



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### All Mental Health Programs

Overall Satisfaction<sup>1</sup>

**91.7%**

Return Rate<sup>2</sup>

**77.6%**

Mental Health programs collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for Mental Health programs. Please review the separate Adult and Youth reports for item-level detail and additional information about survey results.

People served November 13-17 2017 (Avatar billing): 4195

People surveyed: 3257 (908 youth and 2349 adults)

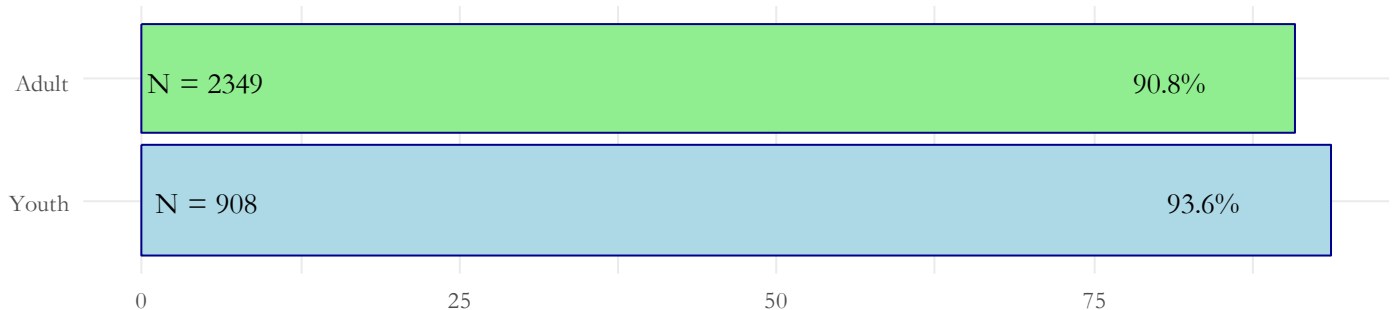
Adult satisfaction mean score: 4.33

Youth satisfaction mean score: 4.32

Family satisfaction mean score: 4.49

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)



**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) mental health programs billed services for 4195 clients; surveys were returned for 3257 clients ( $3257/4195 = 77.6\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

## All Mental Health Programs

Overall Satisfaction<sup>1</sup>  
**90.8%**

Return Rate<sup>2</sup>  
**82.9%**

Overall satisfaction<sup>3</sup> mean score for mental health programs: **4.33**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

### Highest Agreement Items

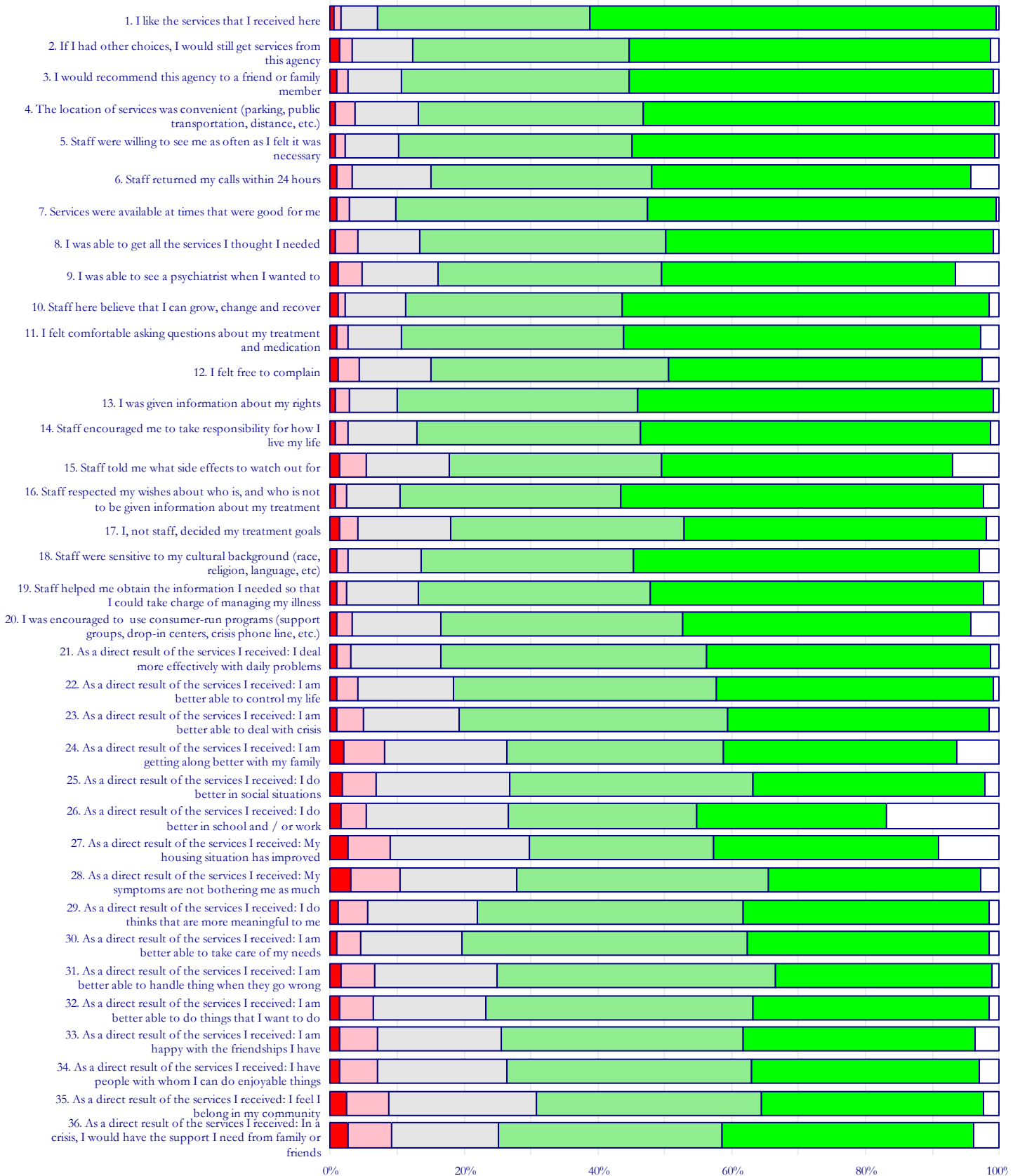
- 92.9% 1. I like the services that I received here
- 90.1% 7. Services were available at times that were good for me
- 90.0% 13. I was given information about my rights

### Lowest Agreement Items

- 80.9% 15. Staff told me what side effects to watch out for
- 81.7% 17. I, not staff, decided my treatment goals
- 82.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

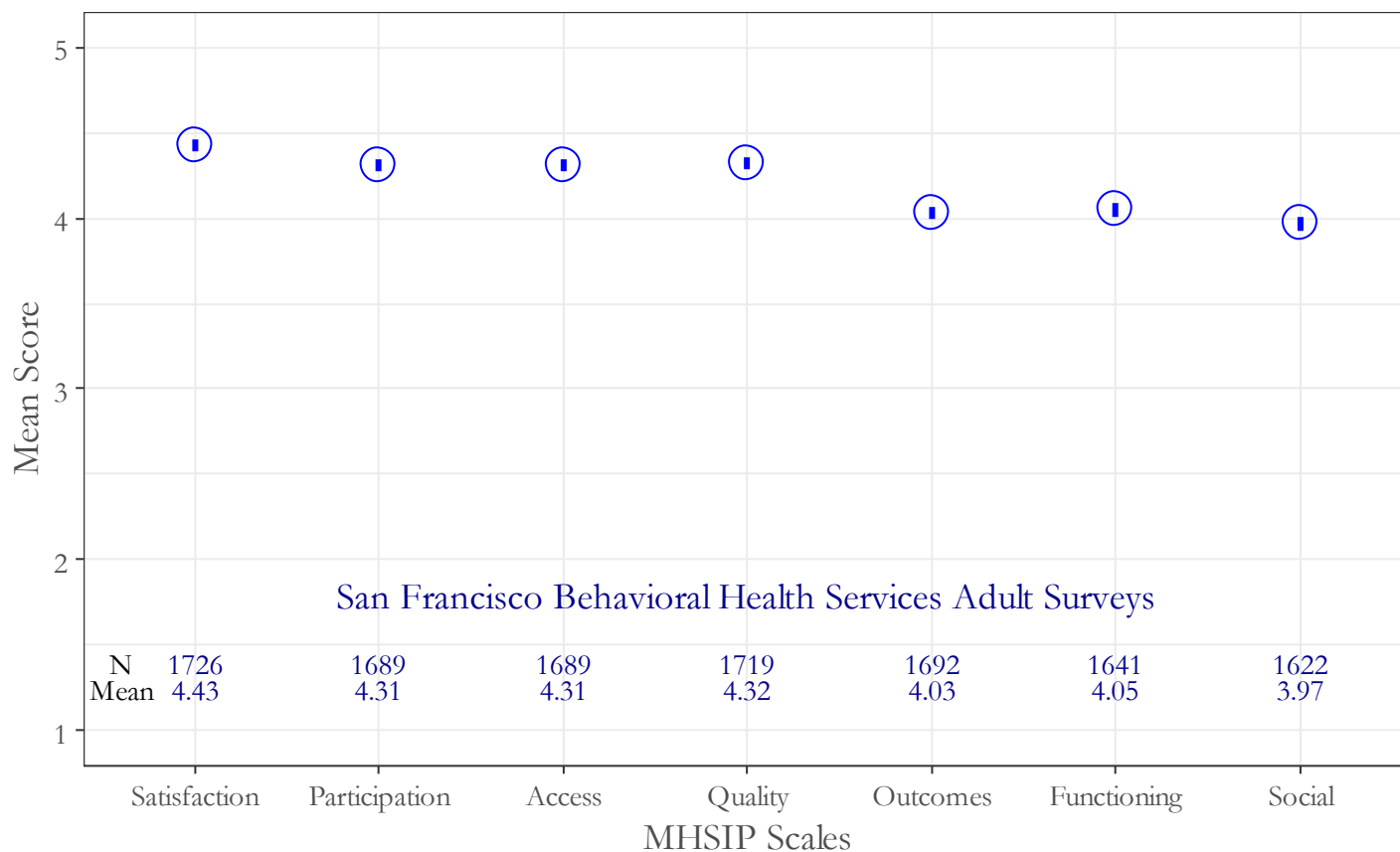
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.9 %</b> 1. I like the services that I received here	11 0.4 %	18 0.7 %	92 3.7 %	539 21.6 %	1037 41.5 %	7 0.3 %	792 31.7 %
<b>87.6 %</b> 2. If I had other choices, I would still get services from this agency	24 1.0 %	31 1.2 %	152 6.1 %	545 21.8 %	912 36.5 %	21 0.8 %	811 32.5 %
<b>89.3 %</b> 3. I would recommend this agency to a friend or family member	17 0.7 %	27 1.1 %	135 5.4 %	577 23.1 %	920 36.9 %	14 0.6 %	806 32.3 %
<b>86.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	14 0.6 %	50 2.0 %	159 6.4 %	572 22.9 %	891 35.7 %	13 0.5 %	797 31.9 %
<b>89.6 %</b> 5. Staff were willing to see me as often as I felt it was necessary	14 0.6 %	25 1.0 %	135 5.4 %	587 23.5 %	917 36.7 %	12 0.5 %	806 32.3 %
<b>84.2 %</b> 6. Staff returned my calls within 24 hours	18 0.7 %	39 1.6 %	199 8.0 %	557 22.3 %	805 32.2 %	72 2.9 %	806 32.3 %
<b>90.1 %</b> 7. Services were available at times that were good for me	17 0.7 %	31 1.2 %	118 4.7 %	631 25.3 %	876 35.1 %	8 0.3 %	815 32.6 %
<b>86.6 %</b> 8. I was able to get all the services I thought I needed	14 0.6 %	55 2.2 %	155 6.2 %	623 25.0 %	826 33.1 %	15 0.6 %	808 32.4 %
<b>82.9 %</b> 9. I was able to see a psychiatrist when I wanted to	20 0.8 %	60 2.4 %	190 7.6 %	564 22.6 %	741 29.7 %	110 4.4 %	811 32.5 %
<b>88.5 %</b> 10. Staff here believe that I can grow, change and recover	19 0.8 %	18 0.7 %	153 6.1 %	545 21.8 %	923 37.0 %	24 1.0 %	814 32.6 %
<b>89.1 %</b> 11. I felt comfortable asking questions about my treatment and medication	15 0.6 %	31 1.2 %	131 5.2 %	557 22.3 %	895 35.9 %	46 1.8 %	821 32.9 %
<b>84.5 %</b> 12. I felt free to complain	21 0.8 %	51 2.0 %	182 7.3 %	598 24.0 %	789 31.6 %	42 1.7 %	813 32.6 %
<b>90.0 %</b> 13. I was given information about my rights	12 0.5 %	35 1.4 %	119 4.8 %	600 24.0 %	886 35.5 %	14 0.6 %	830 33.2 %
<b>87.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	14 0.6 %	30 1.2 %	172 6.9 %	564 22.6 %	878 35.2 %	23 0.9 %	815 32.6 %
<b>80.9 %</b> 15. Staff told me what side effects to watch out for	22 0.9 %	69 2.8 %	206 8.2 %	532 21.3 %	729 29.2 %	117 4.7 %	821 32.9 %
<b>89.3 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	13 0.5 %	28 1.1 %	135 5.4 %	554 22.2 %	909 36.4 %	39 1.6 %	818 32.8 %
<b>81.7 %</b> 17. I, not staff, decided my treatment goals	24 1.0 %	44 1.8 %	233 9.3 %	586 23.5 %	754 30.2 %	34 1.4 %	821 32.9 %
<b>86.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	16 0.6 %	27 1.1 %	184 7.4 %	529 21.2 %	864 34.6 %	49 2.0 %	827 33.1 %
<b>86.6 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	15 0.6 %	25 1.0 %	179 7.2 %	582 23.3 %	834 33.4 %	38 1.5 %	823 33.0 %
<b>82.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	15 0.6 %	39 1.6 %	213 8.5 %	584 23.4 %	693 27.8 %	70 2.8 %	882 35.3 %
<b>83.3 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	15 0.6 %	33 1.3 %	213 8.5 %	630 25.2 %	673 27.0 %	19 0.8 %	913 36.6 %
<b>81.4 %</b> 22. As a direct result of the services I received: I am better able to control my life	16 0.6 %	49 2.0 %	227 9.1 %	620 24.8 %	655 26.2 %	14 0.6 %	915 36.7 %
<b>80.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	17 0.7 %	63 2.5 %	235 9.4 %	651 26.1 %	637 25.5 %	26 1.0 %	867 34.7 %
<b>71.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	33 1.3 %	98 3.9 %	296 11.9 %	524 21.0 %	566 22.7 %	101 4.0 %	878 35.2 %
<b>72.6 %</b> 25. As a direct result of the services I received: I do better in social situations	28 1.1 %	84 3.4 %	322 12.9 %	588 23.6 %	561 22.5 %	36 1.4 %	877 35.1 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>68.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	25 1.0 %	61 2.4 %	342 13.7 %	453 18.1 %	457 18.3 %	273 10.9 %	885 35.5 %
<b>67.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	43 1.7 %	102 4.1 %	334 13.4 %	443 17.8 %	538 21.6 %	147 5.9 %	889 35.6 %
<b>71.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	48 1.9 %	119 4.8 %	282 11.3 %	609 24.4 %	509 20.4 %	46 1.8 %	883 35.4 %
<b>77.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	18 0.7 %	71 2.8 %	264 10.6 %	643 25.8 %	593 23.8 %	24 1.0 %	883 35.4 %
<b>80.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	16 0.6 %	59 2.4 %	244 9.8 %	691 27.7 %	586 23.5 %	23 0.9 %	877 35.1 %
<b>74.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	26 1.0 %	83 3.3 %	296 11.9 %	680 27.2 %	526 21.1 %	18 0.7 %	867 34.7 %
<b>76.4 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	22 0.9 %	82 3.3 %	270 10.8 %	643 25.8 %	571 22.9 %	24 1.0 %	884 35.4 %
<b>73.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	22 0.9 %	92 3.7 %	302 12.1 %	583 23.4 %	562 22.5 %	60 2.4 %	875 35.1 %
<b>72.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	22 0.9 %	90 3.6 %	310 12.4 %	589 23.6 %	543 21.8 %	49 2.0 %	893 35.8 %
<b>68.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	38 1.5 %	104 4.2 %	355 14.2 %	539 21.6 %	535 21.4 %	39 1.6 %	886 35.5 %
<b>73.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	42 1.7 %	104 4.2 %	259 10.4 %	538 21.6 %	605 24.2 %	62 2.5 %	886 35.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	424 20.1 %	76 19.8 %	500 20 %
Impaired	90 4.3 %	44 11.5 %	134 5.4 %
Language	18 0.9 %	8 2.1 %	26 1 %
Other	82 3.9 %	3 0.8 %	85 3.4 %
No Data	48 2.3 %	5 1.3 %	53 2.1 %
Completed Survey	1451 68.7 %	247 64.5 %	1698 68 %
<b>Total</b>	2113 100 %	383 100 %	2496 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) mental health programs billed services for 2676 adult clients; surveys were returned for 2237 adult clients ( $2237/2676 = 82.9\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for mental health programs (blue). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**All Mental Health Programs**

Overall Satisfaction<sup>1</sup>  
**93.6%**

Return Rate<sup>2</sup>  
**66.6%**

Overall satisfaction<sup>3</sup> mean score for mental health programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 96.2% 14. Staff spoke with me in a way that I understood
- 96.1% 12. Staff treated me with respect
- 93.6% 13. Staff respected my religious/spiritual beliefs

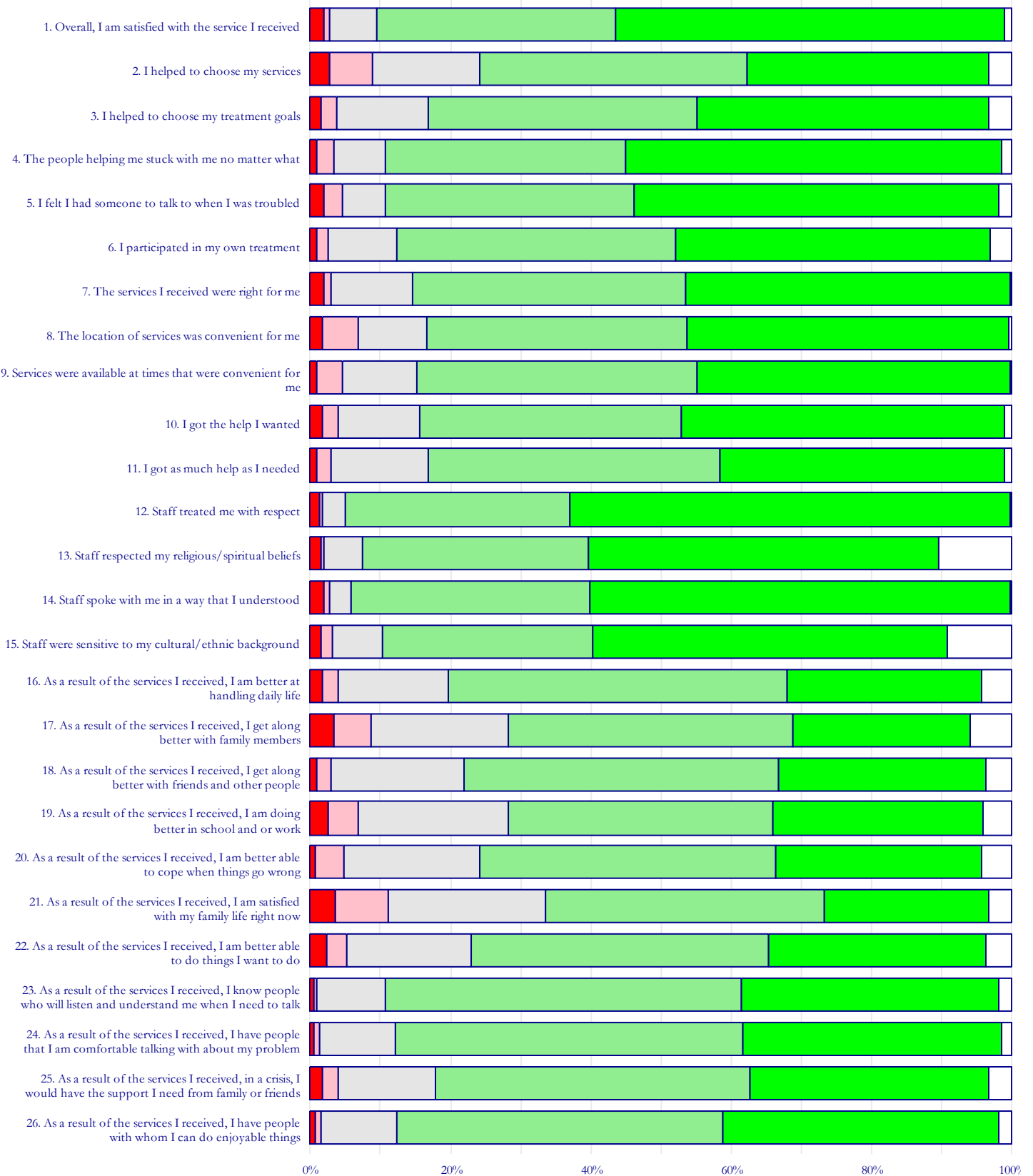
**Lowest Agreement Items**

- 82.5% 2. I helped to choose my services
- 86.2% 11. I got as much help as I needed
- 87.4% 10. I got the help I wanted

On the second page of the report is a visual display of client responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about compliance with survey completion.



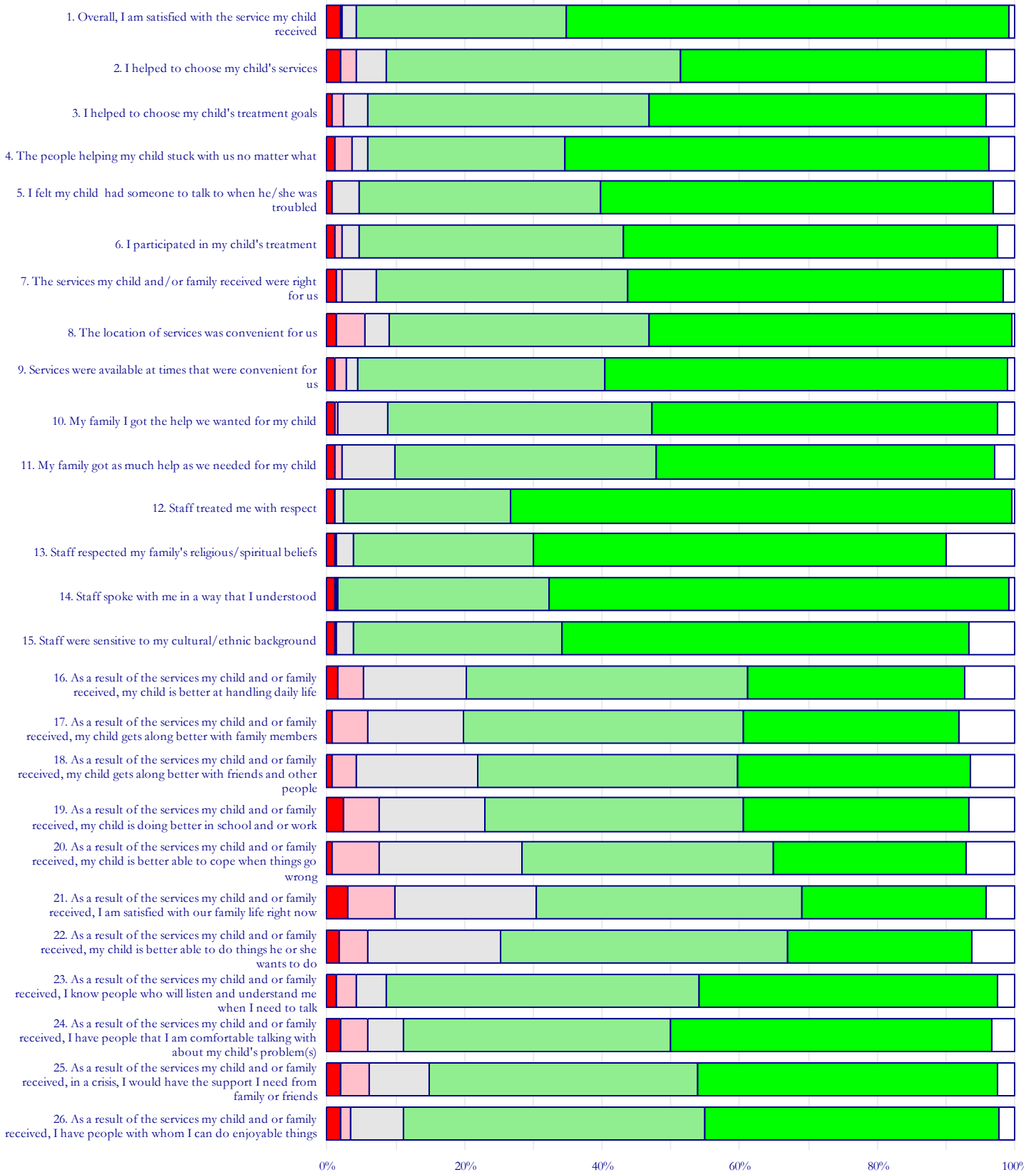
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 558

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.3 %</b> 1. Overall, I am satisfied with the service I received	8 1.4 %	3 0.5 %	27 4.8 %	135 24.2 %	220 39.4 %	4 0.7 %	161 28.8 %
<b>75.0 %</b> 2. I helped to choose my services	11 2.0 %	24 4.3 %	61 10.9 %	151 27.1 %	137 24.6 %	13 2.3 %	161 28.8 %
<b>82.7 %</b> 3. I helped to choose my treatment goals	6 1.1 %	9 1.6 %	51 9.1 %	151 27.1 %	164 29.4 %	13 2.3 %	164 29.4 %
<b>89.2 %</b> 4. The people helping me stuck with me no matter what	4 0.7 %	9 1.6 %	29 5.2 %	135 24.2 %	211 37.8 %	6 1.1 %	164 29.4 %
<b>89.1 %</b> 5. I felt I had someone to talk to when I was troubled	8 1.4 %	10 1.8 %	24 4.3 %	140 25.1 %	205 36.7 %	7 1.2 %	164 29.4 %
<b>87.2 %</b> 6. I participated in my own treatment	4 0.7 %	6 1.1 %	39 7.0 %	156 28.0 %	177 31.7 %	12 2.1 %	164 29.4 %
<b>85.3 %</b> 7. The services I received were right for me	8 1.4 %	4 0.7 %	46 8.2 %	153 27.4 %	183 32.8 %	1 0.2 %	163 29.2 %
<b>83.3 %</b> 8. The location of services was convenient for me	7 1.2 %	20 3.6 %	39 7.0 %	148 26.5 %	182 32.6 %	2 0.4 %	160 28.7 %
<b>84.8 %</b> 9. Services were available at times that were convenient for me	4 0.7 %	14 2.5 %	42 7.5 %	158 28.3 %	176 31.5 %	1 0.2 %	163 29.2 %
<b>84.1 %</b> 10. I got the help I wanted	7 1.2 %	9 1.6 %	46 8.2 %	147 26.3 %	182 32.6 %	4 0.7 %	163 29.2 %
<b>83.0 %</b> 11. I got as much help as I needed	4 0.7 %	8 1.4 %	54 9.7 %	163 29.2 %	159 28.5 %	4 0.7 %	166 29.8 %
<b>94.9 %</b> 12. Staff treated me with respect	5 0.9 %	2 0.4 %	13 2.3 %	125 22.4 %	245 43.9 %	1 0.2 %	167 29.9 %
<b>91.7 %</b> 13. Staff respected my religious/spiritual beliefs	6 1.1 %	2 0.4 %	21 3.8 %	126 22.6 %	194 34.8 %	41 7.3 %	168 30.1 %
<b>94.2 %</b> 14. Staff spoke with me in a way that I understood	8 1.4 %	3 0.5 %	12 2.1 %	135 24.2 %	237 42.5 %	1 0.2 %	162 29.0 %
<b>88.6 %</b> 15. Staff were sensitive to my cultural/ethnic background	6 1.1 %	6 1.1 %	28 5.0 %	116 20.8 %	196 35.1 %	36 6.4 %	170 30.5 %
<b>79.4 %</b> 16. As a result of the services I received, I am better at handling daily life	7 1.2 %	9 1.6 %	61 10.9 %	189 33.9 %	108 19.4 %	17 3.0 %	167 29.9 %
<b>70.0 %</b> 17. As a result of the services I received, I get along better with family members	13 2.3 %	21 3.8 %	77 13.8 %	159 28.5 %	100 17.9 %	23 4.1 %	165 29.6 %
<b>77.3 %</b> 18. As a result of the services I received, I get along better with friends and other people	4 0.7 %	8 1.4 %	74 13.3 %	177 31.7 %	116 20.8 %	15 2.7 %	164 29.4 %
<b>70.5 %</b> 19. As a result of the services I received, I am doing better in school and or work	10 1.8 %	17 3.0 %	85 15.2 %	149 26.7 %	119 21.3 %	16 2.9 %	162 29.0 %
<b>74.8 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	3 0.5 %	16 2.9 %	76 13.6 %	166 29.8 %	116 20.8 %	17 3.0 %	164 29.4 %
<b>65.3 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	14 2.5 %	30 5.4 %	88 15.8 %	156 28.0 %	92 16.5 %	13 2.3 %	165 29.6 %
<b>76.1 %</b> 22. As a result of the services I received, I am better able to do things I want to do	9 1.6 %	12 2.1 %	70 12.5 %	168 30.1 %	122 21.9 %	15 2.7 %	162 29.0 %
<b>89.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	2 0.4 %	2 0.4 %	38 6.8 %	197 35.3 %	143 25.6 %	7 1.2 %	169 30.3 %
<b>87.6 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	2 0.4 %	3 0.5 %	42 7.5 %	191 34.2 %	142 25.4 %	6 1.1 %	172 30.8 %
<b>81.5 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	7 1.2 %	8 1.4 %	54 9.7 %	172 30.8 %	131 23.5 %	13 2.3 %	173 31.0 %
<b>87.5 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	3 0.5 %	3 0.5 %	41 7.3 %	178 31.9 %	151 27.1 %	7 1.2 %	175 31.4 %

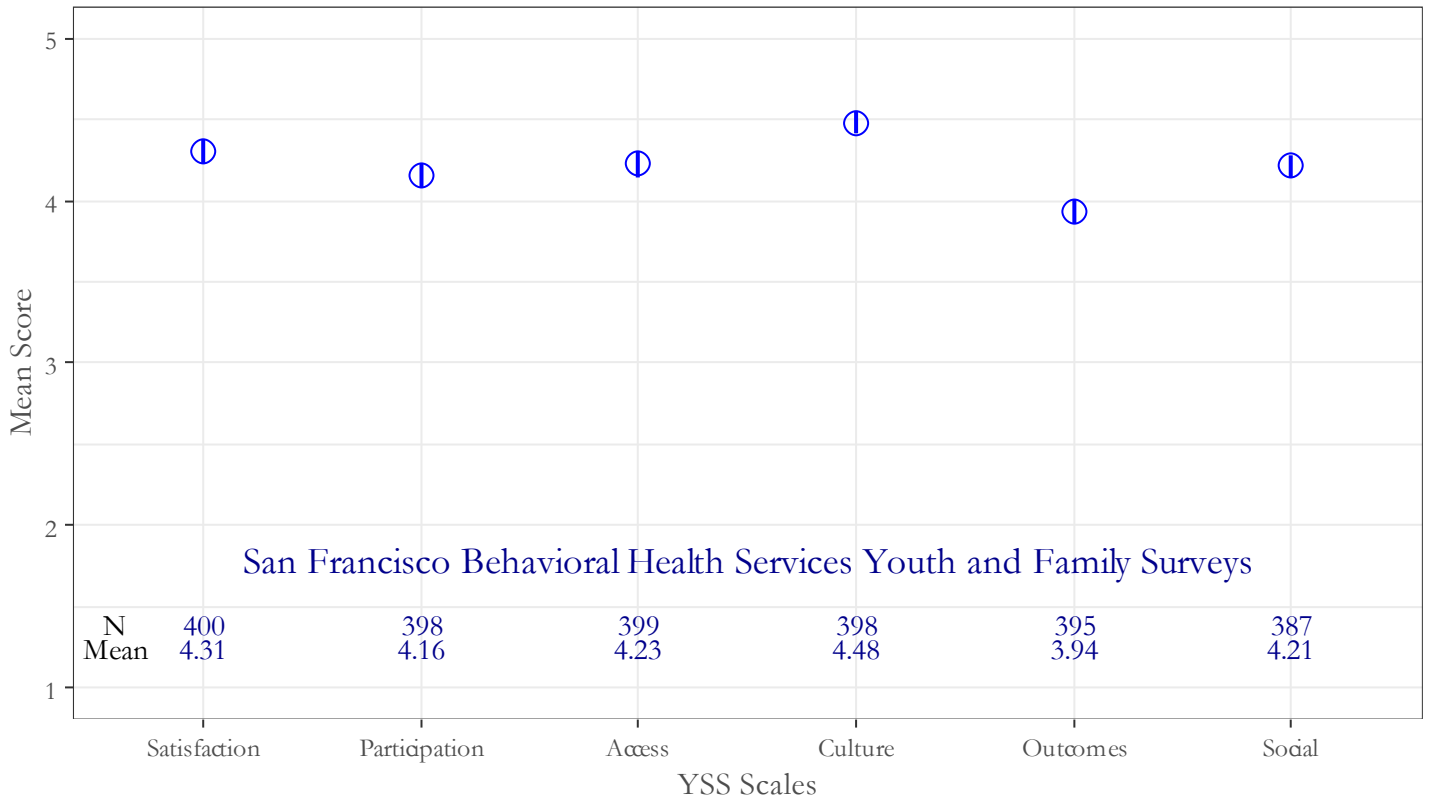
# Youth Services Survey for Families



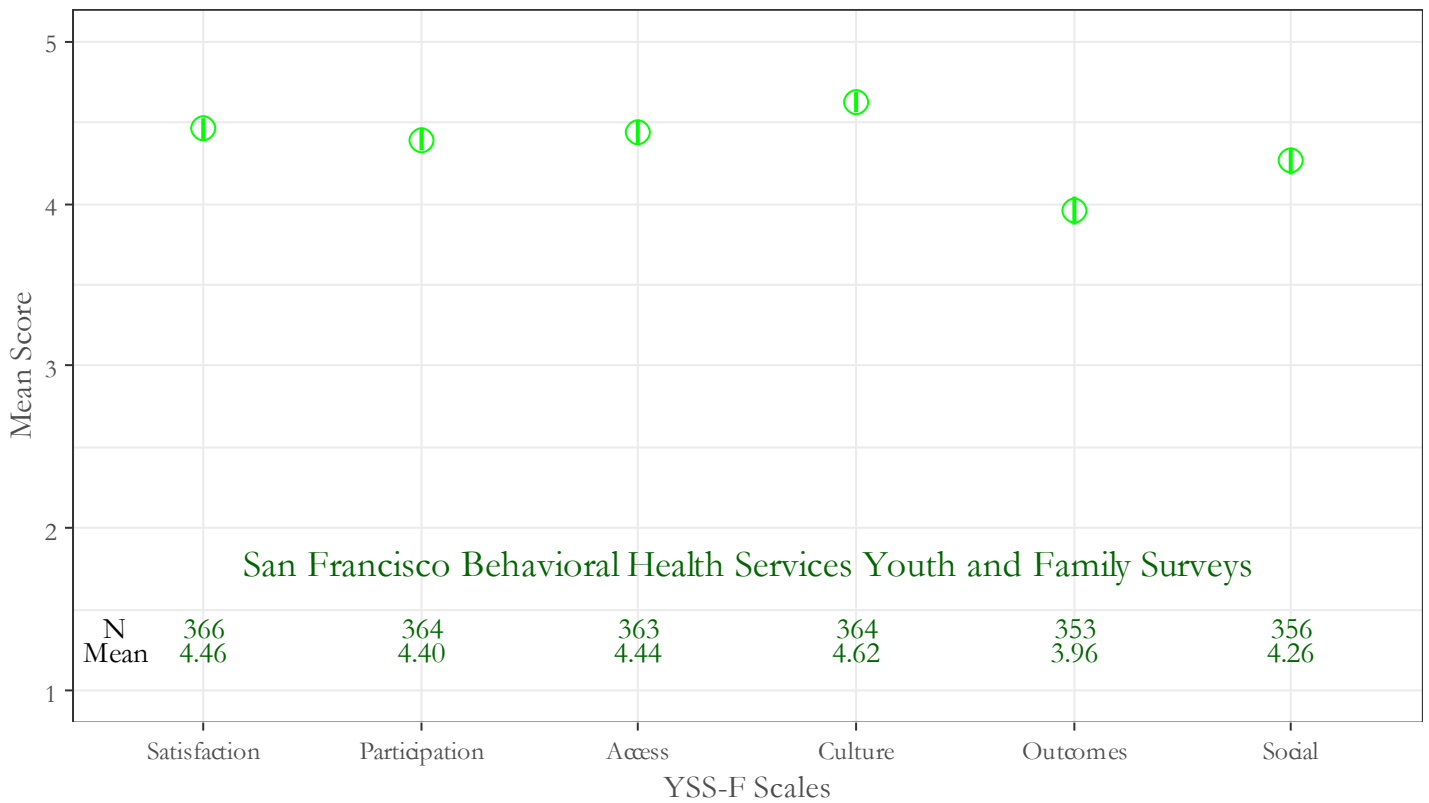
## Youth Services Survey for Families N = 570

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>95.6 %</b> 1. Overall, I am satisfied with the service my child received	7 1.2 %	1 0.2 %	8 1.4 %	112 19.7 %	236 41.4 %	3 0.5 %	203 35.6 %
<b>91.0 %</b> 2. I helped to choose my child's services	7 1.2 %	8 1.4 %	16 2.8 %	153 26.8 %	159 27.9 %	15 2.6 %	212 37.2 %
<b>93.9 %</b> 3. I helped to choose my child's treatment goals	3 0.5 %	6 1.0 %	12 2.1 %	147 25.8 %	175 30.7 %	15 2.6 %	212 37.2 %
<b>93.7 %</b> 4. The people helping my child stuck with us no matter what	4 0.7 %	9 1.6 %	9 1.6 %	104 18.2 %	225 39.5 %	14 2.5 %	205 36.0 %
<b>95.1 %</b> 5. I felt my child had someone to talk to when he/she was troubled	3 0.5 %	0 0.0 %	14 2.5 %	126 22.1 %	206 36.1 %	11 1.9 %	210 36.8 %
<b>95.2 %</b> 6. I participated in my child's treatment	4 0.7 %	4 0.7 %	9 1.6 %	138 24.2 %	196 34.4 %	9 1.6 %	210 36.8 %
<b>92.6 %</b> 7. The services my child and/or family received were right for us	5 0.9 %	3 0.5 %	18 3.2 %	131 23.0 %	196 34.4 %	6 1.0 %	211 37.0 %
<b>90.8 %</b> 8. The location of services was convenient for us	5 0.9 %	15 2.6 %	13 2.3 %	136 23.9 %	190 33.3 %	2 0.4 %	209 36.7 %
<b>95.5 %</b> 9. Services were available at times that were convenient for us	4 0.7 %	6 1.0 %	6 1.0 %	130 22.8 %	212 37.2 %	4 0.7 %	208 36.5 %
<b>90.9 %</b> 10. My family I got the help we wanted for my child	4 0.7 %	2 0.4 %	26 4.6 %	139 24.4 %	182 31.9 %	9 1.6 %	208 36.5 %
<b>89.7 %</b> 11. My family got as much help as we needed for my child	4 0.7 %	4 0.7 %	28 4.9 %	137 24.0 %	177 31.1 %	11 1.9 %	209 36.7 %
<b>97.5 %</b> 12. Staff treated me with respect	4 0.7 %	0 0.0 %	5 0.9 %	87 15.3 %	263 46.1 %	2 0.4 %	209 36.7 %
<b>95.7 %</b> 13. Staff respected my family's religious/spiritual beliefs	4 0.7 %	1 0.2 %	9 1.6 %	95 16.7 %	218 38.2 %	36 6.3 %	207 36.3 %
<b>98.3 %</b> 14. Staff spoke with me in a way that I understood	4 0.7 %	1 0.2 %	1 0.2 %	111 19.5 %	242 42.5 %	3 0.5 %	208 36.5 %
<b>95.8 %</b> 15. Staff were sensitive to my cultural/ethnic background	4 0.7 %	1 0.2 %	9 1.6 %	109 19.1 %	214 37.5 %	24 4.2 %	209 36.7 %
<b>78.1 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	6 1.0 %	13 2.3 %	54 9.5 %	147 25.8 %	114 20.0 %	26 4.6 %	210 36.8 %
<b>78.4 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	3 0.5 %	18 3.2 %	50 8.8 %	146 25.6 %	112 19.7 %	29 5.1 %	212 37.2 %
<b>76.5 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	3 0.5 %	12 2.1 %	63 11.1 %	134 23.5 %	120 21.1 %	23 4.0 %	215 37.7 %
<b>75.4 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	9 1.6 %	18 3.2 %	55 9.6 %	135 23.7 %	117 20.5 %	24 4.2 %	212 37.2 %
<b>69.6 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	3 0.5 %	24 4.2 %	74 13.0 %	131 23.0 %	100 17.5 %	25 4.4 %	213 37.4 %
<b>68.2 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	11 1.9 %	25 4.4 %	74 13.0 %	139 24.4 %	97 17.0 %	15 2.6 %	209 36.7 %
<b>73.2 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	6 1.0 %	15 2.6 %	68 11.9 %	148 26.0 %	95 16.7 %	22 3.9 %	216 37.9 %
<b>91.1 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	5 0.9 %	10 1.8 %	16 2.8 %	163 28.6 %	156 27.4 %	9 1.6 %	211 37.0 %
<b>88.5 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	7 1.2 %	14 2.5 %	19 3.3 %	139 24.4 %	168 29.5 %	12 2.1 %	211 37.0 %
<b>84.8 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	7 1.2 %	15 2.6 %	31 5.4 %	140 24.6 %	156 27.4 %	9 1.6 %	212 37.2 %
<b>88.6 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	7 1.2 %	5 0.9 %	27 4.7 %	153 26.8 %	149 26.1 %	8 1.4 %	221 38.8 %

Youth Services Survey Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Survey Compliance Mental Health Programs Completion by Respondent Type		Total
	Family	Youth	
	Refused	118 20.7 %	
Impaired	5 0.9 %	8 1.4 %	13 1.2 %
Language	5 0.9 %	0 0 %	5 0.4 %
Other	61 10.7 %	29 5.2 %	90 8 %
No Data	13 2.3 %	20 3.6 %	33 2.9 %
Completed Survey	368 64.6 %	400 71.7 %	768 68.1 %
<b>Total</b>	570 100 %	558 100 %	1128 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) mental health programs billed services for 1363 youth clients; surveys were returned for 908 youth clients (908/1363 = 66.6).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for mental health programs (blue) for youth and (green) for family. The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **AARS Project ADAPT Mental Health**

Program Code(s): 38JBOP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**90.0%**

Overall satisfaction<sup>3</sup> mean score for AARS Project ADAPT Mental Health: **4.77**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 1. I like the services that I received here

**100.0%** 2. If I had other choices, I would still get services from this agency

**100.0%** 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

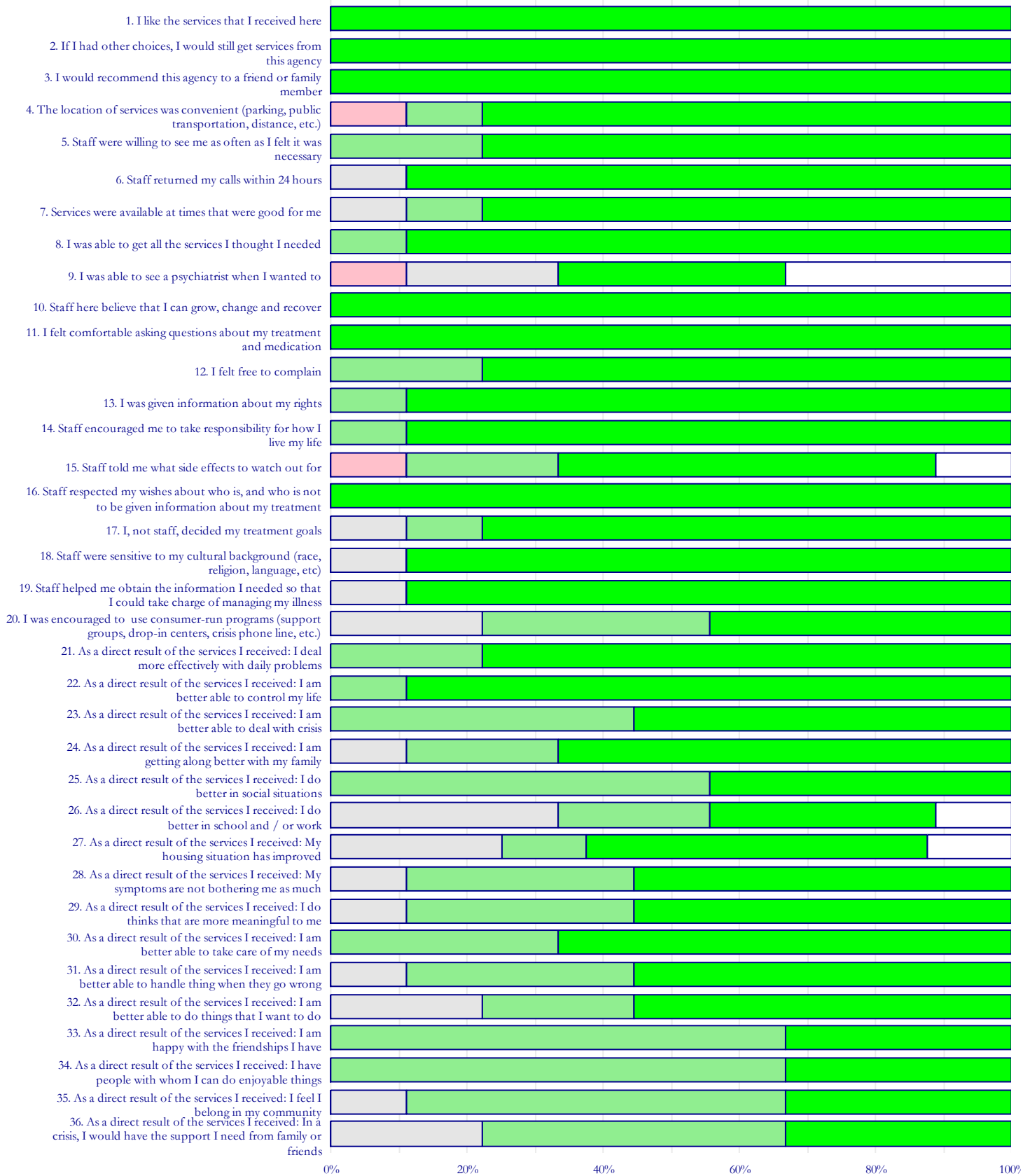
**50.0%** 9. I was able to see a psychiatrist when I wanted to

**77.8%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**87.5%** 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





## MHSIP Items 1-25

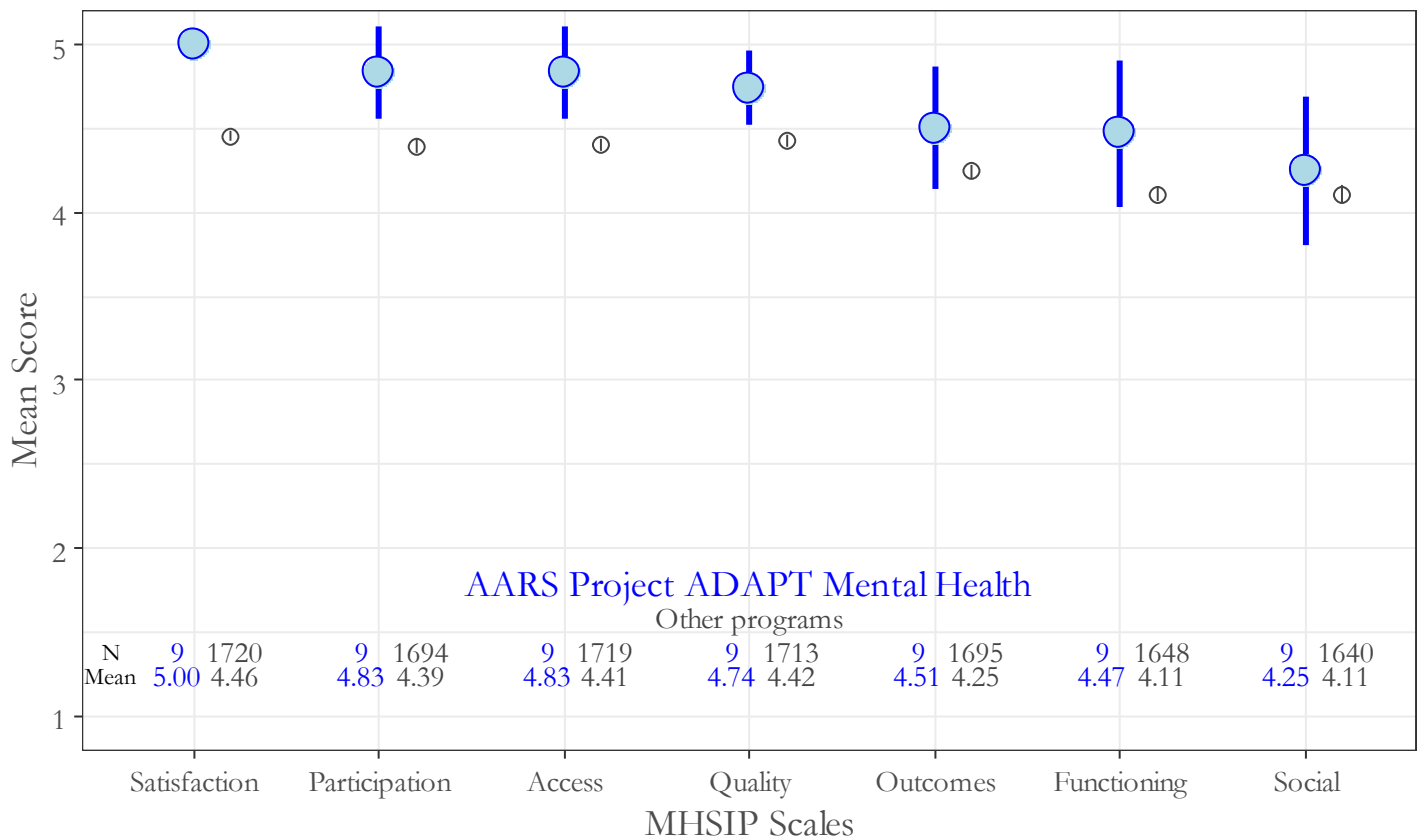
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 11.1 %	0 0.0 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>62.5 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	3 33.3 %	1 11.1 %	0 0.0 %
<b>71.4 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	4 44.4 %	1 11.1 %	1 11.1 %
<b>88.9 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 100 %	0 0 %	9 100 %
<b>Total</b>	9 100 %	0 100 %	9 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **African American Alternatives Program**

Program Code(s): 38047

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**84.6%**

Overall satisfaction<sup>3</sup> mean score for African American Alternatives Program: **4.16**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

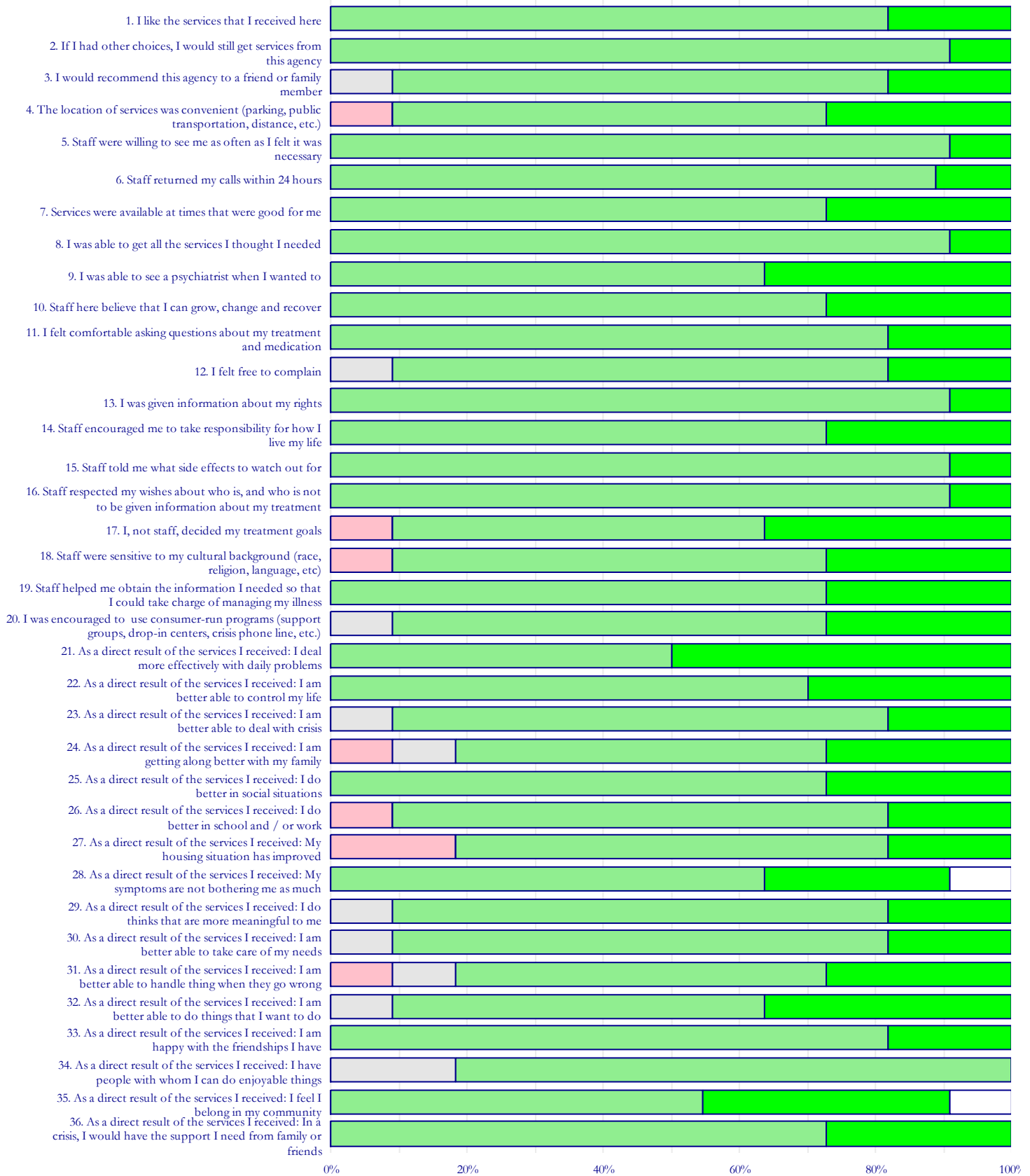
90.9% 3. I would recommend this agency to a friend or family member

