

## Youth Services Survey for Families Agency and Aggregate System Results for Surveys Administered between 4/19/2009 and 5/2/2009

### 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.	56.82%	48.61%	8.21%	63.41%	40.00%	23.41%
2. I helped choose my child's services.	47.67%	40.87%	6.81%	48.78%	33.82%	14.96%
3. I helped choose my child's treatment goals.	51.72%	43.09%	8.64%	52.50%	36.76%	15.74%
4. The people helping my child stuck with us no matter what.	50.57%	52.64%	-2.07%	60.00%	39.39%	20.61%
5. I felt my child had someone to talk to when he/she was troubled.	53.49%	48.87%	4.62%	60.00%	35.38%	24.62%
6. I participated in my child's treatment.	55.68%	47.41%	8.27%	63.41%	38.81%	24.61%
7. The services my child and/or family received were right for us.	48.86%	47.80%	1.06%	56.10%	37.31%	18.78%
8. The location of services was convenient for us.	50.00%	52.13%	-2.13%	60.00%	40.30%	19.70%
9. Services were available at times that were convenient for us.	49.43%	43.26%	6.17%	60.00%	27.27%	32.73%
10. My family got the help we wanted for my child.	44.83%	44.22%	0.61%	60.00%	23.88%	36.12%
11. My family got as much help as we needed for my child.	46.51%	36.36%	10.16%	46.34%	22.73%	23.61%
12. Staff treated me with respect.	72.73%	53.85%	18.88%	60.00%	45.45%	14.55%
13. Staff respected my family's religious/spiritual beliefs.	66.28%	50.20%	16.08%	60.00%	38.10%	21.90%
14. Staff spoke with me in a way that I understood.	68.97%	52.75%	16.22%	60.00%	39.71%	20.29%
15. Staff were sensitive to our cultural/ethnic background.	66.28%	49.37%	16.91%	60.00%	38.10%	21.90%
16. I would recommend this agency to a friend or family member.	68.18%	63.00%	5.18%	80.00%	45.59%	34.41%
17. My child is better at handling daily life.	30.23%	19.80%	10.43%	33.33%	6.06%	27.27%
18. My child gets along better with family members.	27.91%	19.06%	8.85%	30.00%	9.23%	20.77%
19. My child gets along better with friends and other people.	30.59%	16.52%	14.07%	30.00%	4.55%	25.45%
20. My child is doing better in school and/or work.	31.40%	20.86%	10.54%	30.00%	7.58%	22.42%
21. My child is better able to cope when things go wrong.	24.42%	14.90%	9.52%	30.00%	4.69%	25.31%
22. I am satisfied with our family life right now.	24.42%	8.69%	15.73%	20.00%	0.00%	20.00%

#### NOTES:

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

Average	51.03%	42.73%	8.30%	53.91%	31.08%	22.83%
Maximum	72.73%	63.00%	9.73%	80.00%	45.59%	36.12%
Minimum	27.91%	16.52%	11.39%	30.00%	4.5%	14.55%
Difference	44.82%	46.49%	-1.67%	50.00%	41.04%	21.57%