

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

Survey Administered from 12/11/2006 and 12/17/2006

| | Total Responses | Strongly Agree | | Agree | | I am Neutral | | Disagree | | Strongly Disagree | |
|--|-----------------|----------------|-------|-------|-------|--------------|-------|----------|-------|-------------------|------|
| 1. I like the services I received here. | 85 | 66 | 77.6% | 18 | 21.2% | 1 | 1.2% | 0 | 0.0% | 0 | 0.0% |
| 2. If I had other choices, I would still get services from this agency. | 85 | 60 | 70.6% | 20 | 23.5% | 3 | 3.5% | 0 | 0.0% | 2 | 2.4% |
| 3. I would recommend this agency to a friend or family member. | 85 | 67 | 78.8% | 17 | 20.0% | 1 | 1.2% | 0 | 0.0% | 0 | 0.0% |
| 4. The location of services was convenient (parking, public trans, distance, etc.) | 84 | 44 | 52.4% | 24 | 28.6% | 12 | 14.3% | 4 | 4.8% | 0 | 0.0% |
| 5. Staff were willing to see me as often as I felt it was necessary. | 85 | 64 | 75.3% | 18 | 21.2% | 3 | 3.5% | 0 | 0.0% | 0 | 0.0% |
| 6. Staff returned my call in 24 hours. | 81 | 63 | 77.8% | 14 | 17.3% | 4 | 4.9% | 0 | 0.0% | 0 | 0.0% |
| 7. Services were available at times that were good for me. | 85 | 65 | 76.5% | 15 | 17.6% | 4 | 4.7% | 1 | 1.2% | 0 | 0.0% |
| 8. I was able to get all the services I thought I needed | 83 | 60 | 72.3% | 18 | 21.7% | 5 | 6.0% | 0 | 0.0% | 0 | 0.0% |
| 9. I was able to see a psychiatrist when I wanted to. | 74 | 46 | 62.2% | 18 | 24.3% | 10 | 13.5% | 0 | 0.0% | 0 | 0.0% |
| 10. Staff here believe that I can grow, change and recover. | 84 | 61 | 72.6% | 18 | 21.4% | 5 | 6.0% | 0 | 0.0% | 0 | 0.0% |
| 11. I felt comfortable asking questions about my treatment and medication. | 83 | 63 | 75.9% | 17 | 20.5% | 3 | 3.6% | 0 | 0.0% | 0 | 0.0% |
| 12. I felt free to complain | 80 | 60 | 75.0% | 15 | 18.8% | 5 | 6.3% | 0 | 0.0% | 0 | 0.0% |
| 13. I was given information about my rights. | 84 | 68 | 81.0% | 14 | 16.7% | 1 | 1.2% | 1 | 1.2% | 0 | 0.0% |
| 14. Staff encouraged me to take responsibility for how I live my life. | 83 | 57 | 68.7% | 14 | 16.9% | 11 | 13.3% | 1 | 1.2% | 0 | 0.0% |
| 15. Staff told me what side effects to watch out for. | 75 | 47 | 62.7% | 18 | 24.0% | 9 | 12.0% | 1 | 1.3% | 0 | 0.0% |
| 16. Staff respected my wishes about who is and who is not to be given information about my treatment. | 83 | 64 | 77.1% | 18 | 21.7% | 1 | 1.2% | 0 | 0.0% | 0 | 0.0% |
| 17. I, not staff, decided my treatment goals. | 85 | 54 | 63.5% | 19 | 22.4% | 7 | 8.2% | 5 | 5.9% | 0 | 0.0% |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.) | 83 | 61 | 73.5% | 16 | 19.3% | 6 | 7.2% | 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 | 56 | 68.3% | 17 | 20.7% | 9 | 11.0% | 0 | 0.0% | 0 | 0.0% |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). | 78 | 46 | 59.0% | 16 | 20.5% | 11 | 14.1% | 4 | 5.1% | 1 | 1.3% |
| 21. I deal more effectively with daily problems. | 79 | 40 | 50.6% | 24 | 30.4% | 13 | 16.5% | 2 | 2.5% | 0 | 0.0% |
| 22. I am better able to control my life. | 79 | 40 | 50.6% | 18 | 22.8% | 19 | 24.1% | 2 | 2.5% | 0 | 0.0% |
| 23. I am better able to deal with crisis. | 77 | 36 | 46.8% | 22 | 28.6% | 17 | 22.1% | 2 | 2.6% | 0 | 0.0% |
| 24. I am getting along better with my family. | 77 | 36 | 46.8% | 26 | 33.8% | 10 | 13.0% | 3 | 3.9% | 2 | 2.6% |
| 25. I do better in social situations. | 77 | 37 | 48.1% | 14 | 18.2% | 24 | 31.2% | 2 | 2.6% | 0 | 0.0% |
| 26. I do better in school and/or work. | 57 | 30 | 52.6% | 9 | 15.8% | 17 | 29.8% | 1 | 1.8% | 0 | 0.0% |
| 27. My housing situation has improved. | 74 | 36 | 48.6% | 15 | 20.3% | 18 | 24.3% | 4 | 5.4% | 1 | 1.4% |
| 28. My symptoms are not bothering me as much. | 80 | 27 | 33.8% | 24 | 30.0% | 15 | 18.8% | 13 | 16.3% | 1 | 1.3% |

