

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

Youth Services Survey YSS - (Adapted from YSS - F)

Survey Dates: 5/13/2013 through 5/24/2013

**\*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.	2	3%	1	1%	7	10%	35	49%	26	37%	71
4. The people helping me stuck with me no matter what.	3	4%	0	0%	12	17%	29	41%	27	38%	71
5. I felt I had someone to talk to when I was troubled.	2	3%	4	6%	5	7%	33	46%	28	39%	72
7. The services I received were right for me.	1	1%	1	1%	16	22%	30	42%	24	33%	72
10. I got the help I wanted.	1	1%	4	6%	15	21%	29	40%	23	32%	72
11. I got as much help as I needed.	1	1%	4	6%	19	26%	26	36%	22	31%	72
<b>General Satisfaction:</b>	<b>Domain Average:</b>		<b>4.04</b>								
2. I helped choose my services.	9	13%	11	15%	15	21%	27	38%	9	13%	71
3. I helped to choose my treatment goals.	2	3%	3	4%	14	20%	32	46%	19	27%	70
6. I participated in my own treatment.	1	1%	2	3%	8	12%	32	46%	26	38%	69
<b>Participation in Treatment</b>	<b>Domain Average:</b>		<b>3.74</b>								
8. The location of services was convenient.	3	4%	1	1%	9	13%	31	43%	28	39%	72
9. Services were available at times that were convenient for me.	2	3%	0	0%	12	17%	33	46%	25	35%	72
<b>Access:</b>	<b>Domain Average:</b>		<b>4.10</b>								
12. Staff treated me with respect.	3	4%	0	0%	0	0%	26	36%	43	60%	72
13. Staff respected my family's religious/spiritual beliefs.	3	4%	1	1%	7	10%	23	32%	37	52%	71
14. Staff spoke with me in a way that I understood.	3	4%	0	0%	4	6%	28	39%	37	51%	72
15. Staff were sensitive to my cultural/ethnic background.	3	4%	0	0%	14	20%	22	31%	32	45%	71
<b>Cultural Sensitivity</b>	<b>Domain Average:</b>		<b>4.30</b>								
16. I am better at handling daily life.	1	1%	2	3%	26	36%	32	44%	11	15%	72
17. I get along better with family members.	4	6%	10	14%	19	26%	26	36%	13	18%	72
18. I get along better with friends and other people.	1	1%	4	6%	17	24%	34	47%	16	22%	72
19. I am doing better in school and/or work.	3	4%	3	4%	20	28%	27	38%	19	26%	72
20. I am better able to cope when things go wrong.	1	1%	5	7%	26	36%	27	38%	13	18%	72
21. I am satisfied with my family life right now.	2	3%	9	13%	21	30%	26	37%	13	18%	71
<b>Outcomes</b>	<b>Domain Average:</b>		<b>3.66</b>								
16. I am better at handling daily life.	1	1%	2	3%	26	36%	32	44%	11	15%	72
17. I get along better with family members.	4	6%	10	14%	19	26%	26	36%	13	18%	72
18. I get along better with friends and other people.	1	1%	4	6%	17	24%	34	47%	16	22%	72
19. I am doing better in school and/or work.	3	4%	3	4%	20	28%	27	38%	19	26%	72
20. I am better able to cope when things go wrong.	1	1%	5	7%	26	36%	27	38%	13	18%	72
22. I am better able to do things I want to do.	2	3%	3	4%	22	31%	29	41%	15	21%	71
<b>Functioning</b>	<b>Domain Average:</b>		<b>3.69</b>								
23. I know people who will listen and understand me when I need to talk.	0	0%	1	1%	11	15%	34	47%	26	36%	72
24. I have people that I am comfortable talking with about my problems.	0	0%	0	0%	12	17%	33	46%	26	37%	71
25. In a crisis, I would have the support I need from family or friends.	0	0%	3	4%	11	15%	35	49%	23	32%	72
26. I have people with whom I can do enjoyable things.	0	0%	0	0%	14	19%	33	46%	25	35%	72
<b>Social</b>	<b>Domain Average:</b>		<b>4.15</b>								