90.9% 12. I felt free to complain

90.9% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



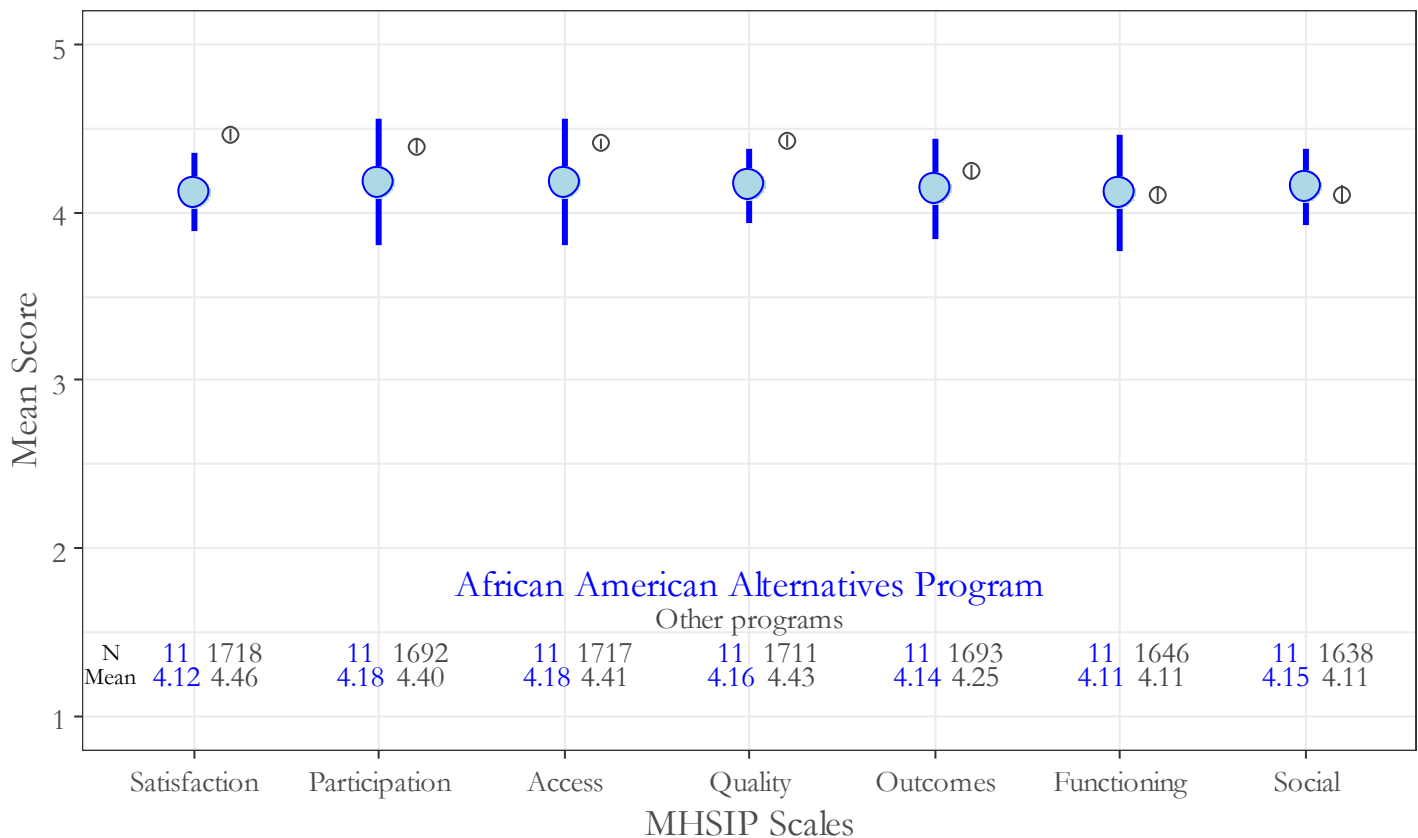
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 9.1 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	1 9.1 %	0 0.0 %	2 18.2 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 9.1 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 9.1 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	5 45.5 %	0 0.0 %	1 9.1 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	1 9.1 %
<b>90.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 9.1 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 9.1 %	0 0.0 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 18.2 %	0 0.0 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	3 27.3 %	1 9.1 %	0 0.0 %
<b>90.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 9.1 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	4 36.4 %	1 9.1 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	0 0 %	11 100 %
<b>Total</b>	11 100 %	0 100 %	11 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 13 clients; surveys were returned for 11 clients (11/13 = 84.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**AFS Outpatient Services & Therapeutic Visitation SF**  
Program Code(s): 38GS01 38GSOP

Overall Satisfaction<sup>1</sup>  
**88.2%**

Return Rate<sup>2</sup>  
**60.3%**

Overall satisfaction<sup>3</sup> mean score for AFS Outpatient Services & Therapeutic Visitation SF: **4.14** (youth), **4.31** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 7. The services I received were right for me

**100.0%** 12. Staff treated me with respect

**94.1%** 6. I participated in my own treatment

**Lowest Agreement Items**

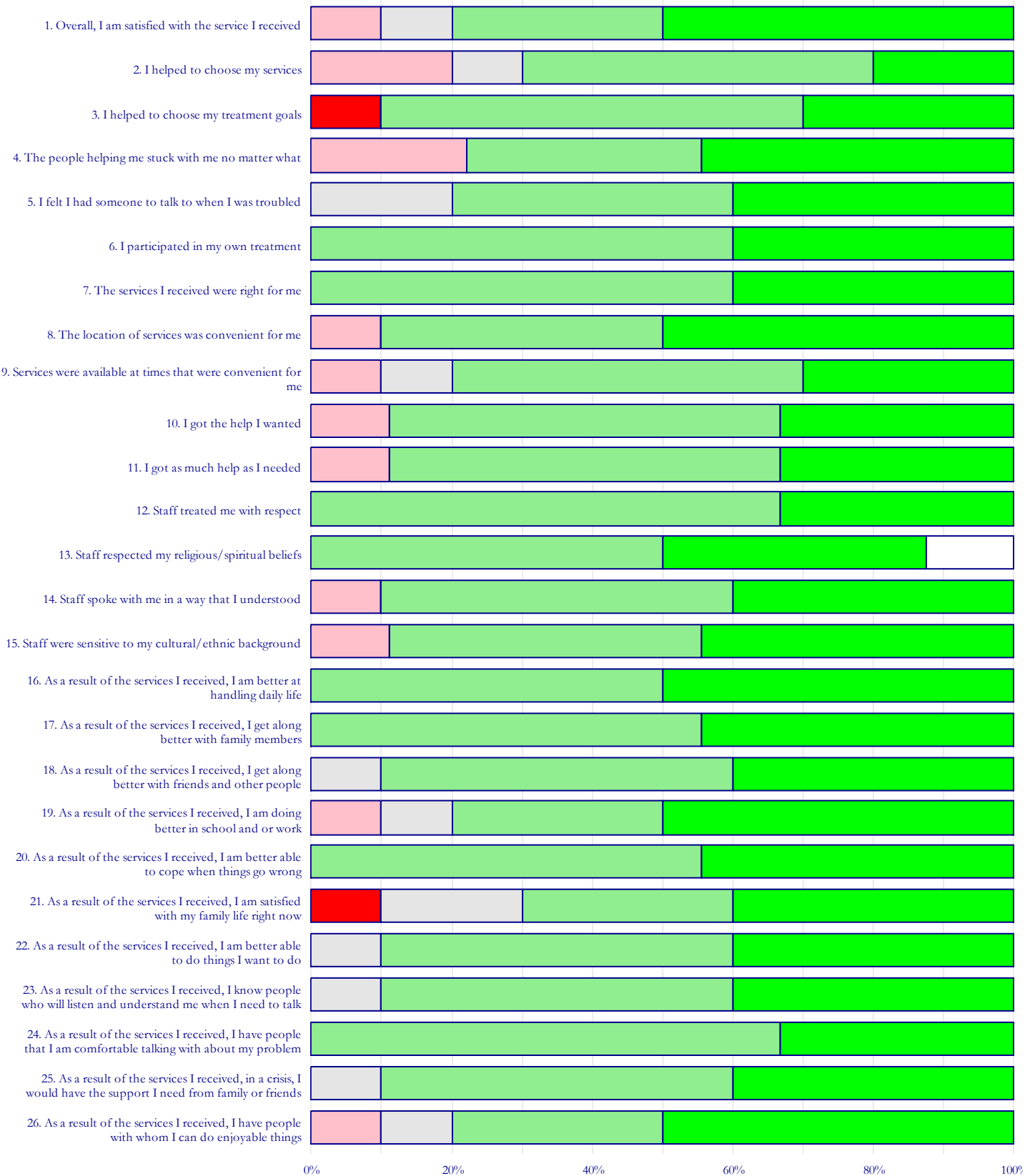
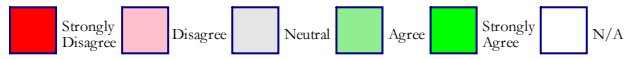
**75.0%** 2. I helped to choose my services

**80.0%** 4. The people helping me stuck with me no matter what

**80.0%** 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

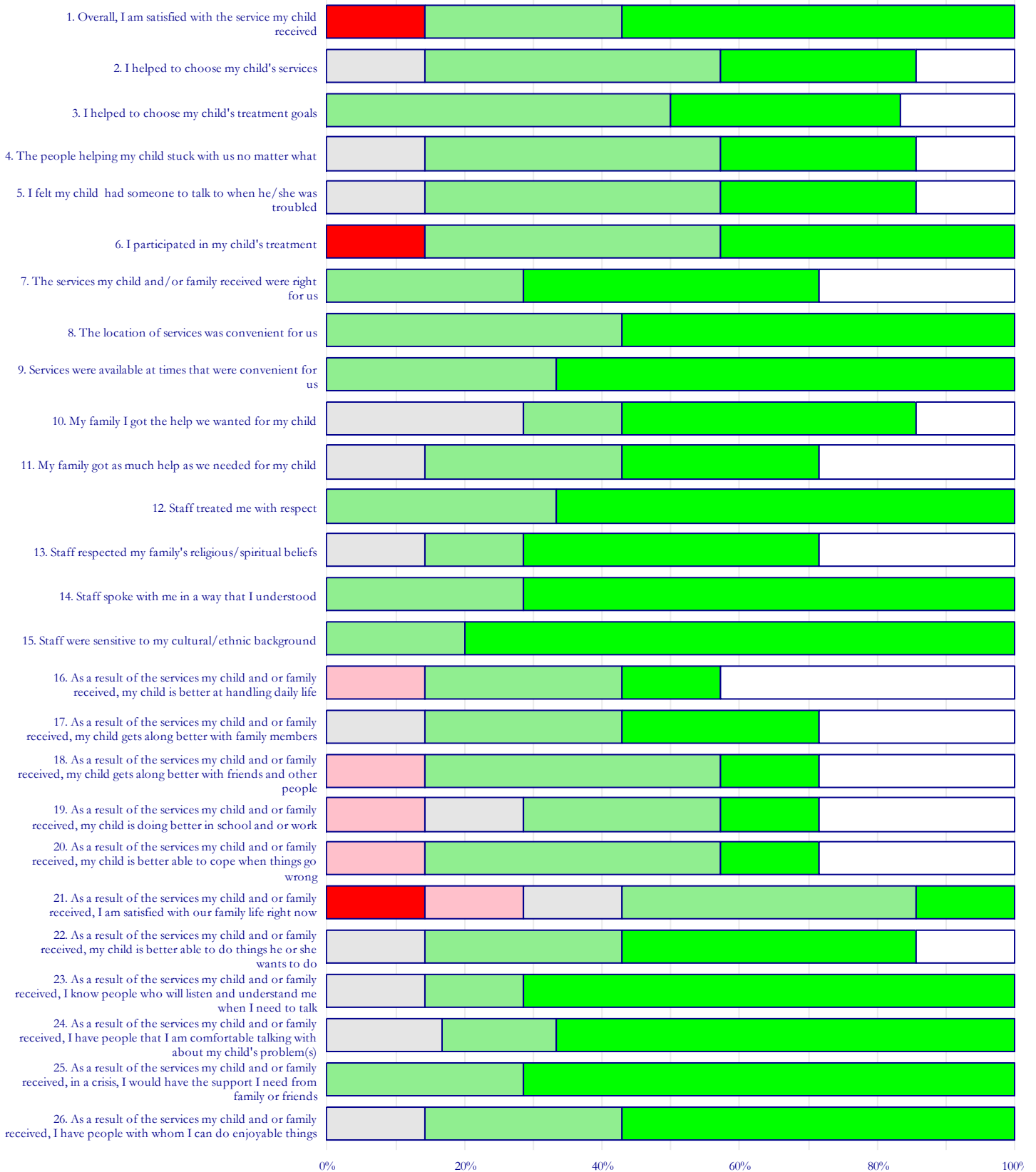
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	1 2.8 %	1 2.8 %	3 8.3 %	5 13.9 %	0 0.0 %	26 72.2 %
<b>70.0 %</b> 2. I helped to choose my services	0 0.0 %	2 5.6 %	1 2.8 %	5 13.9 %	2 5.6 %	0 0.0 %	26 72.2 %
<b>90.0 %</b> 3. I helped to choose my treatment goals	1 2.8 %	0 0.0 %	0 0.0 %	6 16.7 %	3 8.3 %	0 0.0 %	26 72.2 %
<b>77.8 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	2 5.6 %	0 0.0 %	3 8.3 %	4 11.1 %	0 0.0 %	27 75.0 %
<b>80.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 5.6 %	4 11.1 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 16.7 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	6 16.7 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>90.0 %</b> 8. The location of services was convenient for me	0 0.0 %	1 2.8 %	0 0.0 %	4 11.1 %	5 13.9 %	0 0.0 %	26 72.2 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 2.8 %	1 2.8 %	5 13.9 %	3 8.3 %	0 0.0 %	26 72.2 %
<b>88.9 %</b> 10. I got the help I wanted	0 0.0 %	1 2.8 %	0 0.0 %	5 13.9 %	3 8.3 %	0 0.0 %	27 75.0 %
<b>88.9 %</b> 11. I got as much help as I needed	0 0.0 %	1 2.8 %	0 0.0 %	5 13.9 %	3 8.3 %	0 0.0 %	27 75.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 16.7 %	3 8.3 %	0 0.0 %	27 75.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 11.1 %	3 8.3 %	1 2.8 %	28 77.8 %
<b>90.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	1 2.8 %	0 0.0 %	5 13.9 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 2.8 %	0 0.0 %	4 11.1 %	4 11.1 %	0 0.0 %	27 75.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	4 11.1 %	4 11.1 %	0 0.0 %	28 77.8 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	5 13.9 %	4 11.1 %	0 0.0 %	27 75.0 %
<b>90.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 2.8 %	5 13.9 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>80.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 2.8 %	1 2.8 %	3 8.3 %	5 13.9 %	0 0.0 %	26 72.2 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	5 13.9 %	4 11.1 %	0 0.0 %	27 75.0 %
<b>70.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 2.8 %	0 0.0 %	2 5.6 %	3 8.3 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>90.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 2.8 %	5 13.9 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>90.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 2.8 %	5 13.9 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	6 16.7 %	3 8.3 %	0 0.0 %	27 75.0 %
<b>90.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 2.8 %	5 13.9 %	4 11.1 %	0 0.0 %	26 72.2 %
<b>80.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 2.8 %	1 2.8 %	3 8.3 %	5 13.9 %	0 0.0 %	26 72.2 %

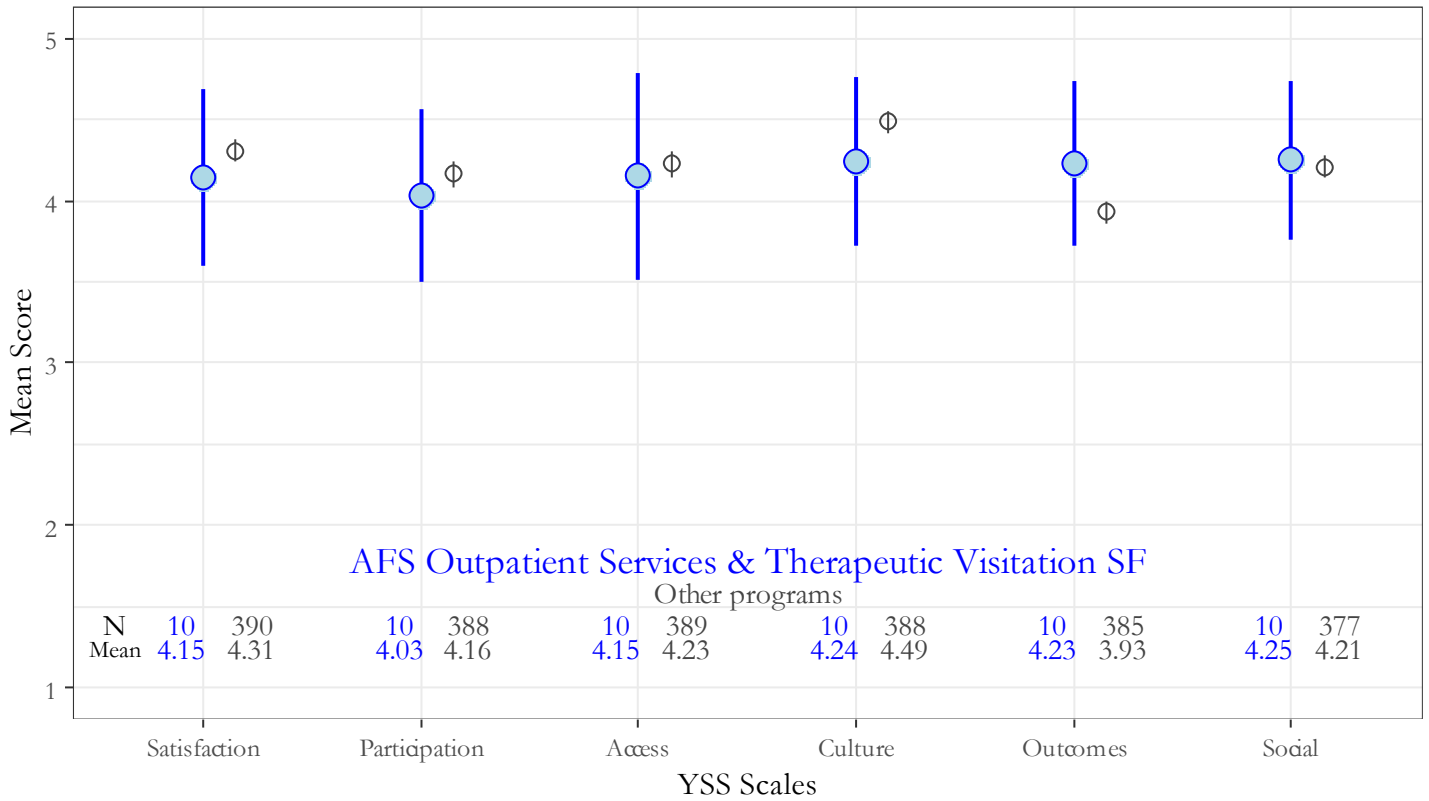
# Youth Services Survey for Families



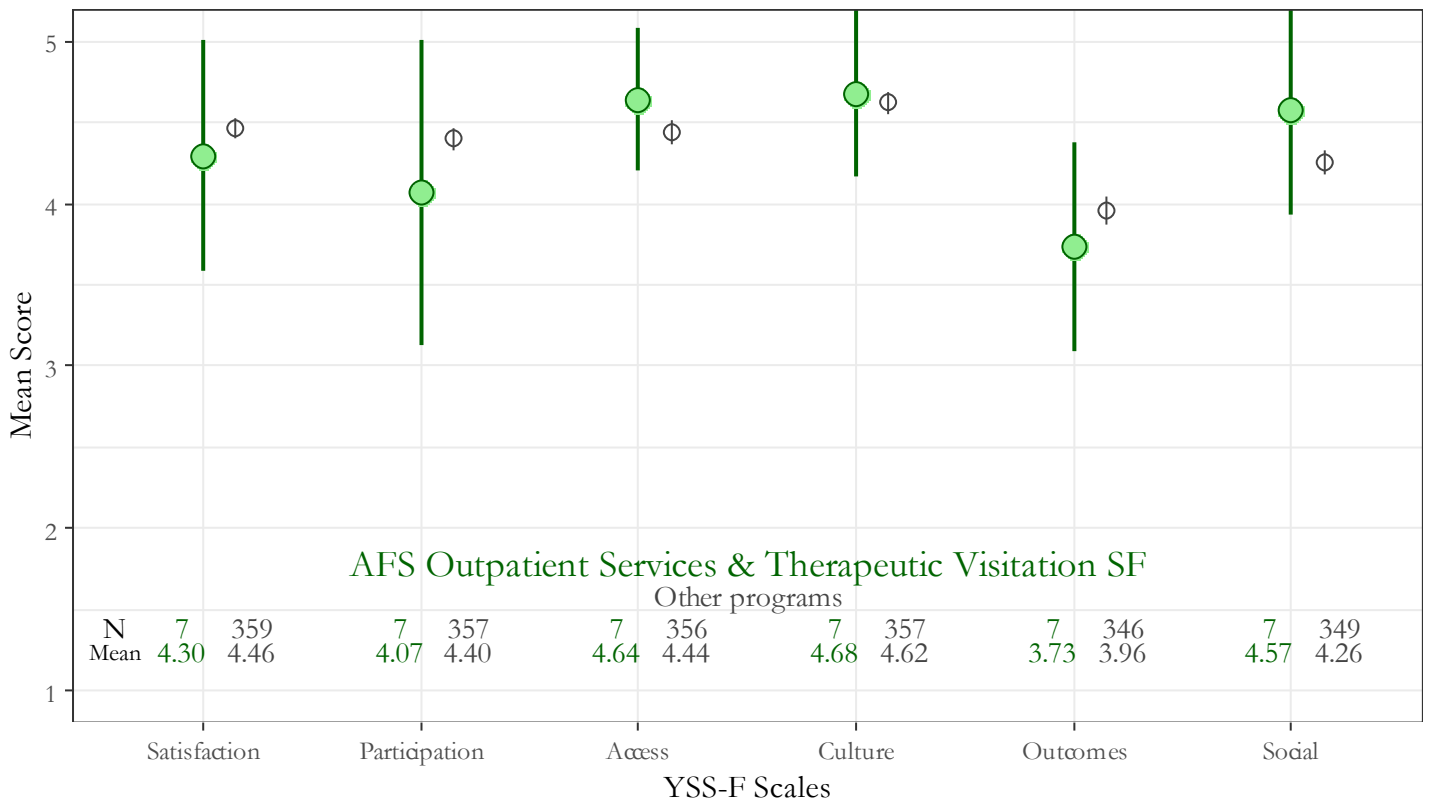
## Youth Services Survey for Families N = 20

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service my child received	1 5.0 %	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	0 0.0 %	13 65.0 %
83.3 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	2 10.0 %	1 5.0 %	13 65.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 15.0 %	2 10.0 %	1 5.0 %	14 70.0 %
83.3 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	2 10.0 %	1 5.0 %	13 65.0 %
83.3 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	2 10.0 %	1 5.0 %	13 65.0 %
85.7 % 6. I participated in my child's treatment	1 5.0 %	0 0.0 %	0 0.0 %	3 15.0 %	3 15.0 %	0 0.0 %	13 65.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	3 15.0 %	2 10.0 %	13 65.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 15.0 %	4 20.0 %	0 0.0 %	13 65.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	0 0.0 %	14 70.0 %
66.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 10.0 %	1 5.0 %	3 15.0 %	1 5.0 %	13 65.0 %
80.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	2 10.0 %	2 10.0 %	13 65.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	0 0.0 %	14 70.0 %
80.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 5.0 %	1 5.0 %	3 15.0 %	2 10.0 %	13 65.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	5 25.0 %	0 0.0 %	13 65.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 5.0 %	4 20.0 %	0 0.0 %	15 75.0 %
75.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 5.0 %	0 0.0 %	2 10.0 %	1 5.0 %	3 15.0 %	13 65.0 %
80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	2 10.0 %	2 10.0 %	13 65.0 %
80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 5.0 %	0 0.0 %	3 15.0 %	1 5.0 %	2 10.0 %	13 65.0 %
60.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 5.0 %	1 5.0 %	2 10.0 %	1 5.0 %	2 10.0 %	13 65.0 %
80.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 5.0 %	0 0.0 %	3 15.0 %	1 5.0 %	2 10.0 %	13 65.0 %
57.1 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 5.0 %	1 5.0 %	1 5.0 %	3 15.0 %	1 5.0 %	0 0.0 %	13 65.0 %
83.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	1 5.0 %	13 65.0 %
85.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 5.0 %	1 5.0 %	5 25.0 %	0 0.0 %	13 65.0 %
83.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 5.0 %	1 5.0 %	4 20.0 %	0 0.0 %	14 70.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	5 25.0 %	0 0.0 %	13 65.0 %
85.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	4 20.0 %	0 0.0 %	13 65.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**AFS Outpatient**  
**Services &**  
**Therapeutic**  
**Visitation SF**  
**Completion by**  
**Respondent Type**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	11 55 %	20 55.6 %	31 55.4 %
Impaired	0 0 %	3 8.3 %	3 5.4 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 10 %	3 8.3 %	5 8.9 %
Completed Survey	7 35 %	10 27.8 %	17 30.4 %
<b>Total</b>	20 100 %	36 100 %	56 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 73 clients; surveys were returned for 44 clients (44 / 73 = 60.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**AIM Higher**

Program Code(s): 38CQAH

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**66.7%**

Overall satisfaction<sup>3</sup> mean score for AIM Higher: **4.32** (youth), **4.38** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 4. The people helping me stuck with me no matter what

100.0% 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

66.7% 2. I helped to choose my services

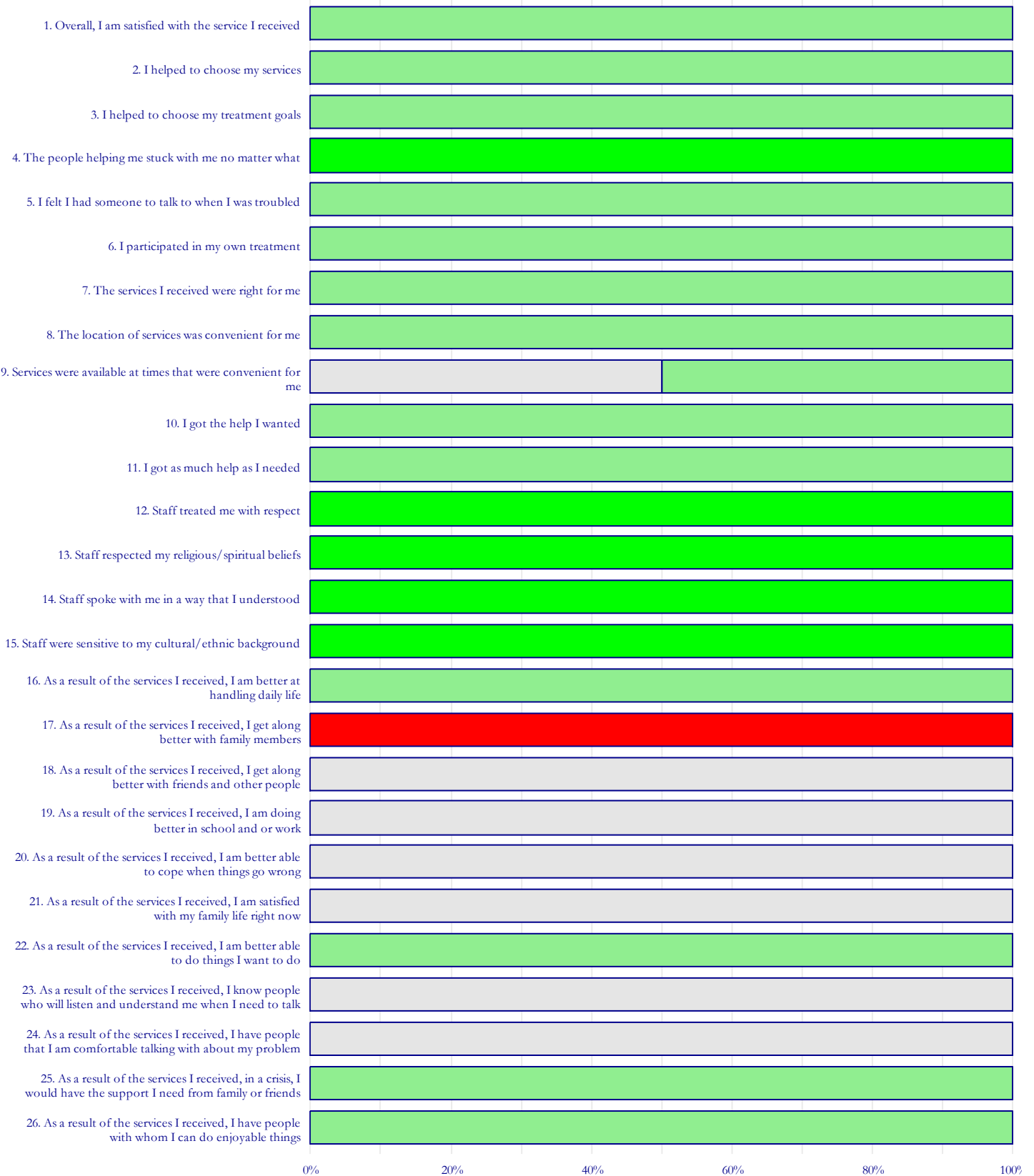
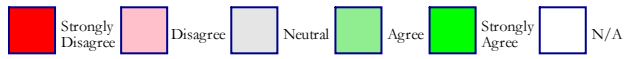
66.7% 3. I helped to choose my treatment goals

66.7% 9. Services were available at times that were convenient for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



# Youth Services Survey for Youth



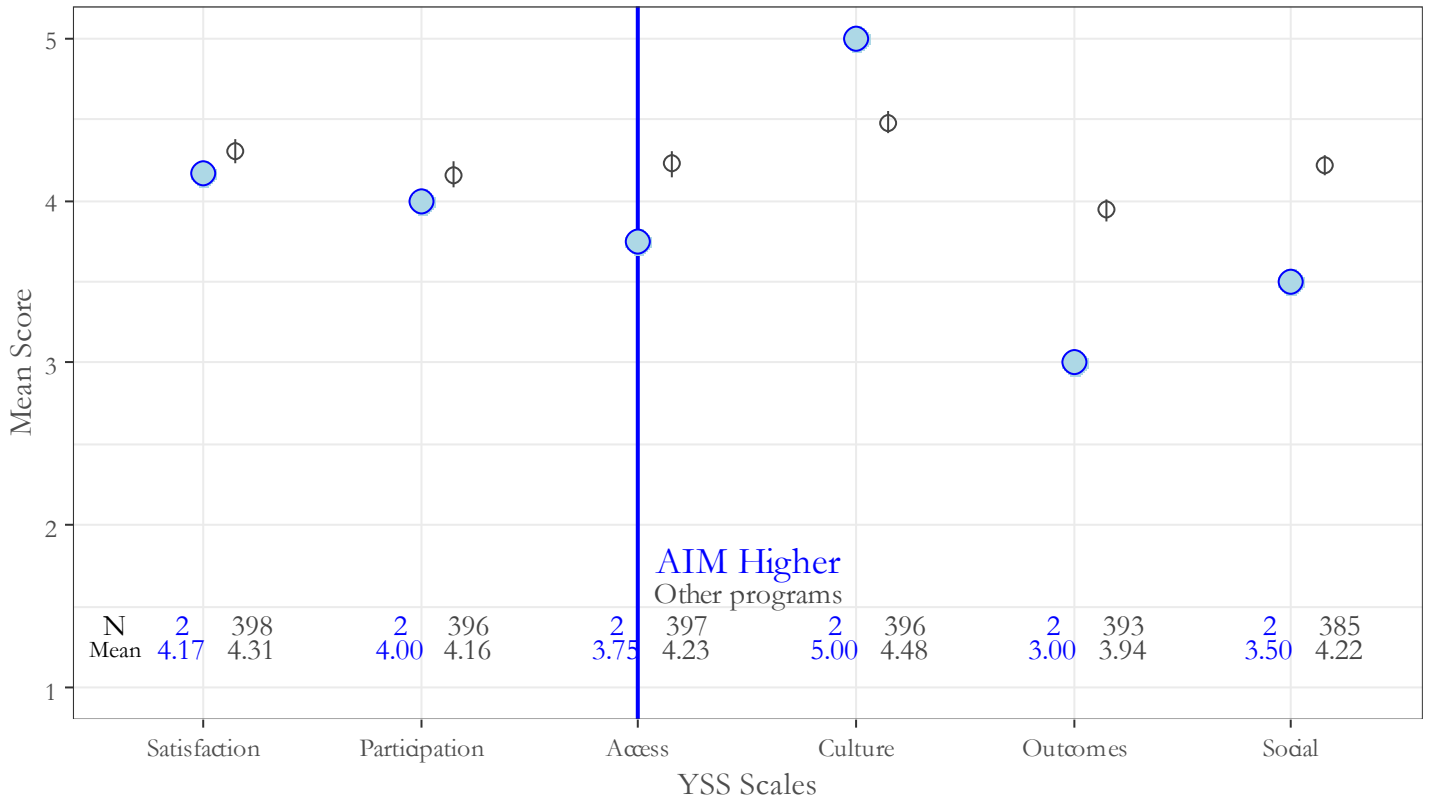
## Youth Services Survey for Youth N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 17. As a result of the services I received, I get along better with family members	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>0.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	4 66.7 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

Completion Status	Survey Compliance		Total
	AIM Higher		
	Completion by Respondent Type		
	Family	Youth	
Refused	0 0 %	4 66.7 %	4 57.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	2 33.3 %	3 42.9 %
<b>Total</b>	1 100 %	6 100 %	7 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 9 clients; surveys were returned for 6 clients (6 / 9 = 66.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **BAART Community Health Care**

Program Code(s): 38J8OP

Overall Satisfaction<sup>1</sup>

**89.5%**

Return Rate<sup>2</sup>

**65.5%**

Overall satisfaction<sup>3</sup> mean score for BAART Community Health Care: **4.29**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**94.7%** 11. I felt comfortable asking questions about my treatment and medication

**94.7%** 17. I, not staff, decided my treatment goals

**94.1%** 9. I was able to see a psychiatrist when I wanted to

#### **Lowest Agreement Items**

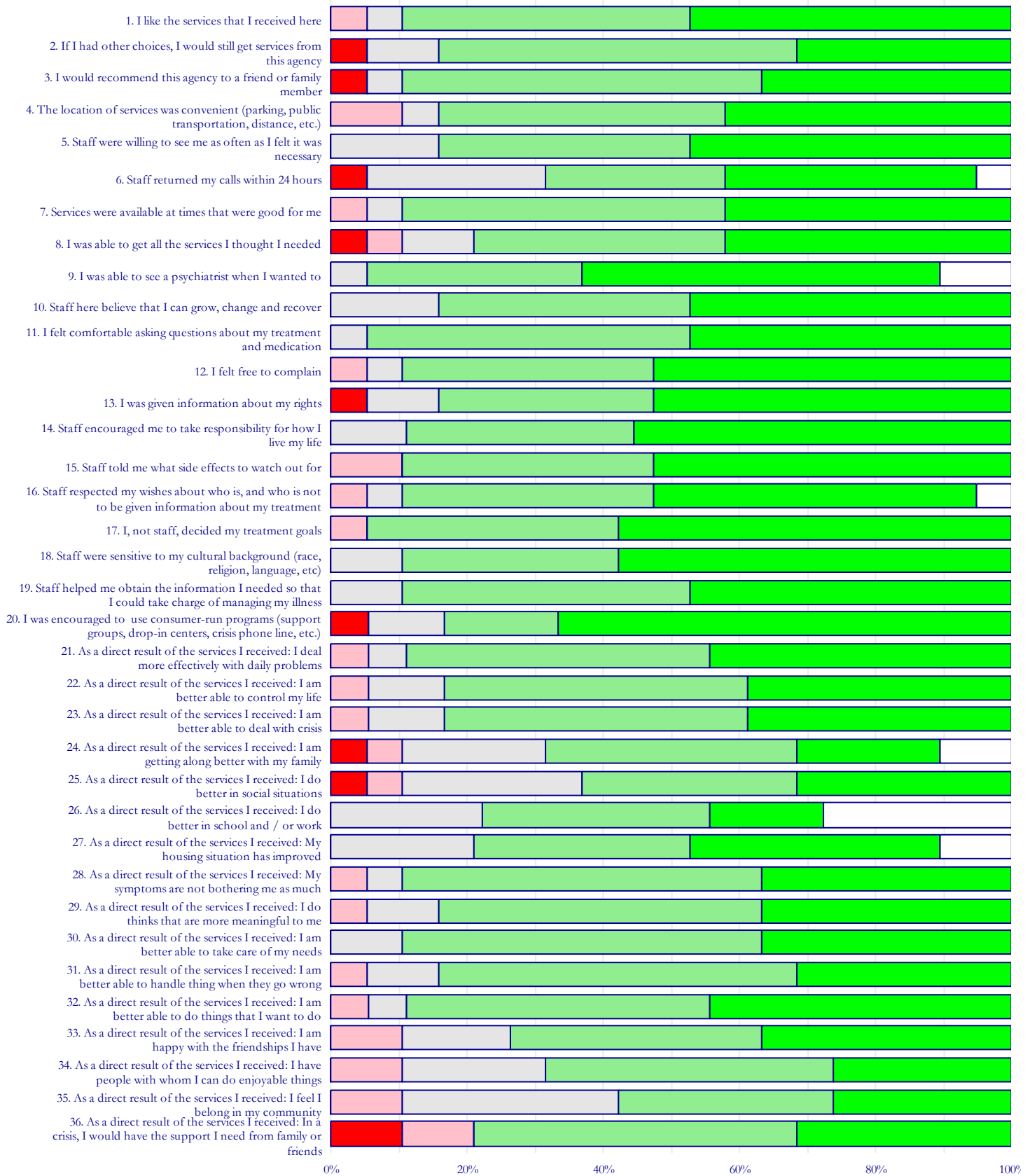
**66.7%** 6. Staff returned my calls within 24 hours

**78.9%** 8. I was able to get all the services I thought I needed

**83.3%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

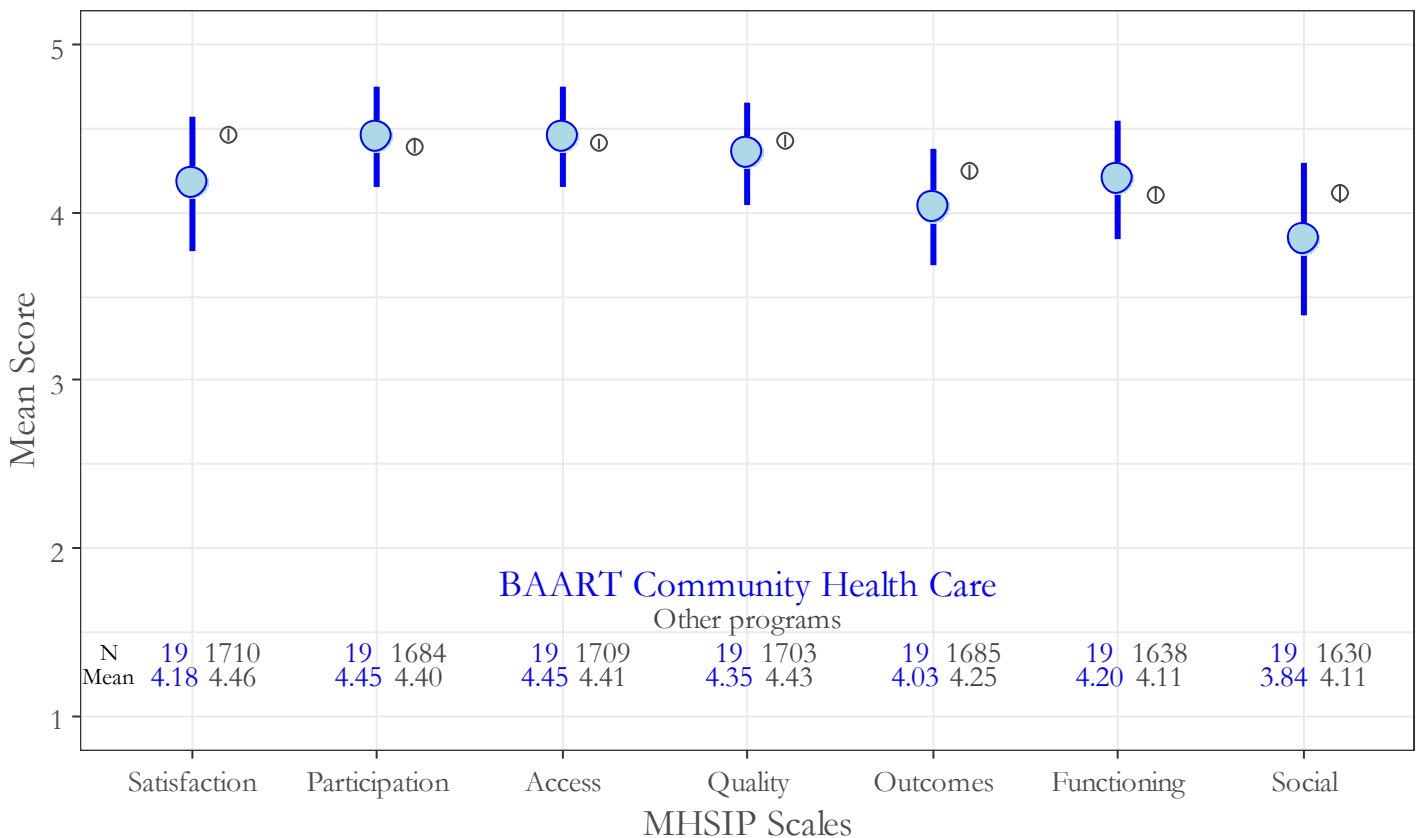
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>89.5 %</b> 1. I like the services that I received here	0 0.0 %	1 5.3 %	1 5.3 %	8 42.1 %	9 47.4 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 2. If I had other choices, I would still get services from this agency	1 5.3 %	0 0.0 %	2 10.5 %	10 52.6 %	6 31.6 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 3. I would recommend this agency to a friend or family member	1 5.3 %	0 0.0 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 10.5 %	1 5.3 %	8 42.1 %	8 42.1 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	9 47.4 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 6. Staff returned my calls within 24 hours	1 5.3 %	0 0.0 %	5 26.3 %	5 26.3 %	7 36.8 %	1 5.3 %	0 0.0 %
<b>89.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 5.3 %	1 5.3 %	9 47.4 %	8 42.1 %	0 0.0 %	0 0.0 %
<b>78.9 %</b> 8. I was able to get all the services I thought I needed	1 5.3 %	1 5.3 %	2 10.5 %	7 36.8 %	8 42.1 %	0 0.0 %	0 0.0 %
<b>94.1 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	10 52.6 %	2 10.5 %	0 0.0 %
<b>84.2 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	9 47.4 %	0 0.0 %	0 0.0 %
<b>94.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 12. I felt free to complain	0 0.0 %	1 5.3 %	1 5.3 %	7 36.8 %	10 52.6 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 13. I was given information about my rights	1 5.3 %	0 0.0 %	2 10.5 %	6 31.6 %	10 52.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	10 52.6 %	0 0.0 %	1 5.3 %
<b>89.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 10.5 %	0 0.0 %	7 36.8 %	10 52.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 5.3 %	1 5.3 %	7 36.8 %	9 47.4 %	1 5.3 %	0 0.0 %
<b>94.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 5.3 %	0 0.0 %	7 36.8 %	11 57.9 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	11 57.9 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 10.5 %	8 42.1 %	9 47.4 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 5.3 %	0 0.0 %	2 10.5 %	3 15.8 %	12 63.2 %	0 0.0 %	1 5.3 %
<b>88.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 5.3 %	1 5.3 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 5.3 %	2 10.5 %	8 42.1 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 5.3 %	2 10.5 %	8 42.1 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>64.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 5.3 %	1 5.3 %	4 21.1 %	7 36.8 %	4 21.1 %	2 10.5 %	0 0.0 %
<b>63.2 %</b> 25. As a direct result of the services I received: I do better in social situations	1 5.3 %	1 5.3 %	5 26.3 %	6 31.6 %	6 31.6 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>69.2 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 21.1 %	6 31.6 %	3 15.8 %	5 26.3 %	1 5.3 %
<b>76.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	4 21.1 %	6 31.6 %	7 36.8 %	2 10.5 %	0 0.0 %
<b>89.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 5.3 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.3 %	2 10.5 %	9 47.4 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 5.3 %	2 10.5 %	10 52.6 %	6 31.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 5.3 %	1 5.3 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
<b>73.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 10.5 %	3 15.8 %	7 36.8 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>68.4 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 10.5 %	4 21.1 %	8 42.1 %	5 26.3 %	0 0.0 %	0 0.0 %
<b>57.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 10.5 %	6 31.6 %	6 31.6 %	5 26.3 %	0 0.0 %	0 0.0 %
<b>78.9 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 10.5 %	2 10.5 %	0 0.0 %	9 47.4 %	6 31.6 %	0 0.0 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**





**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	14 100 %	5 100 %	19 100 %
<b>Total</b>	14 100 %	5 100 %	19 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 29 clients; surveys were returned for 19 clients (19/29 = 65.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **BP Assisted Independent Living Program AILP**

Program Code(s): 8908OP

Overall Satisfaction<sup>1</sup>

**98.4%**

Return Rate<sup>2</sup>

**112.3%**

Overall satisfaction<sup>3</sup> mean score for BP Assisted Independent Living Program AILP: **4.46**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**98.4%** 1. I like the services that I received here

**98.4%** 7. Services were available at times that were good for me

#### **Lowest Agreement Items**

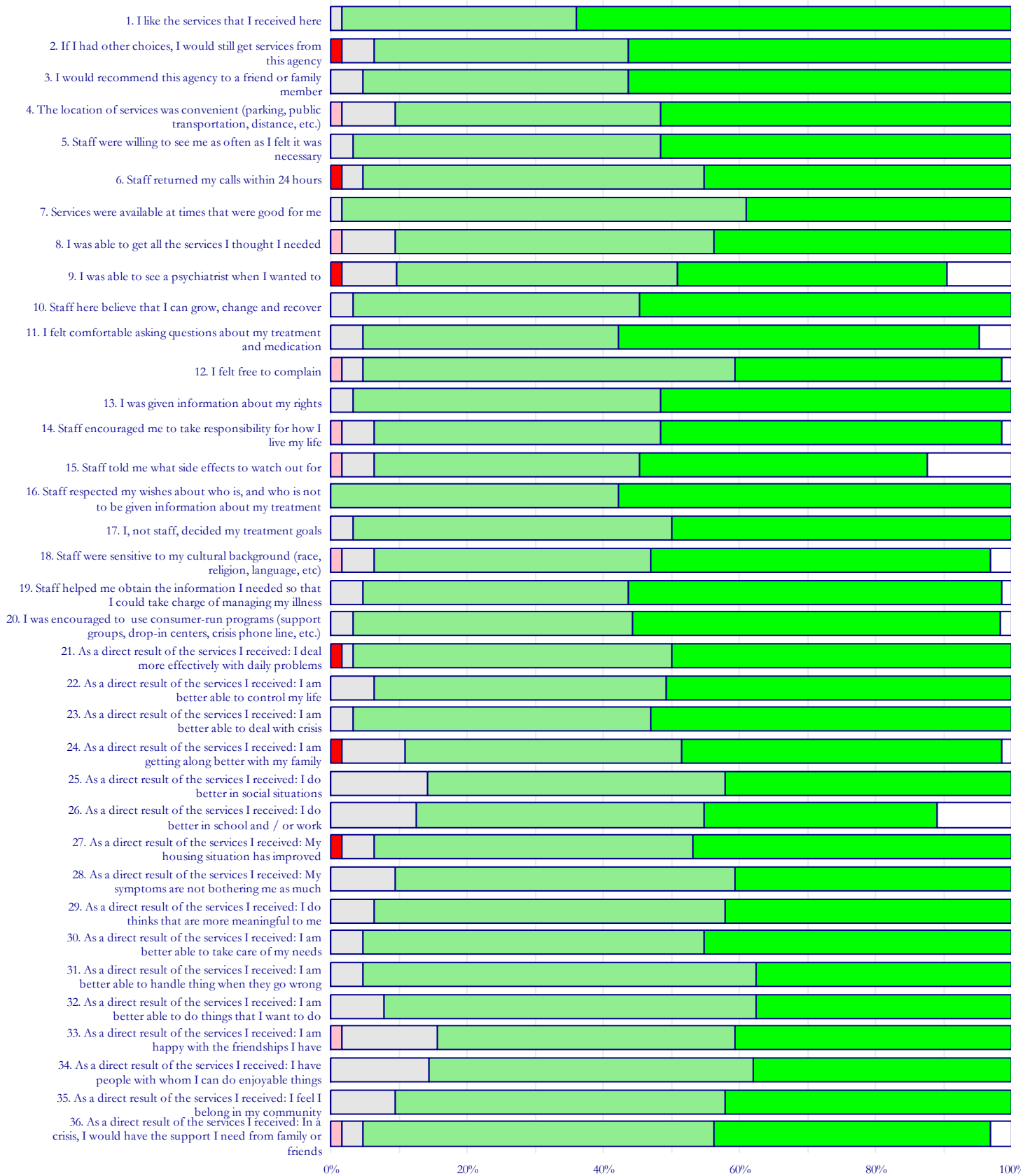
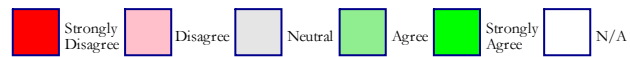
**89.5%** 9. I was able to see a psychiatrist when I wanted to