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

Survey Administered from 12/11/2006 and 12/17/2006

| | Total Responses | Strongly Disagree | | Disagree | | Undecided | | Agree | | Strongly Agree | |
|--|-----------------|-------------------|------|----------|-------|-----------|-------|-------|-------|----------------|-------|
| 1. Overall, I am satisfied with the services I received. | 40 | 0 | 0.0% | 2 | 5.0% | 3 | 7.5% | 12 | 30.0% | 23 | 57.5% |
| 2. I helped choose my services. | 40 | 0 | 0.0% | 1 | 2.5% | 0 | 0.0% | 24 | 60.0% | 15 | 37.5% |
| 3. I helped choose my treatment goals. | 38 | 0 | 0.0% | 0 | 0.0% | 4 | 10.5% | 19 | 50.0% | 15 | 39.5% |
| 4. The people helping me stuck with me no matter what. | 40 | 0 | 0.0% | 0 | 0.0% | 3 | 7.5% | 11 | 27.5% | 26 | 65.0% |
| 5. I felt I had someone to talk to when I was troubled. | 40 | 0 | 0.0% | 0 | 0.0% | 4 | 10.0% | 15 | 37.5% | 21 | 52.5% |
| 6. I participated in my own treatment. | 39 | 0 | 0.0% | 0 | 0.0% | 1 | 2.6% | 19 | 48.7% | 19 | 48.7% |
| 7. I received services that were right for me. | 40 | 0 | 0.0% | 2 | 5.0% | 4 | 10.0% | 17 | 42.5% | 17 | 42.5% |
| 8. The location of services was convenient. | 40 | 0 | 0.0% | 2 | 5.0% | 1 | 2.5% | 18 | 45.0% | 19 | 47.5% |
| 9. Services were available at times that were convenient for me. | 39 | 0 | 0.0% | 0 | 0.0% | 3 | 7.7% | 18 | 46.2% | 18 | 46.2% |
| 10. I got the help I wanted. | 40 | 0 | 0.0% | 3 | 7.5% | 6 | 15.0% | 13 | 32.5% | 18 | 45.0% |
| 11. I got as much help as I needed. | 40 | 0 | 0.0% | 2 | 5.0% | 11 | 27.5% | 10 | 25.0% | 17 | 42.5% |
| 12. Staff treated me with respect. | 39 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 9 | 23.1% | 30 | 76.9% |
| 13. Staff respected my family's religious/spiritual beliefs. | 37 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 16 | 43.2% | 21 | 56.8% |
| 14. Staff spoke with me in a way that I understood. | 40 | 0 | 0.0% | 0 | 0.0% | 1 | 2.5% | 15 | 37.5% | 24 | 60.0% |
| 15. Staff were sensitive to my cultural/ethnic background. | 37 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 20 | 54.1% | 17 | 45.9% |
| 16. I am better at handling daily life. | 40 | 0 | 0.0% | 0 | 0.0% | 1 | 2.5% | 13 | 32.5% | 26 | 65.0% |
| 17. I get along better with family members. | 39 | 0 | 0.0% | 3 | 7.7% | 14 | 35.9% | 17 | 43.6% | 5 | 12.8% |
| 18. I get along better with friends and other people. | 40 | 1 | 2.5% | 3 | 7.5% | 18 | 45.0% | 15 | 37.5% | 3 | 7.5% |
| 19. I am doing better in school and/or work. | 39 | 0 | 0.0% | 1 | 2.6% | 12 | 30.8% | 19 | 48.7% | 7 | 17.9% |
| 20. I am better able to cope when things go wrong. | 40 | 0 | 0.0% | 4 | 10.0% | 16 | 40.0% | 14 | 35.0% | 6 | 15.0% |
| 21. I am satisfied with my family life right now. | 40 | 1 | 2.5% | 5 | 12.5% | 19 | 47.5% | 12 | 30.0% | 3 | 7.5% |
| 22. I would recommend this agency to a friend or family member. | 39 | 2 | 5.1% | 8 | 20.5% | 15 | 38.5% | 12 | 30.8% | 2 | 5.1% |

