

## Survey Summary for MOPS - Franklin County 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.	4	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	3	2	66.7%	0	0.0%	1	33.3%	0	0.0%	0	0.0%
3. I would recommend this agency to a friend or family member.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
5. Staff were willing to see me as often as I felt it was necessary.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
6. Staff returned my call in 24 hours.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
7. Services were available at times that were good for me.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
8. I was able to get all the services I thought I needed	4	2	50.0%	1	25.0%	0	0.0%	1	25.0%	0	0.0%
9. I was able to see a psychiatrist when I wanted to.	4	1	25.0%	2	50.0%	1	25.0%	0	0.0%	0	0.0%
10. Staff here believe that I can grow, change and recover.	4	1	25.0%	2	50.0%	1	25.0%	0	0.0%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	4	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
12. I felt free to complain	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
13. I was given information about my rights.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
15. Staff told me what side effects to watch out for.	4	1	25.0%	2	50.0%	1	25.0%	0	0.0%	0	0.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
17. I, not staff, decided my treatment goals.	4	2	50.0%	1	25.0%	0	0.0%	1	25.0%	0	0.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	4	2	50.0%	2	50.0%	0	0.0%	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.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	3	1	33.3%	1	33.3%	1	33.3%	0	0.0%	0	0.0%
21. I deal more effectively with daily problems.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
22. I am better able to control my life.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
23. I am better able to deal with crisis.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
24. I am getting along better with my family.	4	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
25. I do better in social situations.	4	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
26. I do better in school and/or work.	4	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
27. My housing situation has improved.	4	1	25.0%	1	25.0%	0	0.0%	2	50.0%	0	0.0%
28. My symptoms are not bothering me as much.	4	0	0.0%	3	75.0%	1	25.0%	0	0.0%	0	0.0%

## Survey Summary for MOPS - Franklin County 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.	18	0 0.0%	0 0.0%	0 0.0%	11 61.1%	7 38.9%
2. I helped choose my services.	18	1 5.6%	1 5.6%	1 5.6%	10 55.6%	5 27.8%
3. I helped choose my treatment goals.	18	2 11.1%	1 5.6%	2 11.1%	5 27.8%	8 44.4%
4. The people helping me stuck with me no matter what.	17	0 0.0%	0 0.0%	1 5.9%	9 52.9%	7 41.2%
5. I felt I had someone to talk to when I was troubled.	18	0 0.0%	1 5.6%	2 11.1%	8 44.4%	7 38.9%
6. I participated in my own treatment.	18	0 0.0%	1 5.6%	0 0.0%	9 50.0%	8 44.4%
7. I received services that were right for me.	18	0 0.0%	1 5.6%	1 5.6%	8 44.4%	8 44.4%
8. The location of services was convenient.	18	0 0.0%	1 5.6%	2 11.1%	7 38.9%	8 44.4%
9. Services were available at times that were convenient for me.	18	0 0.0%	0 0.0%	2 11.1%	9 50.0%	7 38.9%
10. I got the help I wanted.	18	0 0.0%	0 0.0%	1 5.6%	9 50.0%	8 44.4%
11. I got as much help as I needed.	18	0 0.0%	0 0.0%	0 0.0%	11 61.1%	7 38.9%
12. Staff treated me with respect.	18	0 0.0%	0 0.0%	0 0.0%	8 44.4%	10 55.6%
13. Staff respected my family's religious/spiritual beliefs.	18	0 0.0%	0 0.0%	1 5.6%	8 44.4%	9 50.0%
14. Staff spoke with me in a way that I understood.	18	0 0.0%	1 5.6%	0 0.0%	10 55.6%	7 38.9%
15. Staff were sensitive to my cultural/ethnic background.	18	0 0.0%	0 0.0%	3 16.7%	6 33.3%	9 50.0%
16. I am better at handling daily life.	18	0 0.0%	1 5.6%	0 0.0%	13 72.2%	4 22.2%
17. I get along better with family members.	18	0 0.0%	0 0.0%	1 5.6%	12 66.7%	5 27.8%
18. I get along better with friends and other people.	18	0 0.0%	0 0.0%	0 0.0%	11 61.1%	7 38.9%
19. I am doing better in school and/or work.	18	0 0.0%	1 5.6%	3 16.7%	10 55.6%	4 22.2%
20. I am better able to cope when things go wrong.	18	0 0.0%	0 0.0%	0 0.0%	13 72.2%	5 27.8%
21. I am satisfied with my family life right now.	18	1 5.6%	0 0.0%	1 5.6%	11 61.1%	5 27.8%
22. I would recommend this agency to a friend or family member.	18	1 5.6%	2 11.1%	1 5.6%	7 38.9%	7 38.9%

## Survey Summary for MOPS - Franklin County 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.	14	0	0.0%	0	0.0%	1	7.1%	2	14.3%	11	78.6%
2. I helped choose my child's services.	15	0	0.0%	1	6.7%	2	13.3%	7	46.7%	5	33.3%
3. I helped choose my child's treatment goals.	15	0	0.0%	1	6.7%	2	13.3%	6	40.0%	6	40.0%
4. The people helping my child stuck with us no matter what.	15	0	0.0%	0	0.0%	2	13.3%	4	26.7%	9	60.0%
5. I felt my child had someone to talk to when he/she was troubled.	15	0	0.0%	1	6.7%	0	0.0%	6	40.0%	8	53.3%
6. I participated in my child's treatment.	15	0	0.0%	0	0.0%	0	0.0%	6	40.0%	9	60.0%
7. The services my child and/or family received were right for us.	15	0	0.0%	1	6.7%	0	0.0%	4	26.7%	10	66.7%
8. The location of services was convenient for us.	14	0	0.0%	3	21.4%	0	0.0%	3	21.4%	8	57.1%
9. Services were available at times that were convenient for us.	15	1	6.7%	0	0.0%	0	0.0%	7	46.7%	7	46.7%
10. My family got the help we wanted for my child.	15	0	0.0%	0	0.0%	0	0.0%	6	40.0%	9	60.0%
11. My family got as much help as we needed for my child.	15	0	0.0%	0	0.0%	1	6.7%	5	33.3%	9	60.0%
12. Staff treated me with respect	15	0	0.0%	0	0.0%	1	6.7%	2	13.3%	12	80.0%
13. Staff respected my family's religious/spiritual beliefs.	15	0	0.0%	0	0.0%	1	6.7%	4	26.7%	10	66.7%
14. Staff spoke with me in a way that I understood.	15	0	0.0%	1	6.7%	0	0.0%	3	20.0%	11	73.3%
15. Staff were sensitive to our cultural/ethnic background.	15	0	0.0%	0	0.0%	1	6.7%	4	26.7%	10	66.7%
16. I would recommend this agency to a friend or family member.	15	0	0.0%	1	6.7%	1	6.7%	2	13.3%	11	73.3%
17. My child is better at handling daily life.	15	0	0.0%	0	0.0%	2	13.3%	9	60.0%	4	26.7%
18. My child gets along better with family members.	15	0	0.0%	0	0.0%	5	33.3%	5	33.3%	5	33.3%
19. My child gets along better with friends and other people.	15	0	0.0%	0	0.0%	4	26.7%	6	40.0%	5	33.3%
20. My child is doing better in school and/or work.	15	0	0.0%	1	6.7%	2	13.3%	8	53.3%	4	26.7%
21. My child is better able to cope when things go wrong.	15	0	0.0%	0	0.0%	3	20.0%	8	53.3%	4	26.7%
22. I am satisfied with our family life right now.	15	0	0.0%	1	6.7%	4	26.7%	6	40.0%	4	26.7%