

Satisfaction Survey Results by Response for Fairfield County - 10194 MOPS - Franklin

Youth Services Survey for Families YSS-F - (Ohio Version MHSIP 03-09-10)

Survey Dates: 12/5/2010 through 12/18/2010

	Strongly Disagree (1)		Disagree (2)		Neutral (3)		Agree (4)		Strongly Agree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
*Note: Domain scores greater than 3.5 are considered 'positive'											
1. I like the services that I received here.	3	33%	0	0%	1	11%	2	22%	3	33%	9
4. The location of services was convenient.	3	33%	0	0%	0	0%	3	33%	3	33%	9
5. Staff were willing to see me as often as I felt it was necessary.	3	33%	0	0%	0	0%	3	33%	3	33%	9
7. Services were available at times that were good for me.	3	33%	0	0%	1	11%	2	22%	3	33%	9
10. Staff here believe that I can grow, change and recover.	3	33%	0	0%	0	0%	3	33%	3	33%	9
11. I felt comfortable asking questions about my treatment and medications.	3	33%	0	0%	0	0%	3	33%	3	33%	9
General Satisfaction:	Domain Average:		3.30								
2. If I had other choices, I would still get services from this agency.	4	44%	0	0%	0	0%	4	44%	1	11%	9
3. I would recommend this agency to a friend or family member.	3	33%	1	11%	0	0%	2	22%	3	33%	9
6. Staff returned my call in 24 hours.	3	33%	0	0%	0	0%	2	22%	4	44%	9
Participation in Treatment	Domain Average:		3.11								
8. I was able to get all the services I thought I needed.	4	44%	1	11%	0	0%	2	22%	2	22%	9
9. I was able to see a psychiatrist when I wanted to.	3	33%	0	0%	2	22%	1	11%	3	33%	9
Access:	Domain Average:		2.89								
12. I felt free to complain.	3	33%	0	0%	0	0%	3	33%	3	33%	9
13. I was given information about my rights.	3	33%	0	0%	0	0%	3	33%	3	33%	9
14. Staff encouraged me to take responsibility for how I live my life.	3	33%	0	0%	0	0%	2	22%	4	44%	9
15. Staff told me what side effects to watch out for.	3	33%	0	0%	1	11%	2	22%	3	33%	9
Cultural Sensitivity	Domain Average:		3.33								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	3	33%	0	0%	1	11%	4	44%	1	11%	9
17. I, not staff, decided my treatment goals.	3	33%	0	0%	4	44%	1	11%	1	11%	9
18. Staff were sensitivie to my cultural background.	3	33%	0	0%	1	11%	4	44%	1	11%	9
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	3	33%	0	0%	2	22%	1	11%	3	33%	9
20. I was encouraged to use consumer run programs.	3	33%	0	0%	2	22%	3	33%	1	11%	9
21. I deal more effectively with my daily problems.	3	33%	0	0%	1	11%	3	33%	2	22%	9
Outcomes	Domain Average:		2.96								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	3	33%	0	0%	1	11%	4	44%	1	11%	9
17. I, not staff, decided my treatment goals.	3	33%	0	0%	4	44%	1	11%	1	11%	9
18. Staff were sensitivie to my cultural background.	3	33%	0	0%	1	11%	4	44%	1	11%	9
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	3	33%	0	0%	2	22%	1	11%	3	33%	9
20. I was encouraged to use consumer run programs.	3	33%	0	0%	2	22%	3	33%	1	11%	9
22. I am better able to control my life.	3	33%	0	0%	1	11%	4	44%	1	11%	9
Functioning	Domain Average:		2.94								
23. I am better able to deal with crisis.	3	33%	0	0%	0	0%	3	33%	3	33%	9
24. I am getting along better with my family.	3	33%	0	0%	0	0%	3	33%	3	33%	9
25. I do better in social situations.	3	33%	0	0%	2	22%	1	11%	3	33%	9
26. I do better in school and/or work.	3	33%	0	0%	0	0%	4	44%	2	22%	9
Social	Domain Average:		3.25								