%	27	48.2%	13	23.2%
21. My child is better able to cope when things go wrong.	56	2	3.6%	4	7.1%	15	26.8%	24	42.9%	11	19.6%
22. I am satisfied with our family life right now.	54	3	5.6%	4	7.4%	11	20.4%	24	44.4%	12	22.2%