

## Youth Services Survey for Families Agency and Aggregate System Results for Surveys Administered between 2/24/2008 and 3/1/2008

### Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range		
	Agency:	County:	Difference:	Max:	Min:	Difference:
1. Overall, I am satisfied with the services my child received.	51.56%	48.32%	3.25%	66.67%	38.89%	27.78%
2. I helped choose my child's services.	51.56%	58.56%	-7.00%	100.00%	31.25%	68.75%
3. I helped choose my child's treatment goals.	45.31%	49.31%	-3.99%	83.33%	31.25%	52.08%
4. The people helping my child stuck with us no matter what.	53.97%	49.79%	4.18%	75.00%	34.38%	40.63%
5. I felt my child had someone to talk to when he/she was troubled.	56.25%	55.72%	0.53%	83.33%	39.39%	43.94%
6. I participated in my child's treatment.	53.85%	54.17%	-0.32%	75.00%	37.50%	37.50%
7. The services my child and/or family received were right for us.	49.23%	53.24%	-4.01%	83.33%	37.50%	45.83%
8. The location of services was convenient for us.	49.23%	56.14%	-6.91%	75.00%	38.89%	36.11%
9. Services were available at times that were convenient for us.	52.31%	56.23%	-3.92%	100.00%	24.24%	75.76%
10. My family got the help we wanted for my child.	50.79%	42.71%	8.09%	75.00%	25.00%	50.00%
11. My family got as much help as we needed for my child.	46.88%	46.96%	-0.08%	83.33%	28.13%	55.21%
12. Staff treated me with respect.	67.69%	69.56%	-1.87%	100.00%	53.13%	46.88%
13. Staff respected my family's religious/spiritual beliefs.	55.56%	65.93%	-10.37%	100.00%	36.67%	63.33%
14. Staff spoke with me in a way that I understood.	63.08%	66.16%	-3.08%	100.00%	48.48%	51.52%
15. Staff were sensitive to our cultural/ethnic background.	54.69%	63.33%	-8.65%	100.00%	40.00%	60.00%
16. I would recommend this agency to a friend or family member.	55.38%	63.16%	-7.78%	100.00%	42.42%	57.58%
17. My child is better at handling daily life.	19.67%	6.53%	13.14%	13.33%	0.00%	13.33%
18. My child gets along better with family members.	26.23%	6.53%	19.70%	13.33%	0.00%	13.33%
19. My child gets along better with friends and other people.	26.23%	7.67%	18.56%	13.33%	0.00%	13.33%
20. My child is doing better in school and/or work.	29.51%	11.88%	17.63%	20.00%	0.00%	20.00%
21. My child is better able to cope when things go wrong.	18.33%	9.79%	8.54%	20.00%	0.00%	20.00%
22. I am satisfied with our family life right now.	17.74%	4.31%	13.44%	6.67%	0.00%	6.67%

#### NOTES:

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

Average	48.28%	47.22%	1.06%	73.94%	29.88%	44.06%
Maximum	67.69%	69.56%	-1.87%	100.00%	53.13%	75.76%
Minimum	19.67%	6.53%	13.14%	13.33%	0.0%	13.33%
Difference	48.02%	63.03%	-15.01%	86.67%	53.13%	62.42%