**90.6%** 8. I was able to get all the services I thought I needed

**92.9%** 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



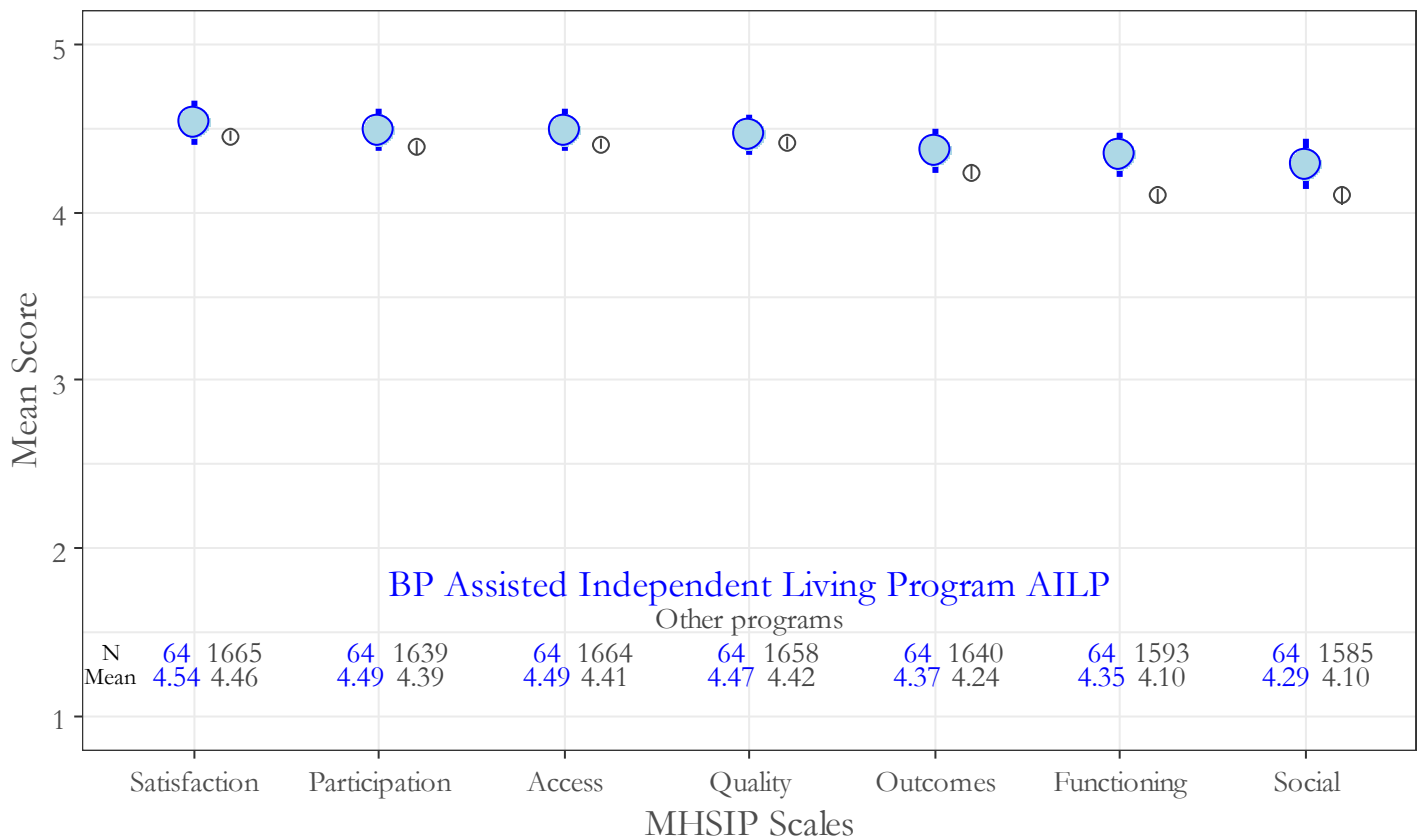
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>98.4 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 1.6 %	22 34.4 %	41 64.1 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 2. If I had other choices, I would still get services from this agency	1 1.6 %	0 0.0 %	3 4.7 %	24 37.5 %	36 56.2 %	0 0.0 %	0 0.0 %
<b>95.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 4.7 %	25 39.1 %	36 56.2 %	0 0.0 %	0 0.0 %
<b>90.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 1.6 %	5 7.8 %	25 39.1 %	33 51.6 %	0 0.0 %	0 0.0 %
<b>96.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 3.1 %	29 45.3 %	33 51.6 %	0 0.0 %	0 0.0 %
<b>95.3 %</b> 6. Staff returned my calls within 24 hours	1 1.6 %	0 0.0 %	2 3.1 %	32 50.0 %	29 45.3 %	0 0.0 %	0 0.0 %
<b>98.4 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 1.6 %	38 59.4 %	25 39.1 %	0 0.0 %	0 0.0 %
<b>90.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.6 %	5 7.8 %	30 46.9 %	28 43.8 %	0 0.0 %	0 0.0 %
<b>89.5 %</b> 9. I was able to see a psychiatrist when I wanted to	1 1.6 %	0 0.0 %	5 7.8 %	26 40.6 %	25 39.1 %	6 9.4 %	1 1.6 %
<b>96.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 3.1 %	27 42.2 %	35 54.7 %	0 0.0 %	0 0.0 %
<b>95.1 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 4.7 %	24 37.5 %	34 53.1 %	3 4.7 %	0 0.0 %
<b>95.2 %</b> 12. I felt free to complain	0 0.0 %	1 1.6 %	2 3.1 %	35 54.7 %	25 39.1 %	1 1.6 %	0 0.0 %
<b>96.9 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 3.1 %	29 45.3 %	33 51.6 %	0 0.0 %	0 0.0 %
<b>93.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.6 %	3 4.7 %	27 42.2 %	32 50.0 %	1 1.6 %	0 0.0 %
<b>92.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.6 %	3 4.7 %	25 39.1 %	27 42.2 %	8 12.5 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	27 42.2 %	37 57.8 %	0 0.0 %	0 0.0 %
<b>96.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 3.1 %	30 46.9 %	32 50.0 %	0 0.0 %	0 0.0 %
<b>93.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.6 %	3 4.7 %	26 40.6 %	32 50.0 %	2 3.1 %	0 0.0 %
<b>95.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 4.7 %	25 39.1 %	35 54.7 %	1 1.6 %	0 0.0 %
<b>96.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 3.1 %	25 39.1 %	33 51.6 %	1 1.6 %	3 4.7 %
<b>96.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.6 %	0 0.0 %	1 1.6 %	30 46.9 %	32 50.0 %	0 0.0 %	0 0.0 %
<b>93.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 6.2 %	27 42.2 %	32 50.0 %	0 0.0 %	1 1.6 %
<b>96.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 3.1 %	28 43.8 %	34 53.1 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 1.6 %	0 0.0 %	6 9.4 %	26 40.6 %	30 46.9 %	1 1.6 %	0 0.0 %
<b>85.9 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	9 14.1 %	28 43.8 %	27 42.2 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>86.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	8 12.5 %	27 42.2 %	22 34.4 %	7 10.9 %	0 0.0 %
<b>93.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.6 %	0 0.0 %	3 4.7 %	30 46.9 %	30 46.9 %	0 0.0 %	0 0.0 %
<b>90.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	6 9.4 %	32 50.0 %	26 40.6 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	4 6.2 %	33 51.6 %	27 42.2 %	0 0.0 %	0 0.0 %
<b>95.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 4.7 %	32 50.0 %	29 45.3 %	0 0.0 %	0 0.0 %
<b>95.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 4.7 %	37 57.8 %	24 37.5 %	0 0.0 %	0 0.0 %
<b>92.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 7.8 %	35 54.7 %	24 37.5 %	0 0.0 %	0 0.0 %
<b>84.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 1.6 %	9 14.1 %	28 43.8 %	26 40.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	9 14.1 %	30 46.9 %	24 37.5 %	0 0.0 %	1 1.6 %
<b>90.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	6 9.4 %	31 48.4 %	27 42.2 %	0 0.0 %	0 0.0 %
<b>95.2 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 1.6 %	2 3.1 %	33 51.6 %	26 40.6 %	2 3.1 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 1.9 %	0 0 %	1 1.6 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	53 98.1 %	10 100 %	63 98.4 %
<b>Total</b>	54 100 %	10 100 %	64 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 57 clients; surveys were returned for 64 clients ( $64/57 = 112.3\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP Baker Street House**

Program Code(s): 38391

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**73.3%**

Overall satisfaction<sup>3</sup> mean score for BP Baker Street House: **4.67**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

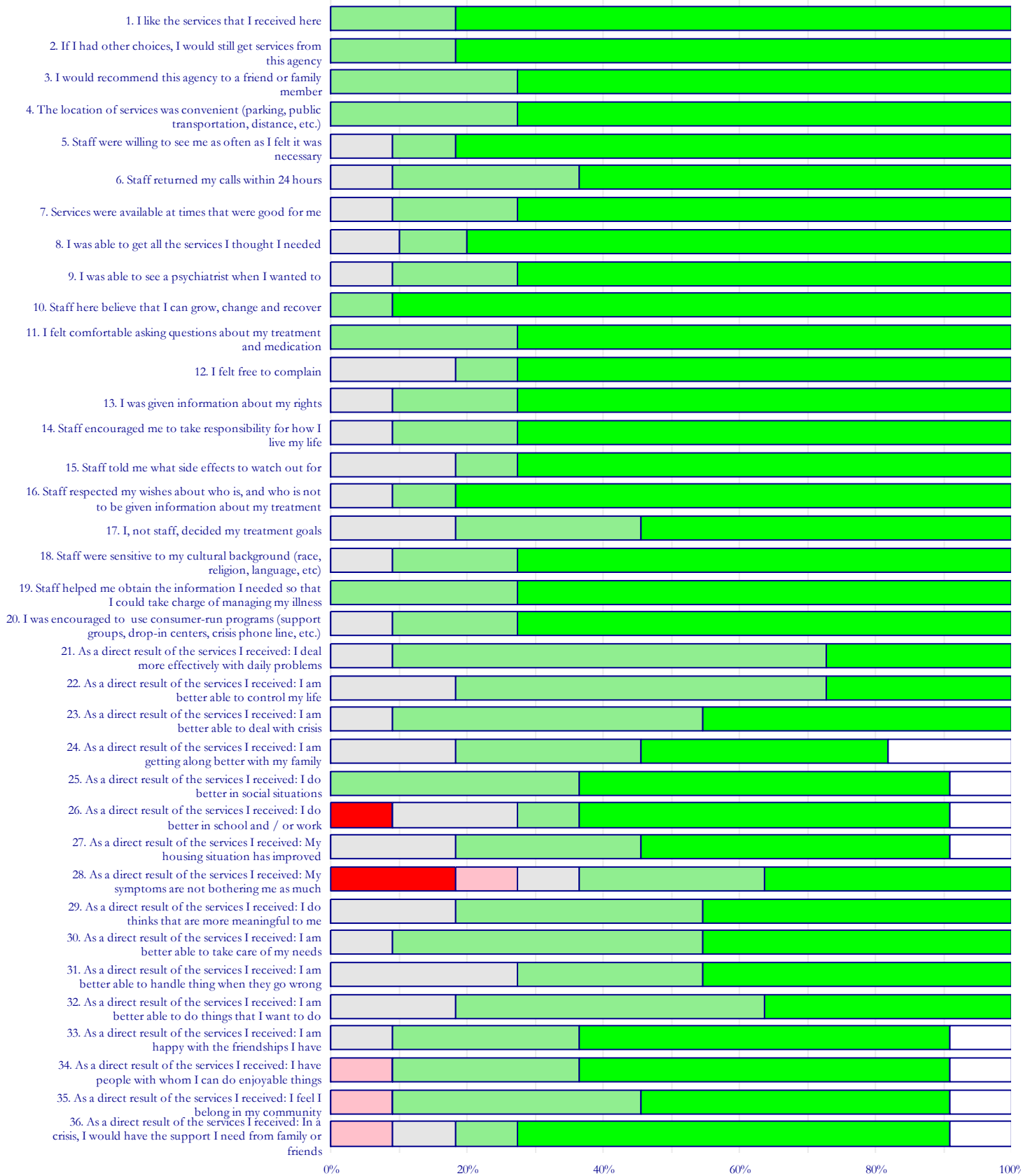
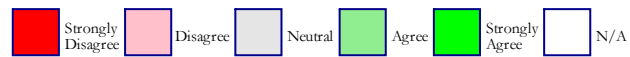
81.8% 12. I felt free to complain

81.8% 15. Staff told me what side effects to watch out for

81.8% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





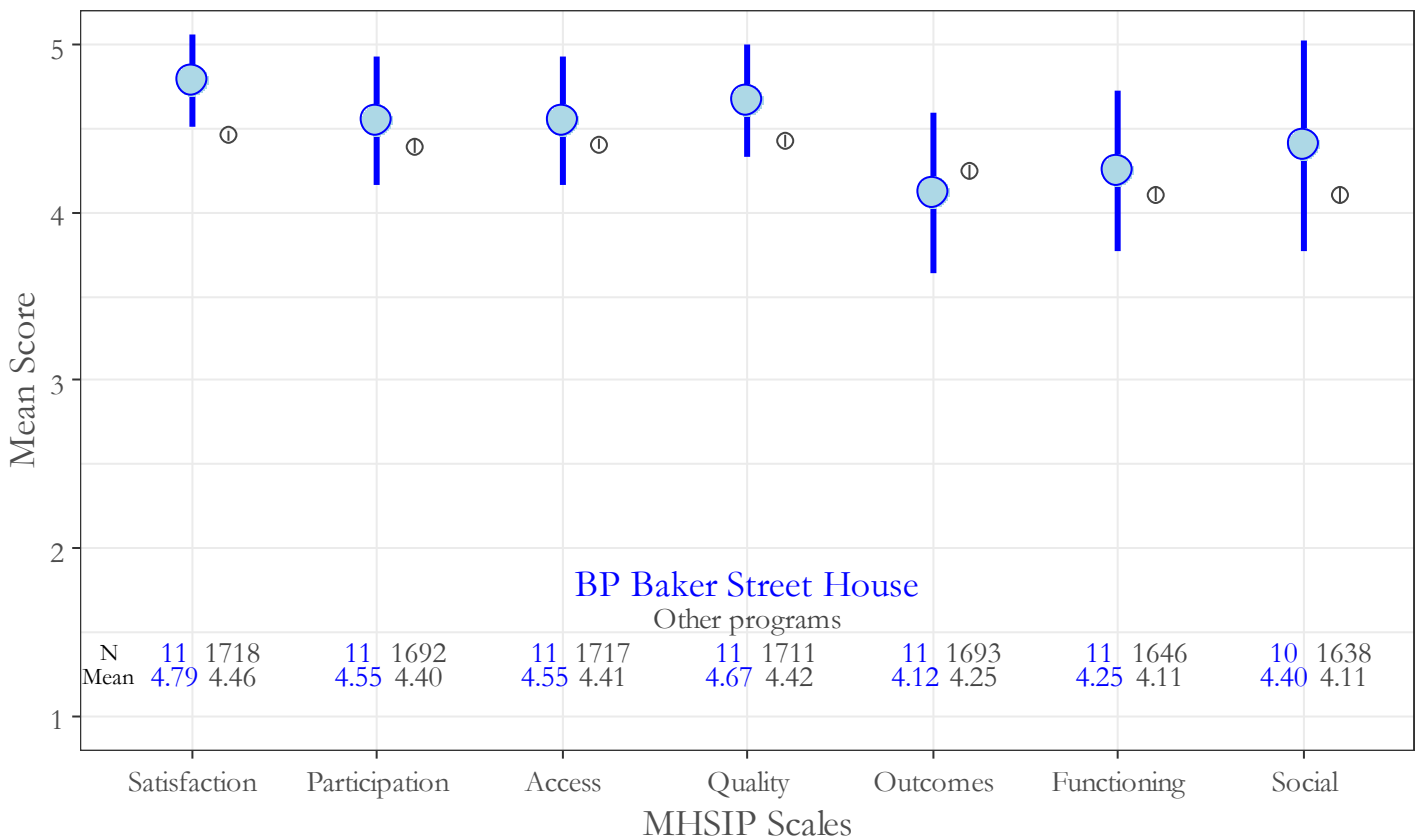
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	8 72.7 %	0 0.0 %	1 9.1 %
<b>90.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 18.2 %	6 54.5 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	4 36.4 %	2 18.2 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	1 9.1 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>70.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 9.1 %	0 0.0 %	2 18.2 %	1 9.1 %	6 54.5 %	1 9.1 %	0 0.0 %
<b>80.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	5 45.5 %	1 9.1 %	0 0.0 %
<b>63.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 18.2 %	1 9.1 %	1 9.1 %	3 27.3 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	6 54.5 %	1 9.1 %	0 0.0 %
<b>90.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	6 54.5 %	1 9.1 %	0 0.0 %
<b>90.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	5 45.5 %	1 9.1 %	0 0.0 %
<b>80.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 9.1 %	1 9.1 %	1 9.1 %	7 63.6 %	1 9.1 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



<b>Survey Compliance</b>			
<b>Completion Status</b>	<b>Survey Completion by</b>		<b>Total</b>
	<b>Adult/Older Adult</b>		
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	0 0 %	11 100 %
<b>Total</b>	11 100 %	0 100 %	11 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 11 clients (11/15 = 73.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP Grove Street House**

Program Code(s): 89781

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for BP Grove Street House: **4.35**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 5. Staff were willing to see me as often as I felt it was necessary

100.0% 7. Services were available at times that were good for me

100.0% 9. I was able to see a psychiatrist when I wanted to

**Lowest Agreement Items**

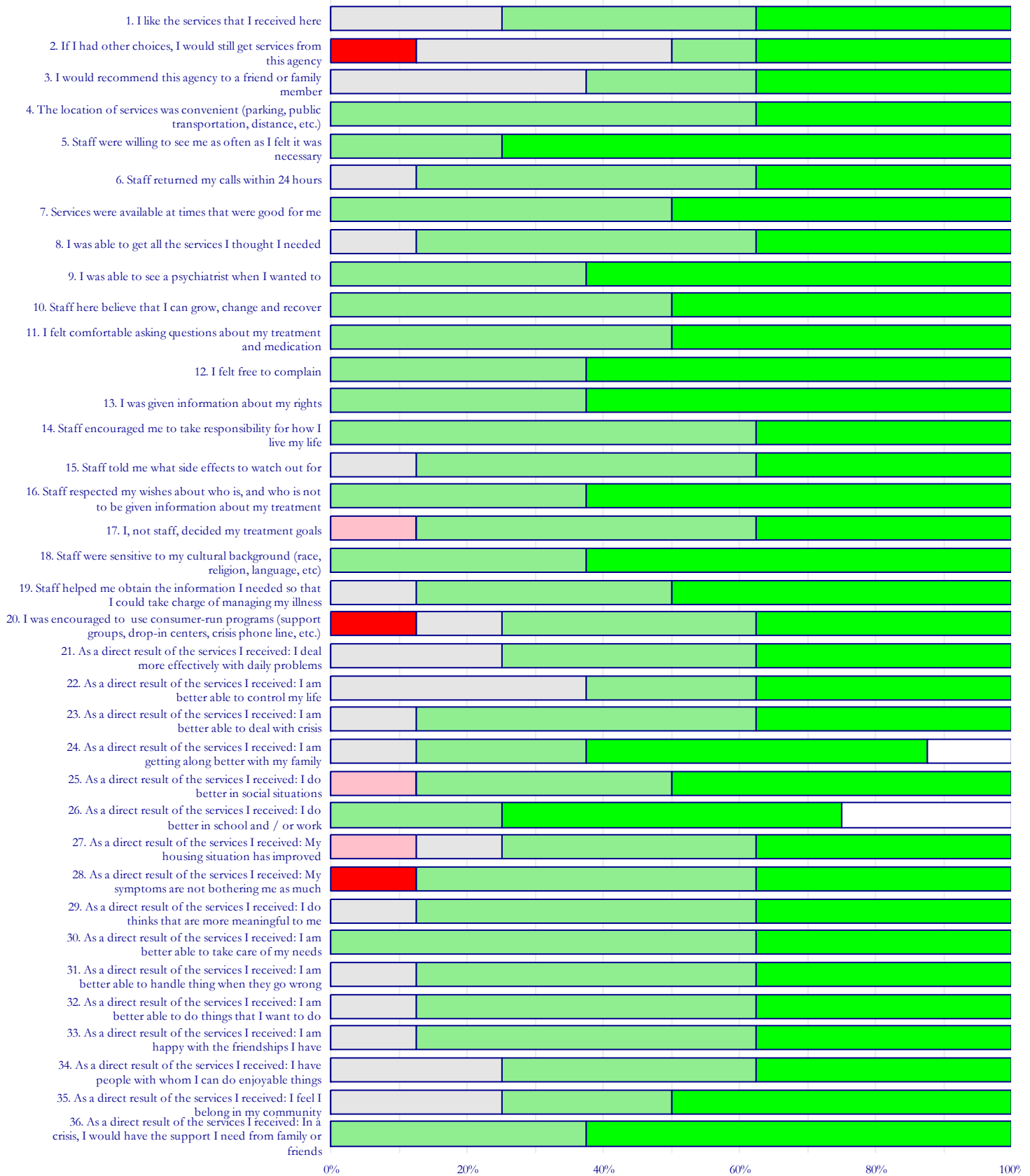
50.0% 2. If I had other choices, I would still get services from this agency

62.5% 3. I would recommend this agency to a friend or family member

75.0% 1. I like the services that I received here

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



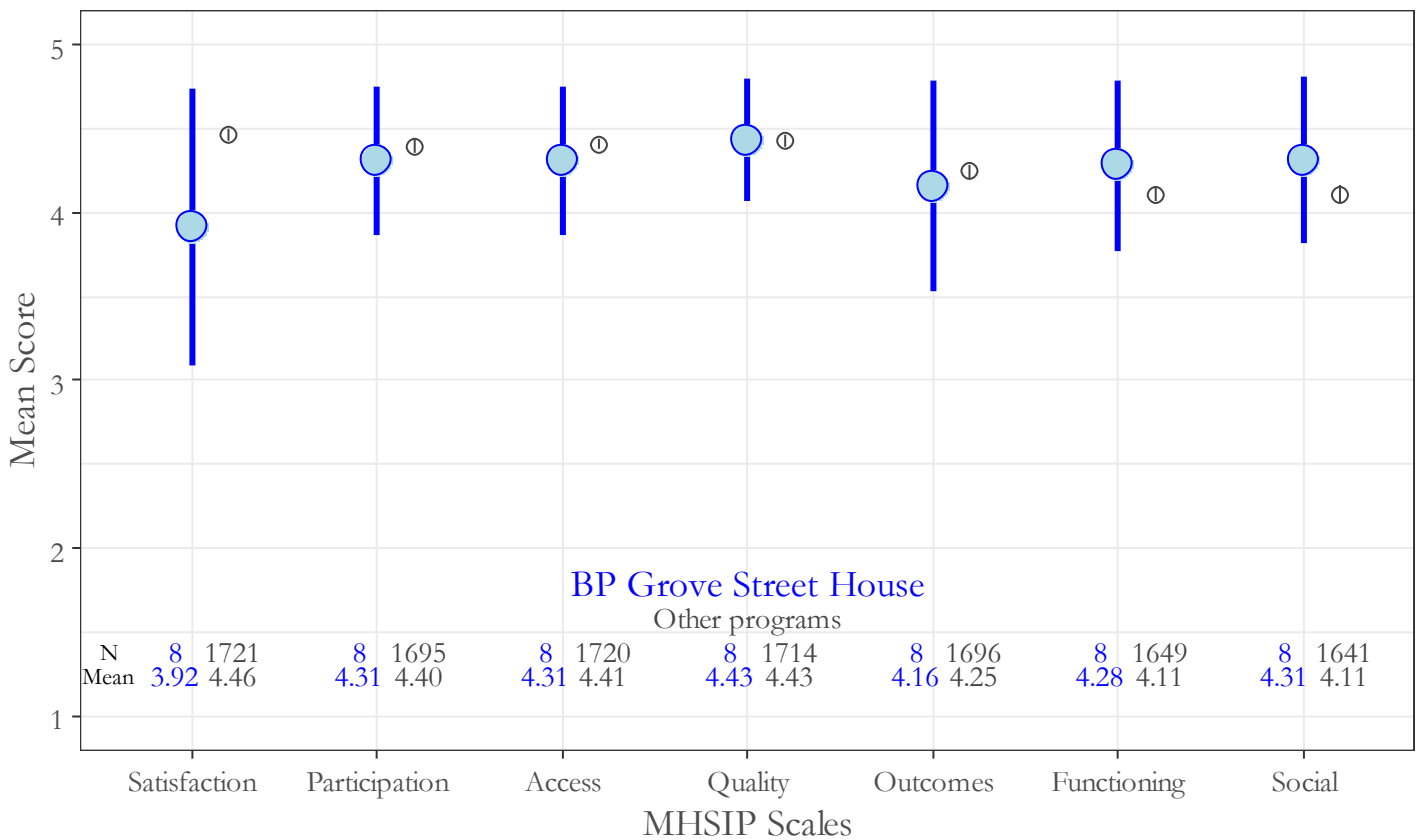
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>75.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 2. If I had other choices, I would still get services from this agency	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %
<b>75.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 12.5 %	0 0 %	1 12.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 87.5 %	0 0 %	7 87.5 %
<b>Total</b>	<b>8</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>8</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8/8 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP Jo Ruffin Place**

Program Code(s): 89911

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for BP Jo Ruffin Place: **4.65**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 3. I would recommend this agency to a friend or family member

100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

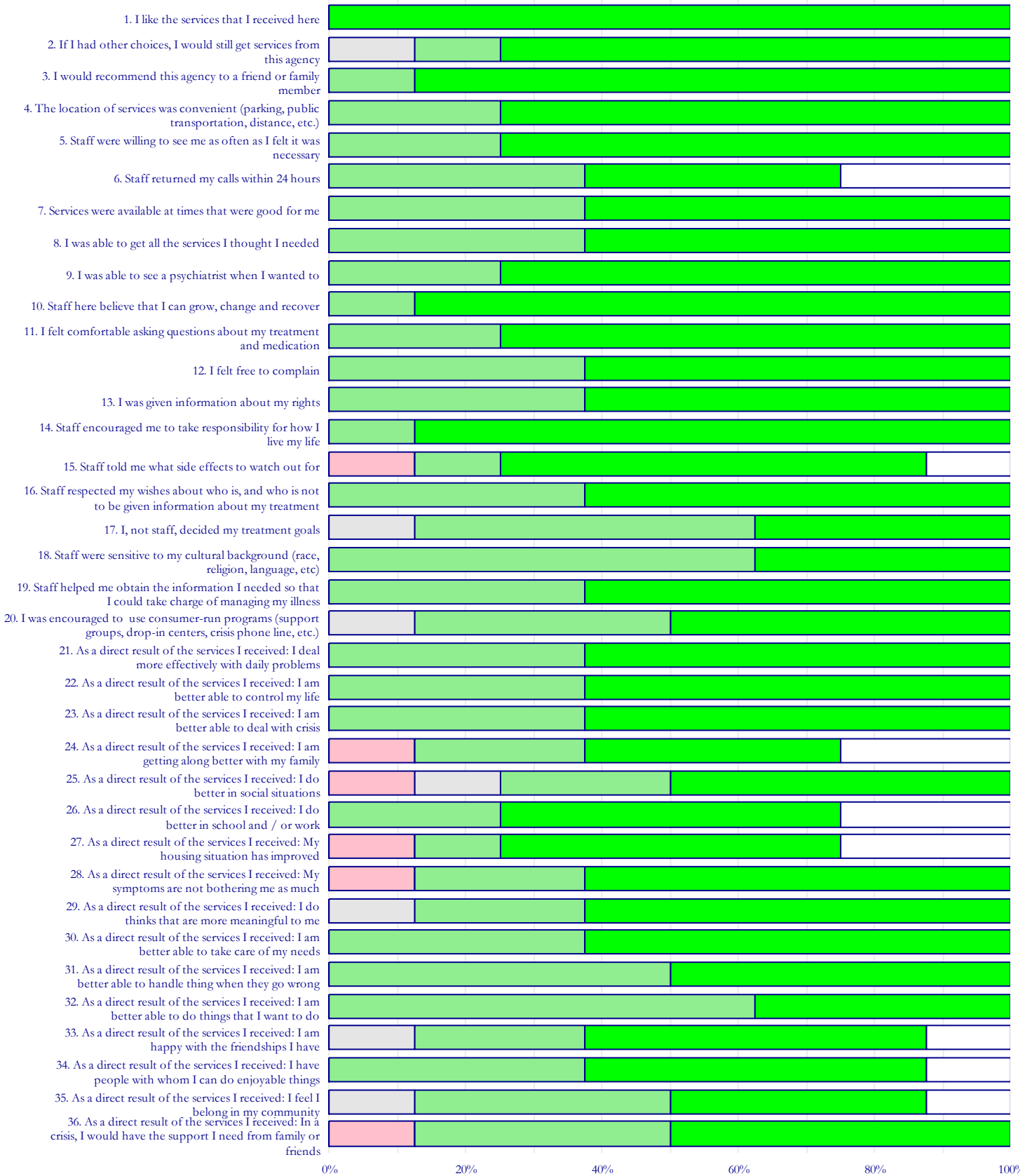
85.7% 15. Staff told me what side effects to watch out for

87.5% 2. If I had other choices, I would still get services from this agency

87.5% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



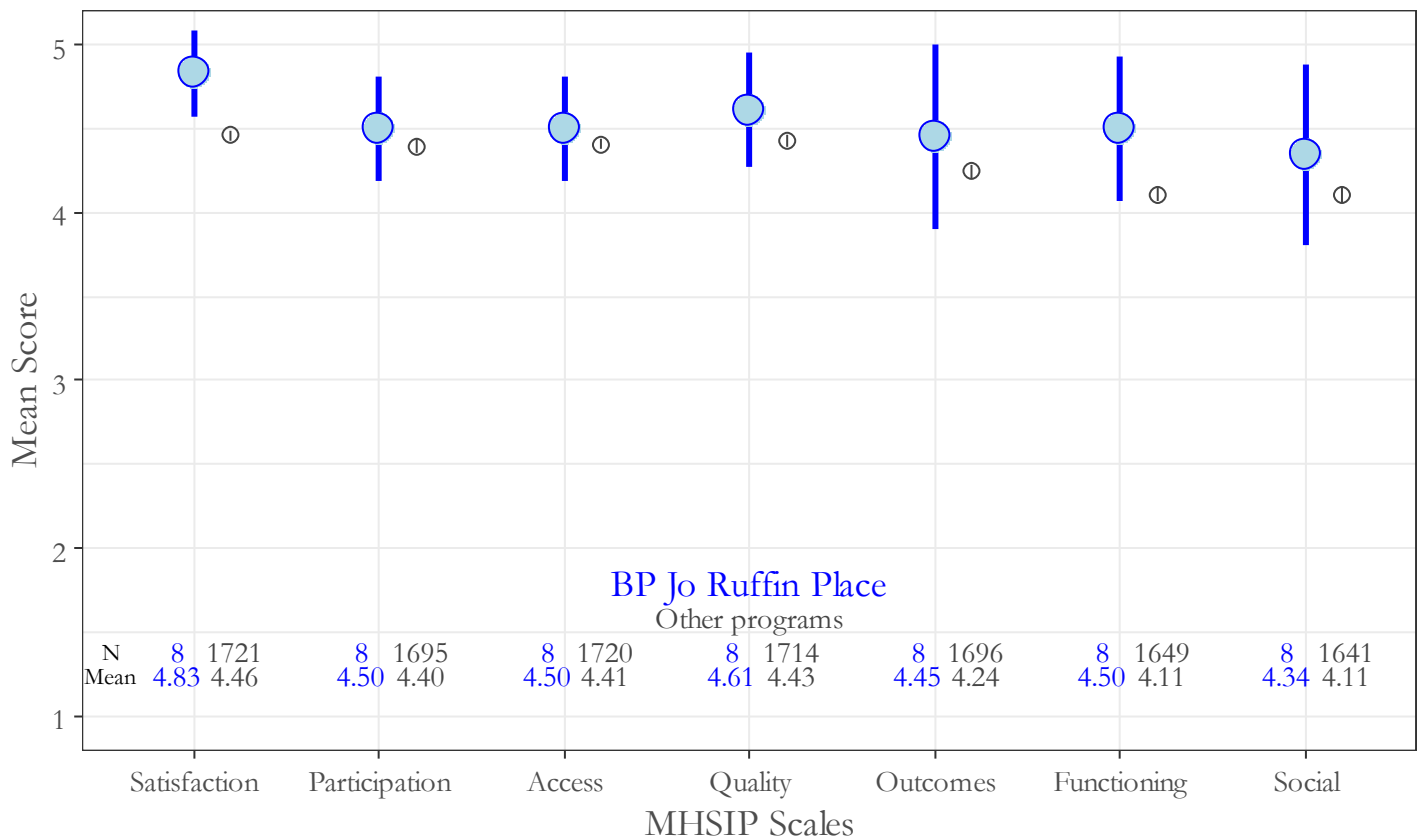
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	1 12.5 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %
<b>75.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %
<b>83.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %
<b>87.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>85.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	0 0 %	8 100 %
<b>Total</b>	8 100 %	0 100 %	8 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8/8 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP Odyssey House**  
Program Code(s): 3840OP

Overall Satisfaction<sup>1</sup>  
**88.9%**

Return Rate<sup>2</sup>  
**90.0%**

Overall satisfaction<sup>3</sup> mean score for BP Odyssey House: **4.31**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

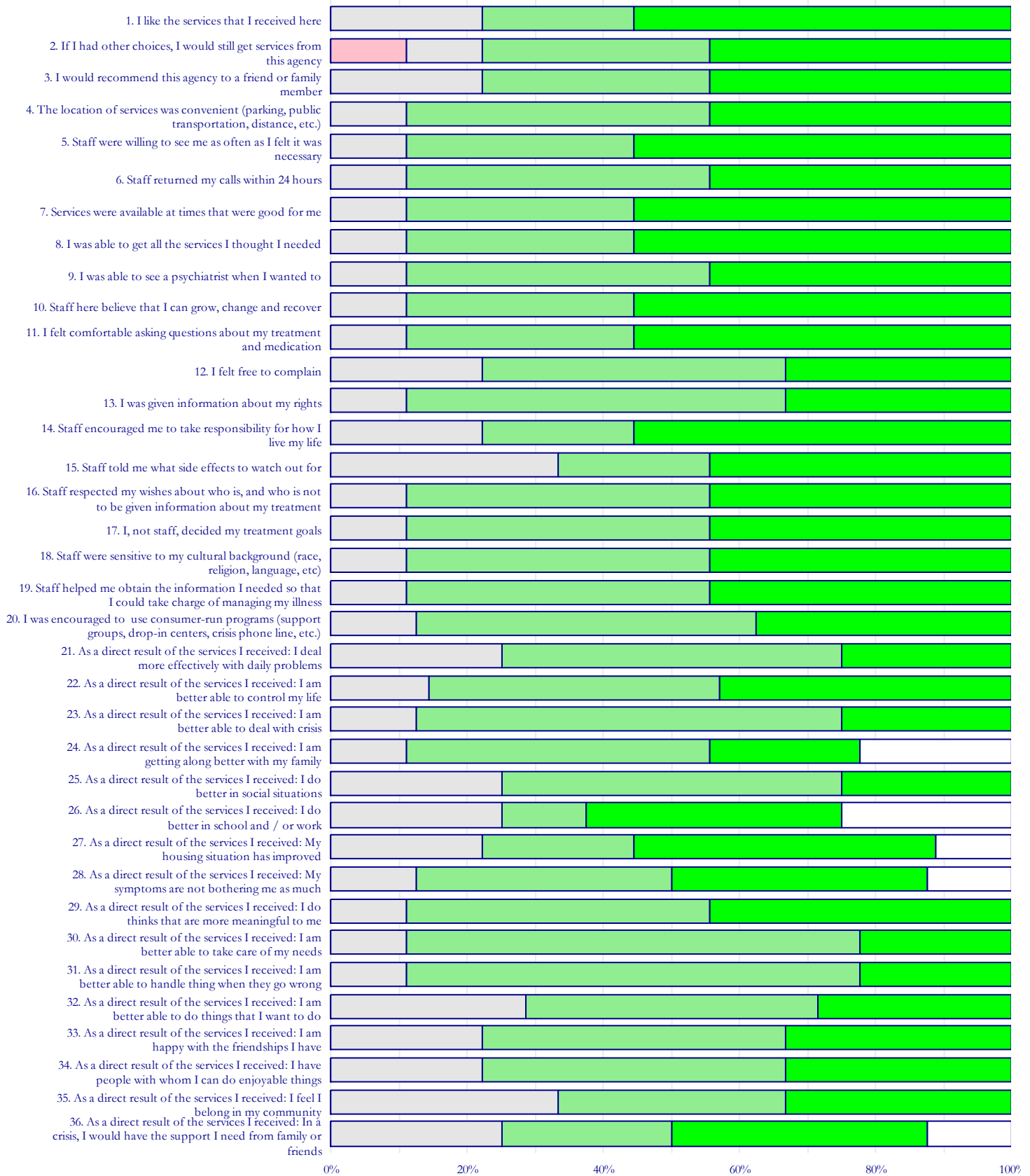
- 88.9% 5. Staff were willing to see me as often as I felt it was necessary
- 88.9% 6. Staff returned my calls within 24 hours
- 88.9% 7. Services were available at times that were good for me

**Lowest Agreement Items**

- 66.7% 15. Staff told me what side effects to watch out for
- 77.8% 1. I like the services that I received here
- 77.8% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

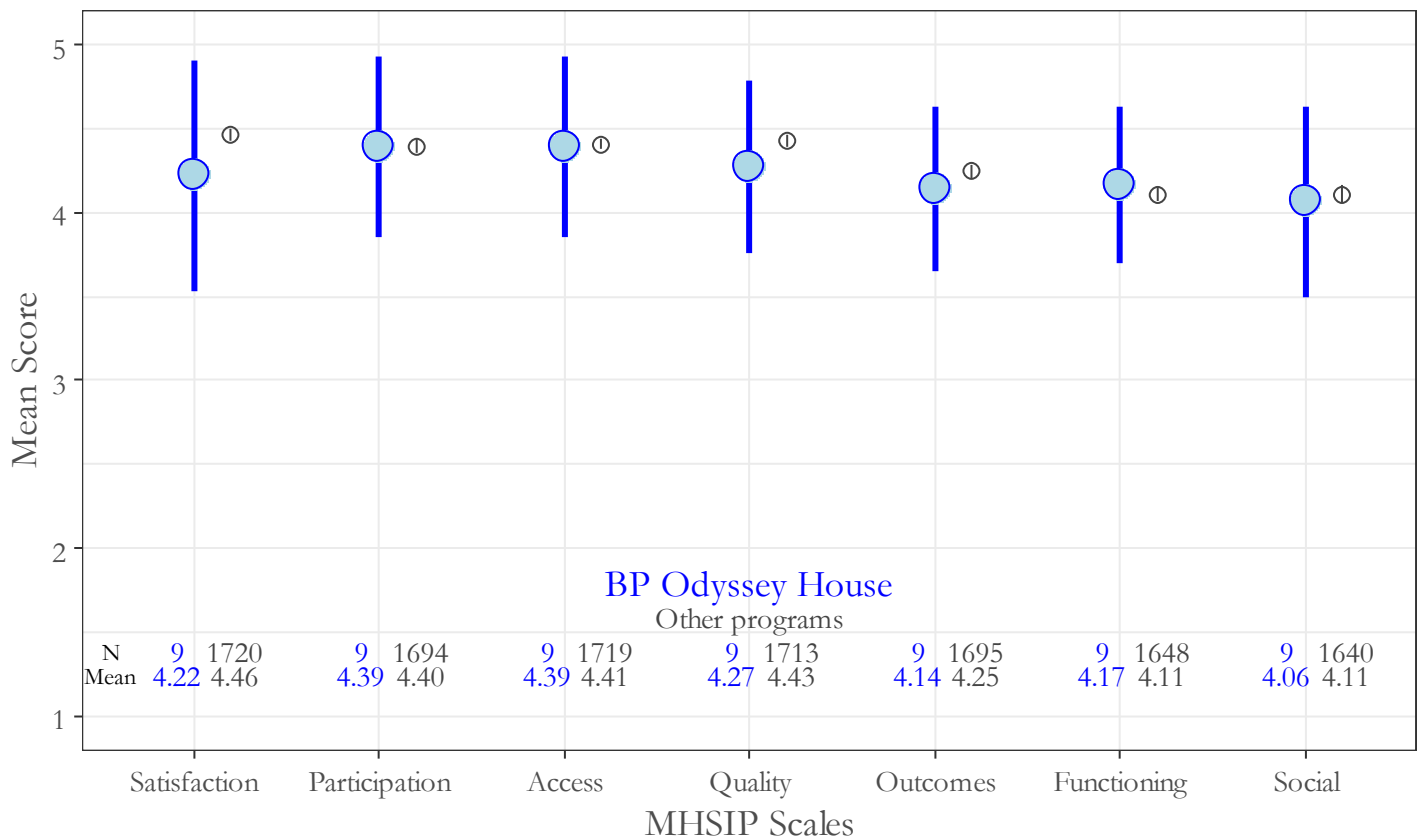
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.8 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
<b>85.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
<b>87.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
<b>85.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	2 22.2 %	2 22.2 %	0 0.0 %
<b>75.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	2 22.2 %	1 11.1 %
<b>75.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	4 44.4 %	1 11.1 %	0 0.0 %
<b>85.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	1 11.1 %	1 11.1 %
<b>88.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %	2 22.2 %
<b>77.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	1 11.1 %	1 11.1 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 100 %	3 100 %	9 100 %
<b>Total</b>	6 100 %	3 100 %	9 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP Robertson Place**

Program Code(s): 38851

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**91.7%**

Overall satisfaction<sup>3</sup> mean score for BP Robertson Place: **4.34**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

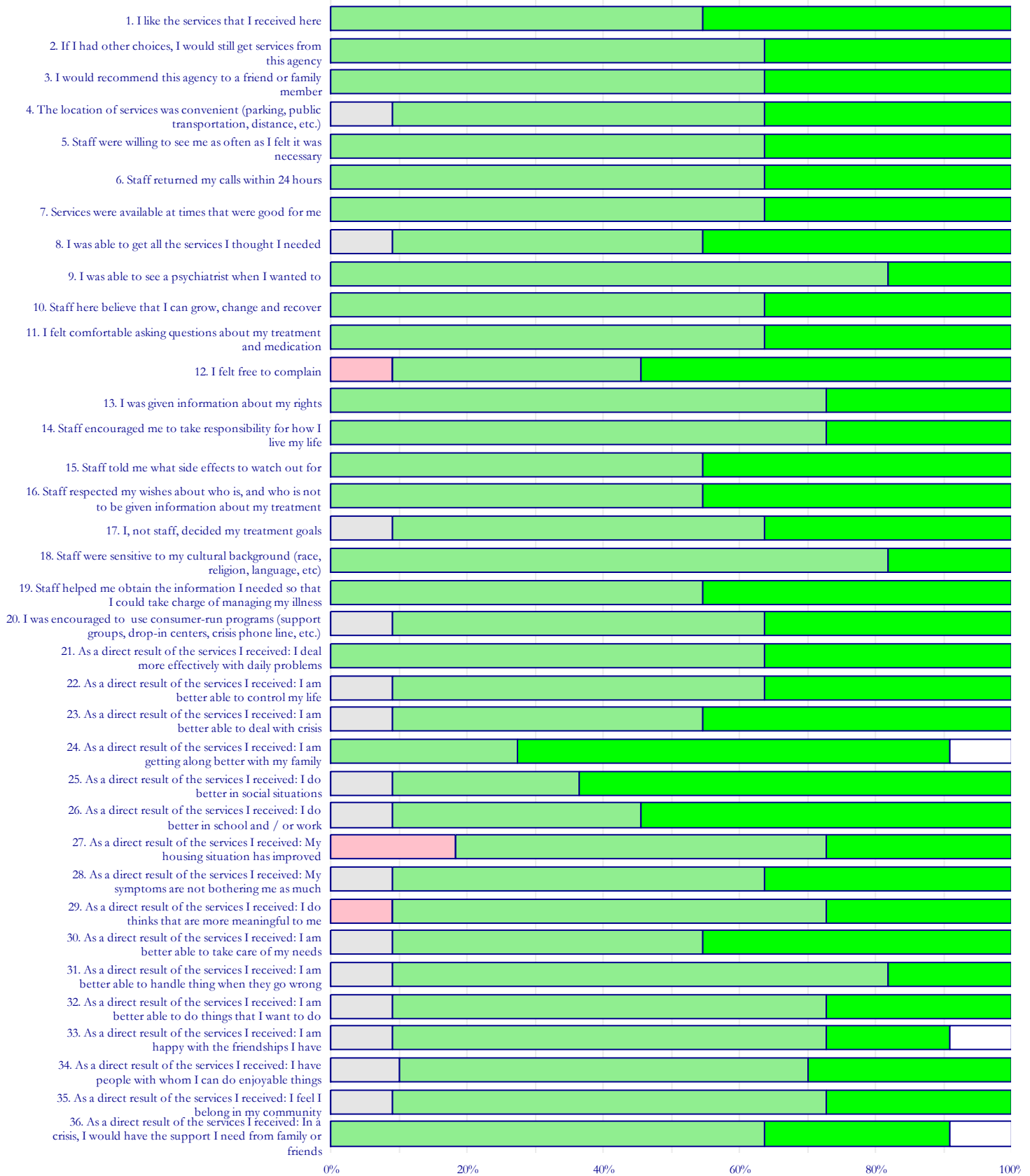
90.9% 8. I was able to get all the services I thought I needed

90.9% 12. I felt free to complain

90.9% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



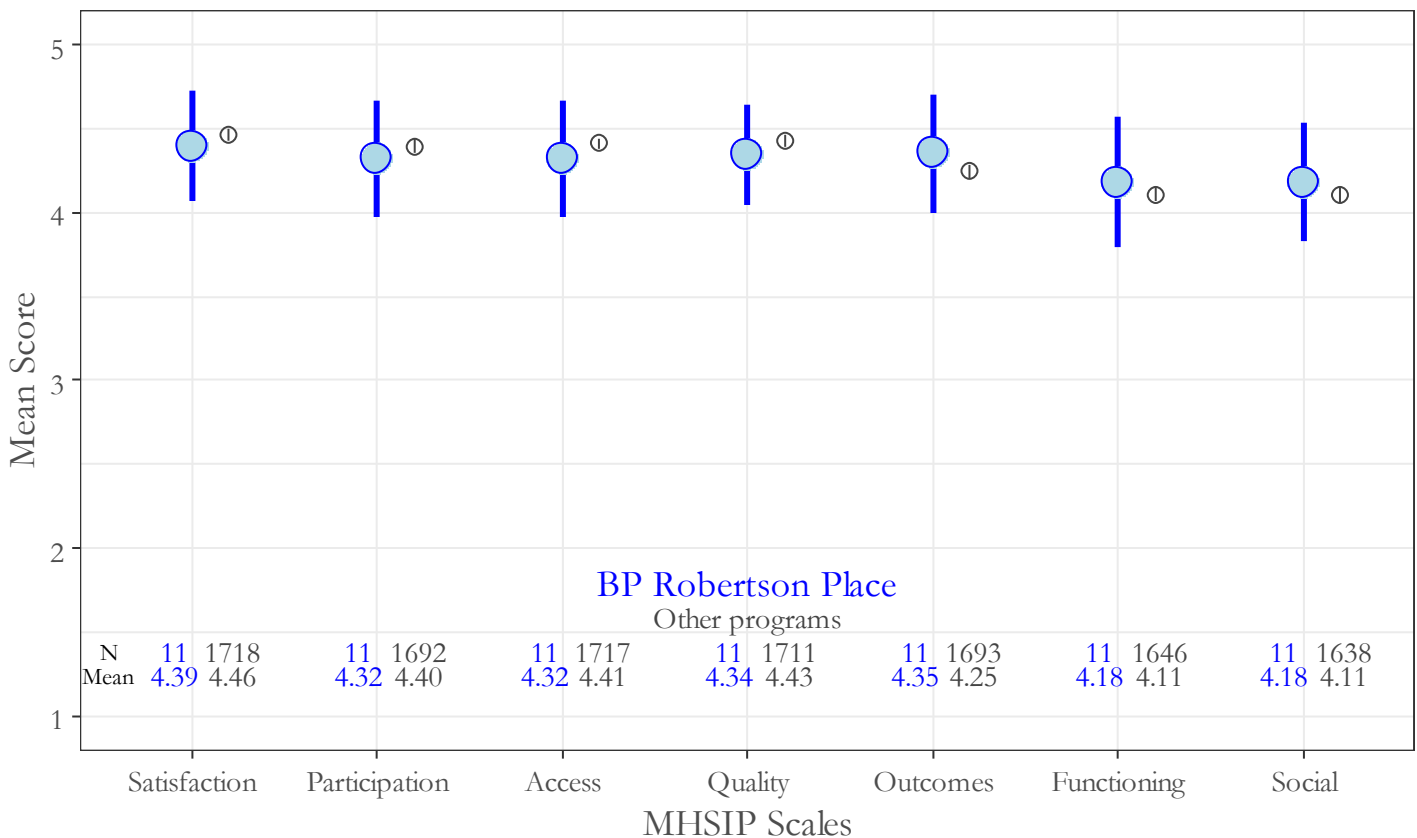
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 12. I felt free to complain	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %	0 0.0 %
<b>90.9 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 18.2 %	0 0.0 %	6 54.5 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 9.1 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	2 18.2 %	1 9.1 %	0 0.0 %
<b>90.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
<b>90.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	3 27.3 %	1 9.1 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	1 100 %	11 100 %
<b>Total</b>	10 100 %	1 100 %	11 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 12 clients; surveys were returned for 11 clients (11/12 = 91.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**BP San Jose Place**

Program Code(s): 38BS1

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for BP San Jose Place: **4.48**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

87.5% 7. Services were available at times that were good for me

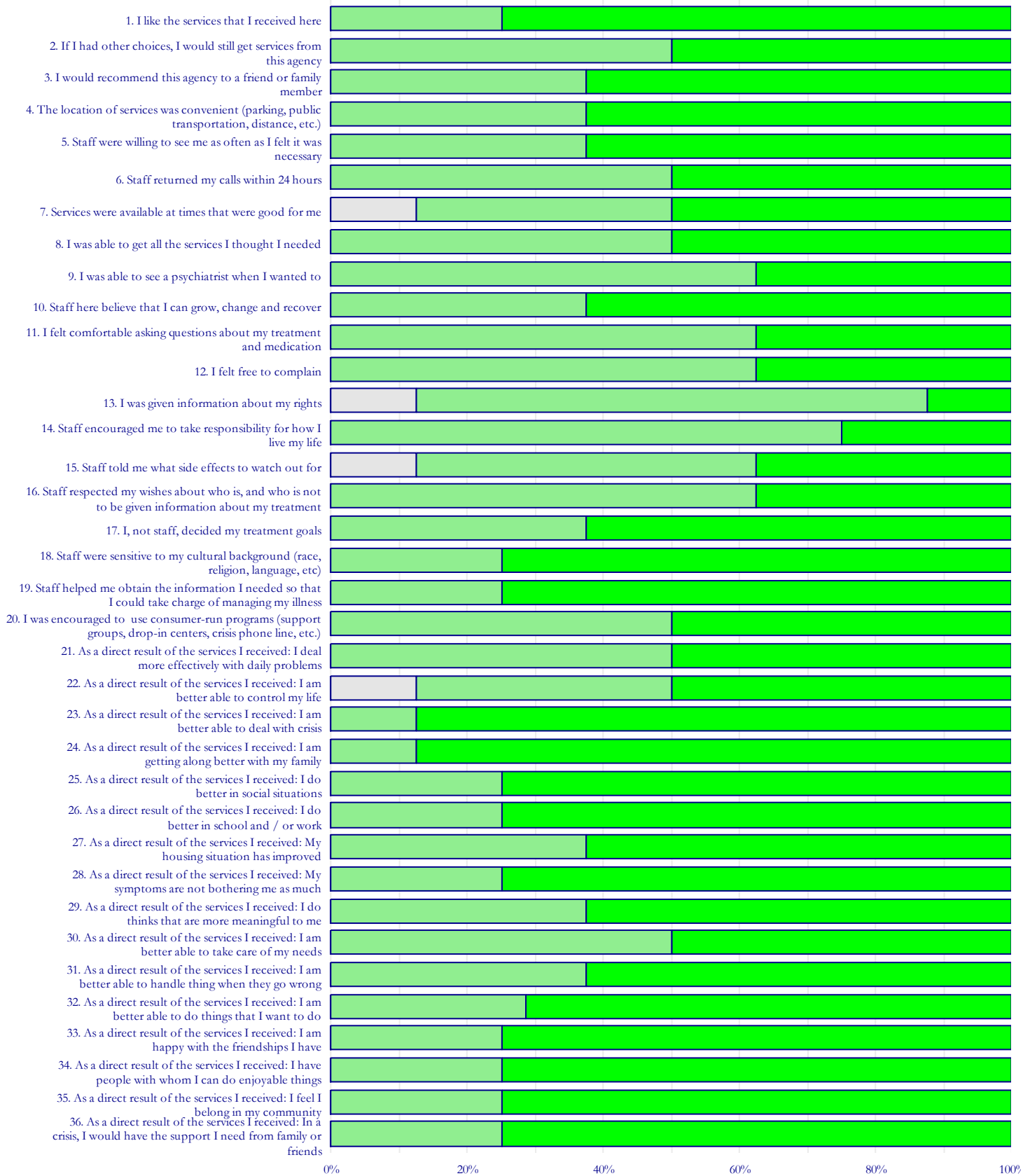
87.5% 13. I was given information about my rights

87.5% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



# MHSIP Items



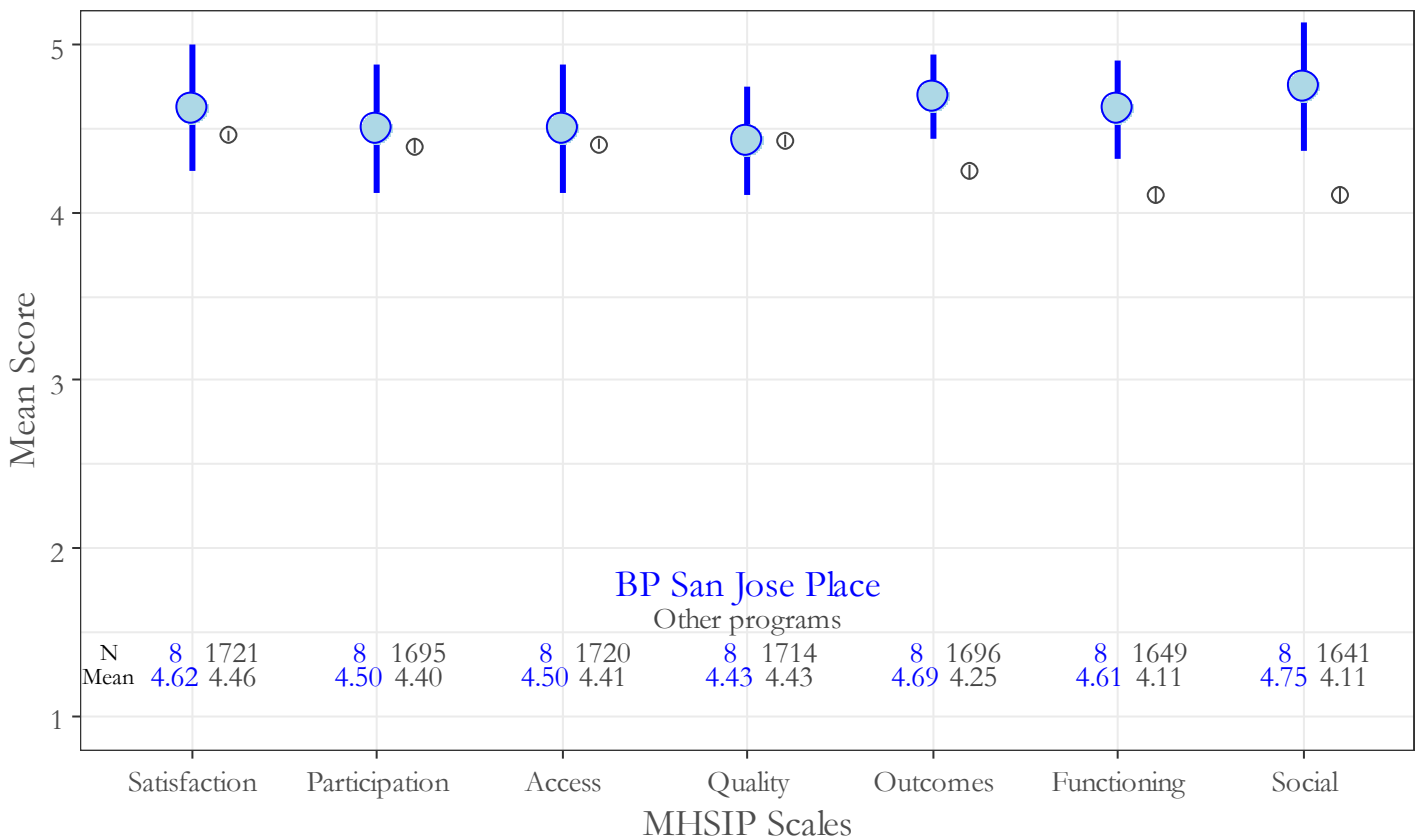
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	0 0 %	8 100 %
<b>Total</b>	8 100 %	0 100 %	8 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 10 clients; surveys were returned for 8 clients (8/10 = 80.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **BVHP Integrated Behavioral Health Program**

Program Code(s): 38513

Overall Satisfaction<sup>1</sup>

**94.3%**

Return Rate<sup>2</sup>

**68.8%**

Overall satisfaction<sup>3</sup> mean score for BVHP Integrated Behavioral Health Program: **4.51**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