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

Survey Administered from 12/11/2006 and 12/17/2006

| | Total Responses | Strongly Disagree | | Disagree | | Undecided | | Agree | | Strongly Agree | |
|---|-----------------|-------------------|------|----------|-------|-----------|-------|-------|-------|----------------|-------|
| 1. Overall, I am satisfied with the services my child received. | 39 | 1 | 2.6% | 1 | 2.6% | 3 | 7.7% | 18 | 46.2% | 16 | 41.0% |
| 2. I helped choose my child's services. | 39 | 2 | 5.1% | 4 | 10.3% | 10 | 25.6% | 11 | 28.2% | 12 | 30.8% |
| 3. I helped choose my child's treatment goals. | 37 | 1 | 2.7% | 1 | 2.7% | 1 | 2.7% | 17 | 45.9% | 17 | 45.9% |
| 4. The people helping my child stuck with us no matter what. | 39 | 2 | 5.1% | 0 | 0.0% | 6 | 15.4% | 12 | 30.8% | 19 | 48.7% |
| 5. I felt my child had someone to talk to when he/she was troubled. | 39 | 0 | 0.0% | 4 | 10.3% | 5 | 12.8% | 15 | 38.5% | 15 | 38.5% |
| 6. I participated in my child's treatment. | 38 | 0 | 0.0% | 1 | 2.6% | 3 | 7.9% | 19 | 50.0% | 15 | 39.5% |
| 7. The services my child and/or family received were right for us. | 39 | 0 | 0.0% | 2 | 5.1% | 8 | 20.5% | 15 | 38.5% | 14 | 35.9% |
| 8. The location of services was convenient for us. | 39 | 0 | 0.0% | 1 | 2.6% | 8 | 20.5% | 17 | 43.6% | 13 | 33.3% |
| 9. Services were available at times that were convenient for us. | 39 | 1 | 2.6% | 1 | 2.6% | 9 | 23.1% | 17 | 43.6% | 11 | 28.2% |
| 10. My family got the help we wanted for my child. | 39 | 2 | 5.1% | 1 | 2.6% | 8 | 20.5% | 14 | 35.9% | 14 | 35.9% |
| 11. My family got as much help as we needed for my child. | 39 | 1 | 2.6% | 2 | 5.1% | 9 | 23.1% | 10 | 25.6% | 17 | 43.6% |
| 12. Staff treated me with respect | 37 | 0 | 0.0% | 0 | 0.0% | 1 | 2.7% | 13 | 35.1% | 23 | 62.2% |
| 13. Staff respected my family's religious/spiritual beliefs. | 38 | 0 | 0.0% | 0 | 0.0% | 3 | 7.9% | 14 | 36.8% | 21 | 55.3% |
| 14. Staff spoke with me in a way that I understood. | 39 | 0 | 0.0% | 1 | 2.6% | 2 | 5.1% | 14 | 35.9% | 22 | 56.4% |
| 15. Staff were sensitive to our cultural/ethnic background. | 38 | 0 | 0.0% | 1 | 2.6% | 4 | 10.5% | 12 | 31.6% | 21 | 55.3% |
| 16. I would recommend this agency to a friend or family member. | 39 | 1 | 2.6% | 2 | 5.1% | 10 | 25.6% | 14 | 35.9% | 12 | 30.8% |
| 17. My child is better at handling daily life. | 39 | 1 | 2.6% | 1 | 2.6% | 10 | 25.6% | 14 | 35.9% | 13 | 33.3% |
| 18. My child gets along better with family members. | 39 | 1 | 2.6% | 1 | 2.6% | 8 | 20.5% | 13 | 33.3% | 16 | 41.0% |
| 19. My child gets along better with friends and other people. | 39 | 2 | 5.1% | 1 | 2.6% | 8 | 20.5% | 12 | 30.8% | 16 | 41.0% |
| 20. My child is doing better in school and/or work. | 38 | 2 | 5.3% | 4 | 10.5% | 12 | 31.6% | 10 | 26.3% | 10 | 26.3% |
| 21. My child is better able to cope when things go wrong. | 39 | 3 | 7.7% | 3 | 7.7% | 10 | 25.6% | 11 | 28.2% | 12 | 30.8% |
| 22. I am satisfied with our family life right now. | 39 | 2 | 5.1% | 1 | 2.6% | 5 | 12.8% | 14 | 35.9% | 17 | 43.6% |