

## 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%