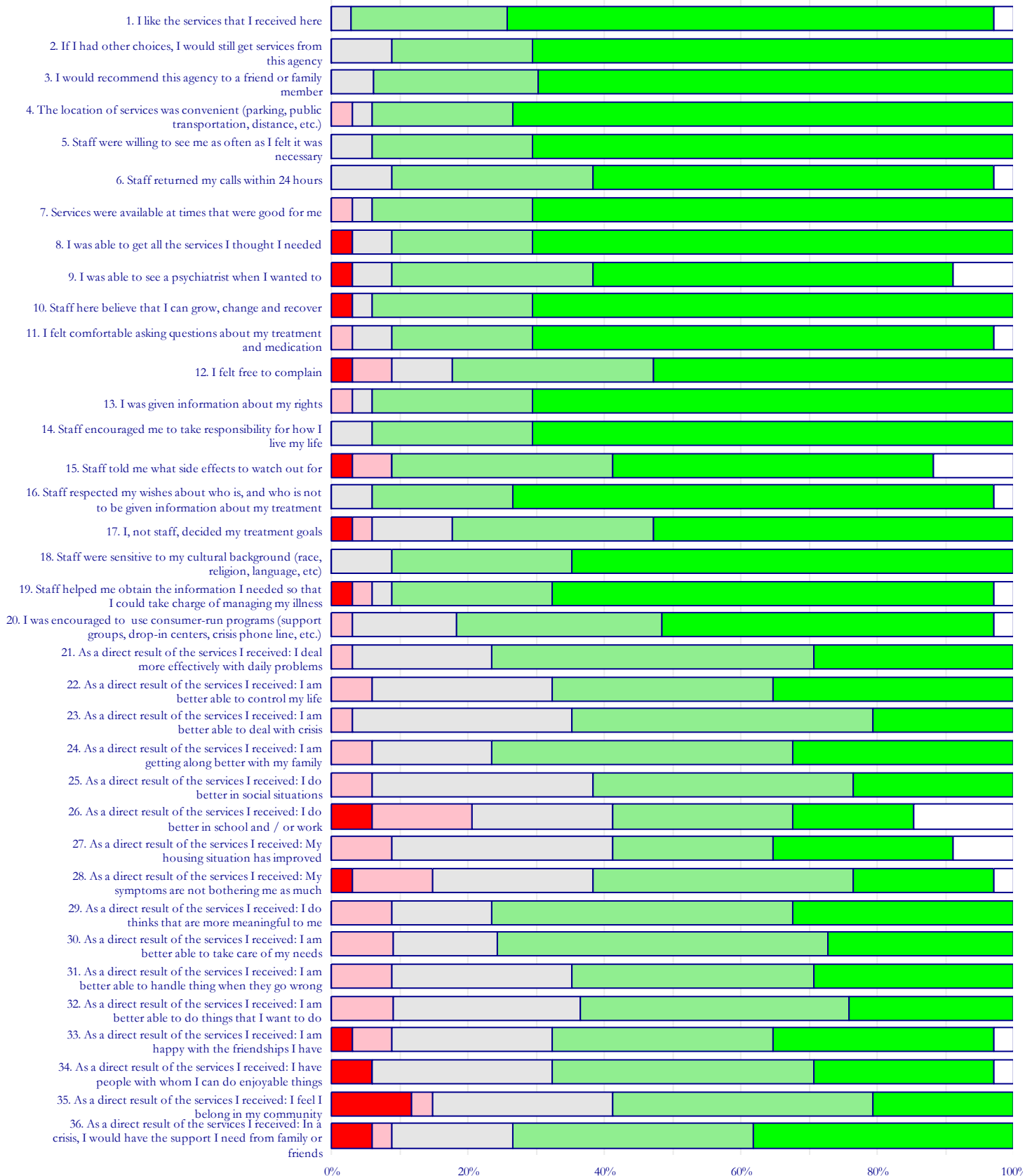
- 97.1% 1. I like the services that I received here
- 94.1% 5. Staff were willing to see me as often as I felt it was necessary
- 94.1% 7. Services were available at times that were good for me

#### **Lowest Agreement Items**

- 81.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 82.4% 12. I felt free to complain
- 82.4% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



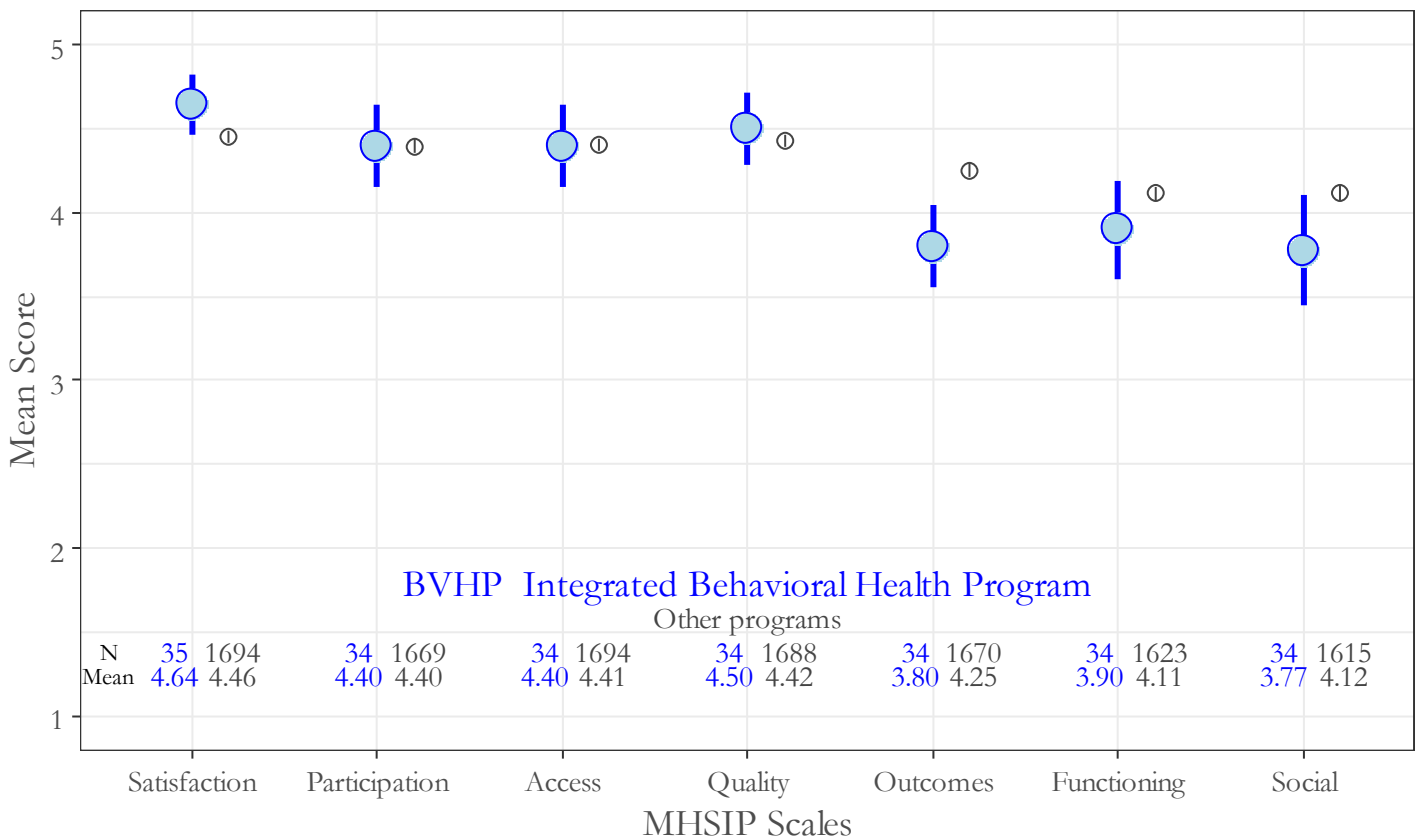
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>97.1 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 2.3 %	8 18.2 %	25 56.8 %	1 2.3 %	9 20.4 %
<b>91.2 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 6.8 %	7 15.9 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>93.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 4.5 %	8 18.2 %	23 52.3 %	0 0.0 %	11 25.0 %
<b>94.1 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.3 %	1 2.3 %	7 15.9 %	25 56.8 %	0 0.0 %	10 22.7 %
<b>94.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.5 %	8 18.2 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>90.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 6.8 %	10 22.7 %	20 45.5 %	1 2.3 %	10 22.7 %
<b>94.1 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 2.3 %	1 2.3 %	8 18.2 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>91.2 %</b> 8. I was able to get all the services I thought I needed	1 2.3 %	0 0.0 %	2 4.5 %	7 15.9 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>90.3 %</b> 9. I was able to see a psychiatrist when I wanted to	1 2.3 %	0 0.0 %	2 4.5 %	10 22.7 %	18 40.9 %	3 6.8 %	10 22.7 %
<b>94.1 %</b> 10. Staff here believe that I can grow, change and recover	1 2.3 %	0 0.0 %	1 2.3 %	8 18.2 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>90.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 2.3 %	2 4.5 %	7 15.9 %	23 52.3 %	1 2.3 %	10 22.7 %
<b>82.4 %</b> 12. I felt free to complain	1 2.3 %	2 4.5 %	3 6.8 %	10 22.7 %	18 40.9 %	0 0.0 %	10 22.7 %
<b>94.1 %</b> 13. I was given information about my rights	0 0.0 %	1 2.3 %	1 2.3 %	8 18.2 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>94.1 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 4.5 %	8 18.2 %	24 54.5 %	0 0.0 %	10 22.7 %
<b>90.0 %</b> 15. Staff told me what side effects to watch out for	1 2.3 %	2 4.5 %	0 0.0 %	11 25.0 %	16 36.4 %	4 9.1 %	10 22.7 %
<b>93.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 4.5 %	7 15.9 %	24 54.5 %	1 2.3 %	10 22.7 %
<b>82.4 %</b> 17. I, not staff, decided my treatment goals	1 2.3 %	1 2.3 %	4 9.1 %	10 22.7 %	18 40.9 %	0 0.0 %	10 22.7 %
<b>91.2 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 6.8 %	9 20.4 %	22 50.0 %	0 0.0 %	10 22.7 %
<b>90.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2.3 %	1 2.3 %	1 2.3 %	8 18.2 %	22 50.0 %	1 2.3 %	10 22.7 %
<b>81.2 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.3 %	5 11.4 %	10 22.7 %	16 36.4 %	1 2.3 %	11 25.0 %
<b>76.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.3 %	7 15.9 %	16 36.4 %	10 22.7 %	0 0.0 %	10 22.7 %
<b>67.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 4.5 %	9 20.4 %	11 25.0 %	12 27.3 %	0 0.0 %	10 22.7 %
<b>64.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 2.3 %	11 25.0 %	15 34.1 %	7 15.9 %	0 0.0 %	10 22.7 %
<b>76.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 4.5 %	6 13.6 %	15 34.1 %	11 25.0 %	0 0.0 %	10 22.7 %
<b>61.8 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 4.5 %	11 25.0 %	13 29.5 %	8 18.2 %	0 0.0 %	10 22.7 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>51.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 4.5 %	5 11.4 %	7 15.9 %	9 20.4 %	6 13.6 %	5 11.4 %	10 22.7 %
<b>54.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 6.8 %	11 25.0 %	8 18.2 %	9 20.4 %	3 6.8 %	10 22.7 %
<b>60.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.3 %	4 9.1 %	8 18.2 %	13 29.5 %	7 15.9 %	1 2.3 %	10 22.7 %
<b>76.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 6.8 %	5 11.4 %	15 34.1 %	11 25.0 %	0 0.0 %	10 22.7 %
<b>75.8 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 6.8 %	5 11.4 %	16 36.4 %	9 20.4 %	0 0.0 %	11 25.0 %
<b>64.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	3 6.8 %	9 20.4 %	12 27.3 %	10 22.7 %	0 0.0 %	10 22.7 %
<b>63.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	3 6.8 %	9 20.4 %	13 29.5 %	8 18.2 %	0 0.0 %	11 25.0 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.3 %	2 4.5 %	8 18.2 %	11 25.0 %	11 25.0 %	1 2.3 %	10 22.7 %
<b>66.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 4.5 %	0 0.0 %	9 20.4 %	13 29.5 %	9 20.4 %	1 2.3 %	10 22.7 %
<b>58.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	4 9.1 %	1 2.3 %	9 20.4 %	13 29.5 %	7 15.9 %	0 0.0 %	10 22.7 %
<b>73.5 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 4.5 %	1 2.3 %	6 13.6 %	12 27.3 %	13 29.5 %	0 0.0 %	10 22.7 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**





**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	9 20.9 %	0 0 %	9 20.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2.3 %	0 0 %	1 2.3 %
Completed Survey	33 76.7 %	1 100 %	34 77.3 %
<b>Total</b>	43 100 %	1 100 %	44 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 64 clients; surveys were returned for 44 clients (44/64 = 68.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **BVHP Children's Behavioral Health Program**

Program Code(s): 38516

Overall Satisfaction<sup>1</sup>

**66.7%**

Return Rate<sup>2</sup>

**23.1%**

Overall satisfaction<sup>3</sup> mean score for BVHP Children's Behavioral Health Program: **2.96** (youth), **4.79** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

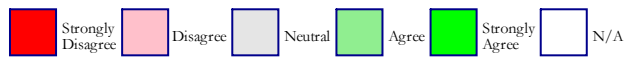
- 66.7% 1. Overall, I am satisfied with the service I received
- 66.7% 5. I felt I had someone to talk to when I was troubled
- 66.7% 6. I participated in my own treatment

#### **Lowest Agreement Items**

- 33.3% 2. I helped to choose my services
- 33.3% 3. I helped to choose my treatment goals
- 33.3% 4. The people helping me stuck with me no matter what

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth



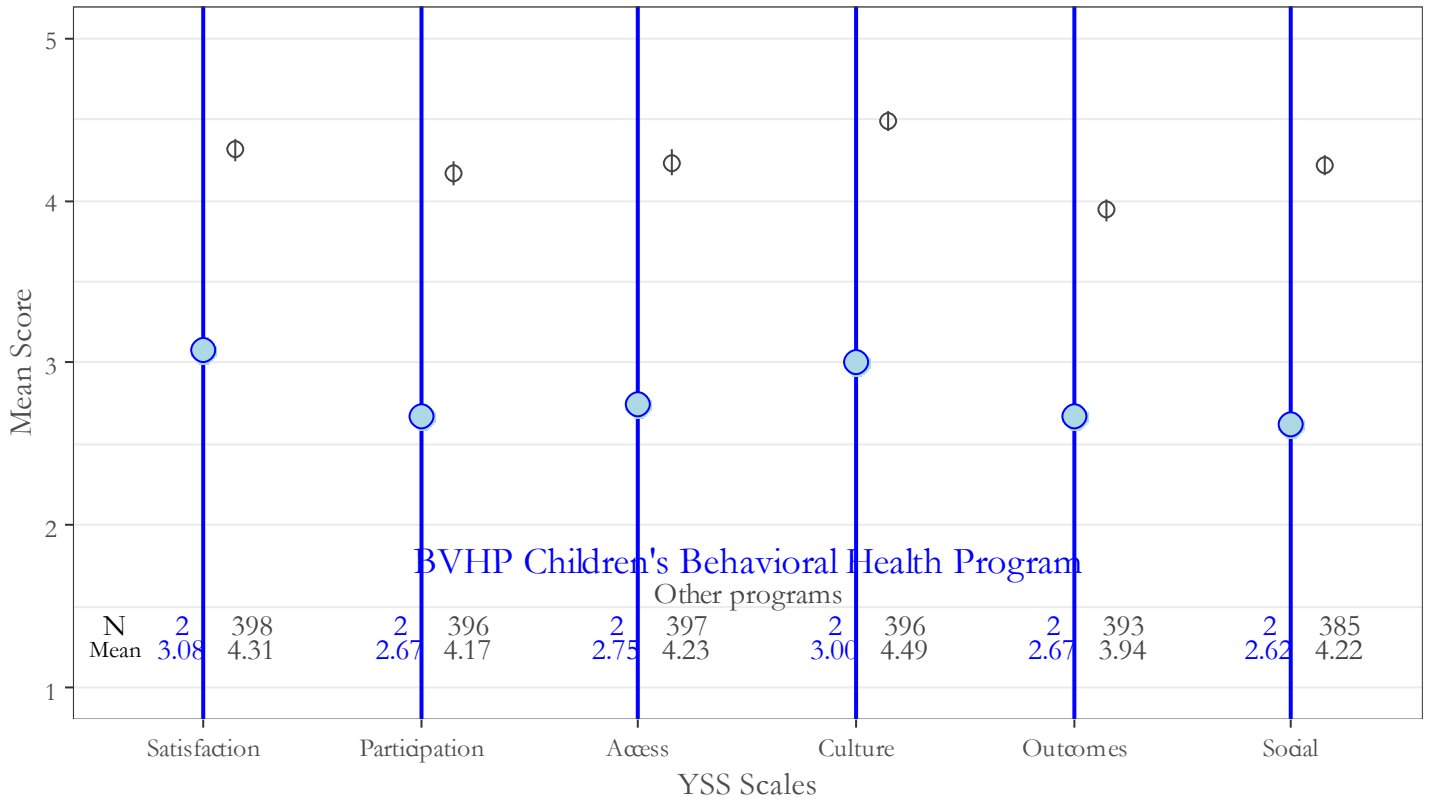
## Youth Services Survey for Youth N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 1. Overall, I am satisfied with the service I received	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 2. I helped to choose my services	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 6. I participated in my own treatment	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 7. The services I received were right for me	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 8. The location of services was convenient for me	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 9. Services were available at times that were convenient for me	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 10. I got the help I wanted	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 11. I got as much help as I needed	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 12. Staff treated me with respect	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
0.0 % 17. As a result of the services I received, I get along better with family members	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %
50.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %
50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

**Survey Compliance**  
**BVHP Children's**  
**Behavioral Health**  
**Completion Status Program Completion Total**  
**by Respondent Type**

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	2 100 %	3 100 %
<b>Total</b>	1 100 %	2 100 %	3 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 13 clients; surveys were returned for 3 clients (3 / 13 = 23.1%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### CASARC Outpatient Services

Youth program codes (RUs): 38C51

Adult program codes (RUs): 38C51

Overall Satisfaction<sup>1</sup>

**94.4%**

Return Rate<sup>2</sup>

**94.7%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 19

People surveyed: 18 (17 youth and 1 adults)

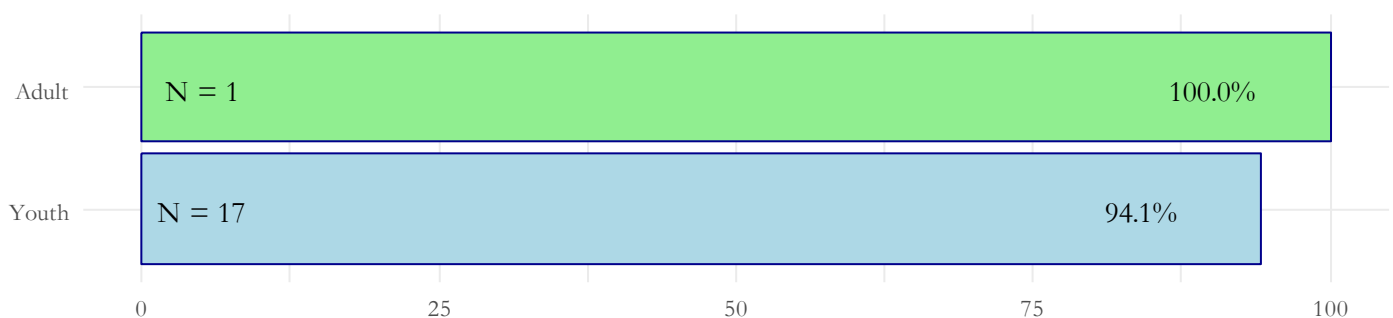
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 4.46

Family satisfaction mean score: 4.38

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)



**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 19 clients; surveys were returned for 18 clients (18/19 = 94.7%).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.





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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **CASARC Outpatient Services**

Program Code(s): 38C51

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for CASARC Outpatient Services: **5.00**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

#### **Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart

<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 2 clients; surveys were returned for 1 clients (1/2 = 50.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**CASARC Outpatient Services**

Program Code(s): 38C51

Overall Satisfaction<sup>1</sup>

**94.1%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for CASARC Outpatient Services: **4.46** (youth), **4.38** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 1. Overall, I am satisfied with the service I received

**100.0%** 4. The people helping me stuck with me no matter what

**100.0%** 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**

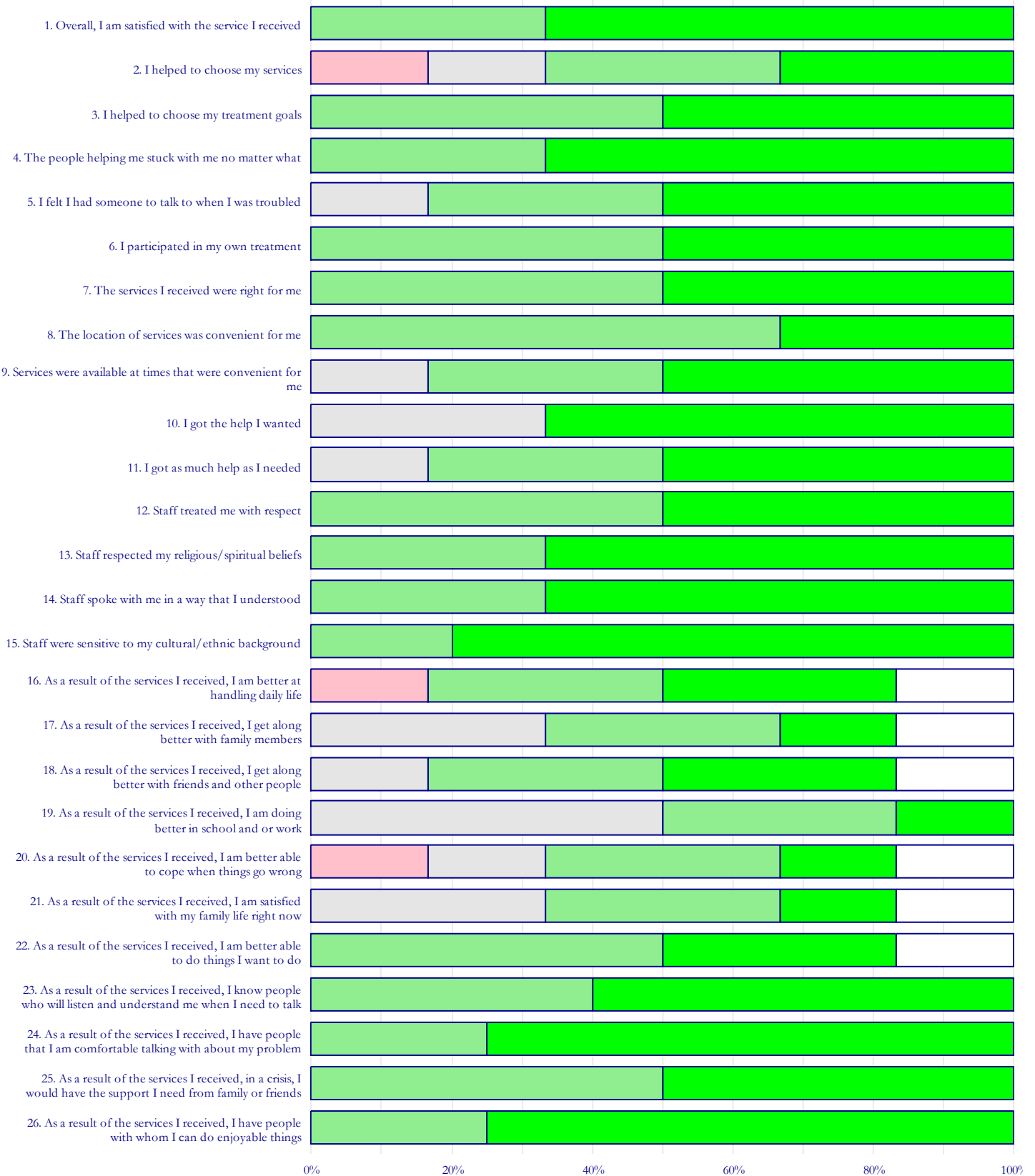
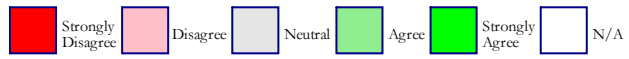
**68.8%** 2. I helped to choose my services

**82.4%** 9. Services were available at times that were convenient for me

**82.4%** 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

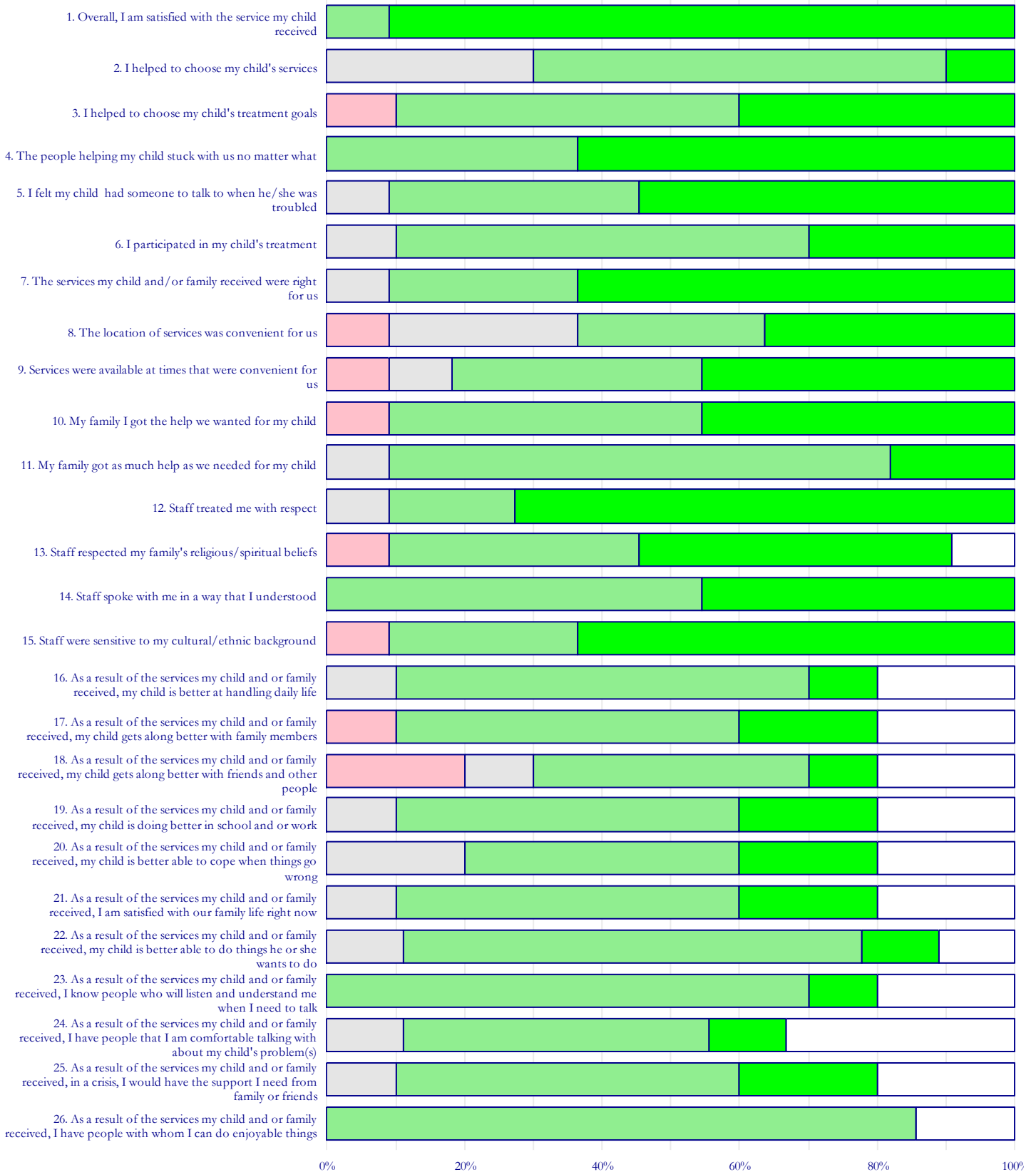
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
<b>60.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
<b>80.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>60.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
<b>60.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	1 14.3 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	0 0.0 %	2 28.6 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %

# Youth Services Survey for Families

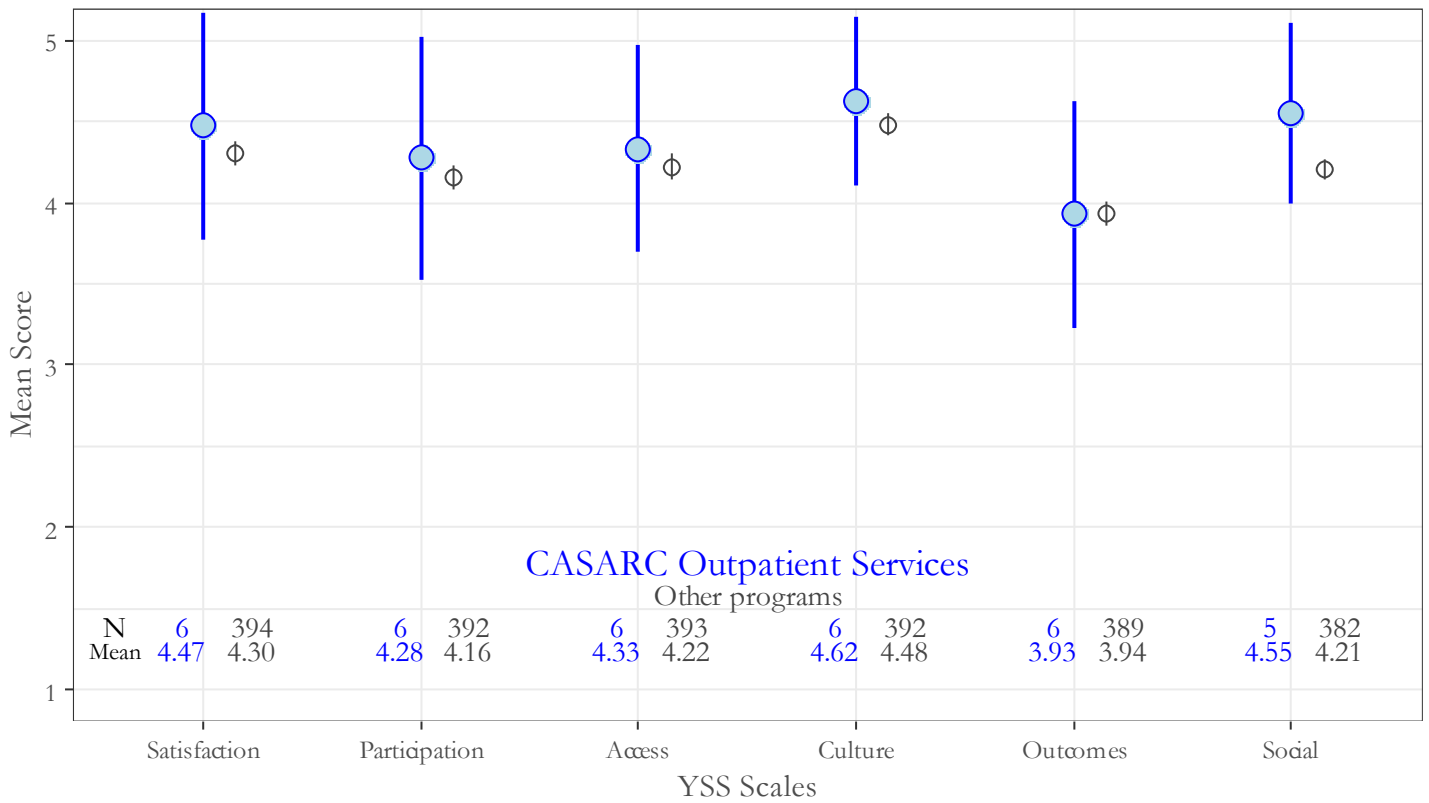


## Youth Services Survey for Families N = 11

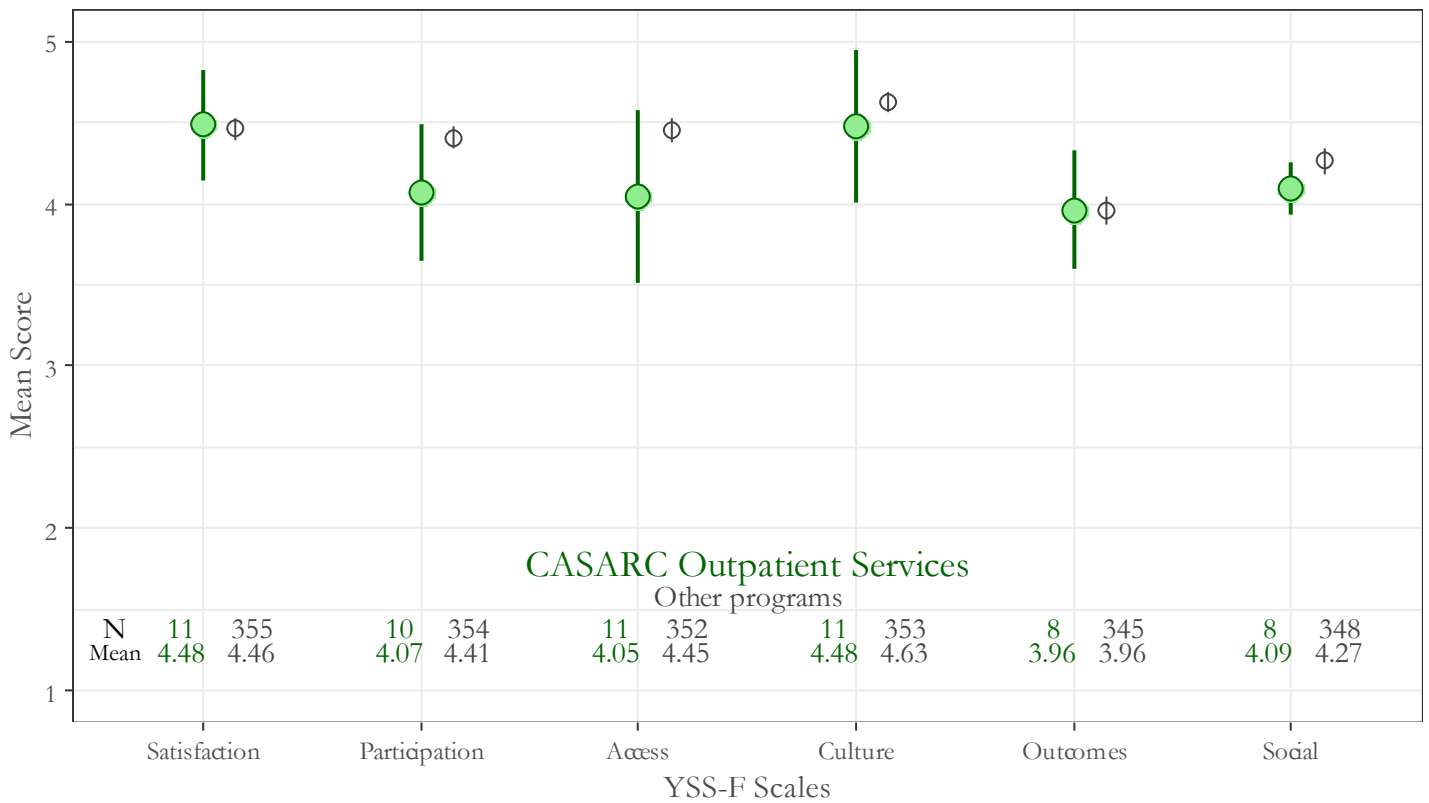
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	3 27.3 %	6 54.5 %	1 9.1 %	0 0.0 %	1 9.1 %
<b>90.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	4 36.4 %	0 0.0 %	1 9.1 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
<b>90.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>63.6 %</b> 8. The location of services was convenient for us	0 0.0 %	1 9.1 %	3 27.3 %	3 27.3 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	1 9.1 %	1 9.1 %	4 36.4 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 9.1 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	5 45.5 %	1 9.1 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	1 9.1 %	2 18.2 %	1 9.1 %
<b>87.5 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	2 18.2 %	2 18.2 %	1 9.1 %
<b>62.5 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	2 18.2 %	1 9.1 %	4 36.4 %	1 9.1 %	2 18.2 %	1 9.1 %
<b>87.5 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	2 18.2 %	2 18.2 %	1 9.1 %
<b>75.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	2 18.2 %	2 18.2 %	1 9.1 %
<b>87.5 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	2 18.2 %	2 18.2 %	1 9.1 %
<b>87.5 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	1 9.1 %	1 9.1 %	2 18.2 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	1 9.1 %	2 18.2 %	1 9.1 %
<b>83.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	1 9.1 %	3 27.3 %	2 18.2 %
<b>87.5 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	2 18.2 %	2 18.2 %	1 9.1 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	0 0.0 %	1 9.1 %	4 36.4 %



Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>CASARC Outpatient</b>			
<b>Completion Status</b>	<b>Services Completion</b>		<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 14.3 %	1 5.6 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	6 85.7 %	17 94.4 %
<b>Total</b>	11 100 %	7 100 %	18 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 17 clients; surveys were returned for 17 clients (17 / 17 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Catholic Charities CYO SF Boys and Girls Home - Euclid House**  
Program Code(s): 89983

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**37.5%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO SF Boys and Girls Home - Euclid House: **4.00** (youth), **4.43** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

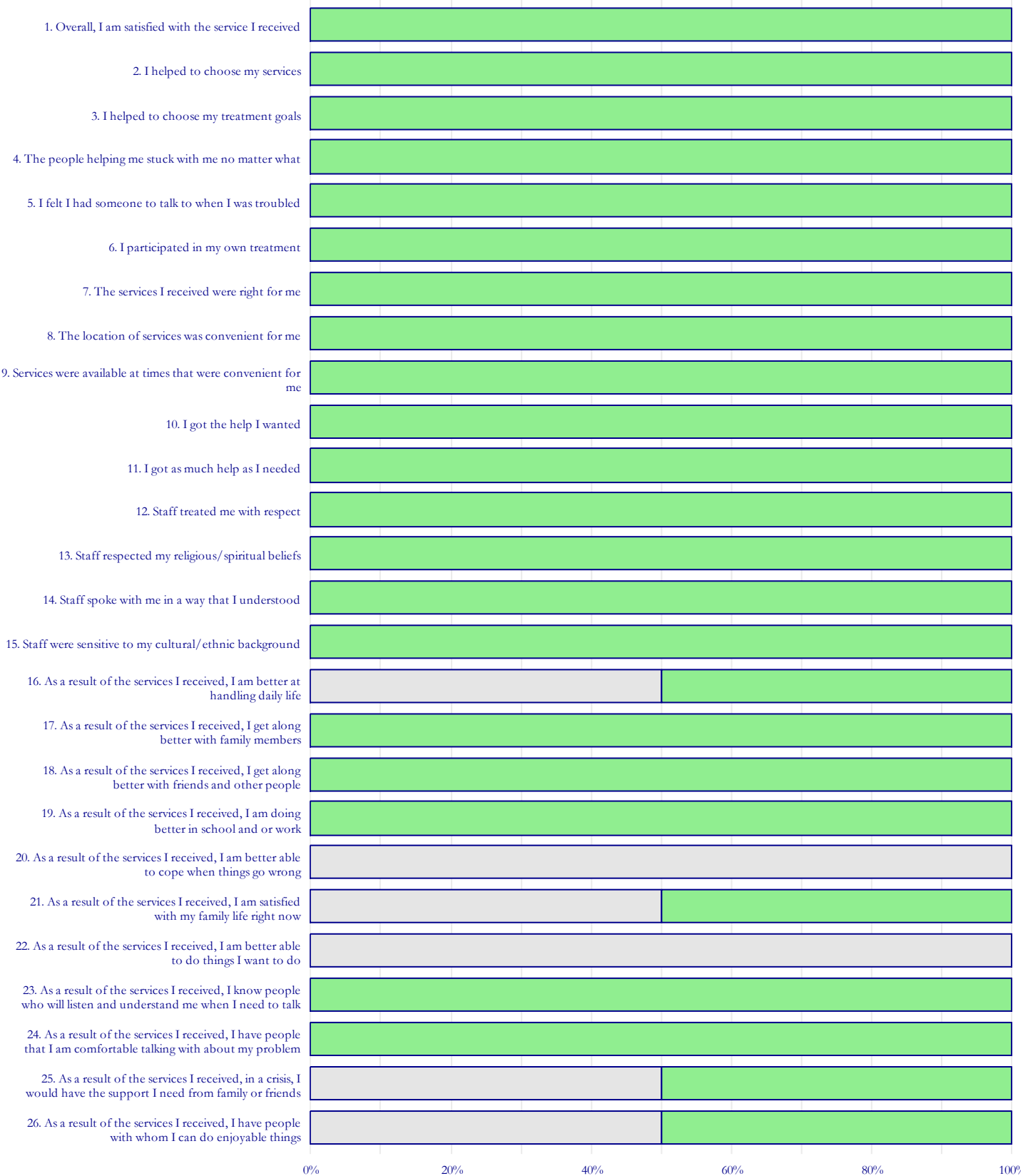
75.0% 13. Staff respected my religious/spiritual beliefs

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

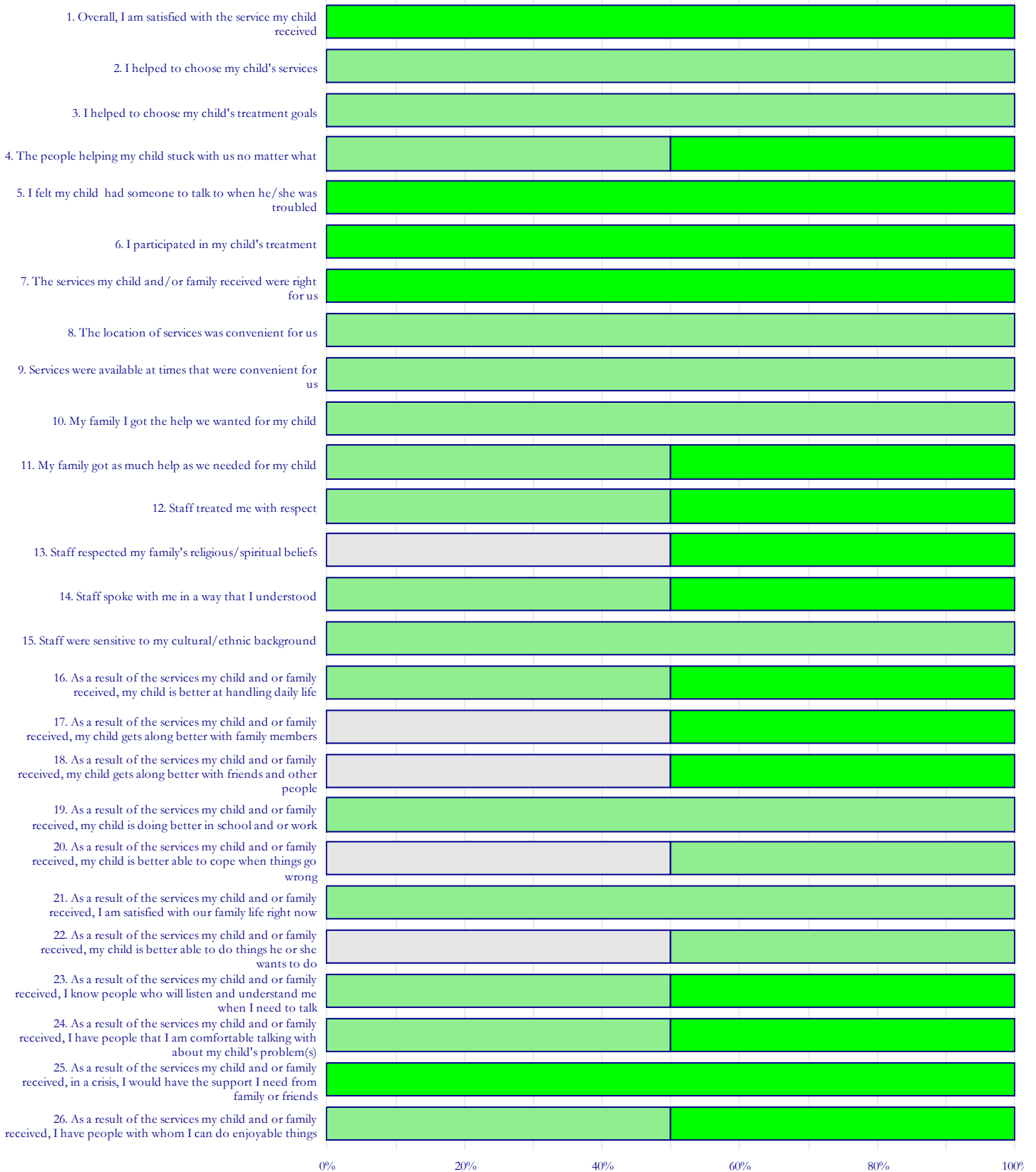
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %

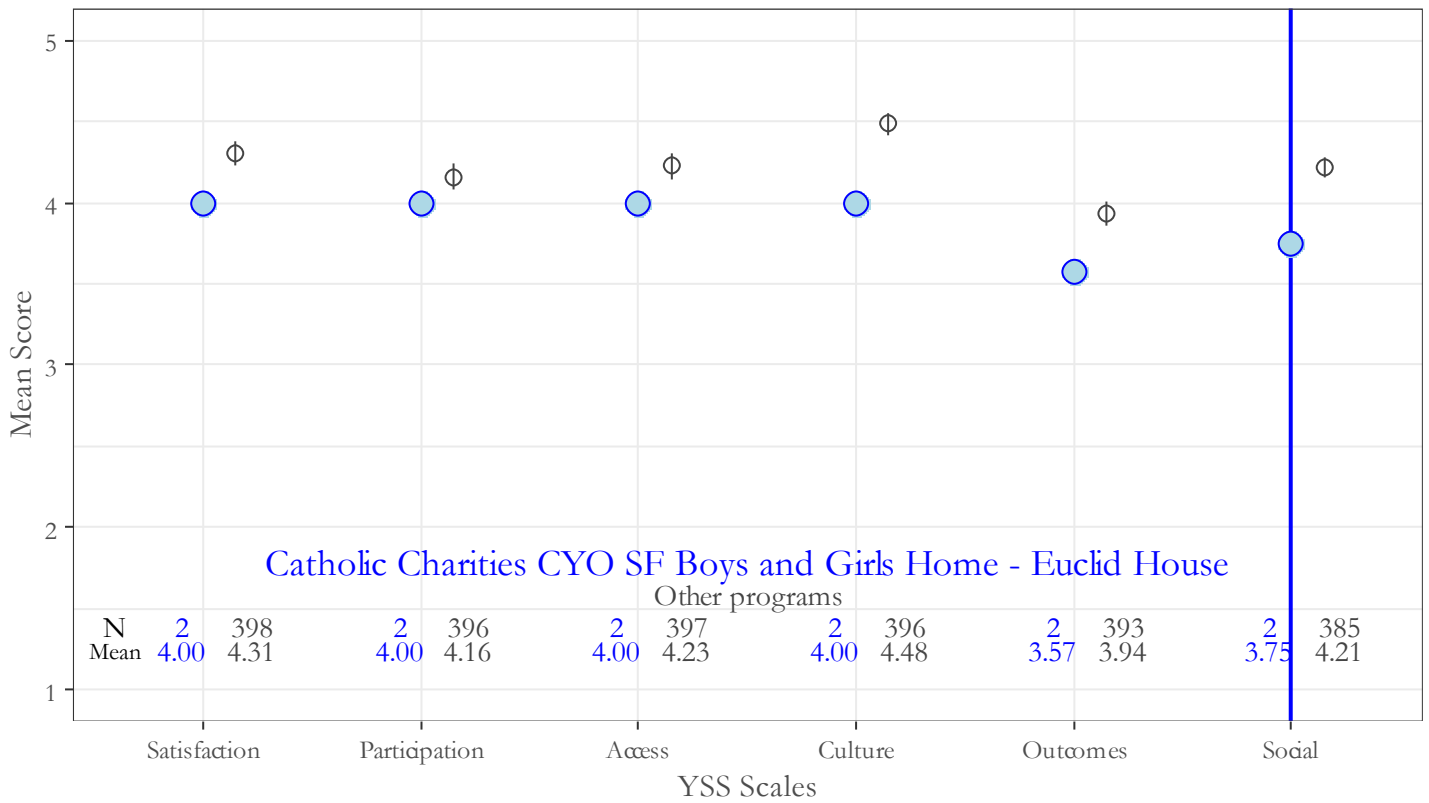
# Youth Services Survey for Families



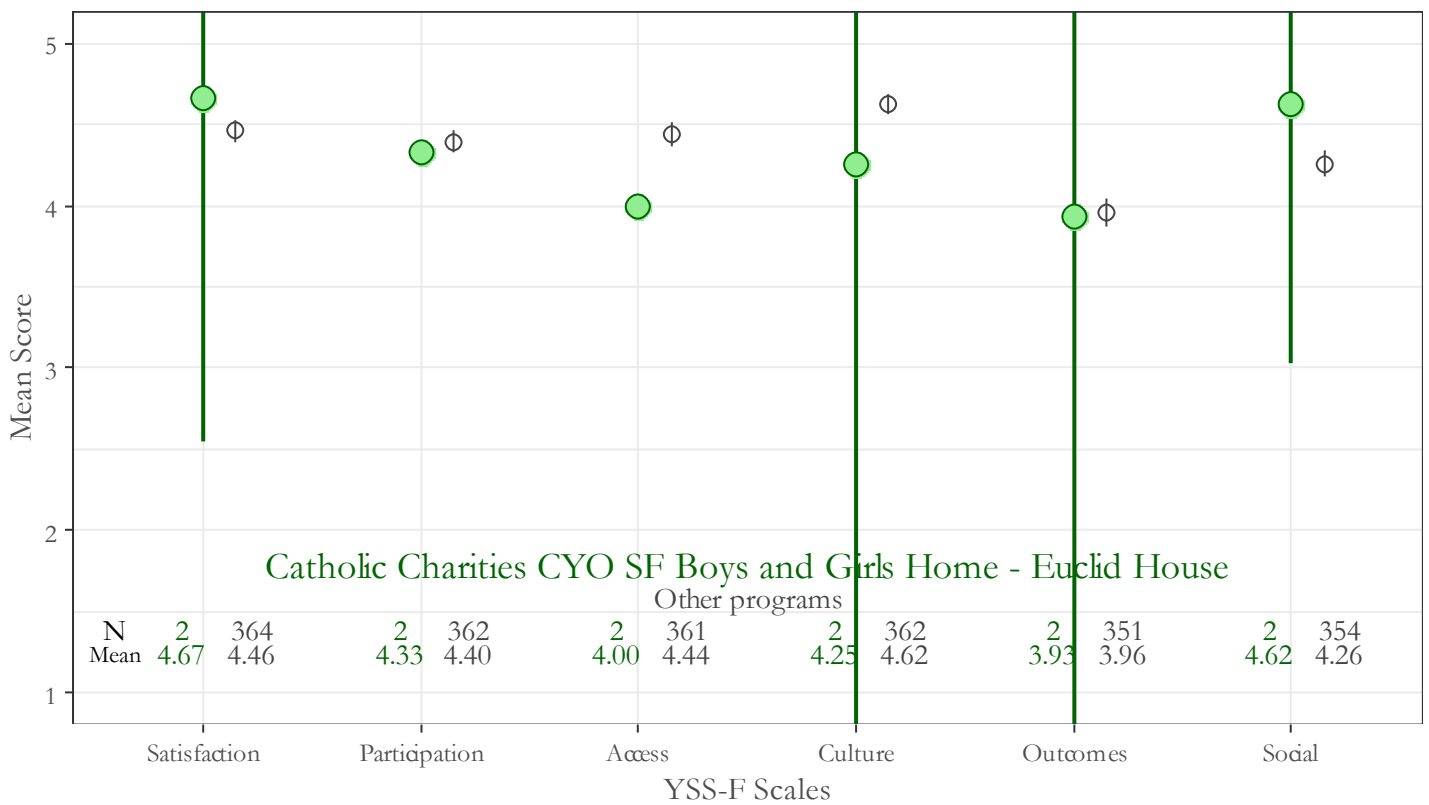
## Youth Services Survey for Families N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>





**Survey Compliance**  
**Catholic Charities**  
**CYO SF Boys and**  
**Girls Home - Euclid**  
**House Completion by**  
**Respondent Type**

Completion Status	Family	Youth	<i>Total</i>
Refused	1 33.3 %	0 0 %	1 20 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 66.7 %	2 100 %	4 80 %
<b><i>Total</i></b>	<b>3</b> <b>100 %</b>	<b>2</b> <b>100 %</b>	<b>5</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 3 clients (3 / 8 = 37.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Catholic Charities CYO SF Boys and Girls Home - Shelter**

Program Code(s): 38GC3

Overall Satisfaction<sup>1</sup>

**81.8%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO SF Boys and Girls Home - Shelter: **3.89** (youth), **4.29** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

