

**Youth Services Survey for Families Scores for each Question by Response Category for Surveys Administered between 4/19/2009 and 5/2/2009**

**MOPS - Franklin County**

Survey Questions

	Total Response	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Overall, I am satisfied with the services my child received.	19	0 0.0%	0 0.0%	3 15.8%	8 42.1%	8 42.1%
2. I helped choose my child's services.	18	0 0.0%	3 16.7%	0 0.0%	9 50.0%	6 33.3%
3. I helped choose my child's treatment goals.	19	0 0.0%	0 0.0%	2 10.5%	11 57.9%	6 31.6%
4. The people helping my child stuck with us no matter what.	19	0 0.0%	0 0.0%	5 26.3%	5 26.3%	9 47.4%
5. I felt my child had someone to talk to when he/she was troubled.	19	0 0.0%	0 0.0%	2 10.5%	9 47.4%	8 42.1%
6. I participated in my child's treatment.	19	0 0.0%	0 0.0%	1 5.3%	11 57.9%	7 36.8%
7. The services my child and/or family received were right for us.	19	1 5.3%	0 0.0%	4 21.1%	10 52.6%	4 21.1%
8. The location of services was convenient for us.	19	1 5.3%	0 0.0%	0 0.0%	9 47.4%	9 47.4%
9. Services were available at times that were convenient for us.	18	0 0.0%	1 5.6%	0 0.0%	11 61.1%	6 33.3%
10. My family got the help we wanted for my child.	19	0 0.0%	1 5.3%	6 31.6%	7 36.8%	5 26.3%
11. My family got as much help as we needed for my child.	17	0 0.0%	0 0.0%	5 29.4%	7 41.2%	5 29.4%
12. Staff treated me with respect.	19	0 0.0%	0 0.0%	0 0.0%	11 57.9%	8 42.1%
13. Staff respected my family's religious/spiritual beliefs.	17	0 0.0%	0 0.0%	1 5.9%	9 52.9%	7 41.2%
14. Staff spoke with me in a way that I understood.	19	0 0.0%	0 0.0%	0 0.0%	10 52.6%	9 47.4%
15. Staff were sensitive to our cultural/ethnic background.	18	0 0.0%	0 0.0%	1 5.6%	10 55.6%	7 38.9%
16. I would recommend this agency to a friend or family member.	19	0 0.0%	0 0.0%	2 10.5%	10 52.6%	7 36.8%
17. My child is better at handling daily life.	19	0 0.0%	2 10.5%	10 52.6%	5 26.3%	2 10.5%
18. My child gets along better with family members.	18	0 0.0%	1 5.6%	8 44.4%	8 44.4%	1 5.6%
19. My child gets along better with friends and other people.	18	0 0.0%	1 5.6%	7 38.9%	9 50.0%	1 5.6%
20. My child is doing better in school and/or work.	18	0 0.0%	3 16.7%	6 33.3%	6 33.3%	3 16.7%
21. My child is better able to cope when things go wrong.	19	0 0.0%	3 15.8%	9 47.4%	5 26.3%	2 10.5%
22. I am satisfied with our family life right now.	18	1 5.6%	0 0.0%	7 38.9%	6 33.3%	4 22.2%