90.9% 1. Overall, I am satisfied with the service I received

90.9% 7. The services I received were right for me

90.9% 10. I got the help I wanted

**Lowest Agreement Items**

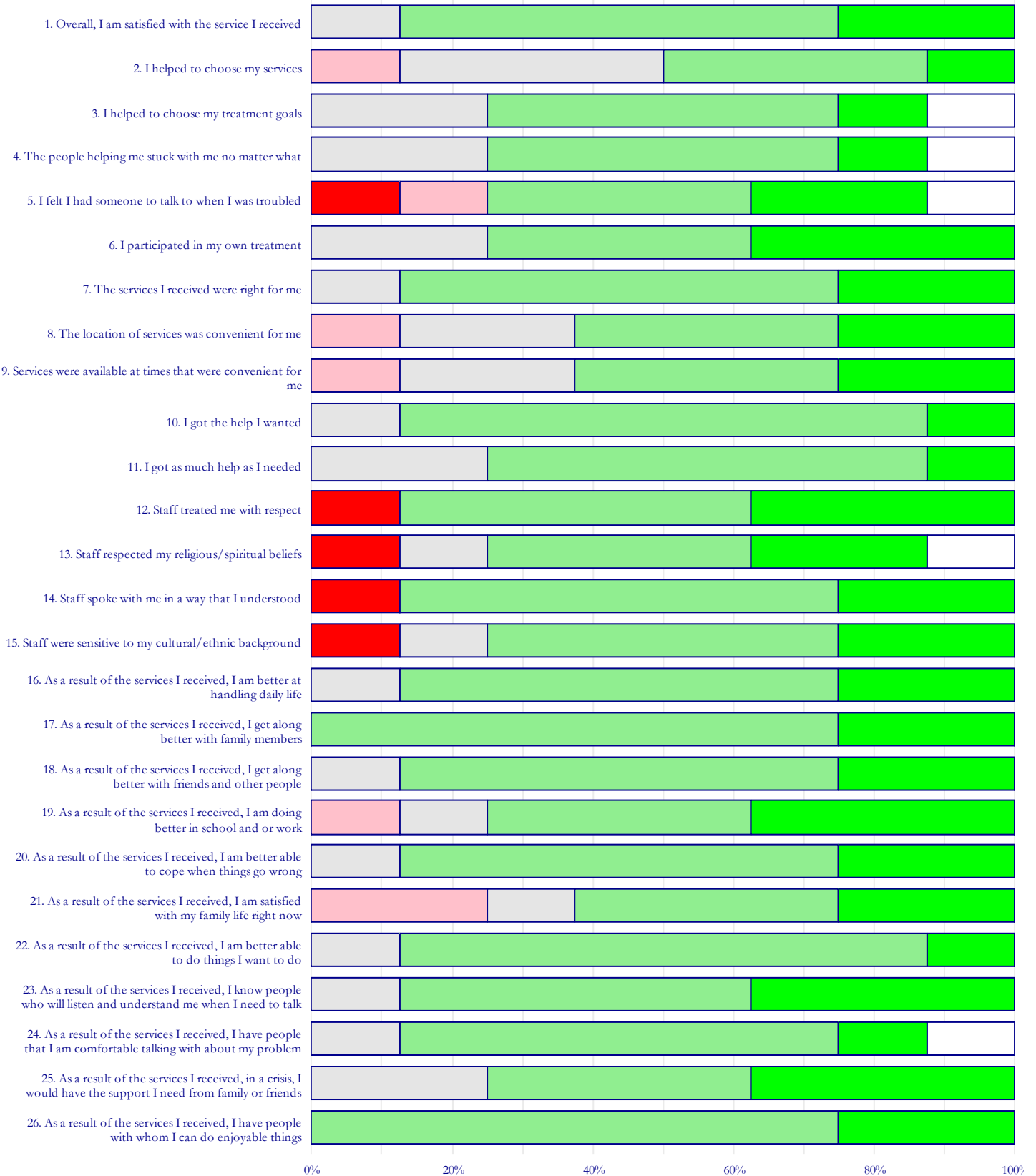
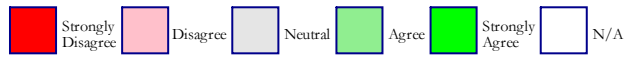
63.6% 2. I helped to choose my services

72.7% 9. Services were available at times that were convenient for me

72.7% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

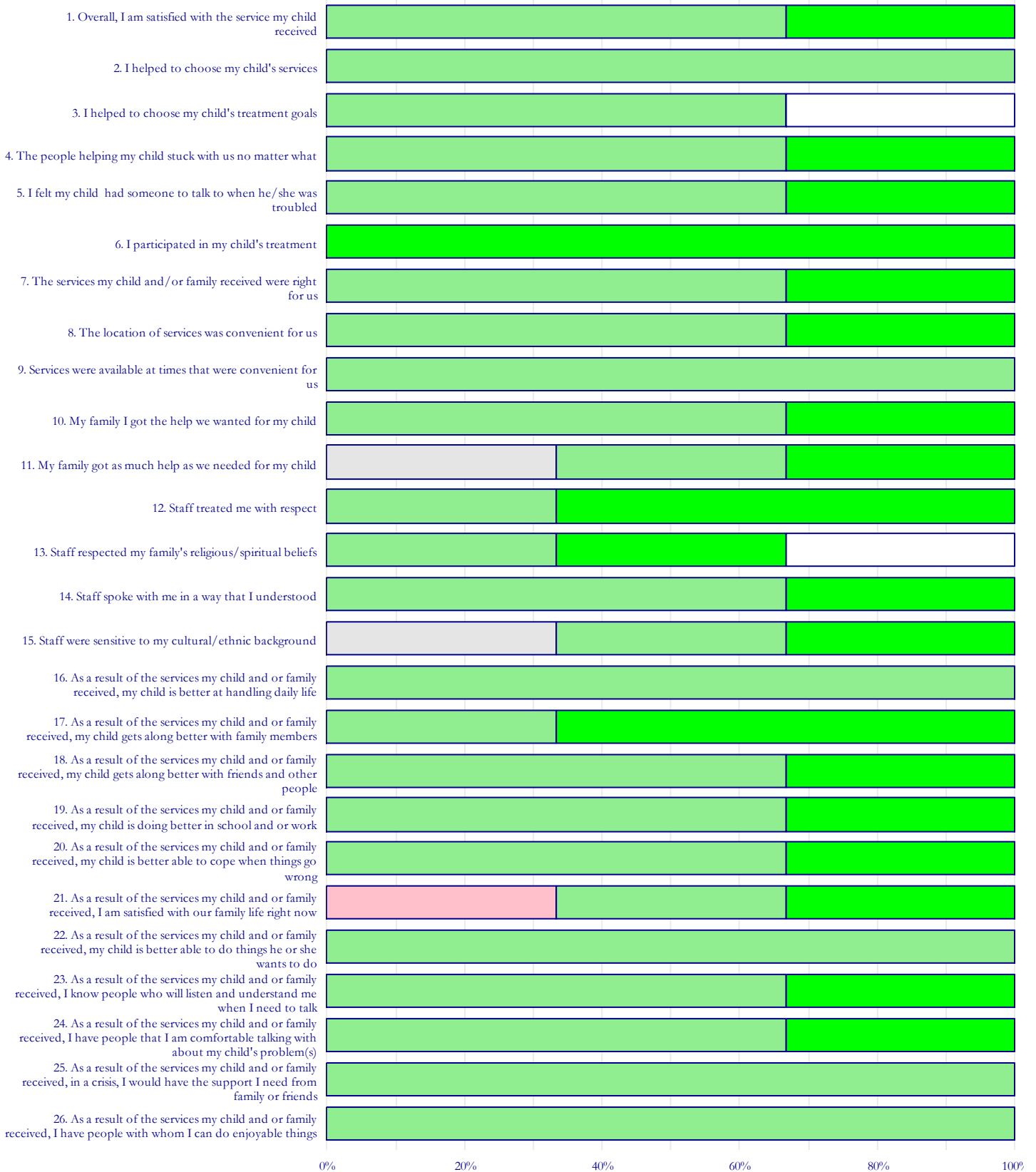
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>87.5 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 2. I helped to choose my services	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	1 12.5 %	0 0.0 %
<b>71.4 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	1 12.5 %	0 0.0 %
<b>71.4 %</b> 5. I felt I had someone to talk to when I was troubled	1 12.5 %	1 12.5 %	0 0.0 %	3 37.5 %	2 25.0 %	1 12.5 %	0 0.0 %
<b>75.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 8. The location of services was convenient for me	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 12. Staff treated me with respect	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 13. Staff respected my religious/spiritual beliefs	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 14. Staff spoke with me in a way that I understood	1 12.5 %	0 0.0 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 12.5 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	1 12.5 %	1 12.5 %	0 0.0 %
<b>75.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %

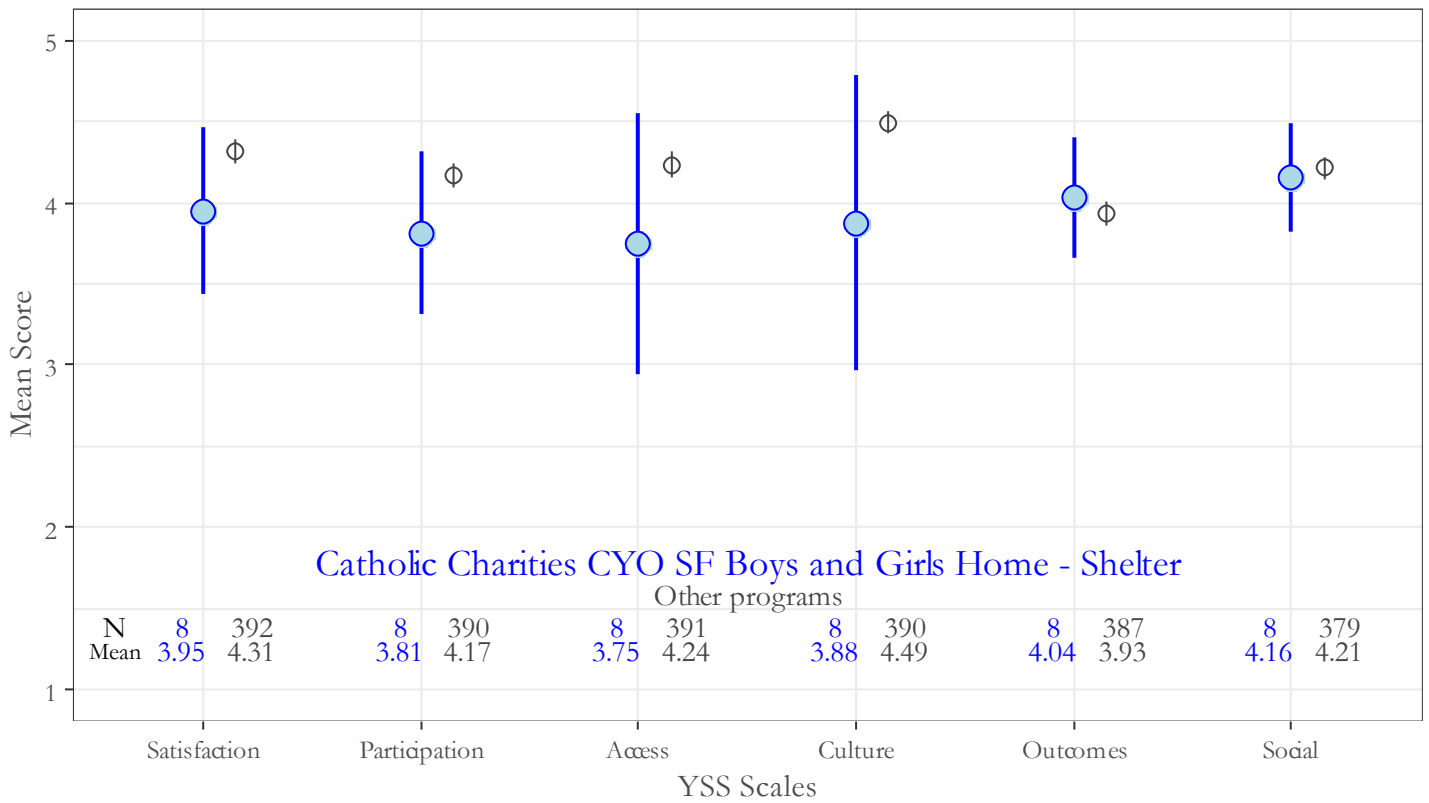
# Youth Services Survey for Families



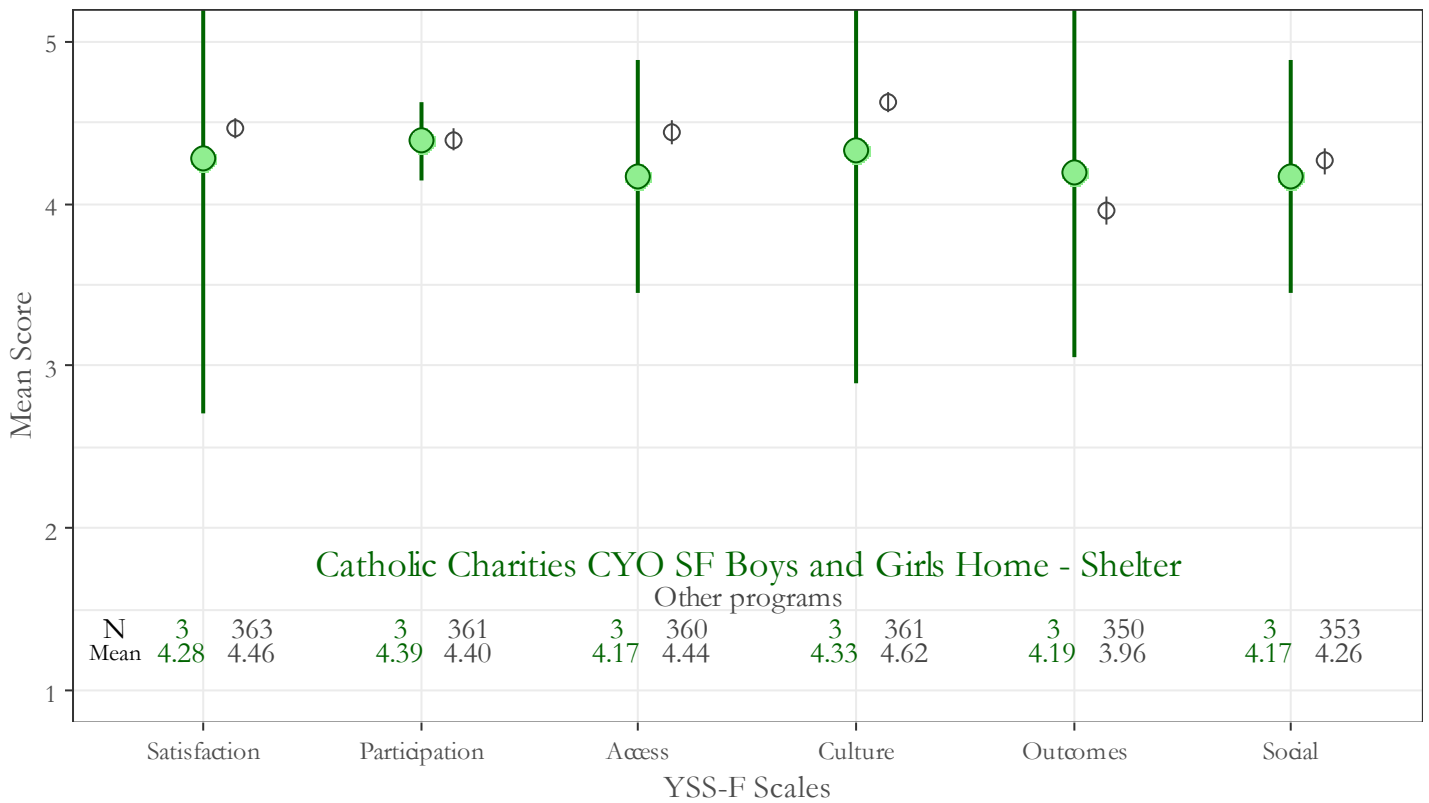
## Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	1 25.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Catholic Charities**  
**CYO SF Boys and**  
**Girls Home - Shelter**

Completion Status	Completion by Respondent Type		<i>Total</i>
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 25 %	0 0 %	1 8.3 %
Completed Survey	3 75 %	8 100 %	11 91.7 %
<b><i>Total</i></b>	4 100 %	8 100 %	12 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8 / 8 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Catholic Charities CYO St. Vincent's School for Boys**

Program Code(s): 38DD3

Overall Satisfaction<sup>1</sup>

**33.3%**

Return Rate<sup>2</sup>

**42.9%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO St. Vincent's School for Boys: **3.71** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 6. I participated in my own treatment

100.0% 10. I got the help I wanted

100.0% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

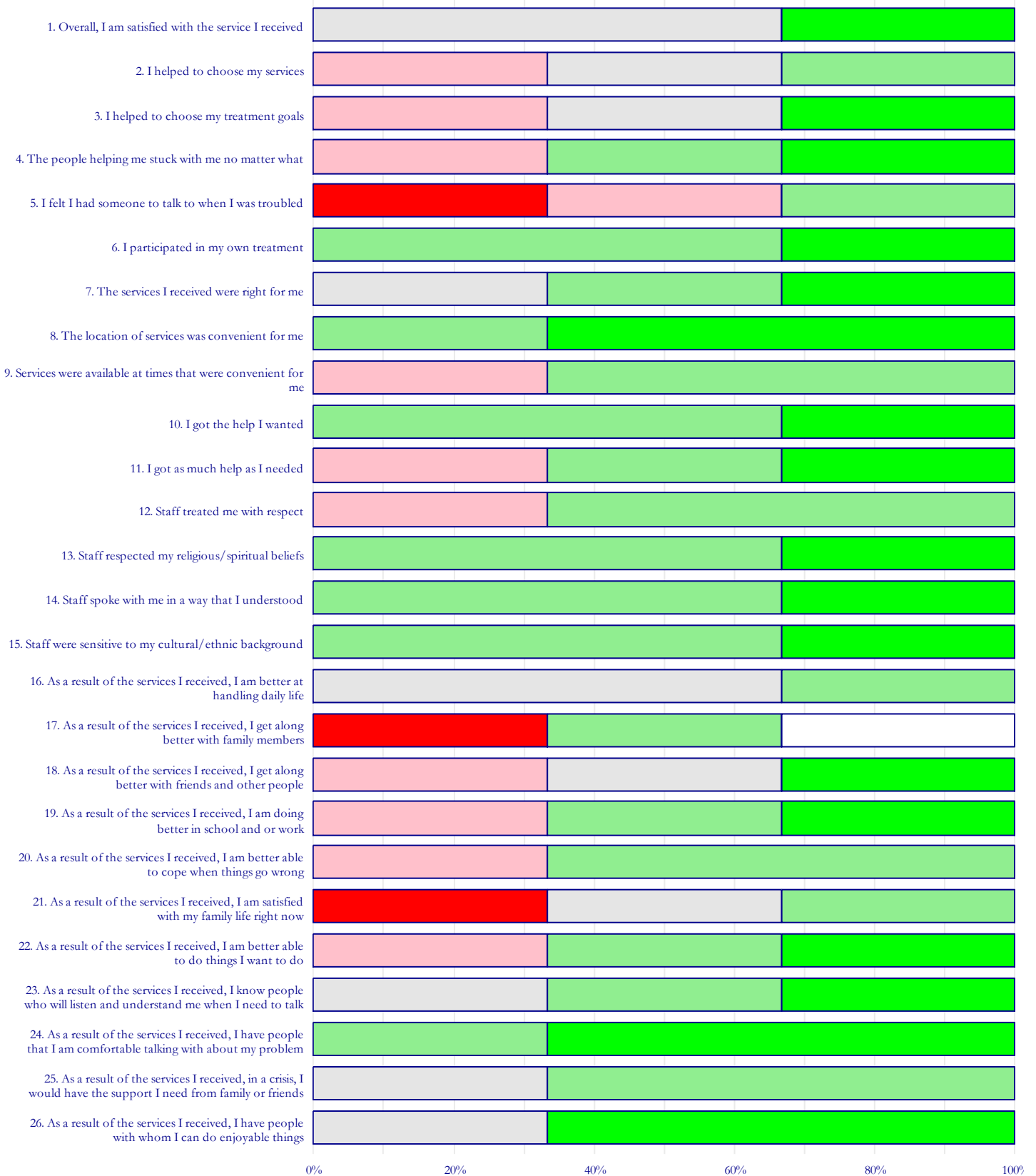
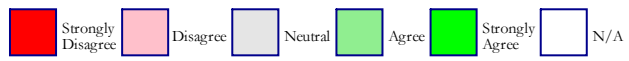
33.3% 1. Overall, I am satisfied with the service I received

33.3% 2. I helped to choose my services

33.3% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth



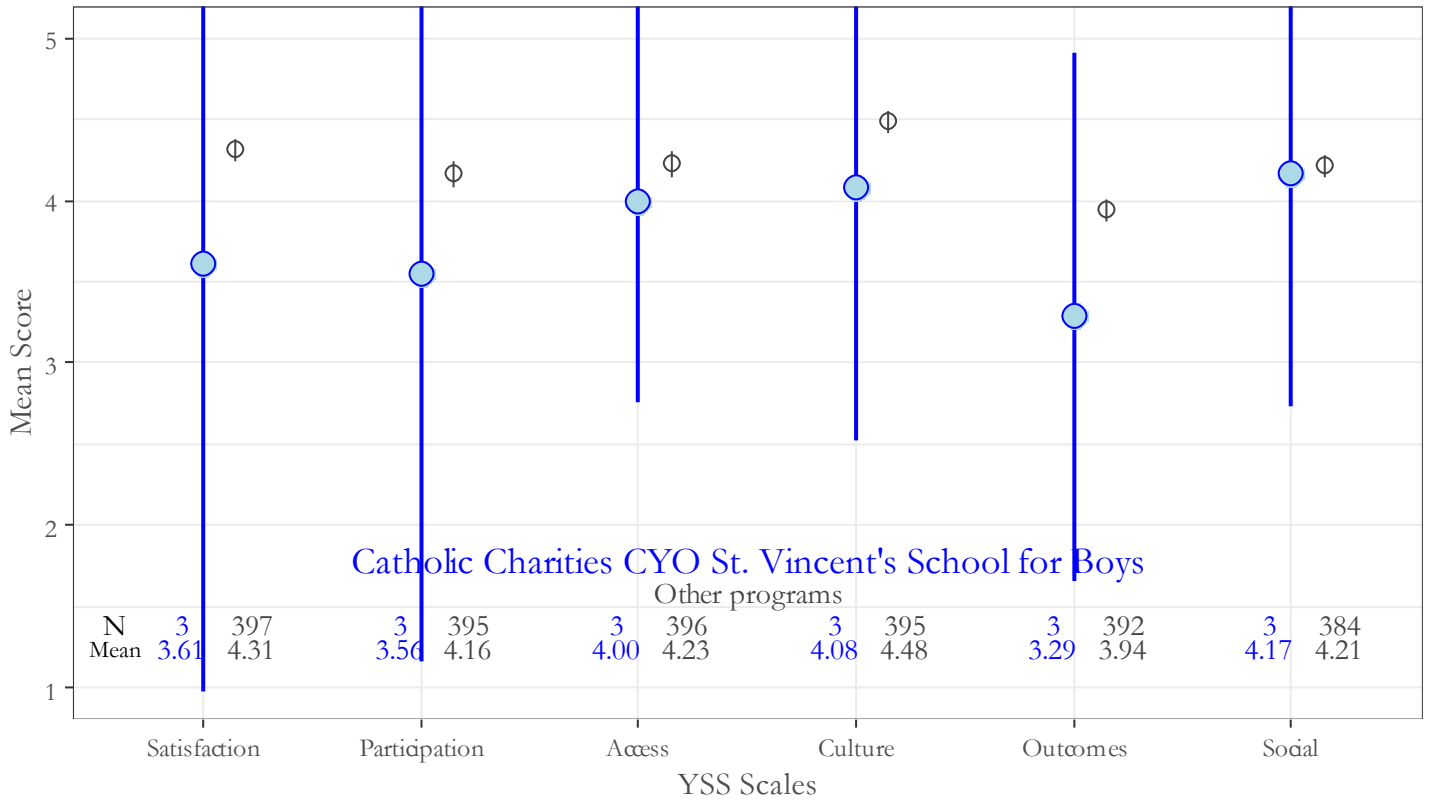
## Youth Services Survey for Youth N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>33.3 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 2. I helped to choose my services	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 5. I felt I had someone to talk to when I was troubled	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 11. I got as much help as I needed	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 12. Staff treated me with respect	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 17. As a result of the services I received, I get along better with family members	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>33.3 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

<b>Survey Compliance</b>			
<b>Catholic Charities</b>			
<b>CYO St. Vincent's</b>			
<b>Completion Status</b>	<b>School for Boys</b>		<b>Total</b>
	<b>Completion by</b>		
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	3 100 %	3 100 %
<b>Total</b>	0 100 %	3 100 %	3 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 3 clients (3 / 7 = 42.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**CATS A Woman's Place**

Program Code(s): 38BKOP

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**81.8%**

Overall satisfaction<sup>3</sup> mean score for CATS A Woman's Place: **4.66**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

88.9% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

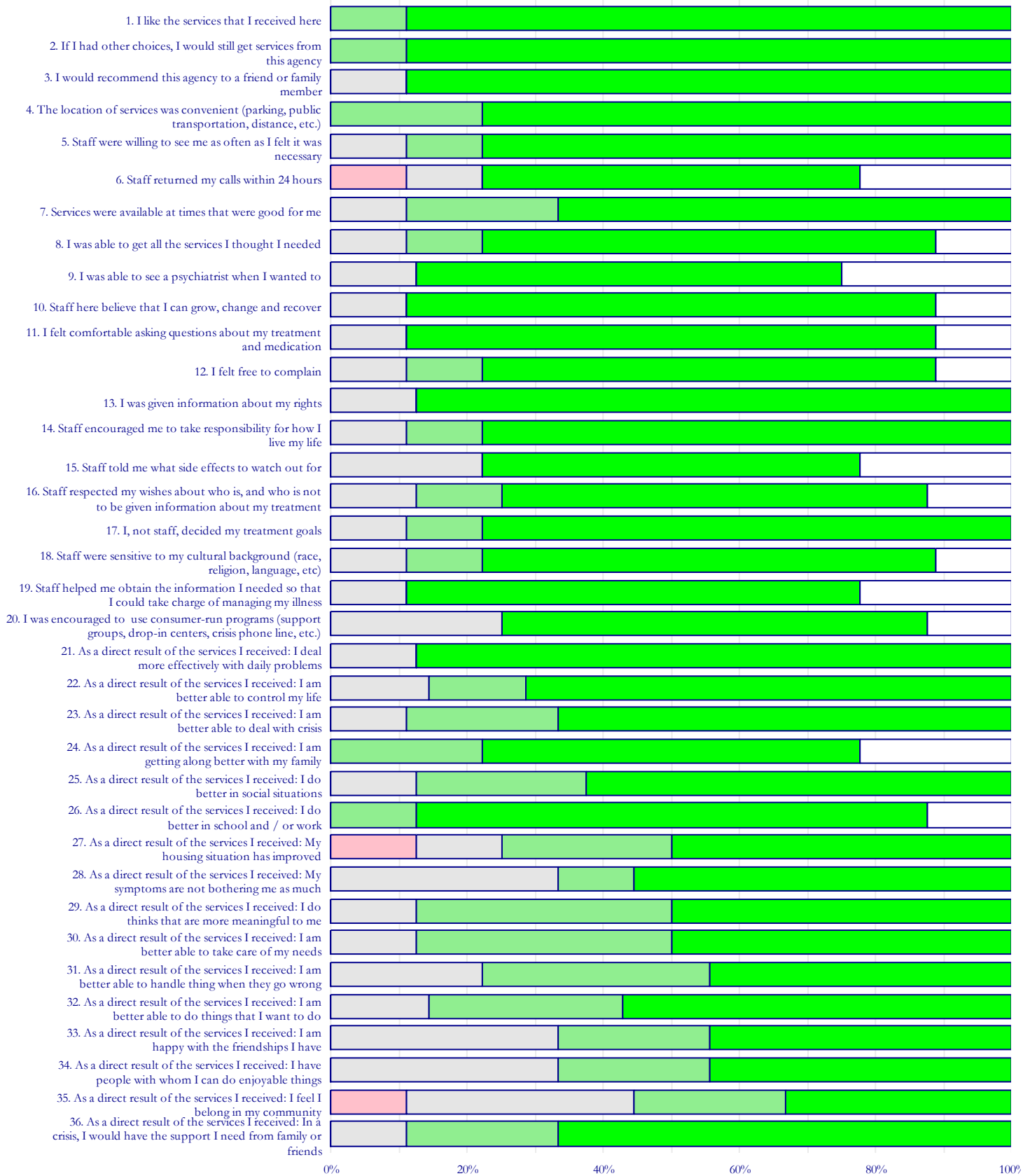
71.4% 6. Staff returned my calls within 24 hours

71.4% 15. Staff told me what side effects to watch out for

71.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

### Percent Agree

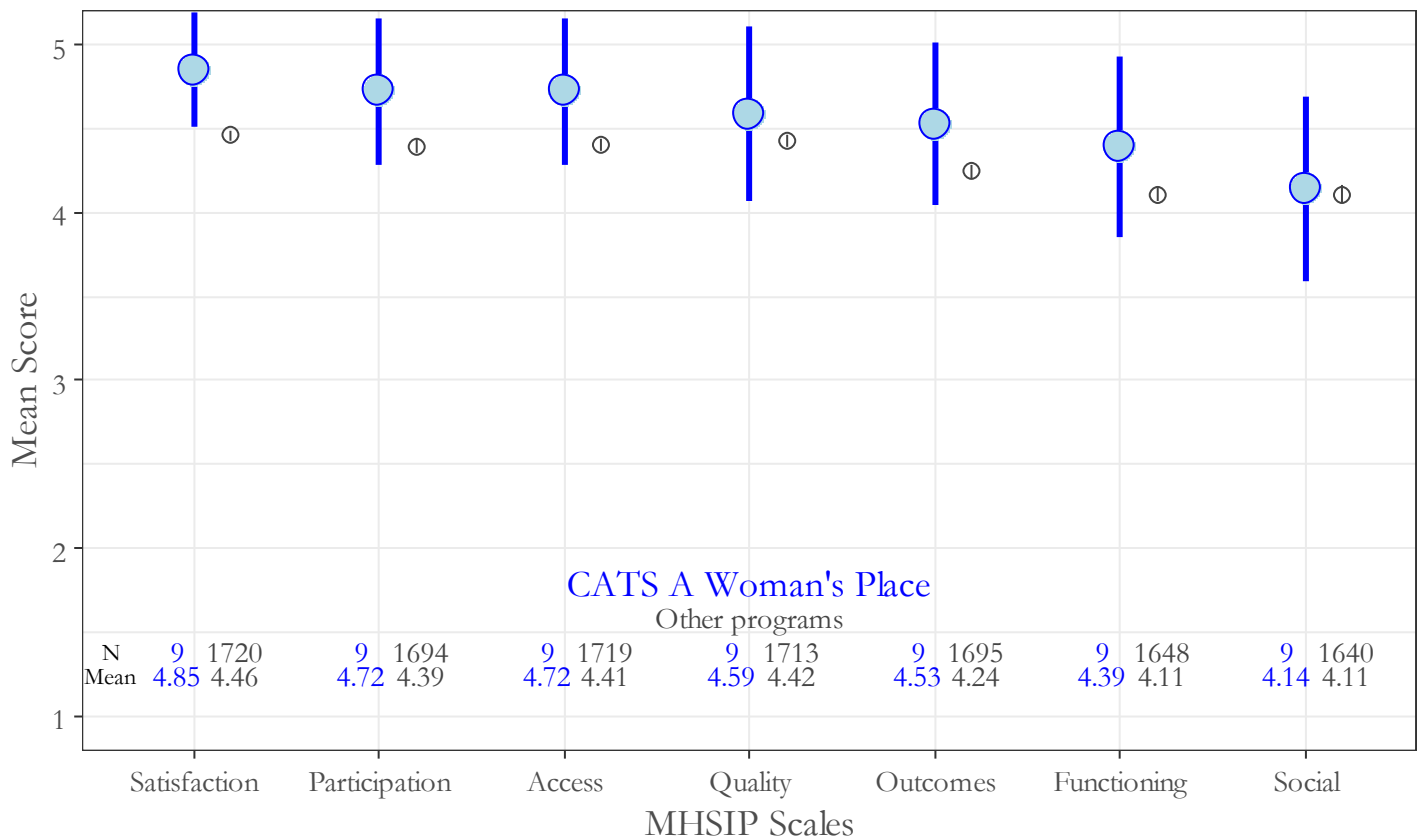
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 5.6 %	8 44.4 %	0 0.0 %	9 50.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	1 5.6 %	8 44.4 %	0 0.0 %	9 50.0 %
<b>88.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	8 44.4 %	0 0.0 %	9 50.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	7 38.9 %	0 0.0 %	9 50.0 %
<b>88.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	7 38.9 %	0 0.0 %	9 50.0 %
<b>71.4 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 5.6 %	1 5.6 %	0 0.0 %	5 27.8 %	2 11.1 %	9 50.0 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	6 33.3 %	0 0.0 %	9 50.0 %
<b>87.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	6 33.3 %	1 5.6 %	9 50.0 %
<b>83.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	5 27.8 %	2 11.1 %	10 55.6 %
<b>87.5 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	7 38.9 %	1 5.6 %	9 50.0 %
<b>87.5 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	7 38.9 %	1 5.6 %	9 50.0 %
<b>87.5 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	6 33.3 %	1 5.6 %	9 50.0 %
<b>87.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	7 38.9 %	0 0.0 %	10 55.6 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	7 38.9 %	0 0.0 %	9 50.0 %
<b>71.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 11.1 %	0 0.0 %	5 27.8 %	2 11.1 %	9 50.0 %
<b>85.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	5 27.8 %	1 5.6 %	10 55.6 %
<b>88.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	7 38.9 %	0 0.0 %	9 50.0 %
<b>87.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	6 33.3 %	1 5.6 %	9 50.0 %
<b>85.7 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	6 33.3 %	2 11.1 %	9 50.0 %
<b>71.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 11.1 %	0 0.0 %	5 27.8 %	1 5.6 %	10 55.6 %
<b>87.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	7 38.9 %	0 0.0 %	10 55.6 %
<b>85.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	5 27.8 %	0 0.0 %	11 61.1 %
<b>88.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	6 33.3 %	0 0.0 %	9 50.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	5 27.8 %	2 11.1 %	9 50.0 %
<b>87.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	5 27.8 %	0 0.0 %	10 55.6 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	1 5.6 %	6 33.3 %	1 5.6 %	10 55.6 %
<b>75.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0 0.0 %	10 55.6 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	3 16.7 %	1 5.6 %	5 27.8 %	0 0.0 %	9 50.0 %
<b>87.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	4 22.2 %	0 0.0 %	10 55.6 %
<b>87.5 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	4 22.2 %	0 0.0 %	10 55.6 %
<b>77.8 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 11.1 %	3 16.7 %	4 22.2 %	0 0.0 %	9 50.0 %
<b>85.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	4 22.2 %	0 0.0 %	11 61.1 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	3 16.7 %	2 11.1 %	4 22.2 %	0 0.0 %	9 50.0 %
<b>66.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 16.7 %	2 11.1 %	4 22.2 %	0 0.0 %	9 50.0 %
<b>55.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.6 %	3 16.7 %	2 11.1 %	3 16.7 %	0 0.0 %	9 50.0 %
<b>88.9 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	6 33.3 %	0 0.0 %	9 50.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	1 7.1 %	1 25 %	2 11.1 %
Impaired	1 7.1 %	0 0 %	1 5.6 %
Language	0 0 %	0 0 %	0 0 %
Other	6 42.9 %	0 0 %	6 33.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 42.9 %	3 75 %	9 50 %
<b>Total</b>	14 100 %	4 100 %	18 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 22 clients; surveys were returned for 18 clients (18/22 = 81.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Central City Behavioral Health Services**

Program Code(s): 89073

Overall Satisfaction<sup>1</sup>

**90.9%**

Return Rate<sup>2</sup>

**116.7%**

Overall satisfaction<sup>3</sup> mean score for Central City Behavioral Health Services: **4.35**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

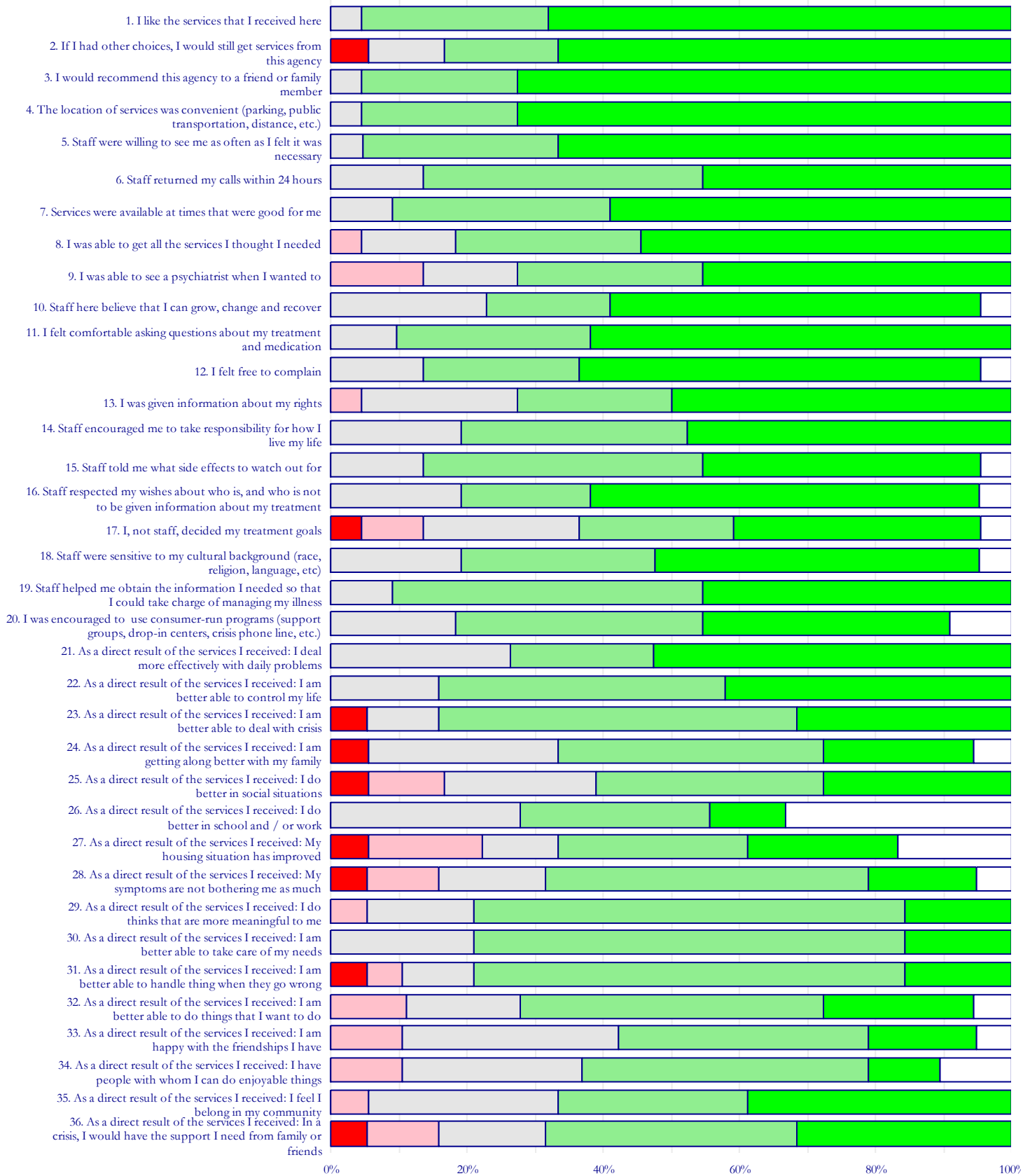
- 95.5% 1. I like the services that I received here
- 95.5% 3. I would recommend this agency to a friend or family member
- 95.2% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

- 61.9% 17. I, not staff, decided my treatment goals
- 72.7% 9. I was able to see a psychiatrist when I wanted to
- 72.7% 13. I was given information about my rights

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



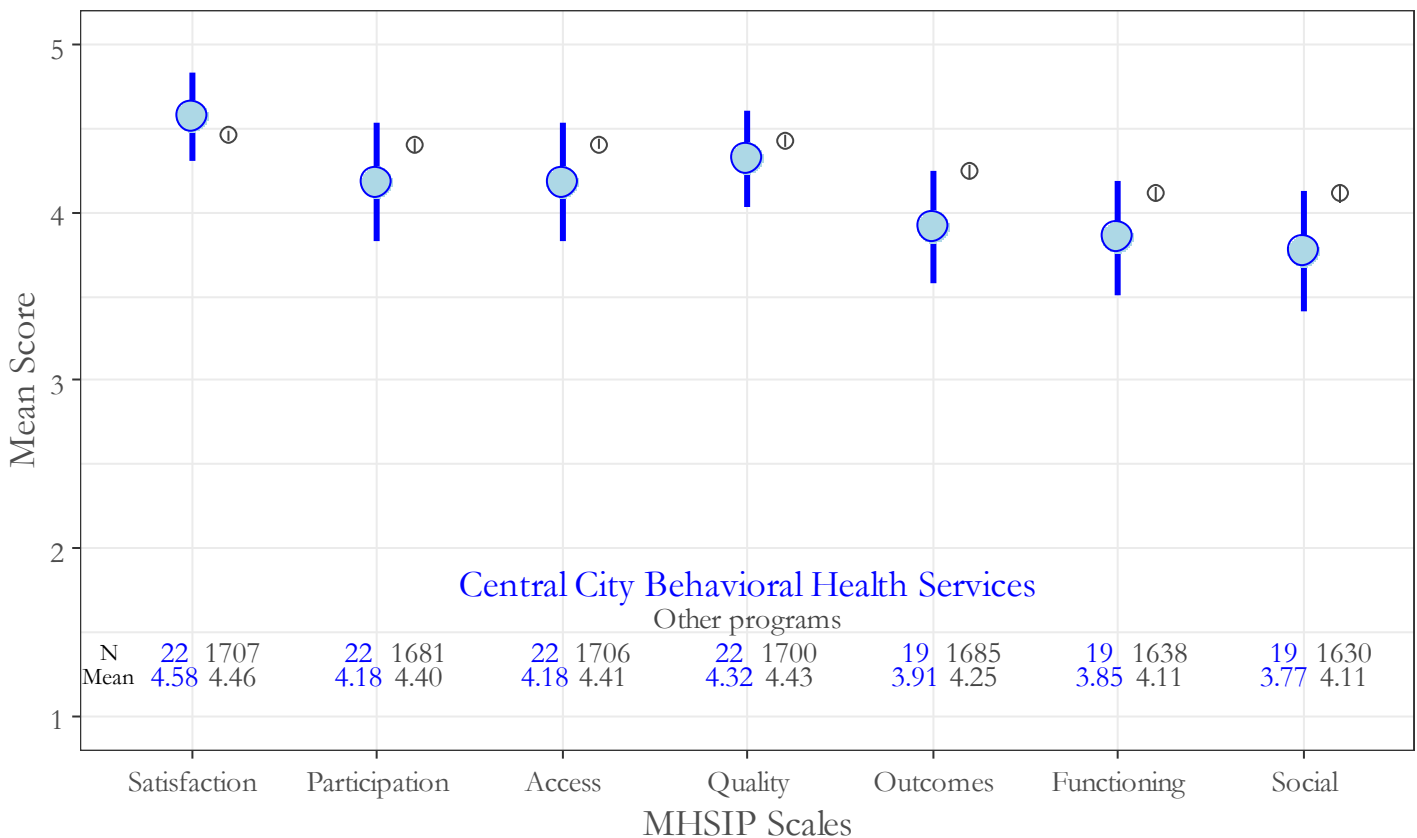
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>95.5 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 3.4 %	6 20.7 %	15 51.7 %	0 0.0 %	7 24.1 %
<b>83.3 %</b> 2. If I had other choices, I would still get services from this agency	1 3.4 %	0 0.0 %	2 6.9 %	3 10.3 %	12 41.4 %	0 0.0 %	11 37.9 %
<b>95.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.4 %	5 17.2 %	16 55.2 %	0 0.0 %	7 24.1 %
<b>95.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 3.4 %	5 17.2 %	16 55.2 %	0 0.0 %	7 24.1 %
<b>95.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 3.4 %	6 20.7 %	14 48.3 %	0 0.0 %	8 27.6 %
<b>86.4 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 10.3 %	9 31.0 %	10 34.5 %	0 0.0 %	7 24.1 %
<b>90.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 6.9 %	7 24.1 %	13 44.8 %	0 0.0 %	7 24.1 %
<b>81.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.4 %	3 10.3 %	6 20.7 %	12 41.4 %	0 0.0 %	7 24.1 %
<b>72.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 10.3 %	3 10.3 %	6 20.7 %	10 34.5 %	0 0.0 %	7 24.1 %
<b>76.2 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	5 17.2 %	4 13.8 %	12 41.4 %	1 3.4 %	7 24.1 %
<b>90.5 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 6.9 %	6 20.7 %	13 44.8 %	0 0.0 %	8 27.6 %
<b>85.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	3 10.3 %	5 17.2 %	13 44.8 %	1 3.4 %	7 24.1 %
<b>72.7 %</b> 13. I was given information about my rights	0 0.0 %	1 3.4 %	5 17.2 %	5 17.2 %	11 37.9 %	0 0.0 %	7 24.1 %
<b>81.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 13.8 %	7 24.1 %	10 34.5 %	0 0.0 %	8 27.6 %
<b>85.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 10.3 %	9 31.0 %	9 31.0 %	1 3.4 %	7 24.1 %
<b>80.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	4 13.8 %	4 13.8 %	12 41.4 %	1 3.4 %	8 27.6 %
<b>61.9 %</b> 17. I, not staff, decided my treatment goals	1 3.4 %	2 6.9 %	5 17.2 %	5 17.2 %	8 27.6 %	1 3.4 %	7 24.1 %
<b>80.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 13.8 %	6 20.7 %	10 34.5 %	1 3.4 %	8 27.6 %
<b>90.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 6.9 %	10 34.5 %	10 34.5 %	0 0.0 %	7 24.1 %
<b>80.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 6.9 %	4 13.8 %	4 13.8 %	1 3.4 %	18 62.1 %
<b>73.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	5 17.2 %	4 13.8 %	10 34.5 %	0 0.0 %	10 34.5 %
<b>84.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 10.3 %	8 27.6 %	8 27.6 %	0 0.0 %	10 34.5 %
<b>84.2 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 3.4 %	0 0.0 %	2 6.9 %	10 34.5 %	6 20.7 %	0 0.0 %	10 34.5 %
<b>64.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 3.4 %	0 0.0 %	5 17.2 %	7 24.1 %	4 13.8 %	1 3.4 %	11 37.9 %
<b>61.1 %</b> 25. As a direct result of the services I received: I do better in social situations	1 3.4 %	2 6.9 %	4 13.8 %	6 20.7 %	5 17.2 %	0 0.0 %	11 37.9 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>58.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 17.2 %	5 17.2 %	2 6.9 %	6 20.7 %	11 37.9 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 3.4 %	3 10.3 %	2 6.9 %	5 17.2 %	4 13.8 %	3 10.3 %	11 37.9 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.4 %	2 6.9 %	3 10.3 %	9 31.0 %	3 10.3 %	1 3.4 %	10 34.5 %
<b>78.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 3.4 %	3 10.3 %	12 41.4 %	3 10.3 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	4 13.8 %	12 41.4 %	3 10.3 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 3.4 %	1 3.4 %	2 6.9 %	12 41.4 %	3 10.3 %	0 0.0 %	10 34.5 %
<b>70.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 6.9 %	3 10.3 %	8 27.6 %	4 13.8 %	1 3.4 %	11 37.9 %
<b>55.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 6.9 %	6 20.7 %	7 24.1 %	3 10.3 %	1 3.4 %	10 34.5 %
<b>58.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 6.9 %	5 17.2 %	8 27.6 %	2 6.9 %	2 6.9 %	10 34.5 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 3.4 %	5 17.2 %	5 17.2 %	7 24.1 %	0 0.0 %	11 37.9 %
<b>68.4 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 3.4 %	2 6.9 %	3 10.3 %	7 24.1 %	6 20.7 %	0 0.0 %	10 34.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	1 3.4 %	1 3.4 %
Impaired	0 0 %	4 13.8 %	4 13.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	2 6.9 %	2 6.9 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	22 75.9 %	22 75.9 %
<b>Total</b>	0 100 %	29 100 %	29 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 24 clients; surveys were returned for 28 clients (28/24 = 116.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### Chinatown Child Development Center

Youth program codes (RUs): 38746

Adult program codes (RUs): 38746

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**42.9%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 77

People surveyed: 33 (32 youth and 1 adults)

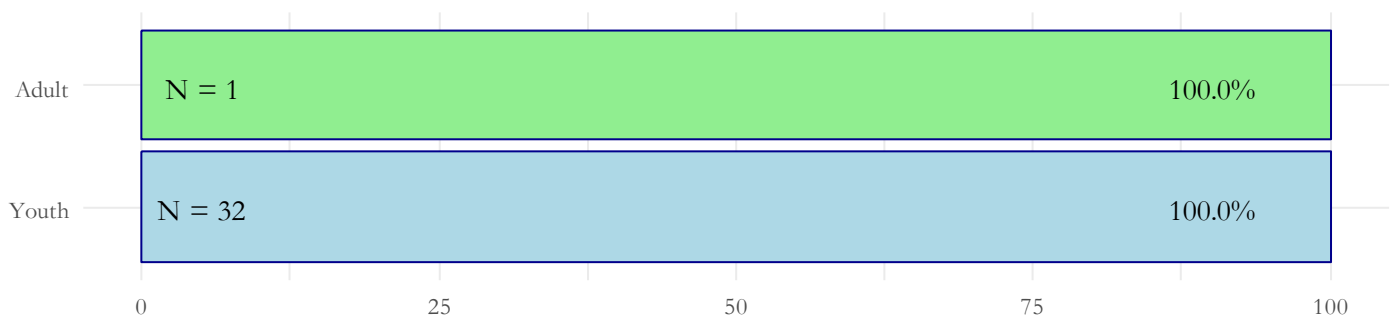
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 4.36

Family satisfaction mean score: 4.76

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)





**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 77 clients; surveys were returned for 33 clients ( $33/77 = 42.9\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Chinatown Child Development Center**

Program Code(s): 38746

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Chinatown Child Development Center: **5.00**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

#### **Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart

**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 0 clients; surveys were returned for 1 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Chinatown Child Development Center**

Program Code(s): 38746

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**41.6%**

Overall satisfaction<sup>3</sup> mean score for Chinatown Child Development Center: **4.36** (youth), **4.76** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.47** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 4. The people helping me stuck with me no matter what

100.0% 9. Services were available at times that were convenient for me

100.0% 10. I got the help I wanted

**Lowest Agreement Items**

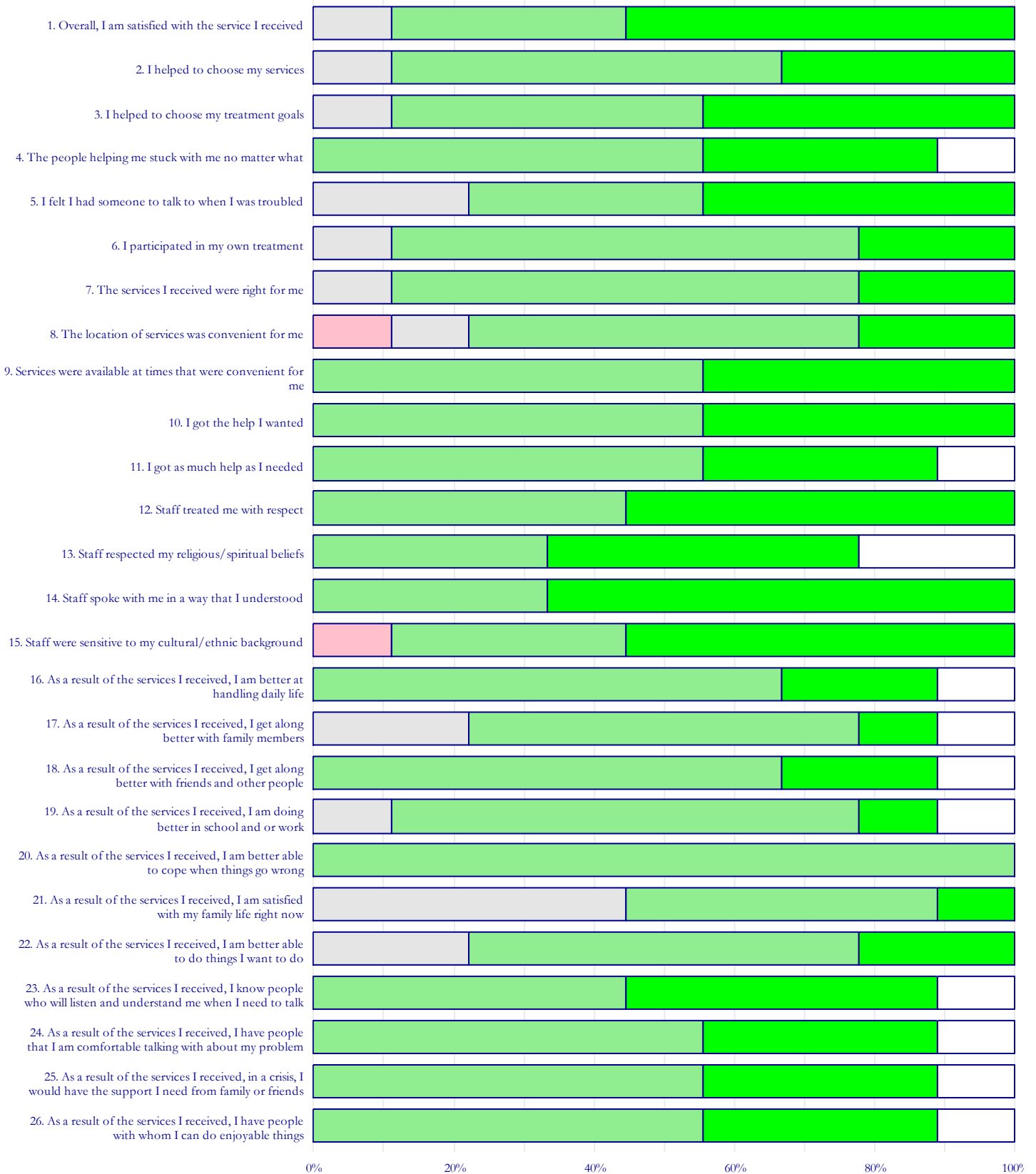
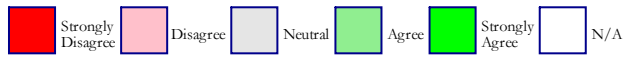
85.7% 6. I participated in my own treatment

90.0% 3. I helped to choose my treatment goals

90.0% 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

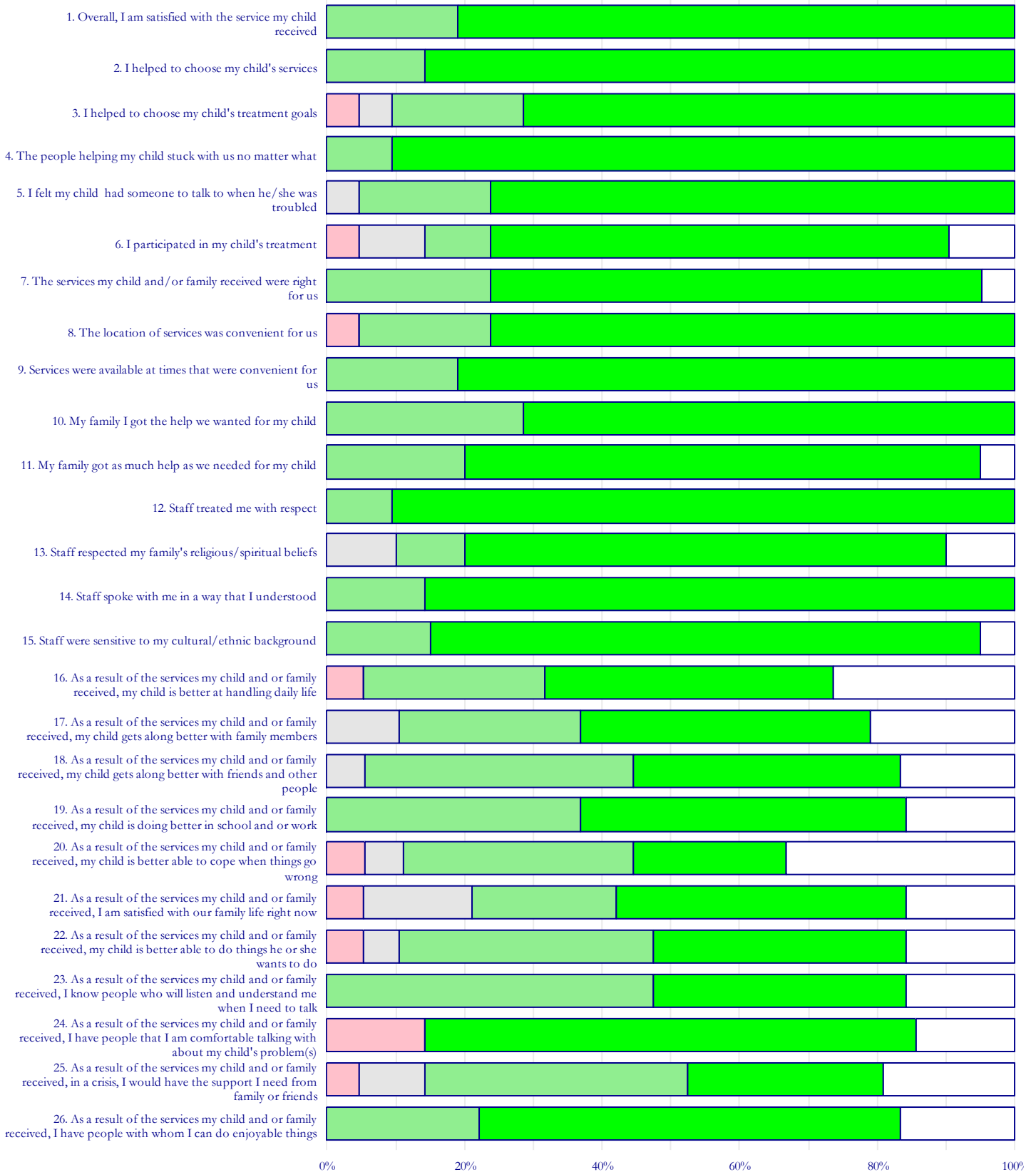
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.9 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %
<b>77.8 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	2 20.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	2 20.0 %	0 0.0 %	1 10.0 %
<b>77.8 %</b> 8. The location of services was convenient for me	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	2 20.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	2 20.0 %	1 10.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 10.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	2 20.0 %	1 10.0 %	1 10.0 %
<b>75.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	2 20.0 %	1 10.0 %	1 10.0 %
<b>87.5 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	1 10.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	0 0.0 %	0 0.0 %	1 10.0 %
<b>55.6 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	1 10.0 %	0 0.0 %	1 10.0 %
<b>77.8 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %

# Youth Services Survey for Families

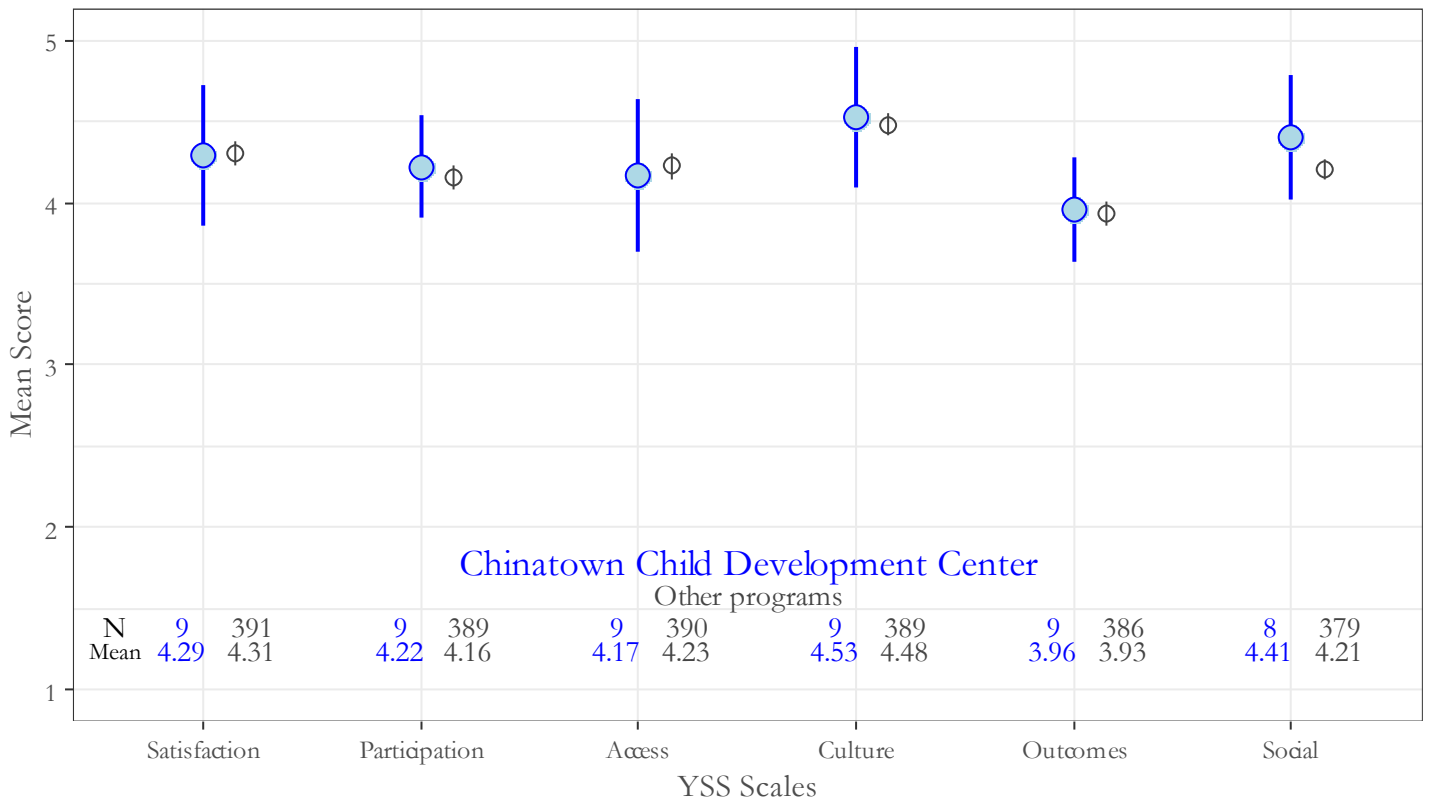




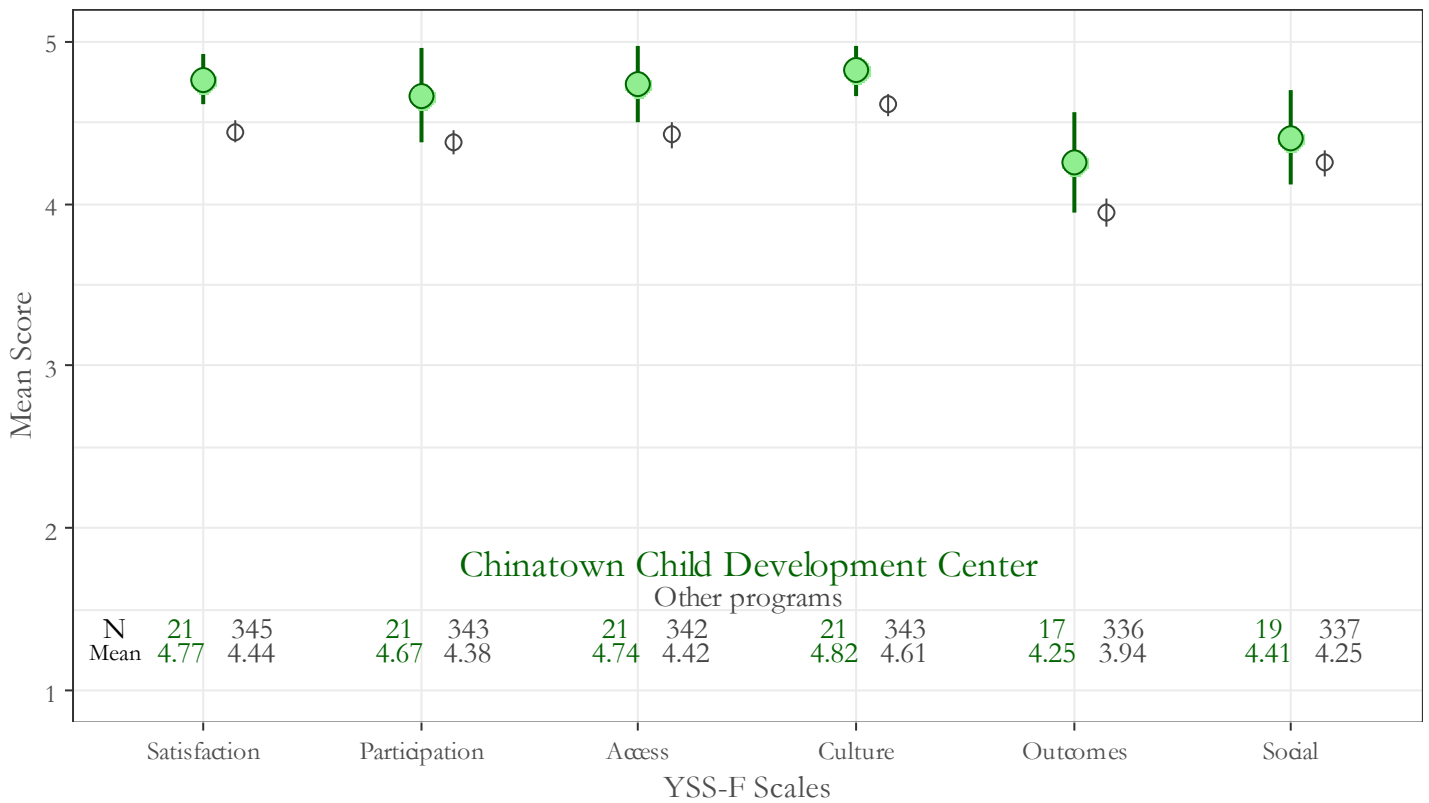
## Youth Services Survey for Families N = 22

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	17 77.3 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	18 81.8 %	0 0.0 %	1 4.5 %
<b>90.5 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	1 4.5 %	1 4.5 %	4 18.2 %	15 68.2 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 9.1 %	19 86.4 %	0 0.0 %	1 4.5 %
<b>95.2 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	16 72.7 %	0 0.0 %	1 4.5 %
<b>84.2 %</b> 6. I participated in my child's treatment	0 0.0 %	1 4.5 %	2 9.1 %	2 9.1 %	14 63.6 %	2 9.1 %	1 4.5 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	15 68.2 %	1 4.5 %	1 4.5 %
<b>95.2 %</b> 8. The location of services was convenient for us	0 0.0 %	1 4.5 %	0 0.0 %	4 18.2 %	16 72.7 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	17 77.3 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	6 27.3 %	15 68.2 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	15 68.2 %	1 4.5 %	2 9.1 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 9.1 %	19 86.4 %	0 0.0 %	1 4.5 %
<b>88.9 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 9.1 %	2 9.1 %	14 63.6 %	2 9.1 %	2 9.1 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	18 81.8 %	0 0.0 %	1 4.5 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	16 72.7 %	1 4.5 %	2 9.1 %
<b>92.9 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 4.5 %	0 0.0 %	5 22.7 %	8 36.4 %	5 22.7 %	3 13.6 %
<b>86.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 9.1 %	5 22.7 %	8 36.4 %	4 18.2 %	3 13.6 %
<b>93.3 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 4.5 %	7 31.8 %	7 31.8 %	3 13.6 %	4 18.2 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	9 40.9 %	3 13.6 %	3 13.6 %
<b>83.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 4.5 %	1 4.5 %	6 27.3 %	4 18.2 %	6 27.3 %	4 18.2 %
<b>75.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 4.5 %	3 13.6 %	4 18.2 %	8 36.4 %	3 13.6 %	3 13.6 %
<b>87.5 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 4.5 %	1 4.5 %	7 31.8 %	7 31.8 %	3 13.6 %	3 13.6 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	9 40.9 %	7 31.8 %	3 13.6 %	3 13.6 %
<b>83.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	3 13.6 %	0 0.0 %	0 0.0 %	15 68.2 %	3 13.6 %	1 4.5 %
<b>82.4 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 4.5 %	2 9.1 %	8 36.4 %	6 27.3 %	4 18.2 %	1 4.5 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	11 50.0 %	3 13.6 %	4 18.2 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Chinatown Child</b>			
<b>Development Center</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 4.5 %	1 10 %	2 6.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	21 95.5 %	9 90 %	30 93.8 %
<b>Total</b>	22 100 %	10 100 %	32 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 77 clients; surveys were returned for 32 clients (32 / 77 = 41.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Chinatown North Beach Mental Health Services**

Program Code(s): 38723

Overall Satisfaction<sup>1</sup>

**89.9%**

Return Rate<sup>2</sup>

**77.2%**

Overall satisfaction<sup>3</sup> mean score for Chinatown North Beach Mental Health Services: **4.33**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

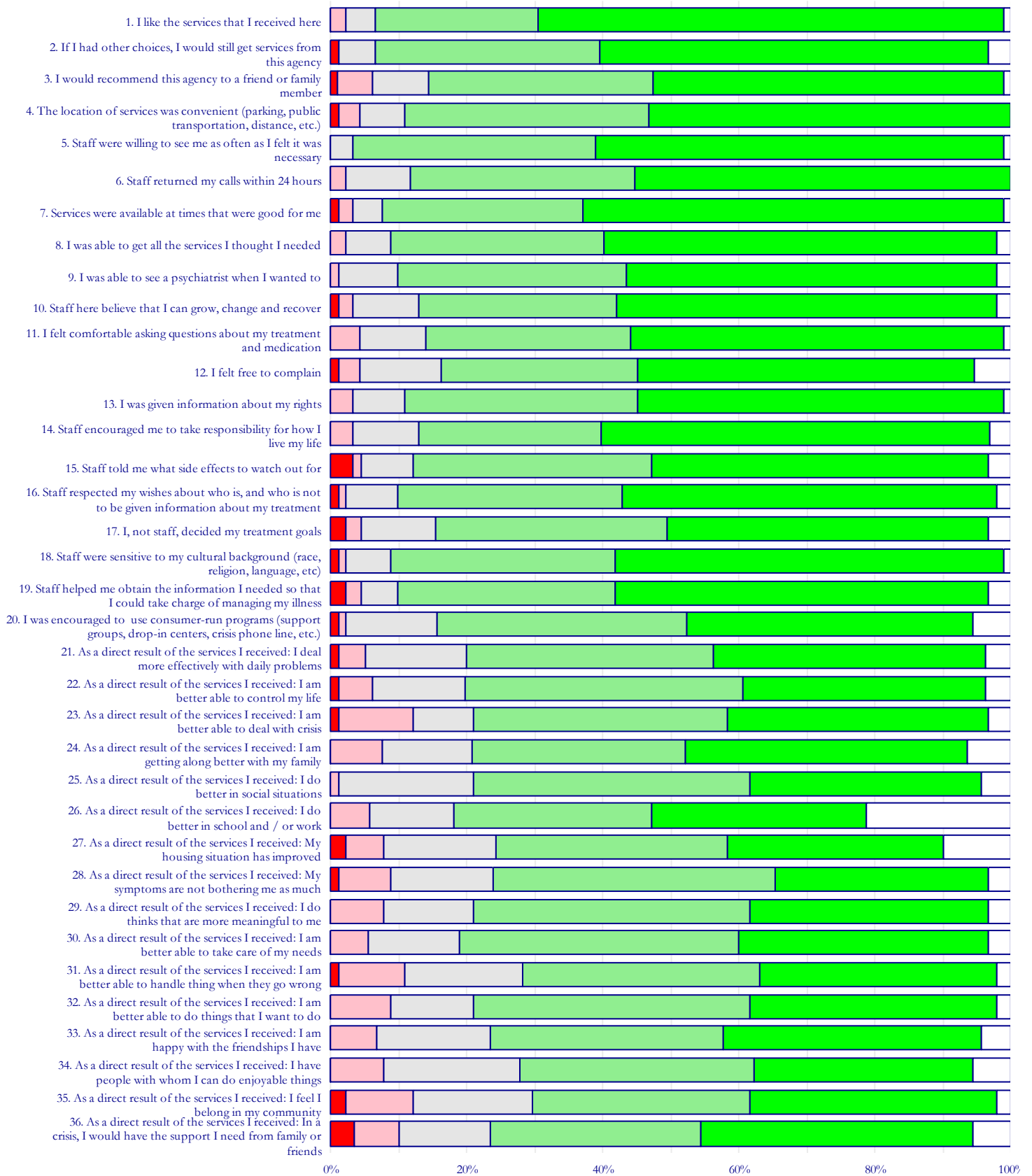
- 96.8% 5. Staff were willing to see me as often as I felt it was necessary
- 93.4% 1. I like the services that I received here
- 93.2% 2. If I had other choices, I would still get services from this agency

#### **Lowest Agreement Items**

- 83.0% 12. I felt free to complain
- 83.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 84.1% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

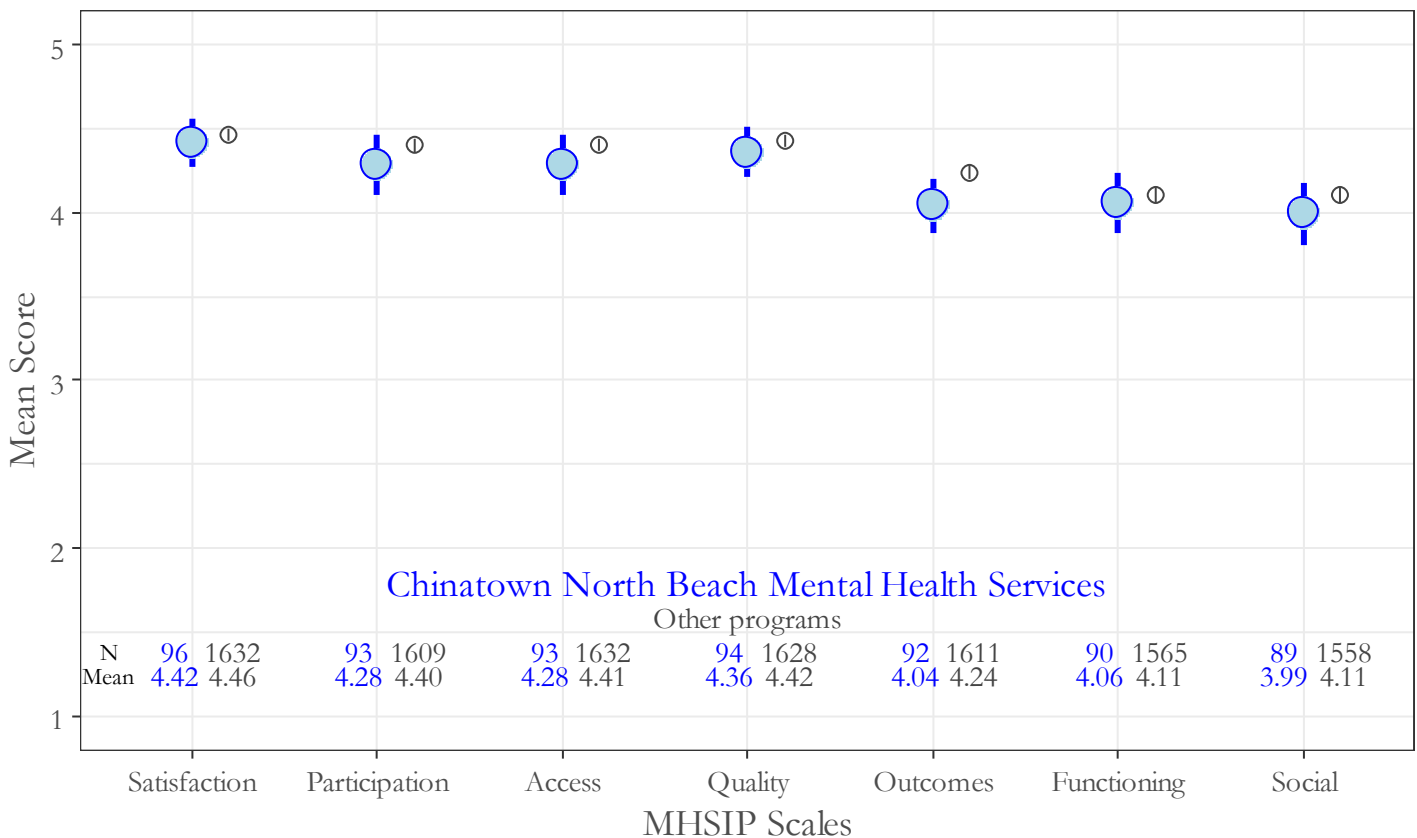
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>93.4 %</b> 1. I like the services that I received here	0 0.0 %	2 1.0 %	4 2.0 %	22 11.1 %	63 31.8 %	1 0.5 %	106 53.5 %
<b>93.2 %</b> 2. If I had other choices, I would still get services from this agency	1 0.5 %	0 0.0 %	5 2.5 %	30 15.2 %	52 26.3 %	3 1.5 %	107 54.0 %
<b>85.4 %</b> 3. I would recommend this agency to a friend or family member	1 0.5 %	5 2.5 %	8 4.0 %	32 16.2 %	50 25.2 %	1 0.5 %	101 51.0 %
<b>89.1 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.5 %	3 1.5 %	6 3.0 %	33 16.7 %	49 24.8 %	0 0.0 %	106 53.5 %
<b>96.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 1.5 %	34 17.2 %	57 28.8 %	1 0.5 %	103 52.0 %
<b>88.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	2 1.0 %	9 4.5 %	31 15.7 %	52 26.3 %	0 0.0 %	104 52.5 %
<b>92.3 %</b> 7. Services were available at times that were good for me	1 0.5 %	2 1.0 %	4 2.0 %	27 13.6 %	57 28.8 %	1 0.5 %	106 53.5 %
<b>91.1 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	2 1.0 %	6 3.0 %	29 14.6 %	53 26.8 %	2 1.0 %	106 53.5 %
<b>90.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 0.5 %	8 4.0 %	31 15.7 %	50 25.2 %	2 1.0 %	106 53.5 %
<b>86.8 %</b> 10. Staff here believe that I can grow, change and recover	1 0.5 %	2 1.0 %	9 4.5 %	27 13.6 %	52 26.3 %	2 1.0 %	105 53.0 %
<b>85.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	4 2.0 %	9 4.5 %	28 14.1 %	51 25.8 %	1 0.5 %	105 53.0 %
<b>83.0 %</b> 12. I felt free to complain	1 0.5 %	3 1.5 %	11 5.6 %	27 13.6 %	46 23.2 %	5 2.5 %	105 53.0 %
<b>89.1 %</b> 13. I was given information about my rights	0 0.0 %	3 1.5 %	7 3.5 %	32 16.2 %	50 25.2 %	1 0.5 %	105 53.0 %
<b>86.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	3 1.5 %	9 4.5 %	25 12.6 %	53 26.8 %	3 1.5 %	105 53.0 %
<b>87.5 %</b> 15. Staff told me what side effects to watch out for	3 1.5 %	1 0.5 %	7 3.5 %	32 16.2 %	45 22.7 %	3 1.5 %	107 54.0 %
<b>89.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.5 %	1 0.5 %	7 3.5 %	30 15.2 %	50 25.2 %	2 1.0 %	107 54.0 %
<b>84.1 %</b> 17. I, not staff, decided my treatment goals	2 1.0 %	2 1.0 %	10 5.1 %	31 15.7 %	43 21.7 %	3 1.5 %	107 54.0 %
<b>91.1 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.5 %	1 0.5 %	6 3.0 %	30 15.2 %	52 26.3 %	1 0.5 %	107 54.0 %
<b>89.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 1.0 %	2 1.0 %	5 2.5 %	29 14.6 %	50 25.2 %	3 1.5 %	107 54.0 %
<b>83.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.5 %	1 0.5 %	12 6.1 %	33 16.7 %	38 19.2 %	5 2.5 %	108 54.5 %
<b>79.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.5 %	3 1.5 %	12 6.1 %	29 14.6 %	32 16.2 %	3 1.5 %	118 59.6 %
<b>79.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 0.5 %	4 2.0 %	11 5.6 %	33 16.7 %	29 14.6 %	3 1.5 %	117 59.1 %
<b>78.4 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.5 %	10 5.1 %	8 4.0 %	34 17.2 %	35 17.7 %	3 1.5 %	107 54.0 %
<b>77.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	7 3.5 %	12 6.1 %	29 14.6 %	38 19.2 %	6 3.0 %	106 53.5 %
<b>78.2 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 0.5 %	18 9.1 %	37 18.7 %	31 15.7 %	4 2.0 %	107 54.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.1 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	5 2.5 %	11 5.6 %	26 13.1 %	28 14.1 %	19 9.6 %	109 55.0 %
<b>73.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 1.0 %	5 2.5 %	15 7.6 %	31 15.7 %	29 14.6 %	9 4.5 %	107 54.0 %
<b>75.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 0.5 %	7 3.5 %	14 7.1 %	38 19.2 %	29 14.6 %	3 1.5 %	106 53.5 %
<b>78.4 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	7 3.5 %	12 6.1 %	37 18.7 %	32 16.2 %	3 1.5 %	107 54.0 %
<b>80.5 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	5 2.5 %	12 6.1 %	37 18.7 %	33 16.7 %	3 1.5 %	108 54.5 %
<b>71.1 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.5 %	9 4.5 %	16 8.1 %	32 16.2 %	32 16.2 %	2 1.0 %	106 53.5 %
<b>78.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	8 4.0 %	11 5.6 %	37 18.7 %	33 16.7 %	2 1.0 %	107 54.0 %
<b>75.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	6 3.0 %	15 7.6 %	31 15.7 %	34 17.2 %	4 2.0 %	108 54.5 %
<b>70.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	7 3.5 %	18 9.1 %	31 15.7 %	29 14.6 %	5 2.5 %	108 54.5 %
<b>69.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.0 %	9 4.5 %	16 8.1 %	29 14.6 %	33 16.7 %	2 1.0 %	107 54.0 %
<b>75.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 1.5 %	6 3.0 %	12 6.1 %	28 14.1 %	36 18.2 %	5 2.5 %	108 54.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**

**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	67 36.4 %	4 28.6 %	71 35.9 %
Impaired	9 4.9 %	2 14.3 %	11 5.6 %
Language	10 5.4 %	0 0 %	10 5.1 %
Other	12 6.5 %	0 0 %	12 6.1 %
No Data	1 0.5 %	1 7.1 %	2 1 %
Completed Survey	85 46.2 %	7 50 %	92 46.5 %
<b>Total</b>	184 100 %	14 100 %	198 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 237 clients; surveys were returned for 183 clients ( $183/237 = 77.2\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**CHP Essex House**  
Program Code(s): 38IDOP

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**400.0%**

Overall satisfaction<sup>3</sup> mean score for CHP Essex House: **4.32**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

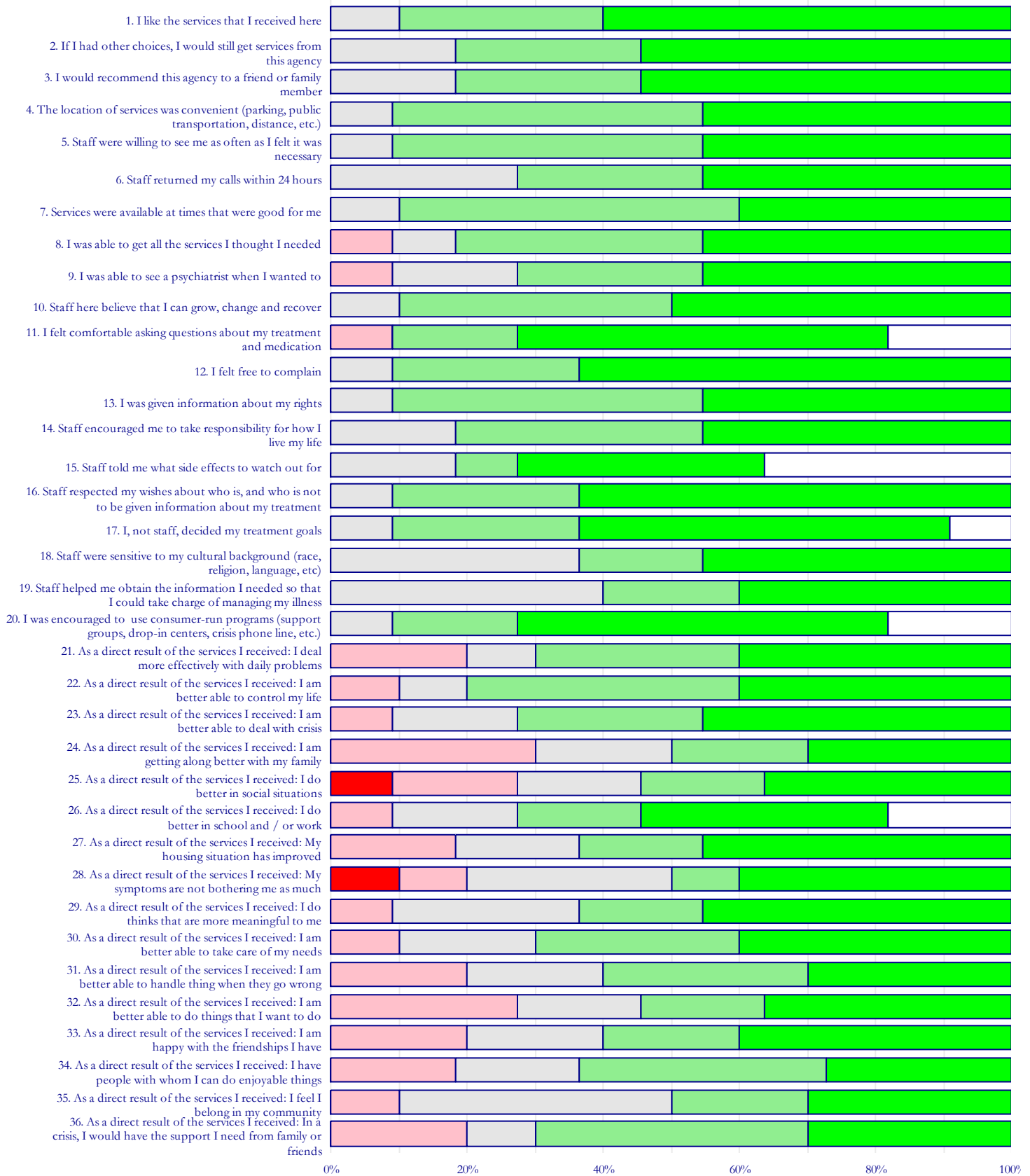
- 90.9% 5. Staff were willing to see me as often as I felt it was necessary
- 90.9% 12. I felt free to complain
- 90.9% 13. I was given information about my rights

**Lowest Agreement Items**

- 60.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 63.6% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 71.4% 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



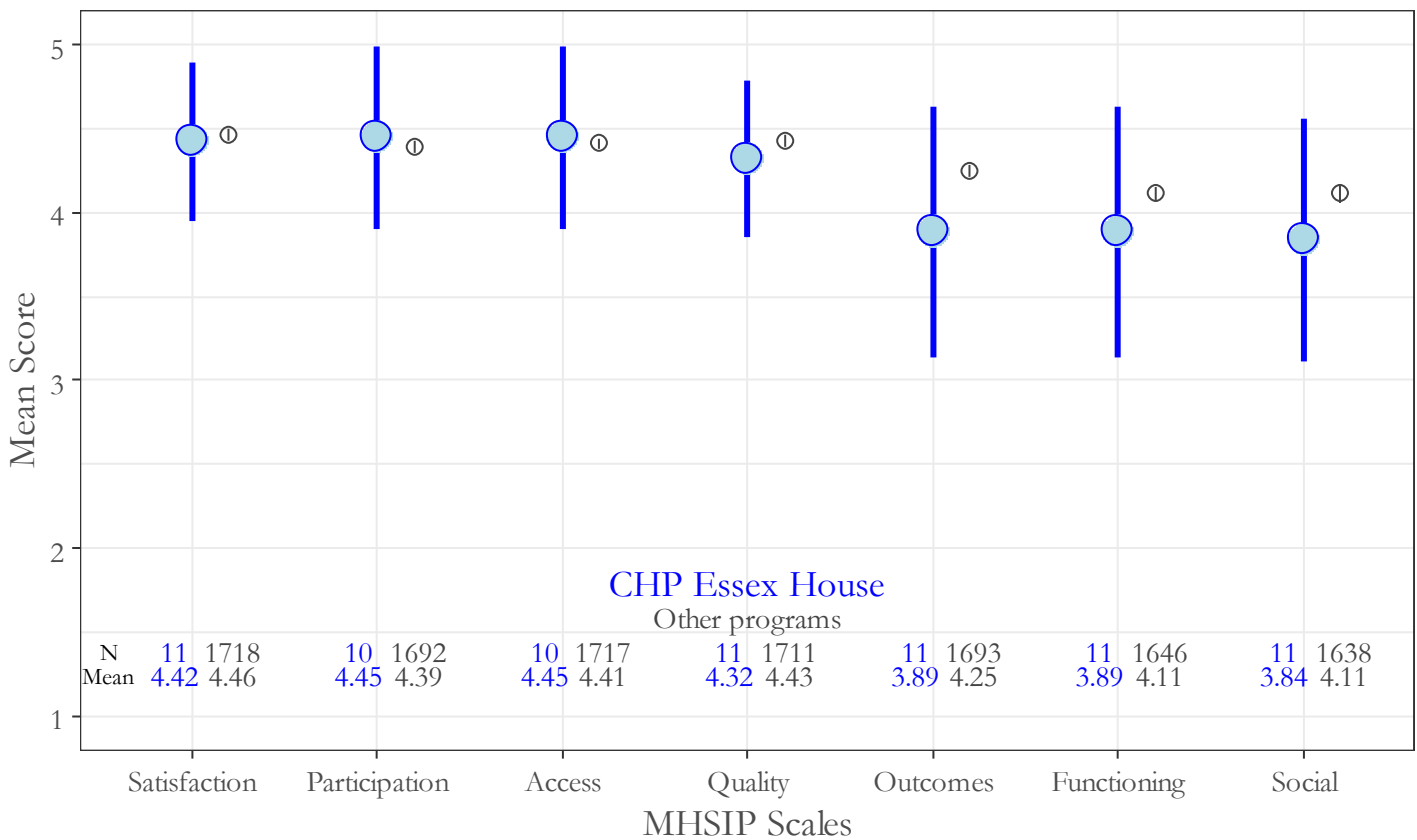
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	6 30.0 %	0 0.0 %	10 50.0 %
<b>81.8 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 10.0 %	3 15.0 %	6 30.0 %	0 0.0 %	9 45.0 %
<b>81.8 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 10.0 %	3 15.0 %	6 30.0 %	0 0.0 %	9 45.0 %
<b>90.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 5.0 %	5 25.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>90.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 5.0 %	5 25.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>72.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 15.0 %	3 15.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>90.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 5.0 %	5 25.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>81.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 5.0 %	1 5.0 %	4 20.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>72.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>90.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 5.0 %	4 20.0 %	5 25.0 %	0 0.0 %	10 50.0 %
<b>88.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 5.0 %	0 0.0 %	2 10.0 %	6 30.0 %	2 10.0 %	9 45.0 %
<b>90.9 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	7 35.0 %	0 0.0 %	9 45.0 %
<b>90.9 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.0 %	5 25.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>81.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>71.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 10.0 %	1 5.0 %	4 20.0 %	4 20.0 %	9 45.0 %
<b>90.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	7 35.0 %	0 0.0 %	9 45.0 %
<b>90.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	6 30.0 %	1 5.0 %	9 45.0 %
<b>63.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 20.0 %	2 10.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>60.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 20.0 %	2 10.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>88.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	6 30.0 %	2 10.0 %	9 45.0 %
<b>70.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 10.0 %	1 5.0 %	3 15.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>80.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 5.0 %	1 5.0 %	4 20.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>72.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>50.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 15.0 %	2 10.0 %	2 10.0 %	3 15.0 %	0 0.0 %	10 50.0 %
<b>54.5 %</b> 25. As a direct result of the services I received: I do better in social situations	1 5.0 %	2 10.0 %	2 10.0 %	2 10.0 %	4 20.0 %	0 0.0 %	9 45.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 5.0 %	2 10.0 %	2 10.0 %	4 20.0 %	2 10.0 %	9 45.0 %
<b>63.6 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 10.0 %	2 10.0 %	2 10.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>50.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.0 %	1 5.0 %	3 15.0 %	1 5.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>63.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.0 %	3 15.0 %	2 10.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>70.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>60.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 10.0 %	2 10.0 %	3 15.0 %	3 15.0 %	0 0.0 %	10 50.0 %
<b>54.5 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	3 15.0 %	2 10.0 %	2 10.0 %	4 20.0 %	0 0.0 %	9 45.0 %
<b>60.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 10.0 %	2 10.0 %	2 10.0 %	4 20.0 %	0 0.0 %	10 50.0 %
<b>63.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 10.0 %	2 10.0 %	4 20.0 %	3 15.0 %	0 0.0 %	9 45.0 %
<b>50.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.0 %	4 20.0 %	2 10.0 %	3 15.0 %	0 0.0 %	10 50.0 %
<b>70.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 10.0 %	1 5.0 %	4 20.0 %	3 15.0 %	0 0.0 %	10 50.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 22.2 %	1 50 %	5 25 %
Impaired	3 16.7 %	1 50 %	4 20 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 61.1 %	0 0 %	11 55 %
<b>Total</b>	18 100 %	2 100 %	20 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 5 clients; surveys were returned for 20 clients (20/5 = 400.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Citywide-Assisted Outpatient**

Program Code(s): 8911AO

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**77.8%**

Overall satisfaction<sup>3</sup> mean score for Citywide-Assisted Outpatient: **4.04**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

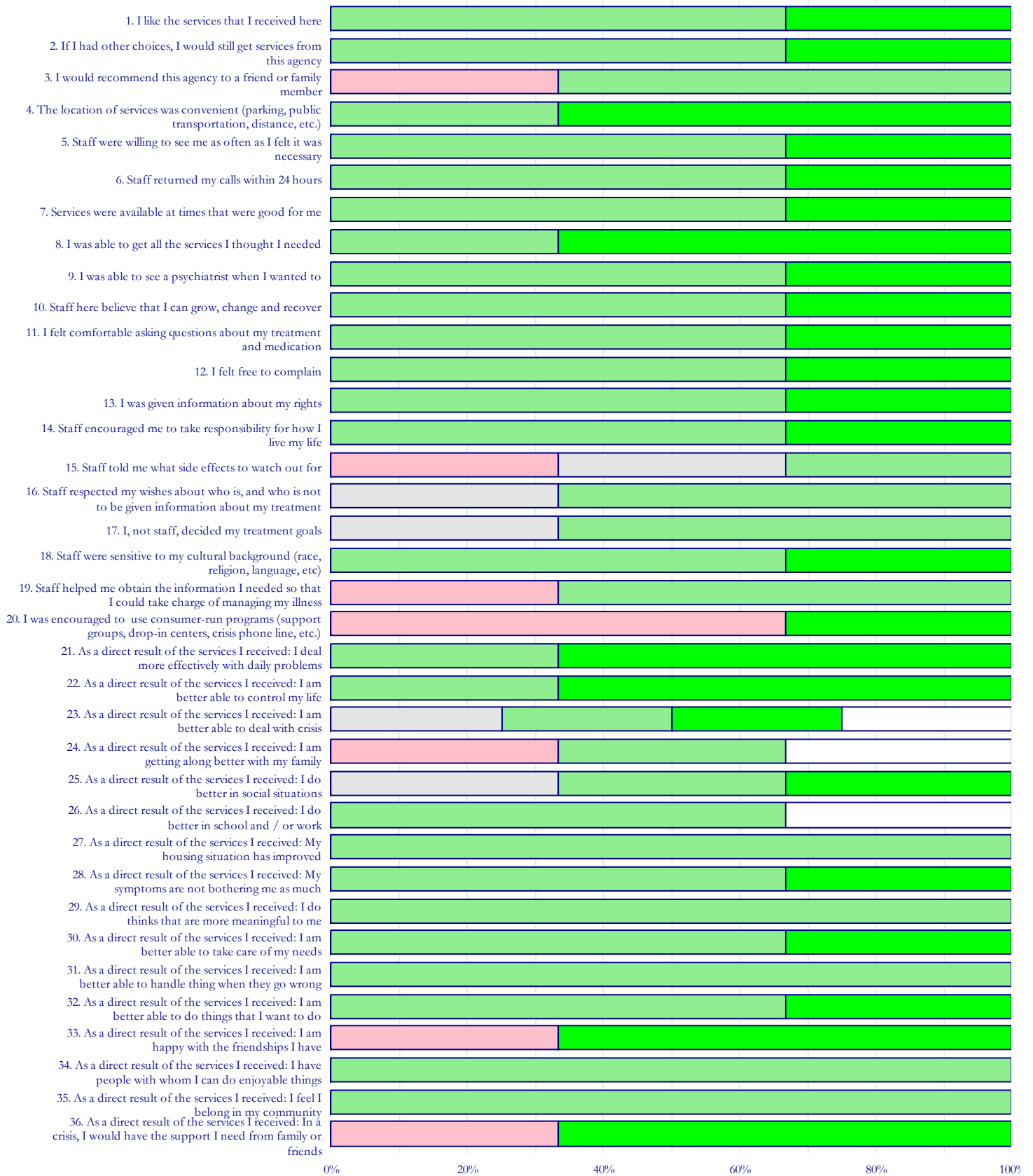
33.3% 15. Staff told me what side effects to watch out for

33.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

66.7% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

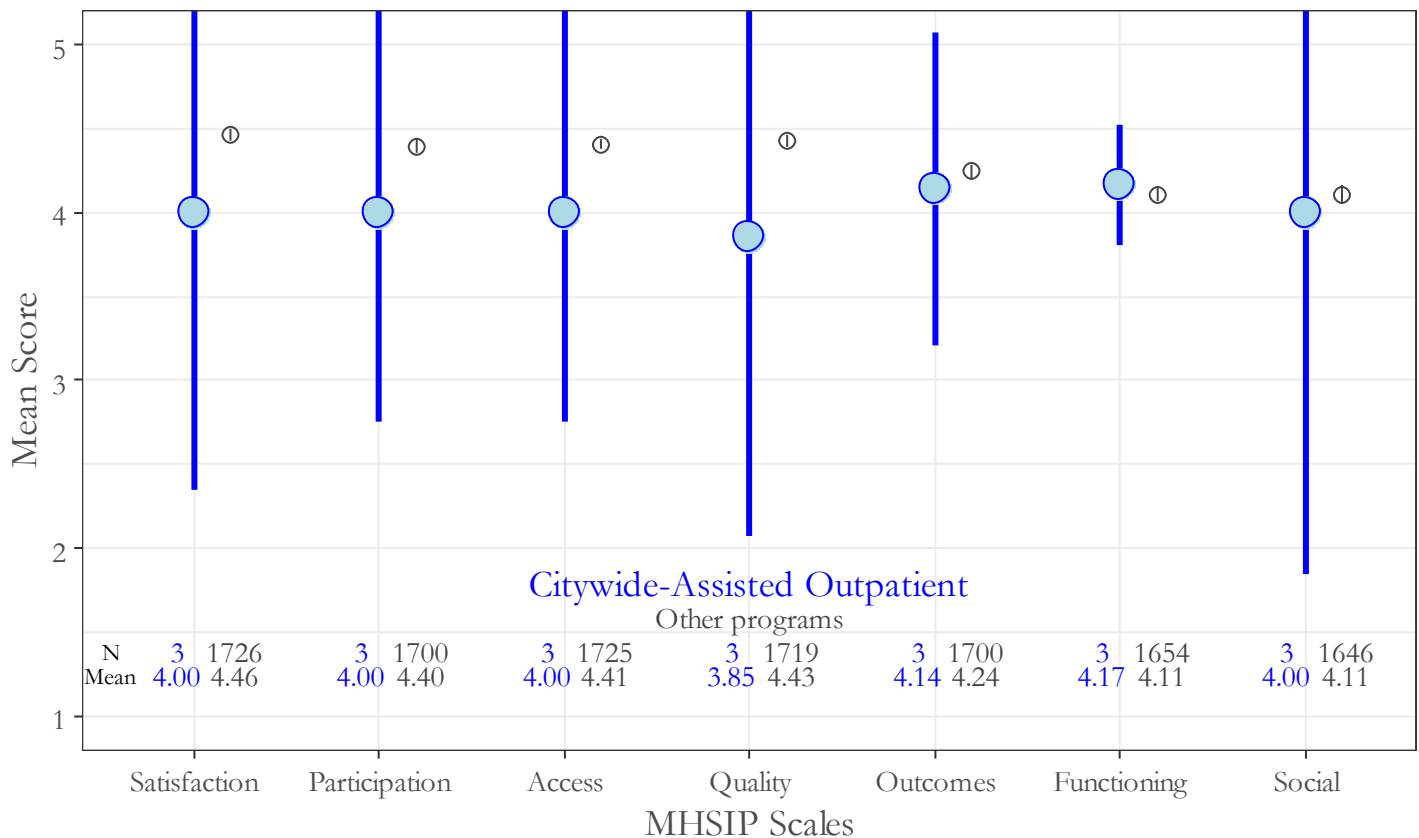
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>33.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>33.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	1 14.3 %	3 42.9 %
<b>50.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	4 57.1 %
<b>66.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	0 0.0 %	4 57.1 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	4 57.1 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>100.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	4 57.1 %
<b>66.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	4 57.1 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 14.3 %	0 0 %	1 14.3 %
Language	0 0 %	0 0 %	0 0 %
Other	3 42.9 %	0 0 %	3 42.9 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 42.9 %	0 0 %	3 42.9 %
<b>Total</b>	7 100 %	0 100 %	7 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 9 clients; surveys were returned for 7 clients (7/9 = 77.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **CJCJ Community Options for Youth**

Program Code(s): 38GJ2 38GJ3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**36.8%**

Overall satisfaction<sup>3</sup> mean score for CJCJ Community Options for Youth: **4.92** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

#### **Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth



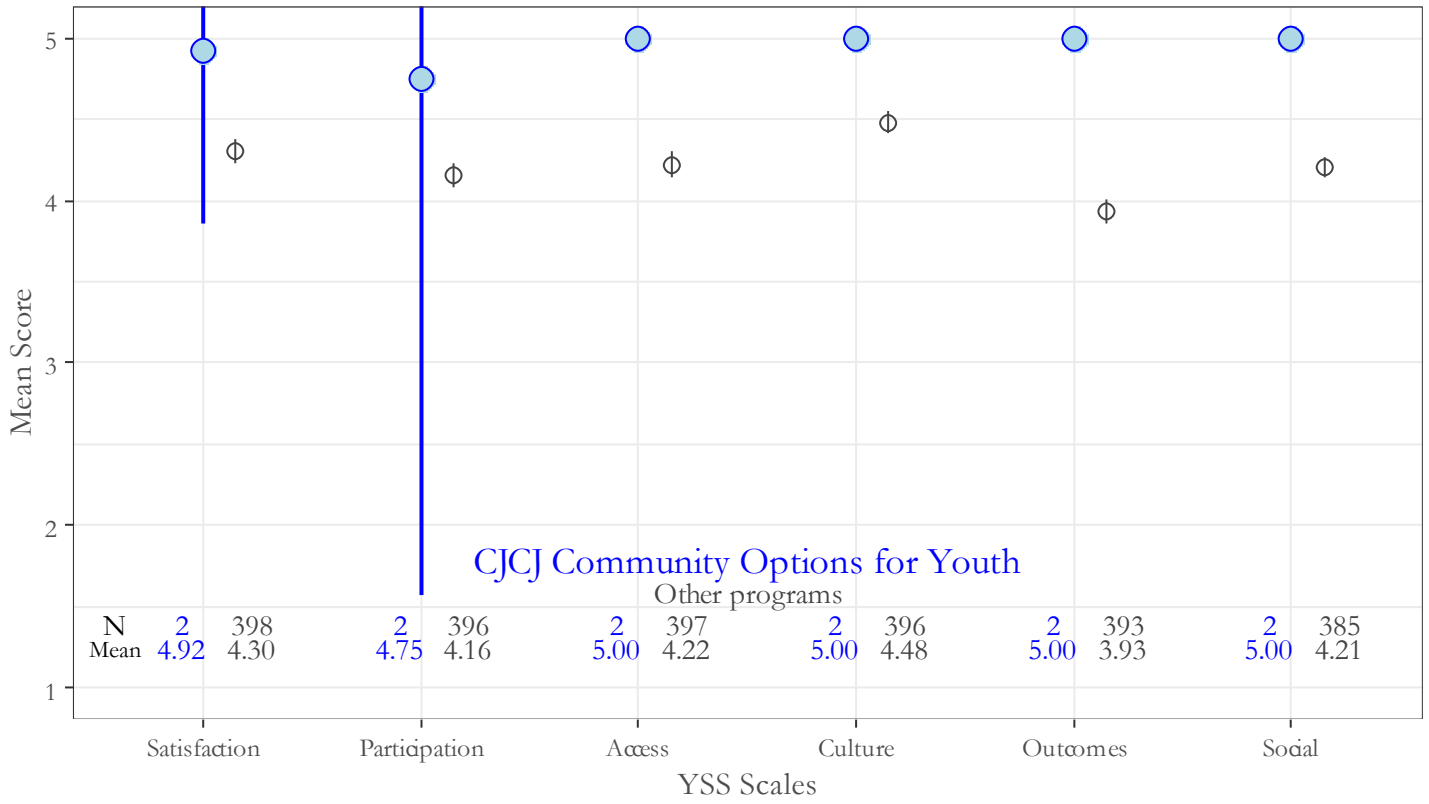
## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
100.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

Completion Status	Survey Compliance		Total
	CJCJ Community Options for Youth		
	Completion by	Respondent Type	
	Family	Youth	
Refused	0 0 %	4 57.1 %	4 57.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 14.3 %	1 14.3 %
Completed Survey	0 0 %	2 28.6 %	2 28.6 %
<b>Total</b>	0 100 %	7 100 %	7 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 19 clients; surveys were returned for 7 clients (7 / 19 = 36.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Community Youth Center**  
Program Code(s): 38CY3 38CY4

Overall Satisfaction<sup>1</sup>  
**93.7%**

Return Rate<sup>2</sup>  
**80.8%**

Overall satisfaction<sup>3</sup> mean score for Community Youth Center: **4.34** (youth), **4.35** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 98.4% 14. Staff spoke with me in a way that I understood
- 98.4% 12. Staff treated me with respect
- 95.1% 5. I felt I had someone to talk to when I was troubled

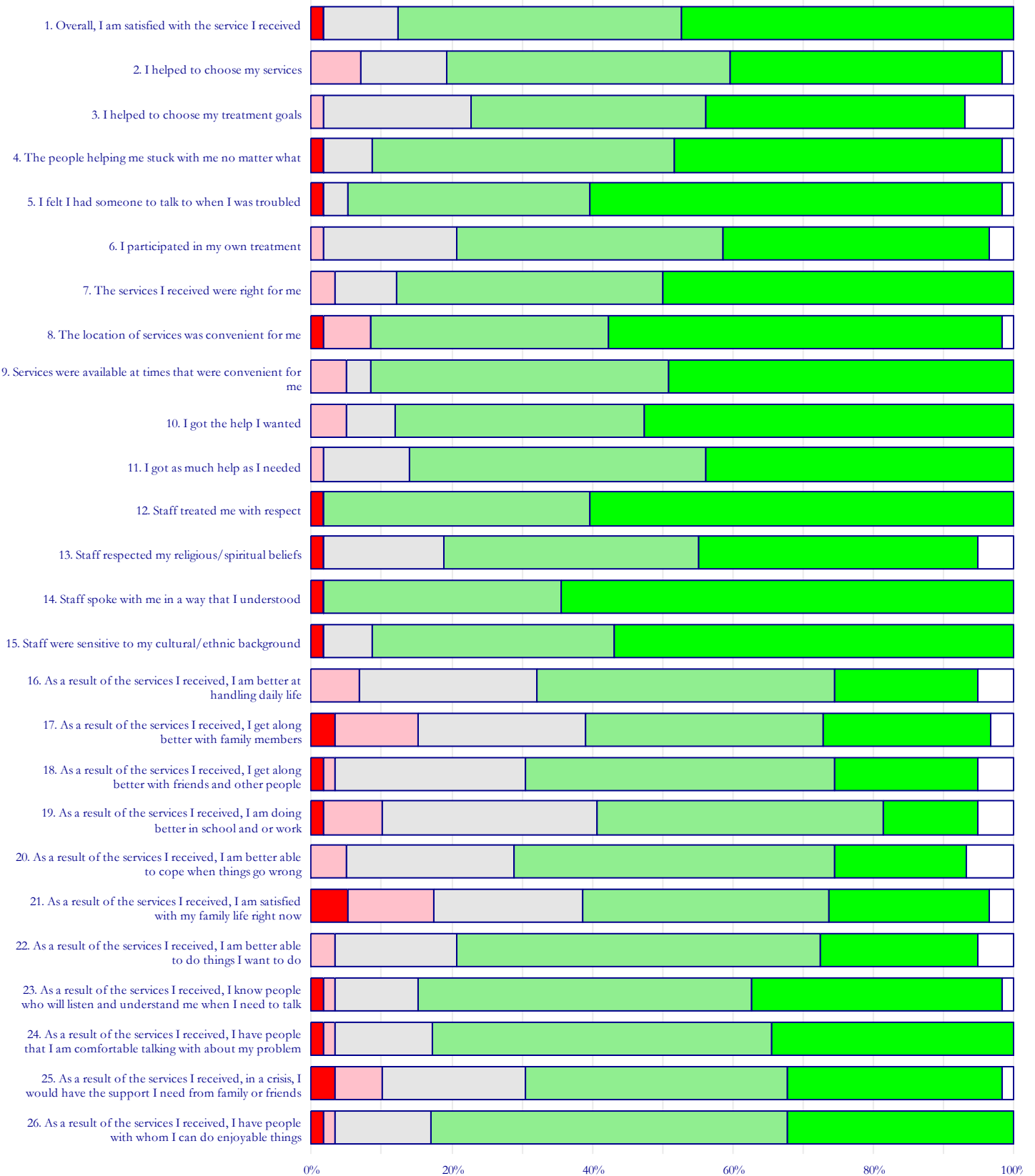
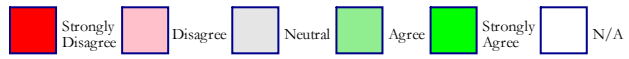
**Lowest Agreement Items**

- 75.4% 3. I helped to choose my treatment goals
- 80.0% 2. I helped to choose my services
- 80.0% 6. I participated in my own treatment

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



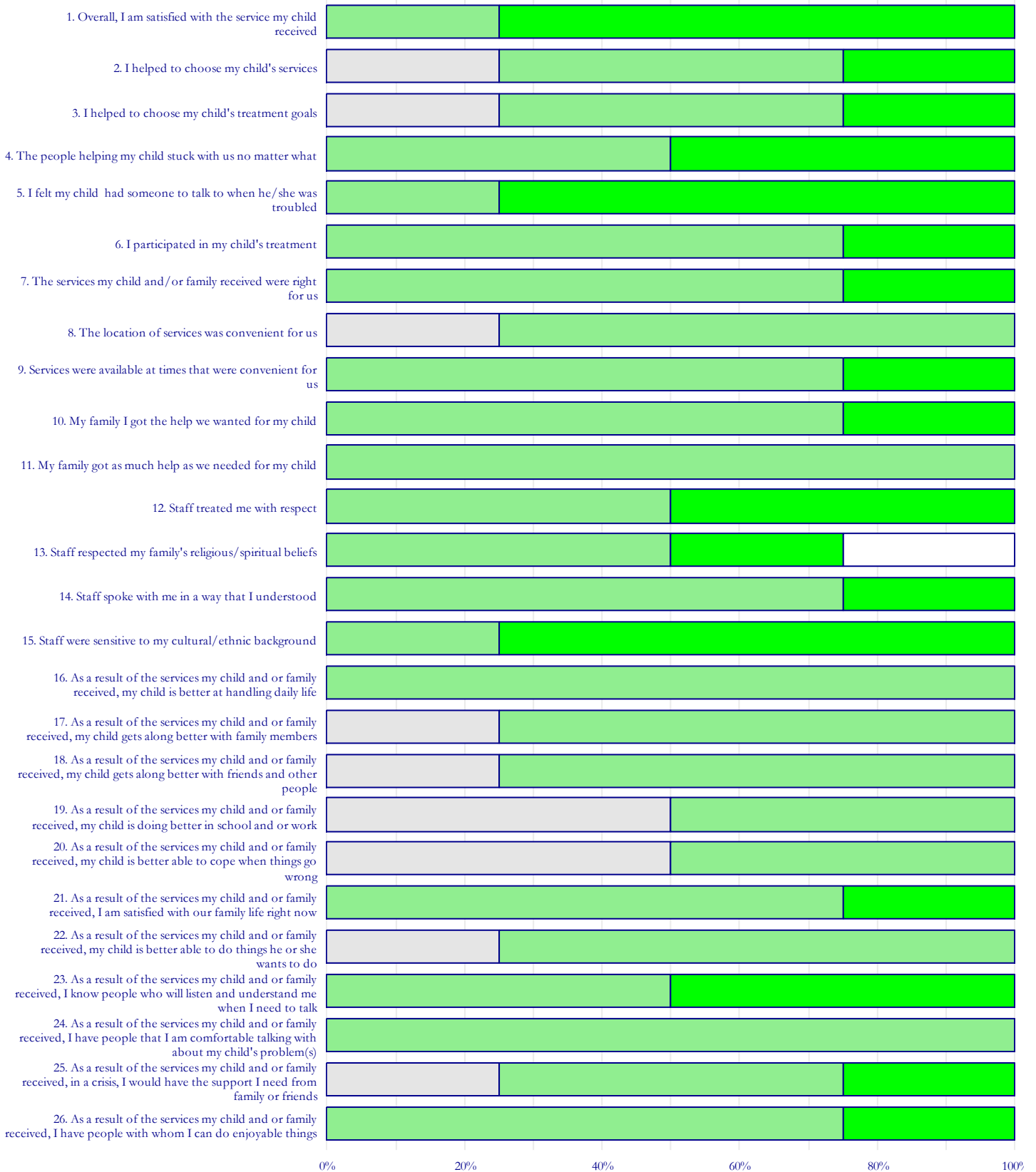
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 60

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.7 % 1. Overall, I am satisfied with the service I received	1 1.7 %	0 0.0 %	6 10.0 %	23 38.3 %	27 45.0 %	0 0.0 %	3 5.0 %
80.4 % 2. I helped to choose my services	0 0.0 %	4 6.7 %	7 11.7 %	23 38.3 %	22 36.7 %	1 1.7 %	3 5.0 %
75.5 % 3. I helped to choose my treatment goals	0 0.0 %	1 1.7 %	12 20.0 %	19 31.7 %	21 35.0 %	4 6.7 %	3 5.0 %
91.2 % 4. The people helping me stuck with me no matter what	1 1.7 %	0 0.0 %	4 6.7 %	25 41.7 %	27 45.0 %	1 1.7 %	2 3.3 %
94.7 % 5. I felt I had someone to talk to when I was troubled	1 1.7 %	0 0.0 %	2 3.3 %	20 33.3 %	34 56.7 %	1 1.7 %	2 3.3 %
78.6 % 6. I participated in my own treatment	0 0.0 %	1 1.7 %	11 18.3 %	22 36.7 %	22 36.7 %	2 3.3 %	2 3.3 %
87.9 % 7. The services I received were right for me	0 0.0 %	2 3.3 %	5 8.3 %	22 36.7 %	29 48.3 %	0 0.0 %	2 3.3 %
91.4 % 8. The location of services was convenient for me	1 1.7 %	4 6.7 %	0 0.0 %	20 33.3 %	33 55.0 %	1 1.7 %	1 1.7 %
91.5 % 9. Services were available at times that were convenient for me	0 0.0 %	3 5.0 %	2 3.3 %	25 41.7 %	29 48.3 %	0 0.0 %	1 1.7 %
88.1 % 10. I got the help I wanted	0 0.0 %	3 5.0 %	4 6.7 %	21 35.0 %	31 51.7 %	0 0.0 %	1 1.7 %
86.0 % 11. I got as much help as I needed	0 0.0 %	1 1.7 %	7 11.7 %	24 40.0 %	25 41.7 %	0 0.0 %	3 5.0 %
98.3 % 12. Staff treated me with respect	1 1.7 %	0 0.0 %	0 0.0 %	22 36.7 %	35 58.3 %	0 0.0 %	2 3.3 %
80.0 % 13. Staff respected my religious/spiritual beliefs	1 1.7 %	0 0.0 %	10 16.7 %	21 35.0 %	23 38.3 %	3 5.0 %	2 3.3 %
98.3 % 14. Staff spoke with me in a way that I understood	1 1.7 %	0 0.0 %	0 0.0 %	20 33.3 %	38 63.3 %	0 0.0 %	1 1.7 %
91.4 % 15. Staff were sensitive to my cultural/ethnic background	1 1.7 %	0 0.0 %	4 6.7 %	20 33.3 %	33 55.0 %	0 0.0 %	2 3.3 %
66.1 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	4 6.7 %	15 25.0 %	25 41.7 %	12 20.0 %	3 5.0 %	1 1.7 %
59.6 % 17. As a result of the services I received, I get along better with family members	2 3.3 %	7 11.7 %	14 23.3 %	20 33.3 %	14 23.3 %	2 3.3 %	1 1.7 %
67.9 % 18. As a result of the services I received, I get along better with friends and other people	1 1.7 %	1 1.7 %	16 26.7 %	26 43.3 %	12 20.0 %	3 5.0 %	1 1.7 %
57.1 % 19. As a result of the services I received, I am doing better in school and or work	1 1.7 %	5 8.3 %	18 30.0 %	24 40.0 %	8 13.3 %	3 5.0 %	1 1.7 %
69.1 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	3 5.0 %	14 23.3 %	27 45.0 %	11 18.3 %	4 6.7 %	1 1.7 %
60.0 % 21. As a result of the services I received, I am satisfied with my family life right now	3 5.0 %	7 11.7 %	12 20.0 %	20 33.3 %	13 21.7 %	2 3.3 %	3 5.0 %
78.2 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	2 3.3 %	10 16.7 %	30 50.0 %	13 21.7 %	3 5.0 %	2 3.3 %
84.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 1.7 %	1 1.7 %	7 11.7 %	28 46.7 %	21 35.0 %	1 1.7 %	1 1.7 %
82.8 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 1.7 %	1 1.7 %	8 13.3 %	28 46.7 %	20 33.3 %	0 0.0 %	2 3.3 %
69.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 3.3 %	4 6.7 %	12 20.0 %	22 36.7 %	18 30.0 %	1 1.7 %	1 1.7 %
83.1 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 1.7 %	1 1.7 %	8 13.3 %	30 50.0 %	19 31.7 %	0 0.0 %	1 1.7 %

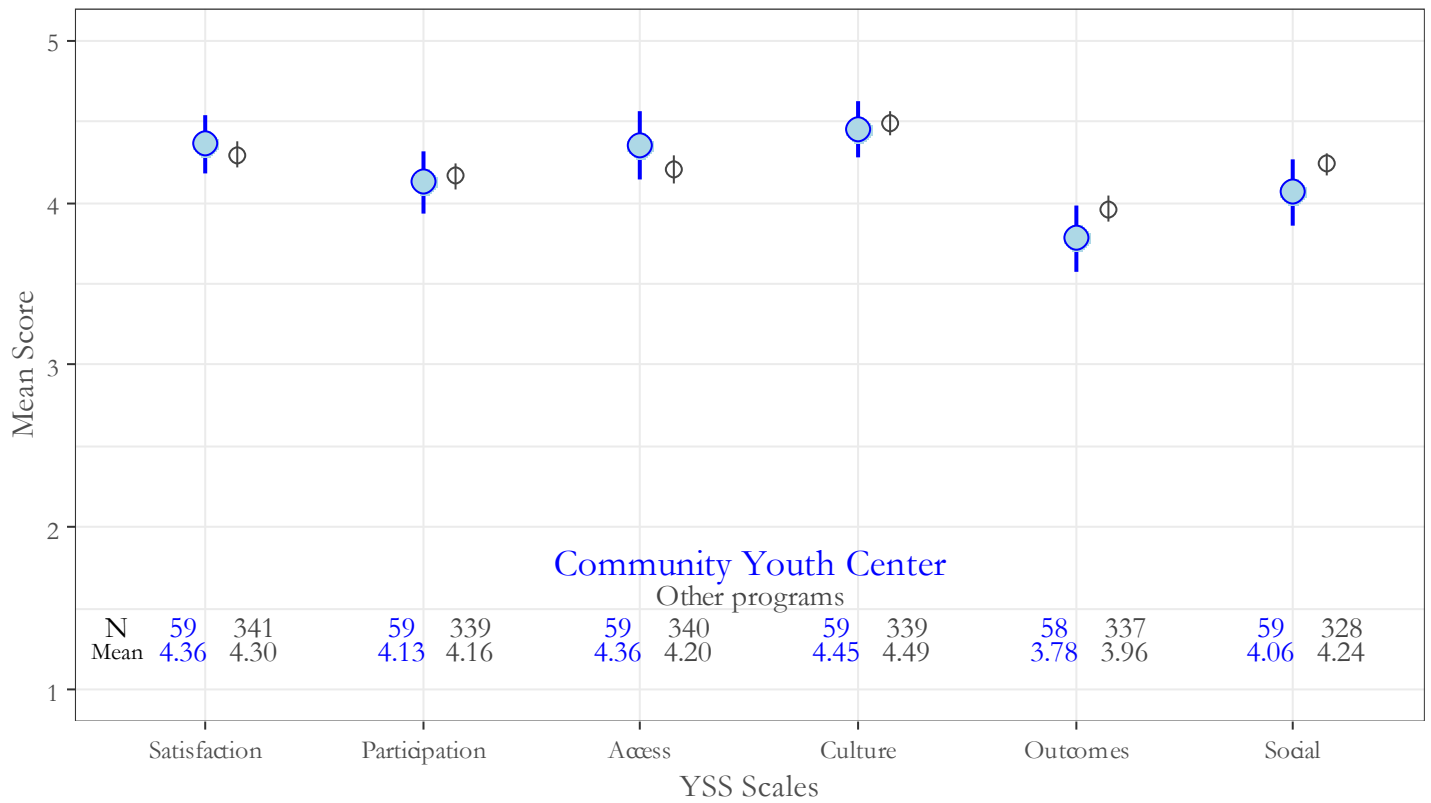
# Youth Services Survey for Families



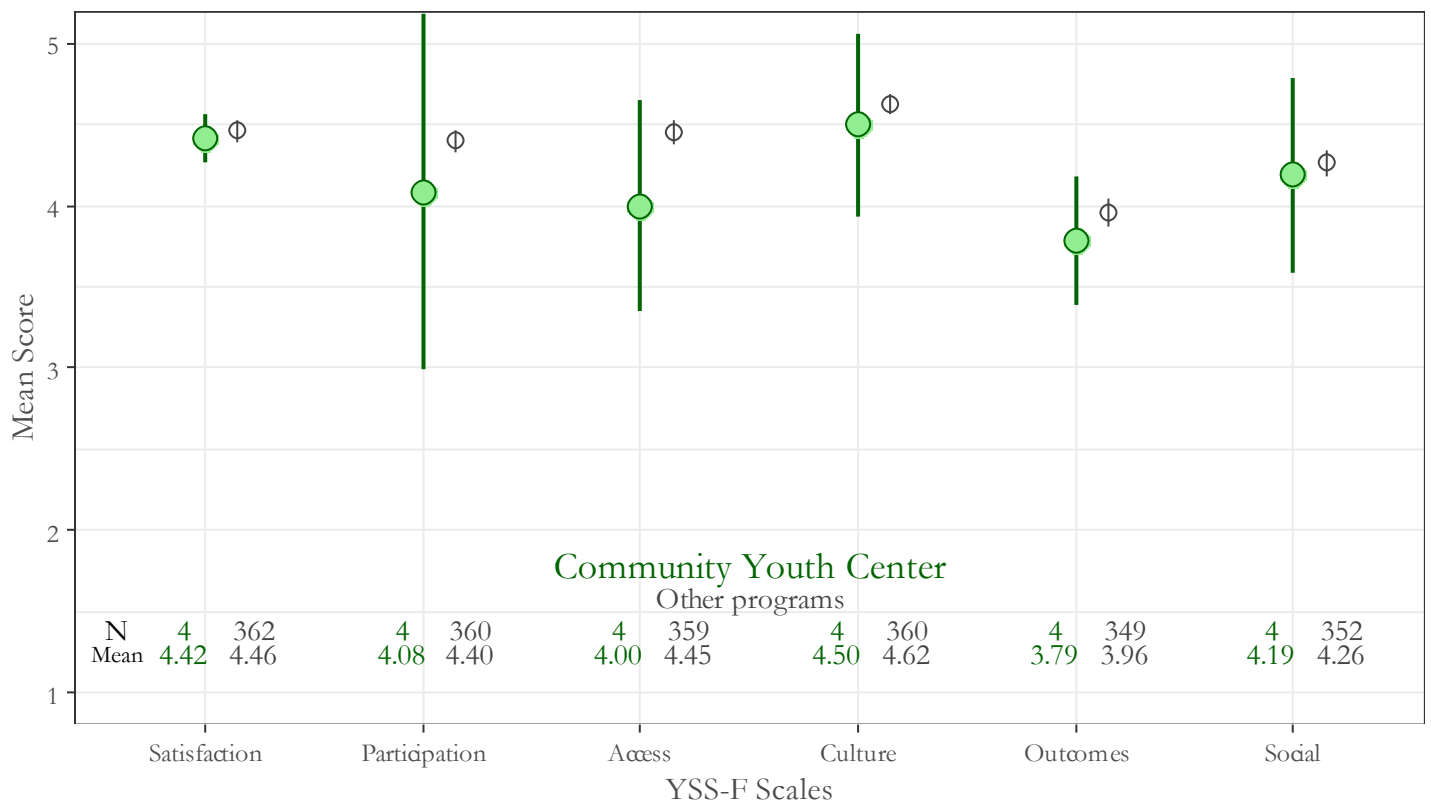
## Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Survey Compliance Community Youth Center Completion by		<i>Total</i>
	Respondent Type		
	Family	Youth	
Refused	0 0 %	1 1.7 %	1 1.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	59 98.3 %	63 98.4 %
<b><i>Total</i></b>	4 100 %	60 100 %	64 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 73 clients; surveys were returned for 59 clients (59 / 73 = 80.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Conard House Outpatient Services**

Program Code(s): 89492

Overall Satisfaction<sup>1</sup>

**85.5%**

Return Rate<sup>2</sup>

**73.4%**

Overall satisfaction<sup>3</sup> mean score for Conard House Outpatient Services: **4.21**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

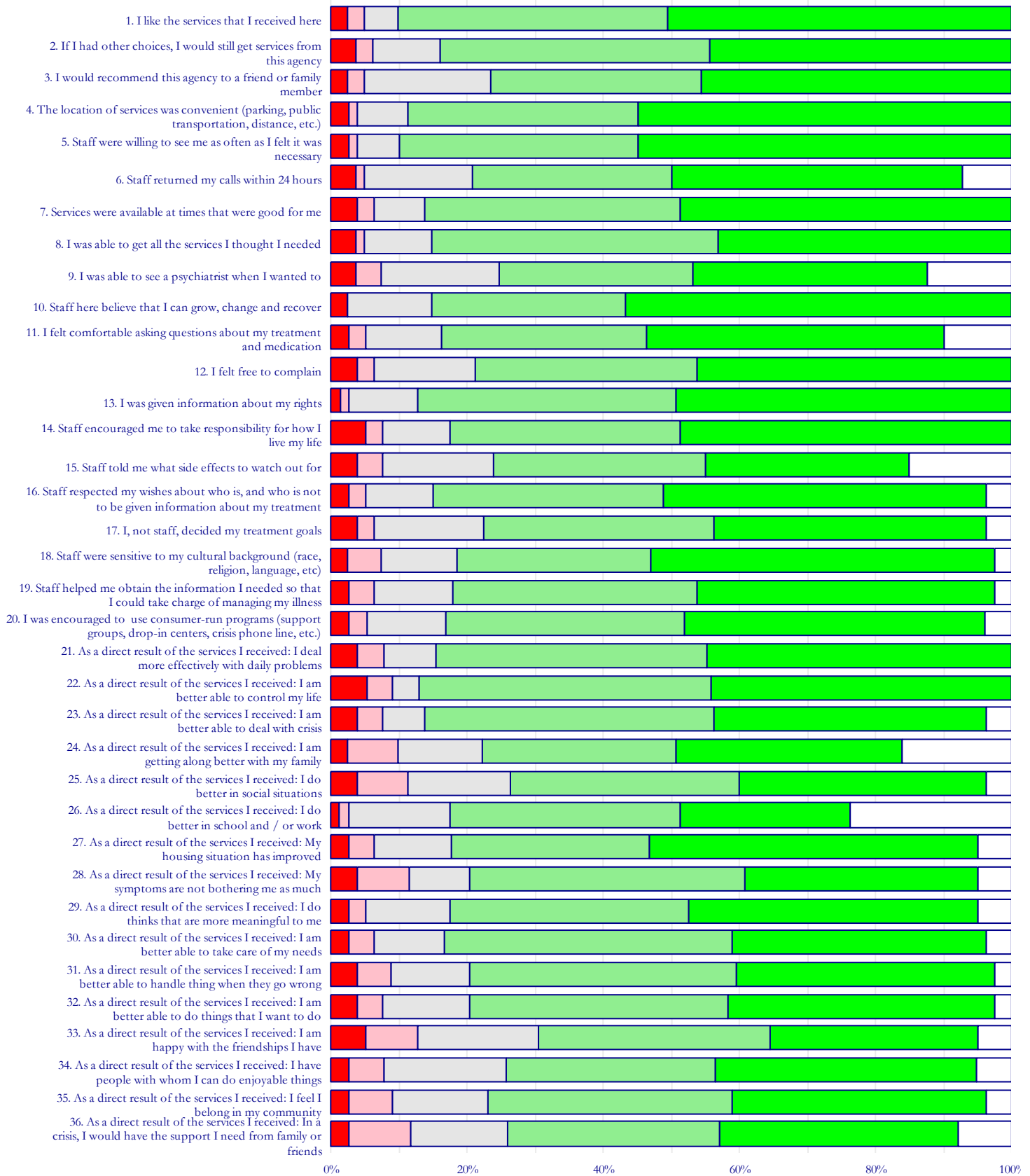
- 90.1%** 1. I like the services that I received here
- 90.0%** 5. Staff were willing to see me as often as I felt it was necessary
- 87.3%** 13. I was given information about my rights

#### **Lowest Agreement Items**

- 71.8%** 9. I was able to see a psychiatrist when I wanted to
- 72.1%** 15. Staff told me what side effects to watch out for
- 76.5%** 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





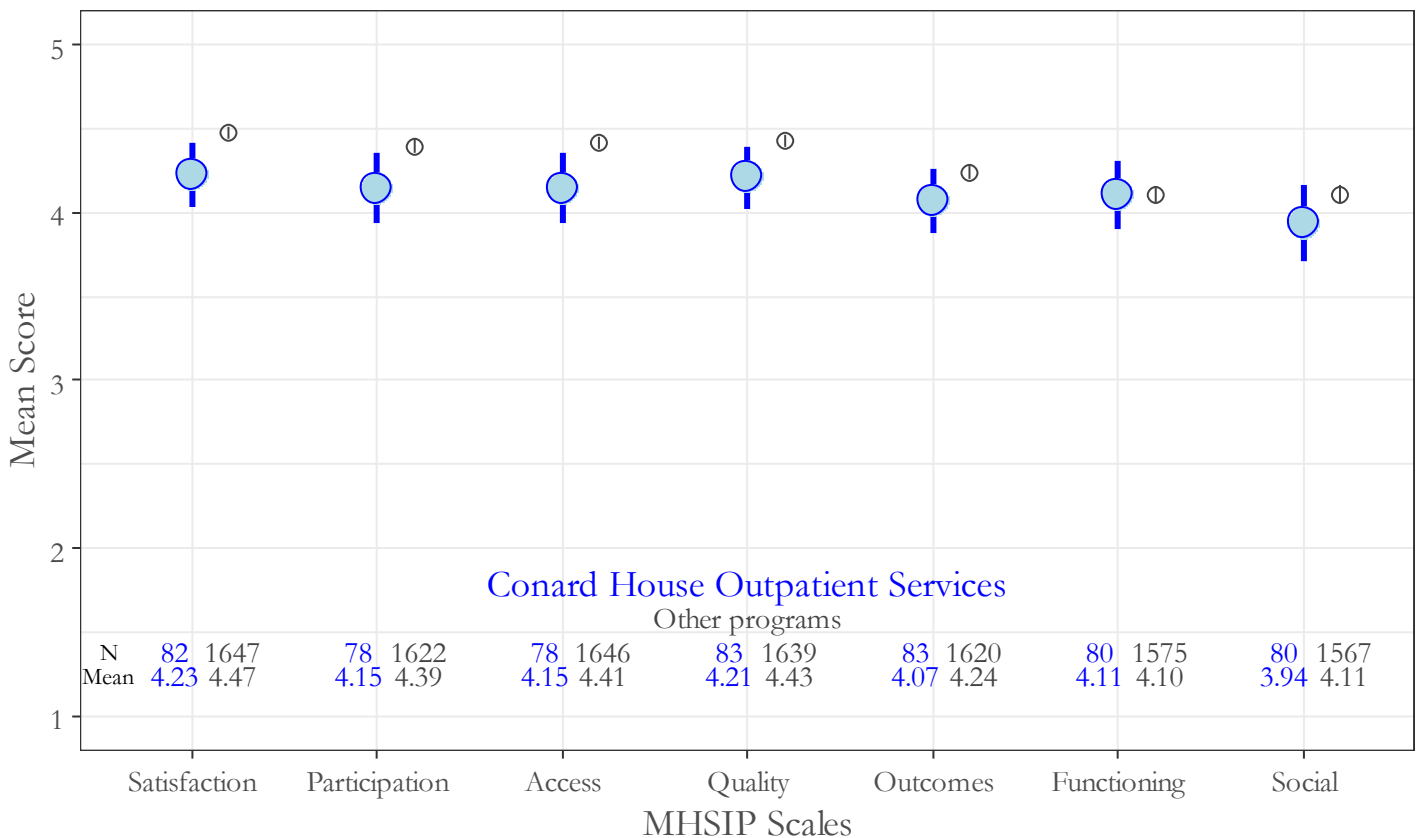
**MHSIP Items 1-25**  
**Percent Agree**

		<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>90.1 %</b>	1. I like the services that I received here	2 1.8 %	2 1.8 %	4 3.5 %	32 28.1 %	41 36.0 %	0 0.0 %	33 28.9 %
<b>84.0 %</b>	2. If I had other choices, I would still get services from this agency	3 2.6 %	2 1.8 %	8 7.0 %	32 28.1 %	36 31.6 %	0 0.0 %	33 28.9 %
<b>76.5 %</b>	3. I would recommend this agency to a friend or family member	2 1.8 %	2 1.8 %	15 13.2 %	25 21.9 %	37 32.5 %	0 0.0 %	33 28.9 %
<b>88.8 %</b>	4. The location of services was convenient (parking, public transportation, distance, etc.)	2 1.8 %	1 0.9 %	6 5.3 %	27 23.7 %	44 38.6 %	0 0.0 %	34 29.8 %
<b>90.0 %</b>	5. Staff were willing to see me as often as I felt it was necessary	2 1.8 %	1 0.9 %	5 4.4 %	28 24.6 %	44 38.6 %	0 0.0 %	34 29.8 %
<b>77.6 %</b>	6. Staff returned my calls within 24 hours	3 2.6 %	1 0.9 %	13 11.4 %	24 21.1 %	35 30.7 %	6 5.3 %	32 28.1 %
<b>86.2 %</b>	7. Services were available at times that were good for me	3 2.6 %	2 1.8 %	6 5.3 %	30 26.3 %	39 34.2 %	0 0.0 %	34 29.8 %
<b>85.2 %</b>	8. I was able to get all the services I thought I needed	3 2.6 %	1 0.9 %	8 7.0 %	34 29.8 %	35 30.7 %	0 0.0 %	33 28.9 %
<b>71.8 %</b>	9. I was able to see a psychiatrist when I wanted to	3 2.6 %	3 2.6 %	14 12.3 %	23 20.2 %	28 24.6 %	10 8.8 %	33 28.9 %
<b>85.2 %</b>	10. Staff here believe that I can grow, change and recover	2 1.8 %	0 0.0 %	10 8.8 %	23 20.2 %	46 40.4 %	0 0.0 %	33 28.9 %
<b>81.9 %</b>	11. I felt comfortable asking questions about my treatment and medication	2 1.8 %	2 1.8 %	9 7.9 %	24 21.1 %	35 30.7 %	8 7.0 %	34 29.8 %
<b>78.8 %</b>	12. I felt free to complain	3 2.6 %	2 1.8 %	12 10.5 %	26 22.8 %	37 32.5 %	0 0.0 %	34 29.8 %
<b>87.3 %</b>	13. I was given information about my rights	1 0.9 %	1 0.9 %	8 7.0 %	30 26.3 %	39 34.2 %	0 0.0 %	35 30.7 %
<b>82.5 %</b>	14. Staff encouraged me to take responsibility for how I live my life	4 3.5 %	2 1.8 %	8 7.0 %	27 23.7 %	39 34.2 %	0 0.0 %	34 29.8 %
<b>72.1 %</b>	15. Staff told me what side effects to watch out for	3 2.6 %	3 2.6 %	13 11.4 %	25 21.9 %	24 21.1 %	12 10.5 %	34 29.8 %
<b>84.4 %</b>	16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 1.8 %	2 1.8 %	8 7.0 %	27 23.7 %	38 33.3 %	3 2.6 %	34 29.8 %
<b>76.6 %</b>	17. I, not staff, decided my treatment goals	3 2.6 %	2 1.8 %	13 11.4 %	27 23.7 %	32 28.1 %	3 2.6 %	34 29.8 %
<b>81.0 %</b>	18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.8 %	4 3.5 %	9 7.9 %	23 20.2 %	41 36.0 %	2 1.8 %	33 28.9 %
<b>81.6 %</b>	19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 1.8 %	3 2.6 %	9 7.9 %	28 24.6 %	34 29.8 %	2 1.8 %	36 31.6 %
<b>82.4 %</b>	20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1.8 %	2 1.8 %	9 7.9 %	27 23.7 %	34 29.8 %	3 2.6 %	37 32.5 %
<b>84.6 %</b>	21. As a direct result of the services I received: I deal more effectively with daily problems	3 2.6 %	3 2.6 %	6 5.3 %	31 27.2 %	35 30.7 %	0 0.0 %	36 31.6 %
<b>87.0 %</b>	22. As a direct result of the services I received: I am better able to control my life	4 3.5 %	3 2.6 %	3 2.6 %	33 28.9 %	34 29.8 %	0 0.0 %	37 32.5 %
<b>85.7 %</b>	23. As a direct result of the services I received: I am better able to deal with crisis	3 2.6 %	3 2.6 %	5 4.4 %	34 29.8 %	32 28.1 %	3 2.6 %	34 29.8 %
<b>73.5 %</b>	24. As a direct result of the services I received: I am getting along better with my family	2 1.8 %	6 5.3 %	10 8.8 %	23 20.2 %	27 23.7 %	13 11.4 %	33 28.9 %
<b>72.7 %</b>	25. As a direct result of the services I received: I do better in social situations	3 2.6 %	6 5.3 %	12 10.5 %	27 23.7 %	29 25.4 %	3 2.6 %	34 29.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 0.9 %	1 0.9 %	12 10.5 %	27 23.7 %	20 17.5 %	19 16.7 %	34 29.8 %
<b>81.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 1.8 %	3 2.6 %	9 7.9 %	23 20.2 %	38 33.3 %	4 3.5 %	35 30.7 %
<b>78.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 2.6 %	6 5.3 %	7 6.1 %	32 28.1 %	27 23.7 %	4 3.5 %	35 30.7 %
<b>81.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.8 %	2 1.8 %	10 8.8 %	28 24.6 %	34 29.8 %	4 3.5 %	34 29.8 %
<b>82.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.8 %	3 2.6 %	8 7.0 %	33 28.9 %	29 25.4 %	3 2.6 %	36 31.6 %
<b>79.2 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	3 2.6 %	4 3.5 %	9 7.9 %	31 27.2 %	30 26.3 %	2 1.8 %	35 30.7 %
<b>79.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	3 2.6 %	3 2.6 %	10 8.8 %	30 26.3 %	31 27.2 %	2 1.8 %	35 30.7 %
<b>68.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	4 3.5 %	6 5.3 %	14 12.3 %	27 23.7 %	24 21.1 %	4 3.5 %	35 30.7 %
<b>73.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.8 %	4 3.5 %	14 12.3 %	24 21.1 %	30 26.3 %	4 3.5 %	36 31.6 %
<b>76.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.8 %	5 4.4 %	11 9.6 %	28 24.6 %	29 25.4 %	3 2.6 %	36 31.6 %
<b>71.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 1.8 %	7 6.1 %	11 9.6 %	24 21.1 %	27 23.7 %	6 5.3 %	37 32.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	14 15.6 %	5 20.8 %	19 16.7 %
Impaired	3 3.3 %	0 0 %	3 2.6 %
Language	0 0 %	0 0 %	0 0 %
Other	10 11.1 %	0 0 %	10 8.8 %
No Data	2 2.2 %	0 0 %	2 1.8 %
Completed Survey	61 67.8 %	19 79.2 %	80 70.2 %
<b>Total</b>	90 100 %	24 100 %	114 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 154 clients; surveys were returned for 113 clients (113/154 = 73.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Conard Rep Payee**

Program Code(s): 8949RP

Overall Satisfaction<sup>1</sup>

**86.6%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Conard Rep Payee: **4.24**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

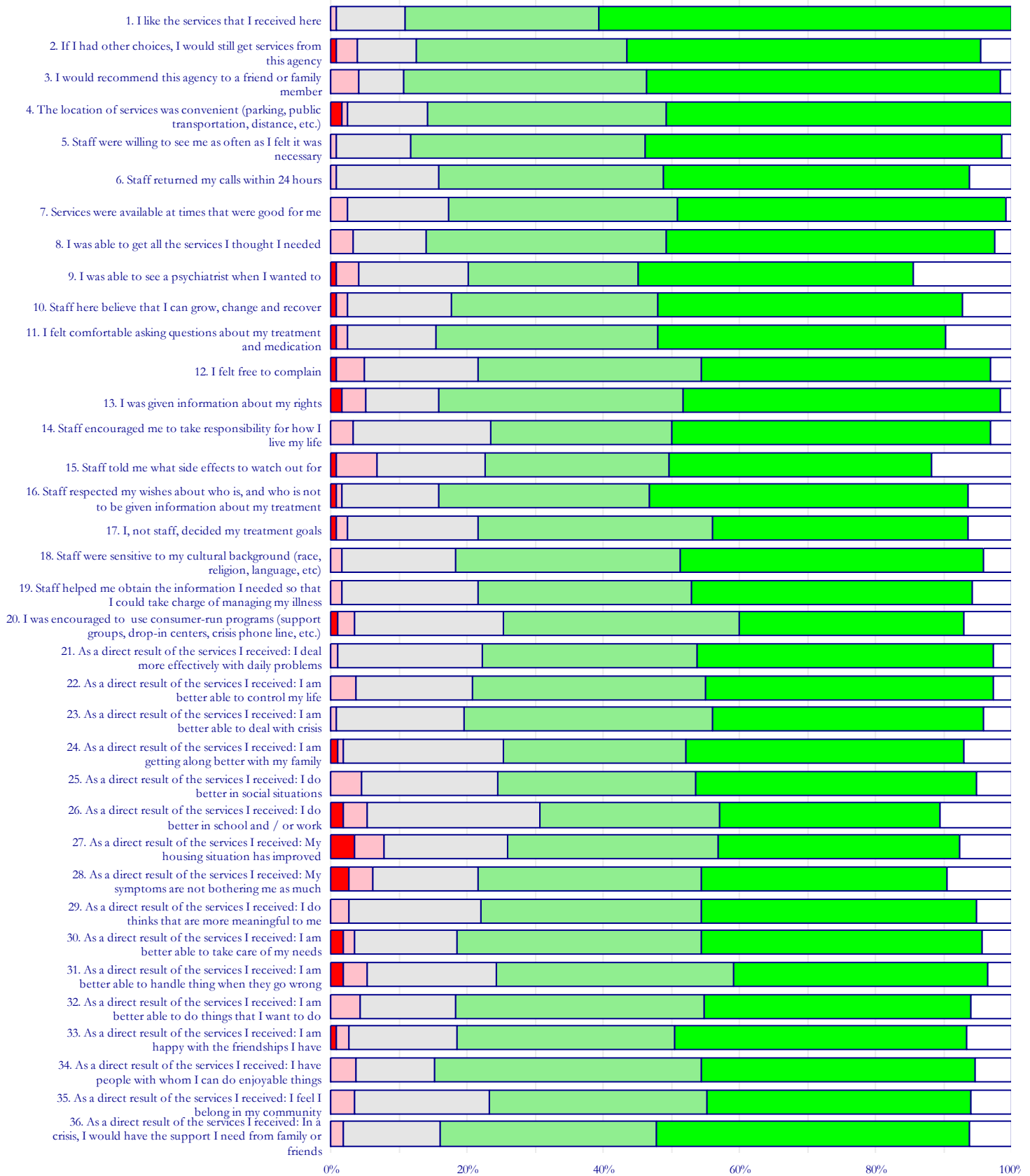
- 89.2% 1. I like the services that I received here
- 89.1% 3. I would recommend this agency to a friend or family member
- 88.1% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

- 72.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 74.3% 15. Staff told me what side effects to watch out for
- 75.8% 14. Staff encouraged me to take responsibility for how I live my life

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



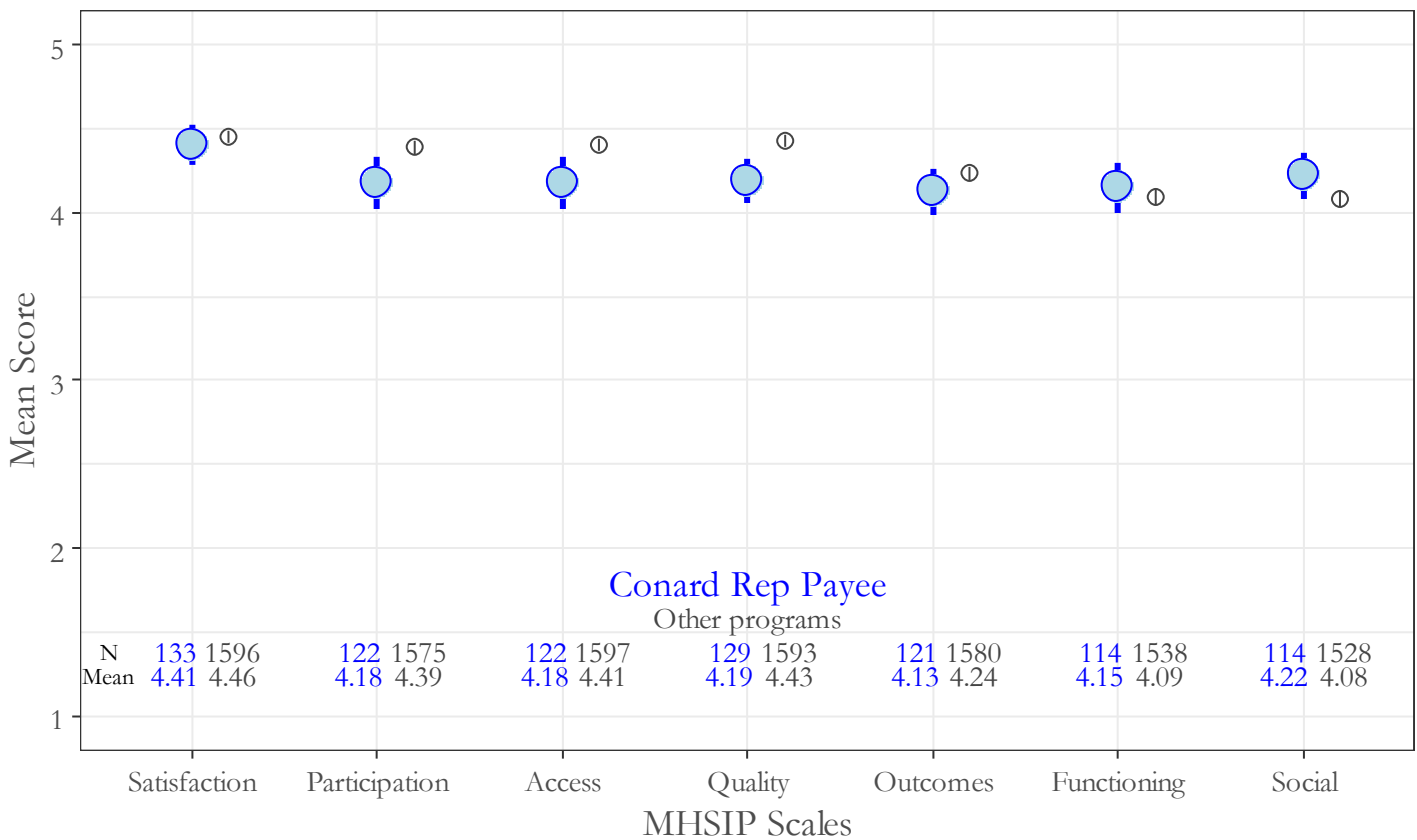
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>89.2 %</b> 1. I like the services that I received here	0 0.0 %	1 0.5 %	13 6.5 %	37 18.5 %	79 39.5 %	0 0.0 %	70 35.0 %
<b>87.0 %</b> 2. If I had other choices, I would still get services from this agency	1 0.5 %	4 2.0 %	11 5.5 %	40 20.0 %	67 33.5 %	6 3.0 %	71 35.5 %
<b>89.1 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	5 2.5 %	8 4.0 %	43 21.5 %	63 31.5 %	2 1.0 %	79 39.5 %
<b>85.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 1.0 %	1 0.5 %	15 7.5 %	45 22.5 %	65 32.5 %	0 0.0 %	72 36.0 %
<b>88.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 0.5 %	14 7.0 %	44 22.0 %	67 33.5 %	2 1.0 %	72 36.0 %
<b>83.2 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 0.5 %	19 9.5 %	42 21.0 %	57 28.5 %	8 4.0 %	73 36.5 %
<b>82.6 %</b> 7. Services were available at times that were good for me	0 0.0 %	3 1.5 %	18 9.0 %	41 20.5 %	59 29.5 %	1 0.5 %	78 39.0 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	4 2.0 %	13 6.5 %	43 21.5 %	59 29.5 %	3 1.5 %	78 39.0 %
<b>76.4 %</b> 9. I was able to see a psychiatrist when I wanted to	1 0.5 %	4 2.0 %	20 10.0 %	31 15.5 %	50 25.0 %	18 9.0 %	76 38.0 %
<b>81.0 %</b> 10. Staff here believe that I can grow, change and recover	1 0.5 %	2 1.0 %	19 9.5 %	38 19.0 %	56 28.0 %	9 4.5 %	75 37.5 %
<b>82.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 0.5 %	2 1.0 %	16 8.0 %	40 20.0 %	52 26.0 %	12 6.0 %	77 38.5 %
<b>77.7 %</b> 12. I felt free to complain	1 0.5 %	5 2.5 %	21 10.5 %	41 20.5 %	53 26.5 %	4 2.0 %	75 37.5 %
<b>83.9 %</b> 13. I was given information about my rights	2 1.0 %	4 2.0 %	13 6.5 %	43 21.5 %	56 28.0 %	2 1.0 %	80 40.0 %
<b>75.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	4 2.0 %	25 12.5 %	33 16.5 %	58 29.0 %	4 2.0 %	76 38.0 %
<b>74.3 %</b> 15. Staff told me what side effects to watch out for	1 0.5 %	7 3.5 %	19 9.5 %	32 16.0 %	46 23.0 %	14 7.0 %	81 40.5 %
<b>83.1 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.5 %	1 0.5 %	18 9.0 %	39 19.5 %	59 29.5 %	8 4.0 %	74 37.0 %
<b>76.9 %</b> 17. I, not staff, decided my treatment goals	1 0.5 %	2 1.0 %	24 12.0 %	43 21.5 %	47 23.5 %	8 4.0 %	75 37.5 %
<b>81.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 1.0 %	20 10.0 %	40 20.0 %	54 27.0 %	5 2.5 %	79 39.5 %
<b>77.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 1.0 %	24 12.0 %	38 19.0 %	50 25.0 %	7 3.5 %	79 39.5 %
<b>72.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.5 %	3 1.5 %	25 12.5 %	40 20.0 %	38 19.0 %	8 4.0 %	85 42.5 %
<b>77.1 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 0.5 %	23 11.5 %	34 17.0 %	47 23.5 %	3 1.5 %	92 46.0 %
<b>78.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	4 2.0 %	19 9.5 %	38 19.0 %	47 23.5 %	3 1.5 %	89 44.5 %
<b>79.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 0.5 %	22 11.0 %	43 21.5 %	47 23.5 %	5 2.5 %	82 41.0 %
<b>72.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 0.5 %	1 0.5 %	27 13.5 %	31 15.5 %	47 23.5 %	8 4.0 %	85 42.5 %
<b>74.1 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	5 2.5 %	23 11.5 %	33 16.5 %	47 23.5 %	6 3.0 %	86 43.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>65.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 1.0 %	4 2.0 %	29 14.5 %	30 15.0 %	37 18.5 %	12 6.0 %	86 43.0 %
<b>72.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	4 2.0 %	5 2.5 %	21 10.5 %	36 18.0 %	41 20.5 %	9 4.5 %	84 42.0 %
<b>76.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 1.5 %	4 2.0 %	18 9.0 %	38 19.0 %	42 21.0 %	11 5.5 %	84 42.0 %
<b>76.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 1.5 %	22 11.0 %	37 18.5 %	46 23.0 %	6 3.0 %	86 43.0 %
<b>80.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.0 %	2 1.0 %	17 8.5 %	41 20.5 %	47 23.5 %	5 2.5 %	86 43.0 %
<b>74.8 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.0 %	4 2.0 %	22 11.0 %	40 20.0 %	43 21.5 %	4 2.0 %	85 42.5 %
<b>80.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	5 2.5 %	16 8.0 %	42 21.0 %	45 22.5 %	7 3.5 %	85 42.5 %
<b>80.2 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.5 %	2 1.0 %	19 9.5 %	38 19.0 %	51 25.5 %	8 4.0 %	81 40.5 %
<b>84.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	4 2.0 %	13 6.5 %	44 22.0 %	45 22.5 %	6 3.0 %	88 44.0 %
<b>75.2 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 2.0 %	23 11.5 %	37 18.5 %	45 22.5 %	7 3.5 %	84 42.0 %
<b>83.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 1.0 %	16 8.0 %	36 18.0 %	52 26.0 %	7 3.5 %	87 43.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	17 13.7 %	22 28.9 %	39 19.5 %
Impaired	8 6.5 %	10 13.2 %	18 9 %
Language	1 0.8 %	1 1.3 %	2 1 %
Other	0 0 %	0 0 %	0 0 %
No Data	11 8.9 %	3 3.9 %	14 7 %
Completed Survey	87 70.2 %	40 52.6 %	127 63.5 %
<b>Total</b>	124 100 %	76 100 %	200 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 0 clients; surveys were returned for 102 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Counseling Enriched Educational Program**

Program Code(s): 38CMOP

Overall Satisfaction<sup>1</sup>

**98.2%**

Return Rate<sup>2</sup>

**103.2%**

Overall satisfaction<sup>3</sup> mean score for Counseling Enriched Educational Program: **4.32** (youth), **4.59** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

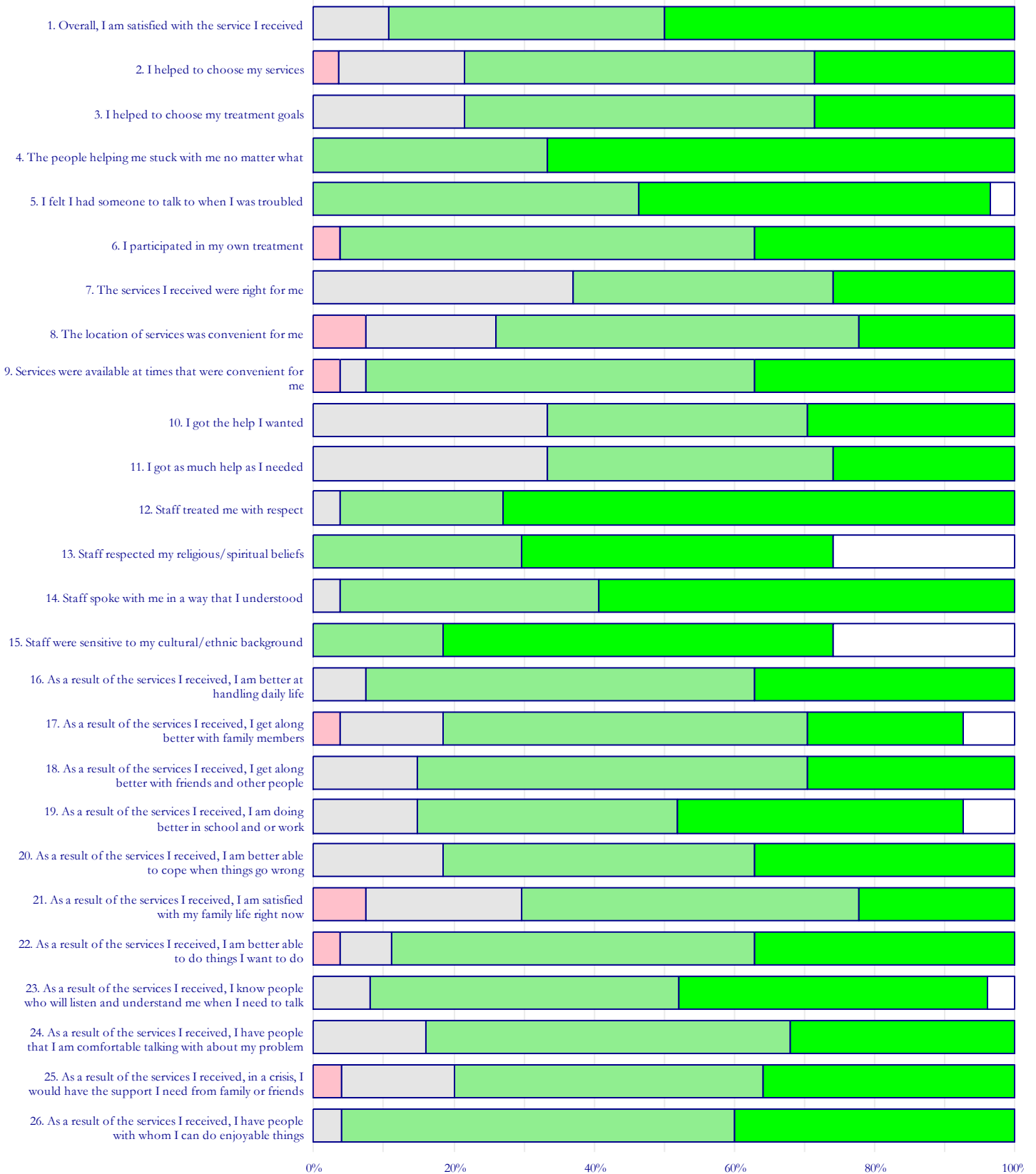
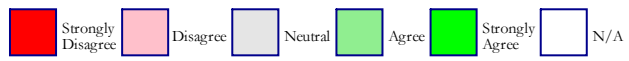
- 100.0% 13. Staff respected my religious/spiritual beliefs
- 100.0% 15. Staff were sensitive to my cultural/ethnic background
- 98.1% 4. The people helping me stuck with me no matter what

#### **Lowest Agreement Items**

- 73.6% 7. The services I received were right for me
- 73.6% 11. I got as much help as I needed
- 77.4% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

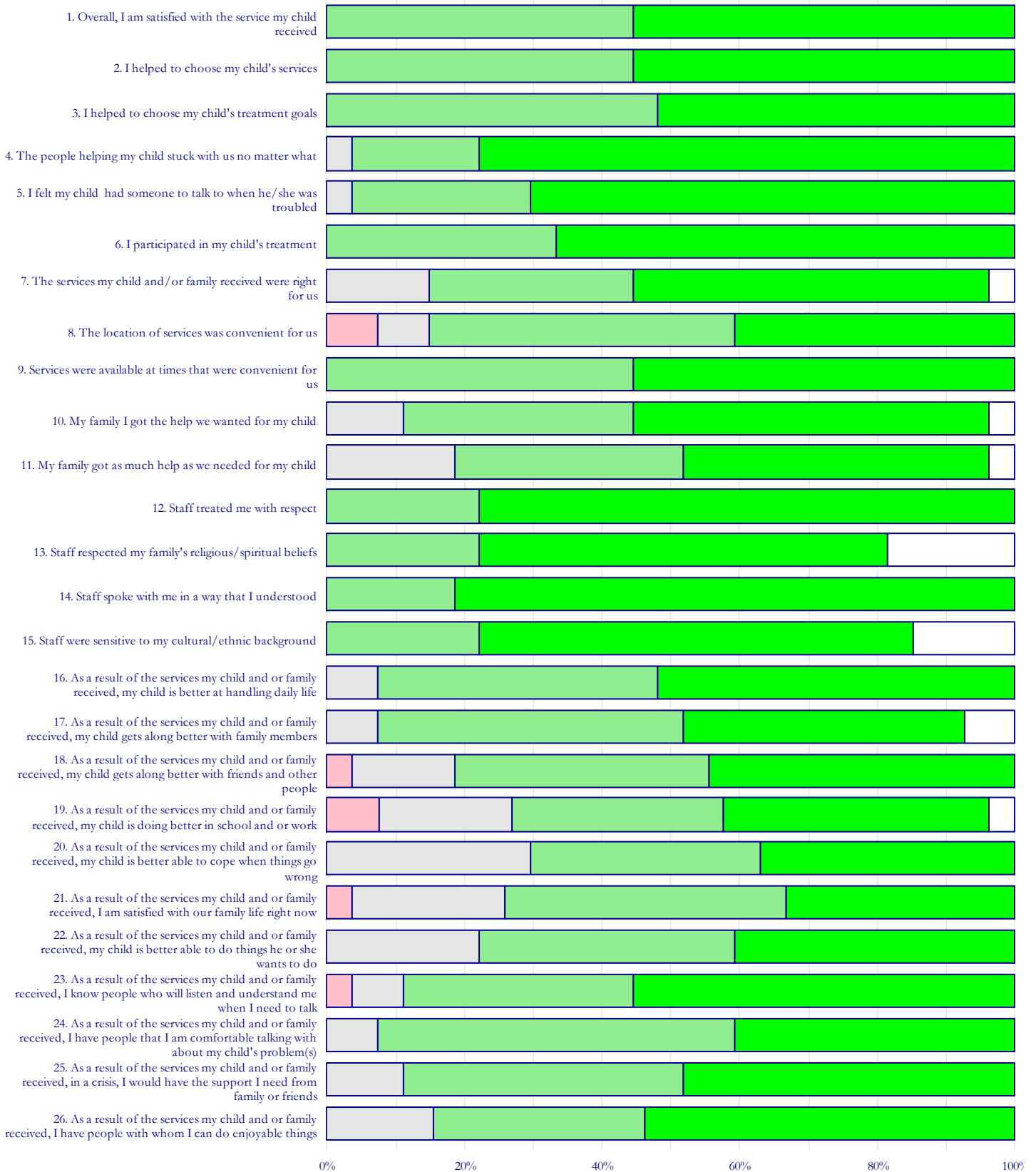
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 31

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>89.3 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	3 9.7 %	11 35.5 %	14 45.2 %	0 0.0 %	3 9.7 %
<b>78.6 %</b> 2. I helped to choose my services	0 0.0 %	1 3.2 %	5 16.1 %	14 45.2 %	8 25.8 %	0 0.0 %	3 9.7 %
<b>78.6 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	6 19.4 %	14 45.2 %	8 25.8 %	0 0.0 %	3 9.7 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	9 29.0 %	18 58.1 %	0 0.0 %	4 12.9 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	13 41.9 %	14 45.2 %	1 3.2 %	3 9.7 %
<b>96.3 %</b> 6. I participated in my own treatment	0 0.0 %	1 3.2 %	0 0.0 %	16 51.6 %	10 32.3 %	0 0.0 %	4 12.9 %
<b>63.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	10 32.3 %	10 32.3 %	7 22.6 %	0 0.0 %	4 12.9 %
<b>74.1 %</b> 8. The location of services was convenient for me	0 0.0 %	2 6.4 %	5 16.1 %	14 45.2 %	6 19.4 %	0 0.0 %	4 12.9 %
<b>92.6 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 3.2 %	1 3.2 %	15 48.4 %	10 32.3 %	0 0.0 %	4 12.9 %
<b>66.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	9 29.0 %	10 32.3 %	8 25.8 %	0 0.0 %	4 12.9 %
<b>66.7 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	9 29.0 %	11 35.5 %	7 22.6 %	0 0.0 %	4 12.9 %
<b>96.2 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.2 %	6 19.4 %	19 61.3 %	0 0.0 %	5 16.1 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	8 25.8 %	12 38.7 %	7 22.6 %	4 12.9 %
<b>96.3 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.2 %	10 32.3 %	16 51.6 %	0 0.0 %	4 12.9 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 16.1 %	15 48.4 %	7 22.6 %	4 12.9 %
<b>92.6 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 6.4 %	15 48.4 %	10 32.3 %	0 0.0 %	4 12.9 %
<b>80.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 3.2 %	4 12.9 %	14 45.2 %	6 19.4 %	2 6.4 %	4 12.9 %
<b>85.2 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	4 12.9 %	15 48.4 %	8 25.8 %	0 0.0 %	4 12.9 %
<b>84.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	4 12.9 %	10 32.3 %	11 35.5 %	2 6.4 %	4 12.9 %
<b>81.5 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	5 16.1 %	12 38.7 %	10 32.3 %	0 0.0 %	4 12.9 %
<b>70.4 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 6.4 %	6 19.4 %	13 41.9 %	6 19.4 %	0 0.0 %	4 12.9 %
<b>88.9 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 3.2 %	2 6.4 %	14 45.2 %	10 32.3 %	0 0.0 %	4 12.9 %
<b>91.7 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 6.4 %	11 35.5 %	11 35.5 %	1 3.2 %	6 19.4 %
<b>84.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	4 12.9 %	13 41.9 %	8 25.8 %	0 0.0 %	6 19.4 %
<b>80.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 3.2 %	4 12.9 %	11 35.5 %	9 29.0 %	0 0.0 %	6 19.4 %
<b>96.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 3.2 %	14 45.2 %	10 32.3 %	0 0.0 %	6 19.4 %

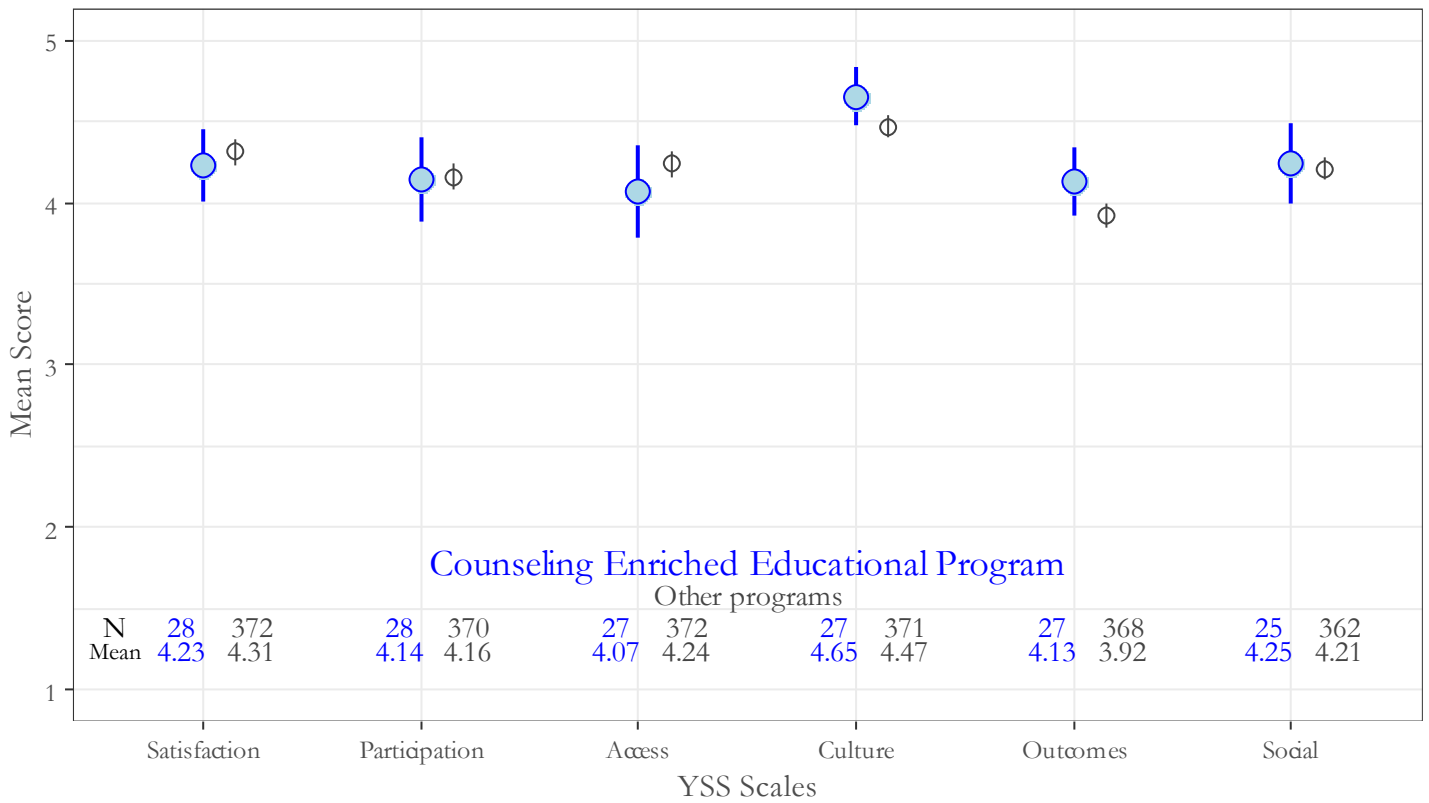
# Youth Services Survey for Families



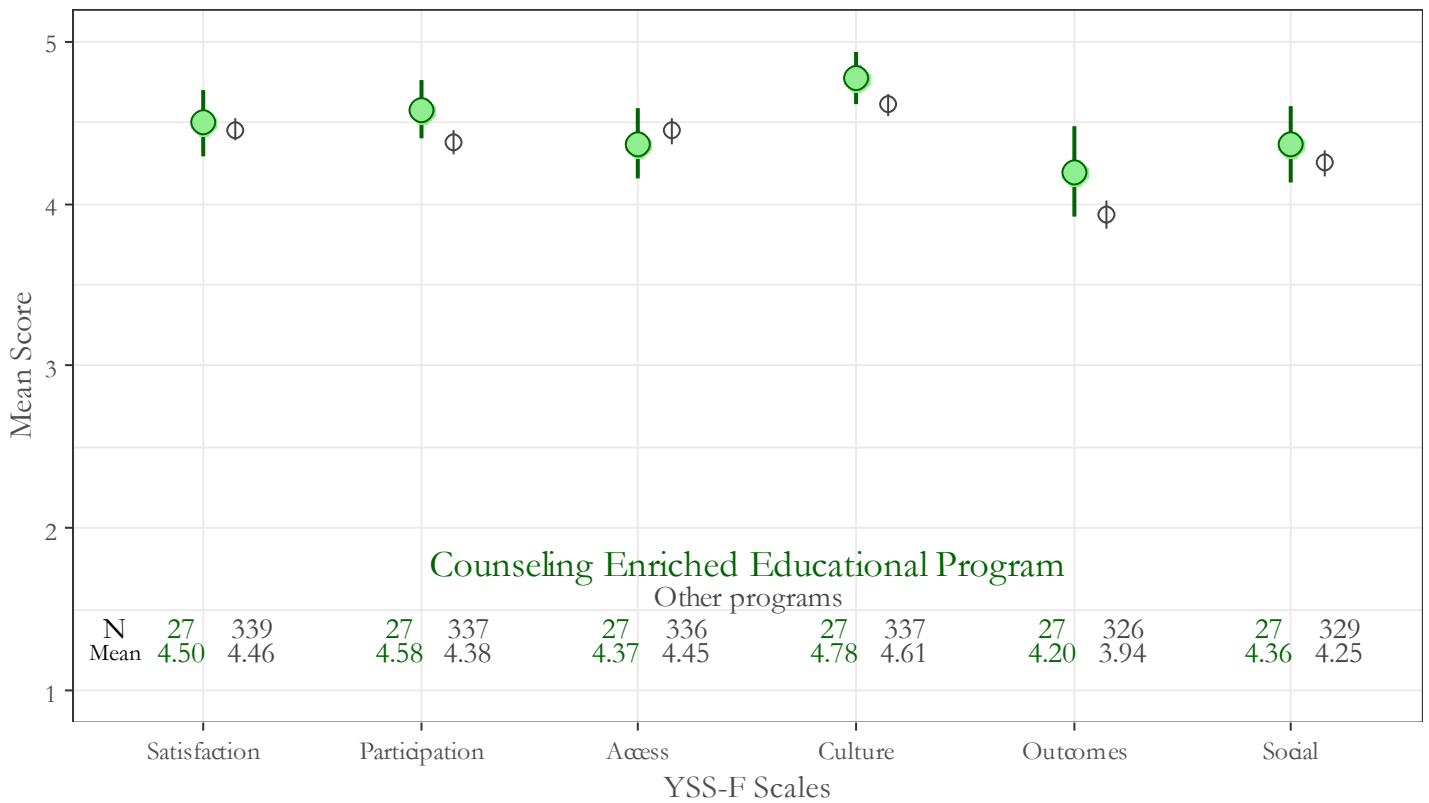
## Youth Services Survey for Families N = 32

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	12 37.5 %	15 46.9 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	12 37.5 %	15 46.9 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	13 40.6 %	14 43.8 %	0 0.0 %	5 15.6 %
<b>96.3 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 3.1 %	5 15.6 %	21 65.6 %	0 0.0 %	5 15.6 %
<b>96.3 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 3.1 %	7 21.9 %	19 59.4 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	9 28.1 %	18 56.2 %	0 0.0 %	5 15.6 %
<b>84.6 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	4 12.5 %	8 25.0 %	14 43.8 %	1 3.1 %	5 15.6 %
<b>85.2 %</b> 8. The location of services was convenient for us	0 0.0 %	2 6.2 %	2 6.2 %	12 37.5 %	11 34.4 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	12 37.5 %	15 46.9 %	0 0.0 %	5 15.6 %
<b>88.5 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	3 9.4 %	9 28.1 %	14 43.8 %	1 3.1 %	5 15.6 %
<b>80.8 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	5 15.6 %	9 28.1 %	12 37.5 %	1 3.1 %	5 15.6 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 18.8 %	21 65.6 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	6 18.8 %	16 50.0 %	5 15.6 %	5 15.6 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 15.6 %	22 68.8 %	0 0.0 %	5 15.6 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 18.8 %	17 53.1 %	4 12.5 %	5 15.6 %
<b>92.6 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	2 6.2 %	11 34.4 %	14 43.8 %	0 0.0 %	5 15.6 %
<b>92.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 6.2 %	12 37.5 %	11 34.4 %	2 6.2 %	5 15.6 %
<b>81.5 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 3.1 %	4 12.5 %	10 31.2 %	12 37.5 %	0 0.0 %	5 15.6 %
<b>72.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	2 6.2 %	5 15.6 %	8 25.0 %	10 31.2 %	1 3.1 %	6 18.8 %
<b>70.4 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	8 25.0 %	9 28.1 %	10 31.2 %	0 0.0 %	5 15.6 %
<b>74.1 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 3.1 %	6 18.8 %	11 34.4 %	9 28.1 %	0 0.0 %	5 15.6 %
<b>77.8 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	6 18.8 %	10 31.2 %	11 34.4 %	0 0.0 %	5 15.6 %
<b>88.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 3.1 %	2 6.2 %	9 28.1 %	15 46.9 %	0 0.0 %	5 15.6 %
<b>92.6 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	2 6.2 %	14 43.8 %	11 34.4 %	0 0.0 %	5 15.6 %
<b>88.9 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 9.4 %	11 34.4 %	13 40.6 %	0 0.0 %	5 15.6 %
<b>84.6 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	4 12.5 %	8 25.0 %	14 43.8 %	0 0.0 %	6 18.8 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance  
Counseling Enriched  
Educational Program**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	3 9.4 %	2 6.5 %	5 7.9 %
Impaired	2 6.2 %	1 3.2 %	3 4.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	27 84.4 %	28 90.3 %	55 87.3 %
<b>Total</b>	32 100 %	31 100 %	63 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 31 clients; surveys were returned for 32 clients (32 / 31 = 103.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Curry Senior Center MH**  
Program Code(s): 38ISBH

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**42.9%**

Overall satisfaction<sup>3</sup> mean score for Curry Senior Center MH: **4.65**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

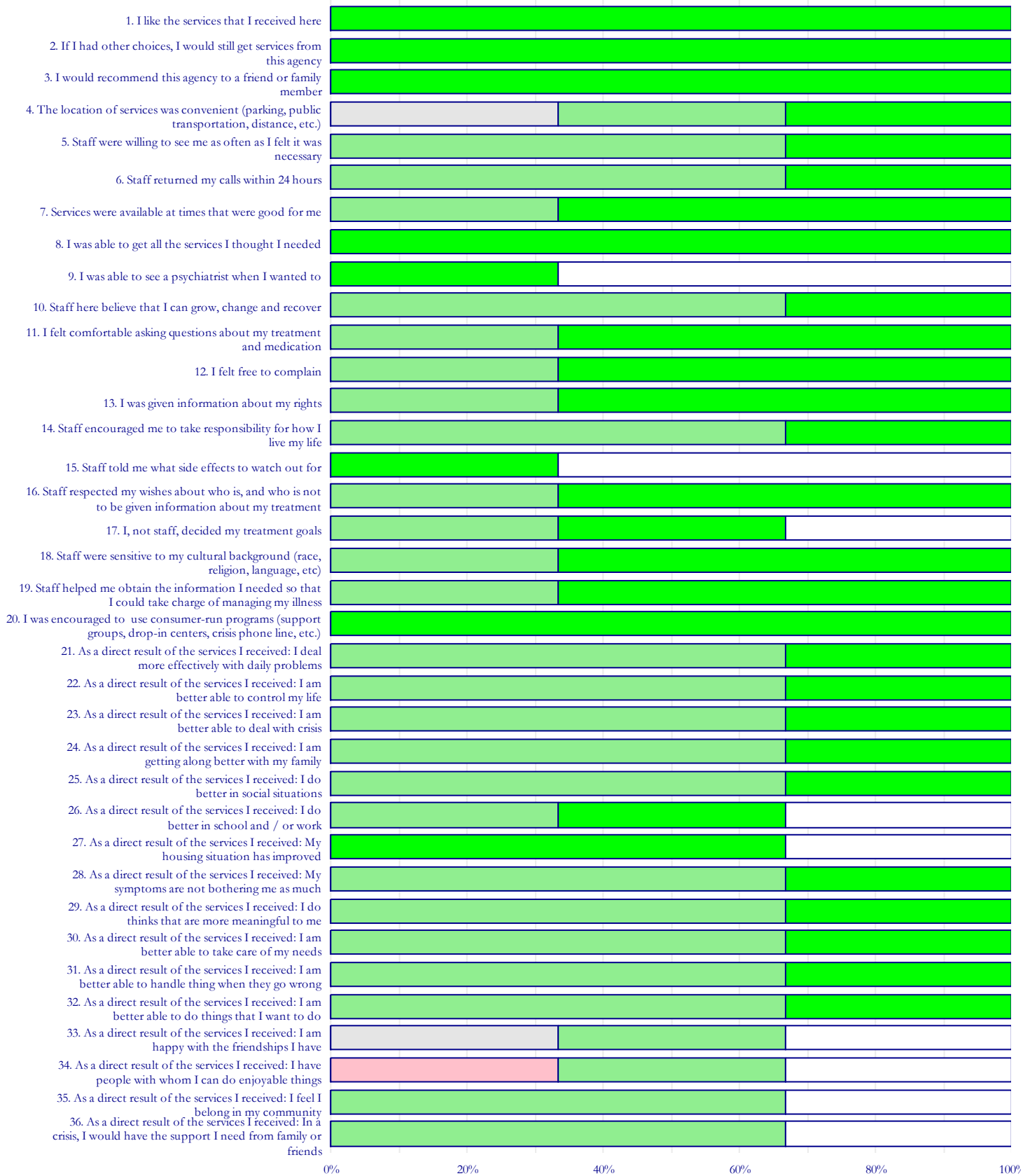
**Lowest Agreement Items**

- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



# MHSIP Items



## MHSIP Items 1-25

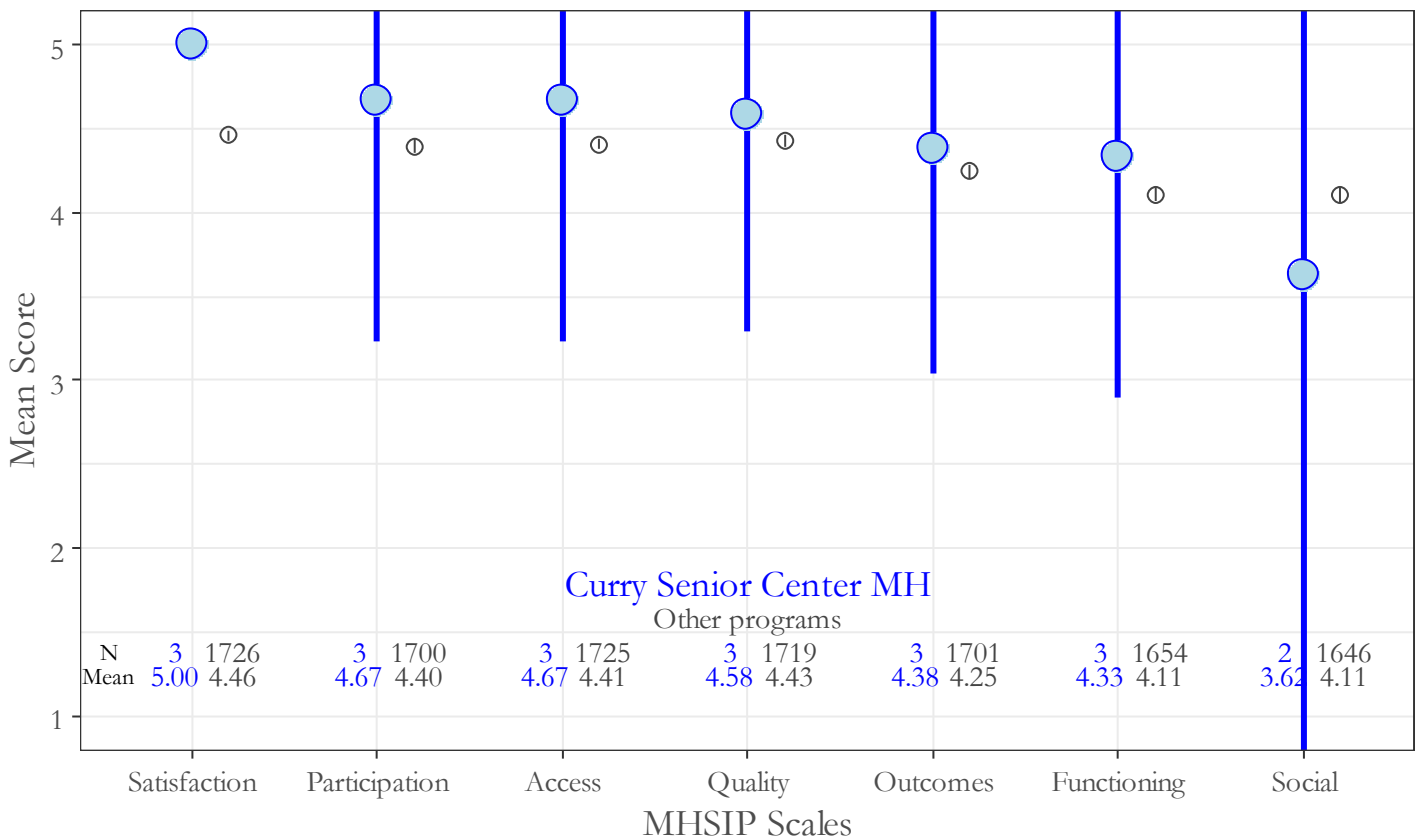
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>50.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	2 100 %	3 100 %
<b>Total</b>	1 100 %	2 100 %	3 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 3 clients (3/7 = 42.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**ECS SF START**

Program Code(s): 8961OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**68.4%**

Overall satisfaction<sup>3</sup> mean score for ECS SF START: **4.49**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 3. I would recommend this agency to a friend or family member

100.0% 7. Services were available at times that were good for me

**Lowest Agreement Items**

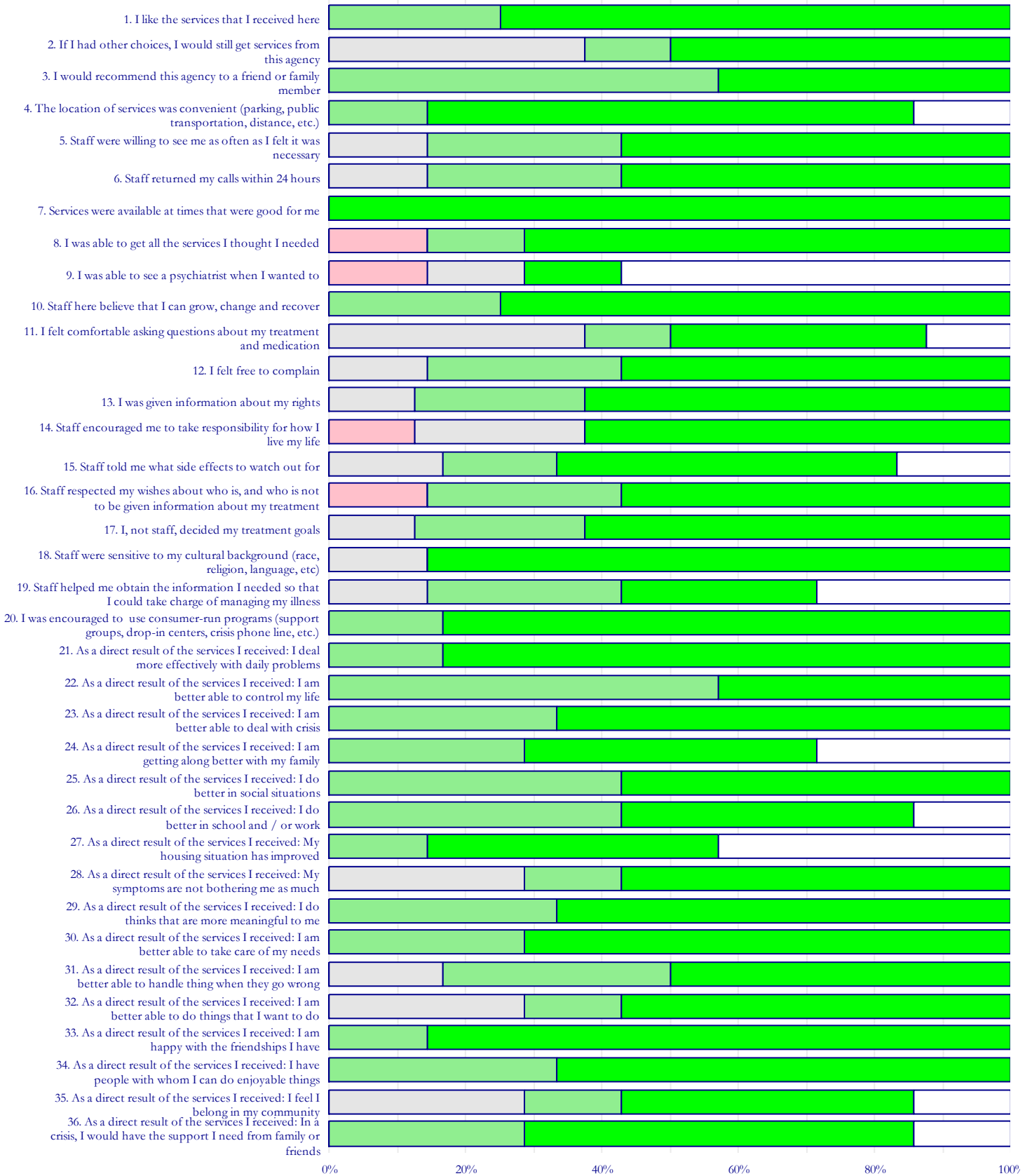
33.3% 9. I was able to see a psychiatrist when I wanted to

57.1% 11. I felt comfortable asking questions about my treatment and medication

62.5% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



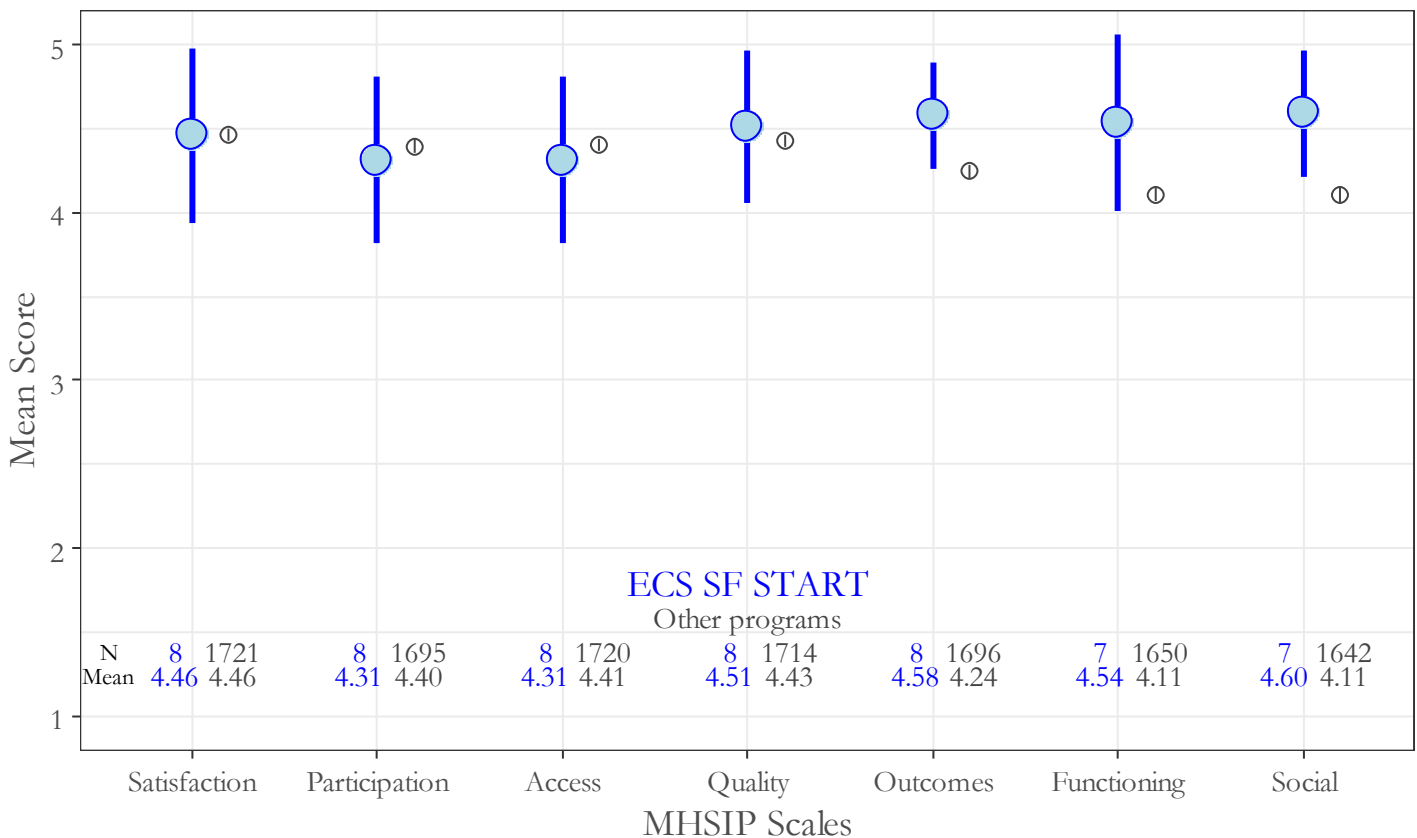
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	0 0.0 %	5 38.5 %
<b>62.5 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 23.1 %	1 7.7 %	4 30.8 %	0 0.0 %	5 38.5 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	1 7.7 %	6 46.2 %
<b>85.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>85.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	0 0.0 %	5 38.5 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 7.7 %	0 0.0 %	1 7.7 %	5 38.5 %	0 0.0 %	6 46.2 %
<b>33.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 7.7 %	1 7.7 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	0 0.0 %	5 38.5 %
<b>57.1 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 23.1 %	1 7.7 %	3 23.1 %	1 7.7 %	5 38.5 %
<b>85.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>87.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	5 38.5 %	0 0.0 %	5 38.5 %
<b>62.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	5 38.5 %	0 0.0 %	5 38.5 %
<b>80.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	1 7.7 %	7 53.8 %
<b>85.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 7.7 %	0 0.0 %	2 15.4 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>87.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	5 38.5 %	0 0.0 %	5 38.5 %
<b>85.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 7.7 %	0 0.0 %	6 46.2 %	0 0.0 %	6 46.2 %
<b>80.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	2 15.4 %	6 46.2 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	0 0.0 %	7 53.8 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	0 0.0 %	7 53.8 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	0 0.0 %	7 53.8 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	2 15.4 %	6 46.2 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	0 0.0 %	6 46.2 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	1 7.7 %	6 46.2 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	6 46.2 %
<b>71.4 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	0 0.0 %	7 53.8 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	0 0.0 %	6 46.2 %
<b>83.3 %</b> 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	0 0.0 %	7 53.8 %
<b>71.4 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	4 30.8 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	0 0.0 %	6 46.2 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	0 0.0 %	7 53.8 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	3 23.1 %	1 7.7 %	6 46.2 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	1 7.7 %	6 46.2 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>





**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	1 12.5 %	1 20 %	2 15.4 %
Impaired	0 0 %	2 40 %	2 15.4 %
Language	0 0 %	0 0 %	0 0 %
Other	1 12.5 %	0 0 %	1 7.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 75 %	2 40 %	8 61.5 %
<b>Total</b>	8 100 %	5 100 %	13 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 19 clients; surveys were returned for 13 clients (13/19 = 68.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Edgewood Behavioral Health Outpatient**

Program Code(s): 885814

Overall Satisfaction<sup>1</sup>

**90.0%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Behavioral Health Outpatient: **4.12** (youth), **4.36** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

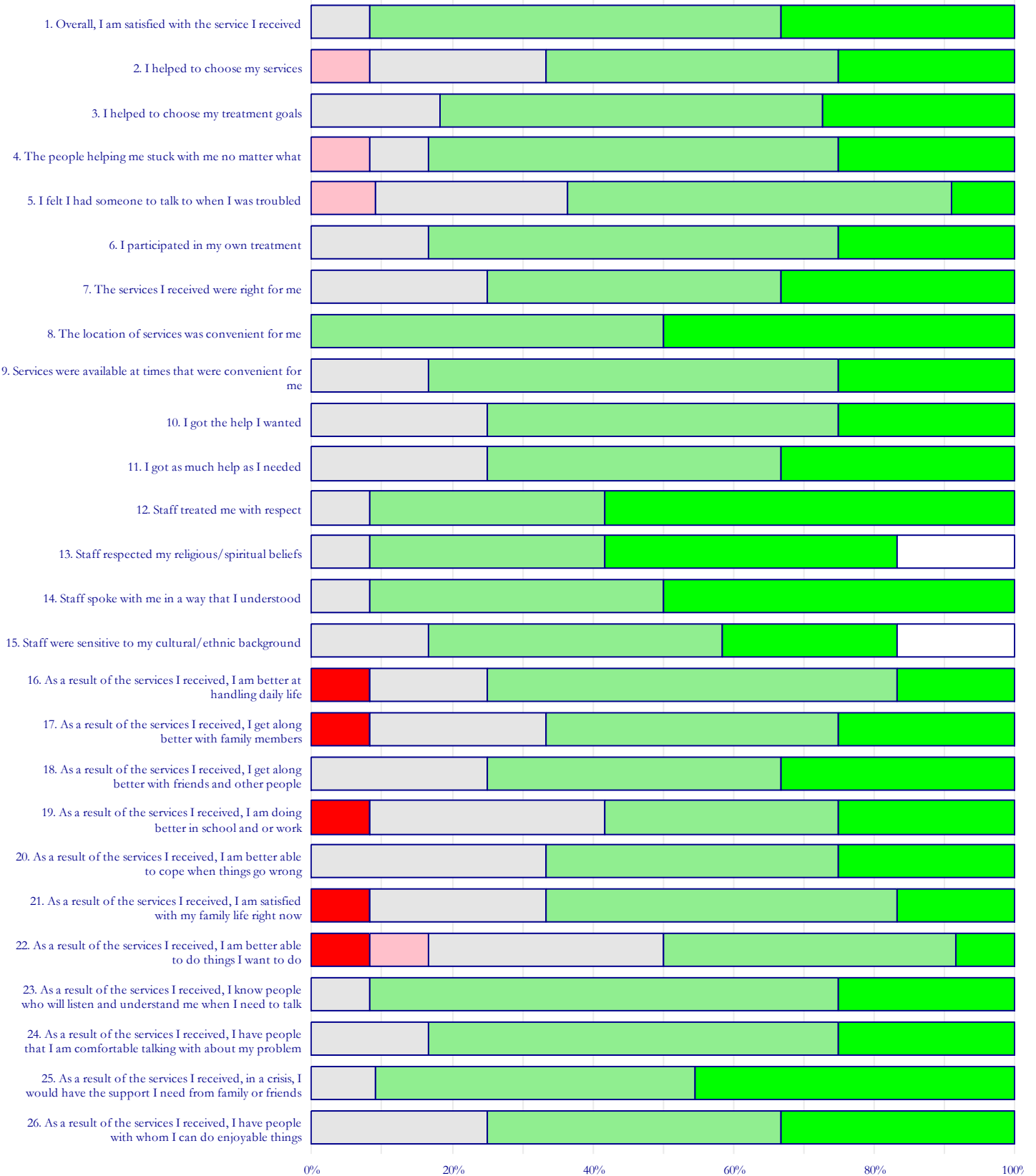
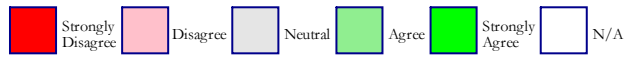
- 93.3% 1. Overall, I am satisfied with the service I received
- 93.3% 14. Staff spoke with me in a way that I understood
- 93.1% 12. Staff treated me with respect

#### **Lowest Agreement Items**

- 80.0% 2. I helped to choose my services
- 82.8% 5. I felt I had someone to talk to when I was troubled
- 82.8% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

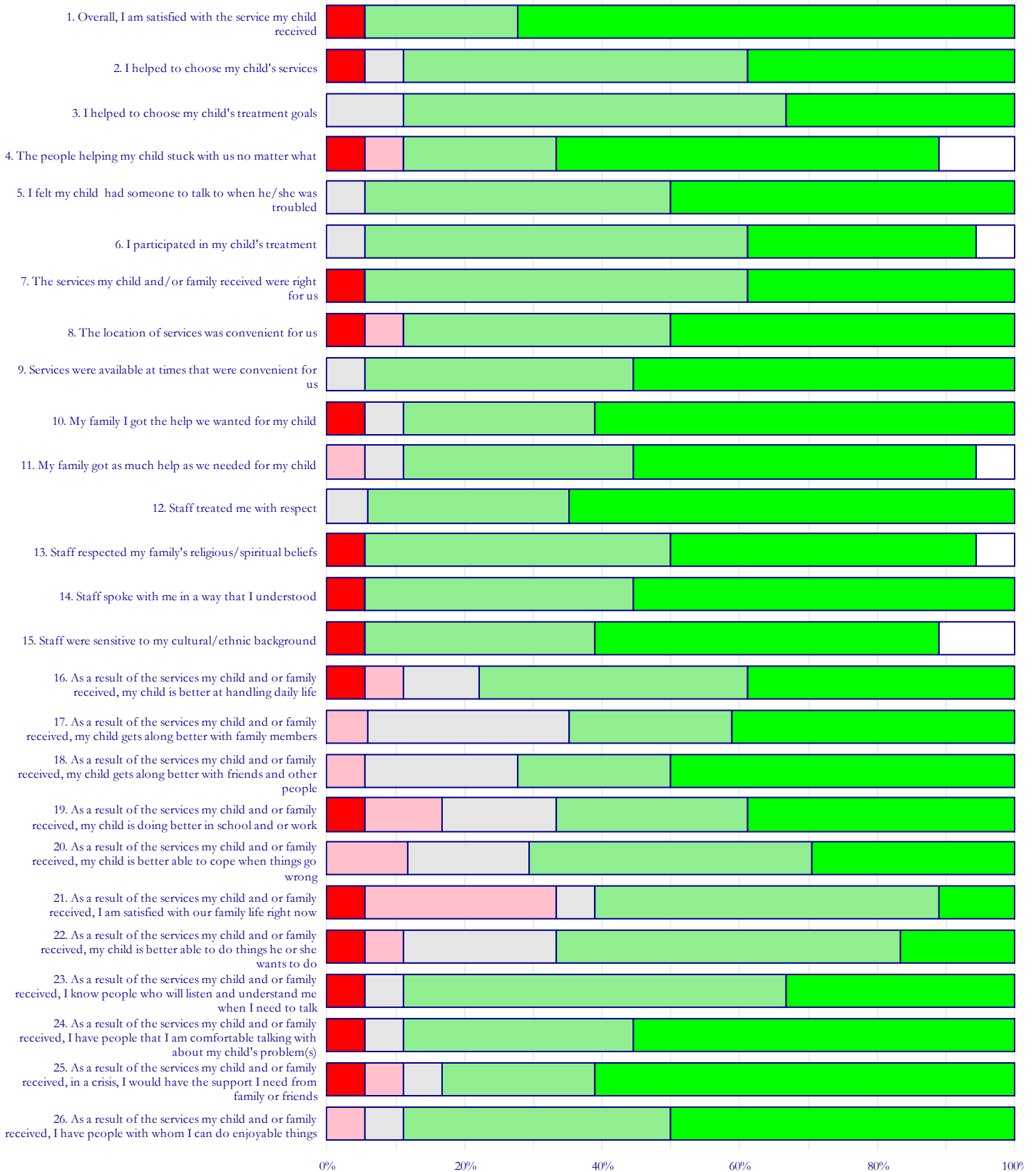
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>91.7 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	4 28.6 %	0 0.0 %	2 14.3 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	1 7.1 %	3 21.4 %	5 35.7 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>81.8 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	2 14.3 %	6 42.9 %	3 21.4 %	0 0.0 %	3 21.4 %
<b>83.3 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 7.1 %	1 7.1 %	7 50.0 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>63.6 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 7.1 %	3 21.4 %	6 42.9 %	1 7.1 %	0 0.0 %	3 21.4 %
<b>83.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>75.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	2 14.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	6 42.9 %	0 0.0 %	2 14.3 %
<b>83.3 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>75.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	3 21.4 %	6 42.9 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>75.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	2 14.3 %
<b>91.7 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	7 50.0 %	0 0.0 %	2 14.3 %
<b>90.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	5 35.7 %	2 14.3 %	2 14.3 %
<b>91.7 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	6 42.9 %	0 0.0 %	2 14.3 %
<b>80.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	3 21.4 %	2 14.3 %	2 14.3 %
<b>75.0 %</b> 16. As a result of the services I received, I am better at handling daily life	1 7.1 %	0 0.0 %	2 14.3 %	7 50.0 %	2 14.3 %	0 0.0 %	2 14.3 %
<b>66.7 %</b> 17. As a result of the services I received, I get along better with family members	1 7.1 %	0 0.0 %	3 21.4 %	5 35.7 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>75.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	2 14.3 %
<b>58.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 7.1 %	0 0.0 %	4 28.6 %	4 28.6 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>66.7 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>66.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 7.1 %	0 0.0 %	3 21.4 %	6 42.9 %	2 14.3 %	0 0.0 %	2 14.3 %
<b>50.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 7.1 %	1 7.1 %	4 28.6 %	5 35.7 %	1 7.1 %	0 0.0 %	2 14.3 %
<b>91.7 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>83.3 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	3 21.4 %	0 0.0 %	2 14.3 %
<b>90.9 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>75.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	2 14.3 %

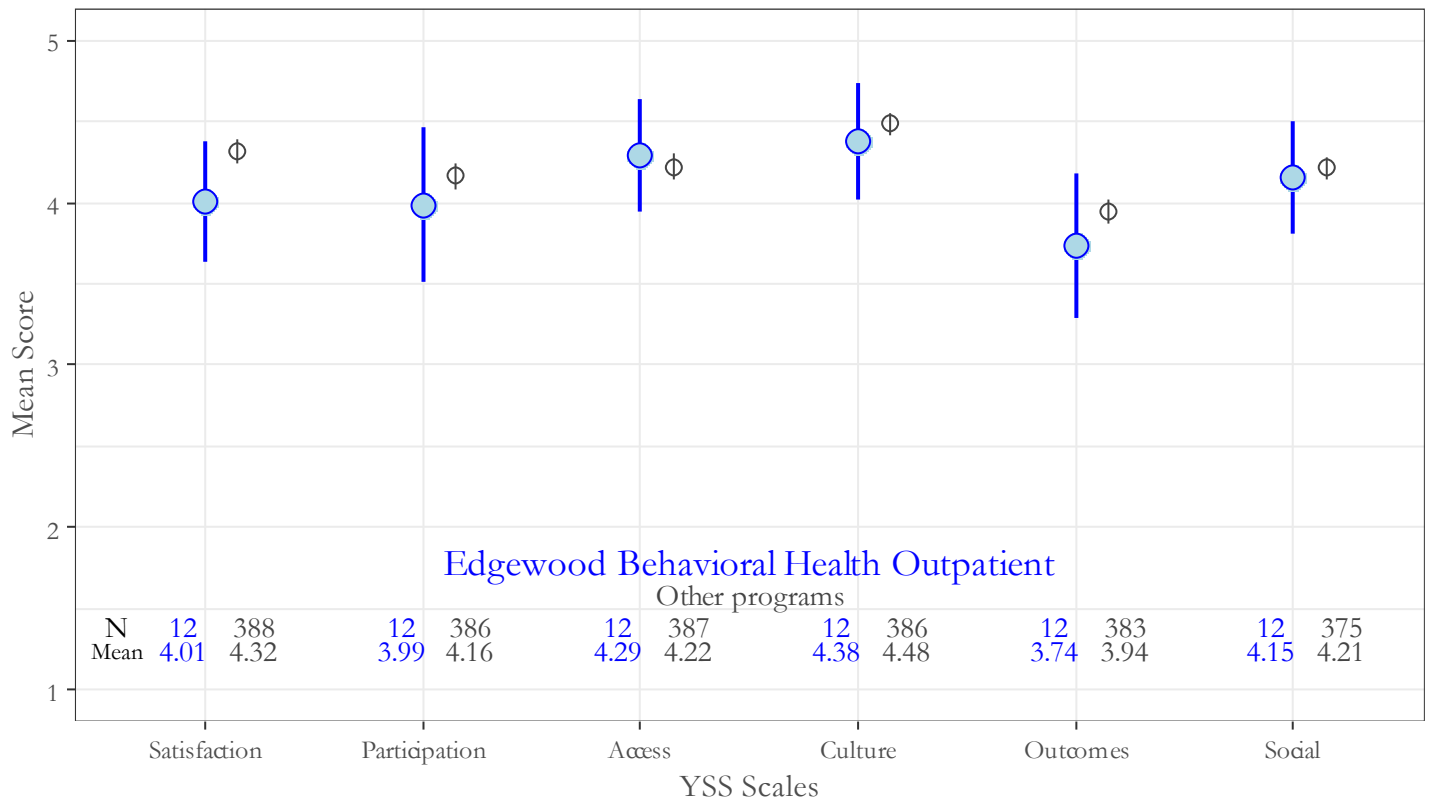
# Youth Services Survey for Families



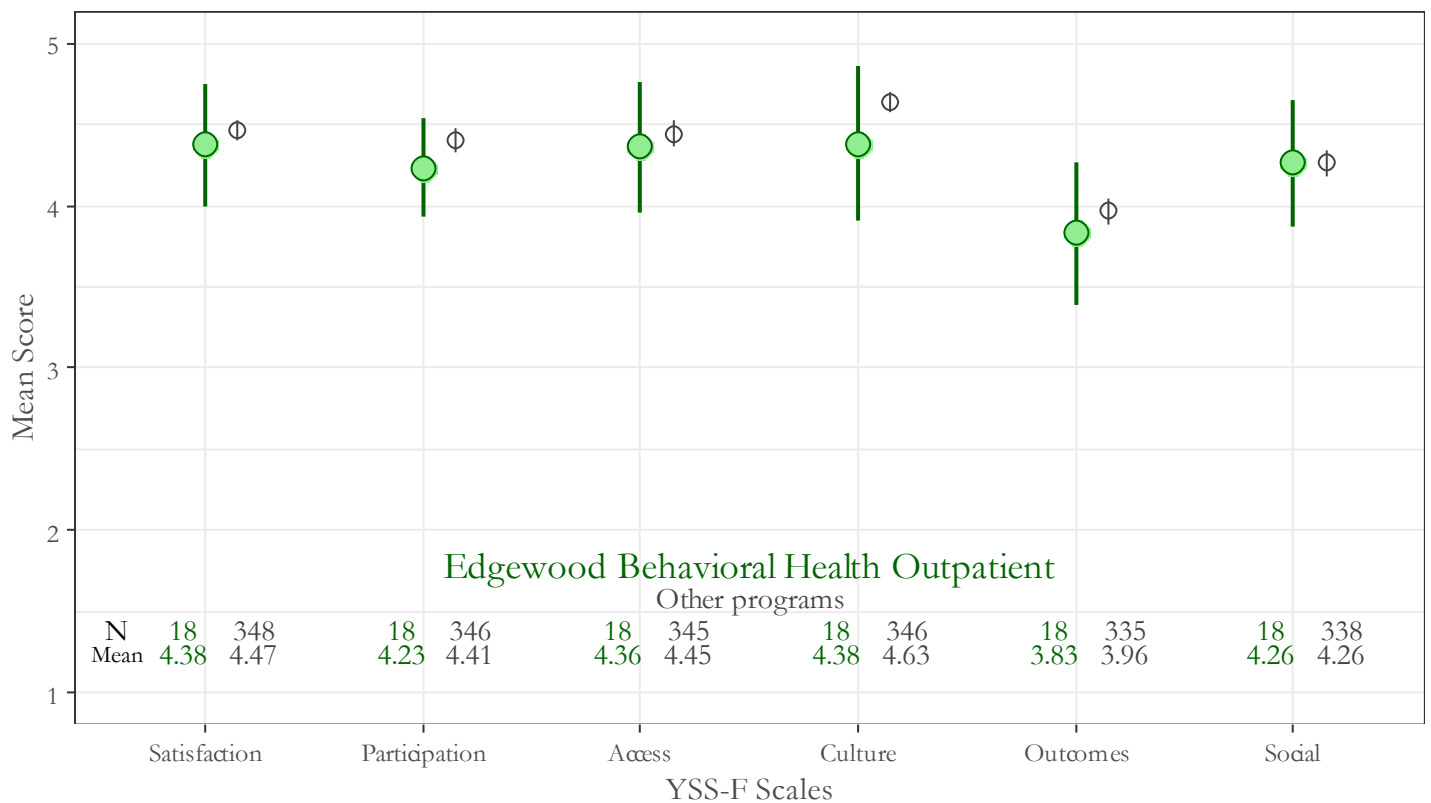
## Youth Services Survey for Families N = 34

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>94.4 %</b> 1. Overall, I am satisfied with the service my child received	1 2.9 %	0 0.0 %	0 0.0 %	4 11.8 %	13 38.2 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 2. I helped to choose my child's services	1 2.9 %	0 0.0 %	1 2.9 %	9 26.5 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	2 5.9 %	10 29.4 %	6 17.6 %	0 0.0 %	16 47.1 %
<b>87.5 %</b> 4. The people helping my child stuck with us no matter what	1 2.9 %	1 2.9 %	0 0.0 %	4 11.8 %	10 29.4 %	2 5.9 %	16 47.1 %
<b>94.4 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 2.9 %	8 23.5 %	9 26.5 %	0 0.0 %	16 47.1 %
<b>94.1 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 2.9 %	10 29.4 %	6 17.6 %	1 2.9 %	16 47.1 %
<b>94.4 %</b> 7. The services my child and/or family received were right for us	1 2.9 %	0 0.0 %	0 0.0 %	10 29.4 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 8. The location of services was convenient for us	1 2.9 %	1 2.9 %	0 0.0 %	7 20.6 %	9 26.5 %	0 0.0 %	16 47.1 %
<b>94.4 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 2.9 %	7 20.6 %	10 29.4 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 10. My family I got the help we wanted for my child	1 2.9 %	0 0.0 %	1 2.9 %	5 14.7 %	11 32.4 %	0 0.0 %	16 47.1 %
<b>88.2 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	1 2.9 %	1 2.9 %	6 17.6 %	9 26.5 %	1 2.9 %	16 47.1 %
<b>94.1 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 2.9 %	5 14.7 %	11 32.4 %	0 0.0 %	17 50.0 %
<b>94.1 %</b> 13. Staff respected my family's religious/spiritual beliefs	1 2.9 %	0 0.0 %	0 0.0 %	8 23.5 %	8 23.5 %	1 2.9 %	16 47.1 %
<b>94.4 %</b> 14. Staff spoke with me in a way that I understood	1 2.9 %	0 0.0 %	0 0.0 %	7 20.6 %	10 29.4 %	0 0.0 %	16 47.1 %
<b>93.8 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 2.9 %	0 0.0 %	0 0.0 %	6 17.6 %	9 26.5 %	2 5.9 %	16 47.1 %
<b>77.8 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	1 2.9 %	1 2.9 %	2 5.9 %	7 20.6 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>64.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 2.9 %	5 14.7 %	4 11.8 %	7 20.6 %	0 0.0 %	17 50.0 %
<b>72.2 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 2.9 %	4 11.8 %	4 11.8 %	9 26.5 %	0 0.0 %	16 47.1 %
<b>66.7 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 2.9 %	2 5.9 %	3 8.8 %	5 14.7 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>70.6 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	2 5.9 %	3 8.8 %	7 20.6 %	5 14.7 %	0 0.0 %	17 50.0 %
<b>61.1 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 2.9 %	5 14.7 %	1 2.9 %	9 26.5 %	2 5.9 %	0 0.0 %	16 47.1 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 2.9 %	1 2.9 %	4 11.8 %	9 26.5 %	3 8.8 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 2.9 %	0 0.0 %	1 2.9 %	10 29.4 %	6 17.6 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 2.9 %	0 0.0 %	1 2.9 %	6 17.6 %	10 29.4 %	0 0.0 %	16 47.1 %
<b>83.3 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 2.9 %	1 2.9 %	1 2.9 %	4 11.8 %	11 32.4 %	0 0.0 %	16 47.1 %
<b>88.9 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 2.9 %	1 2.9 %	7 20.6 %	9 26.5 %	0 0.0 %	16 47.1 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Edgewood Behavioral</b>			
<b>Health Outpatient</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	2 5.9 %	2 14.3 %	4 8.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 2.9 %	0 0 %	1 2.1 %
Other	13 38.2 %	0 0 %	13 27.1 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	18 52.9 %	12 85.7 %	30 62.5 %
<b>Total</b>	<b>34</b> <b>100 %</b>	<b>14</b> <b>100 %</b>	<b>48</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 86 clients; surveys were returned for 43 clients (43 / 86 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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### **Edgewood Children's Center Residential MHS**

Program Code(s): 88584

Overall Satisfaction<sup>1</sup>

**NaN%**

Return Rate<sup>2</sup>

**28.6%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Children's Center Residential MHS: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

#### **Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

**Survey Compliance**  
**Edgewood Children's**  
**Center Residential**  
**Completion Status MHS Completion by Total**  
**Respondent Type**

	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 100 %	0 0 %	2 100 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	2 100 %	0 100 %	2 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 2 clients (2 / 7 = 28.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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### **Edgewood Counseling Enriched Educational Program**

Program Code(s): 8858OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**31.6%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Counseling Enriched Educational Program: **3.96** (youth), **4.86** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 1. Overall, I am satisfied with the service I received

**100.0%** 2. I helped to choose my services

**100.0%** 3. I helped to choose my treatment goals

#### **Lowest Agreement Items**

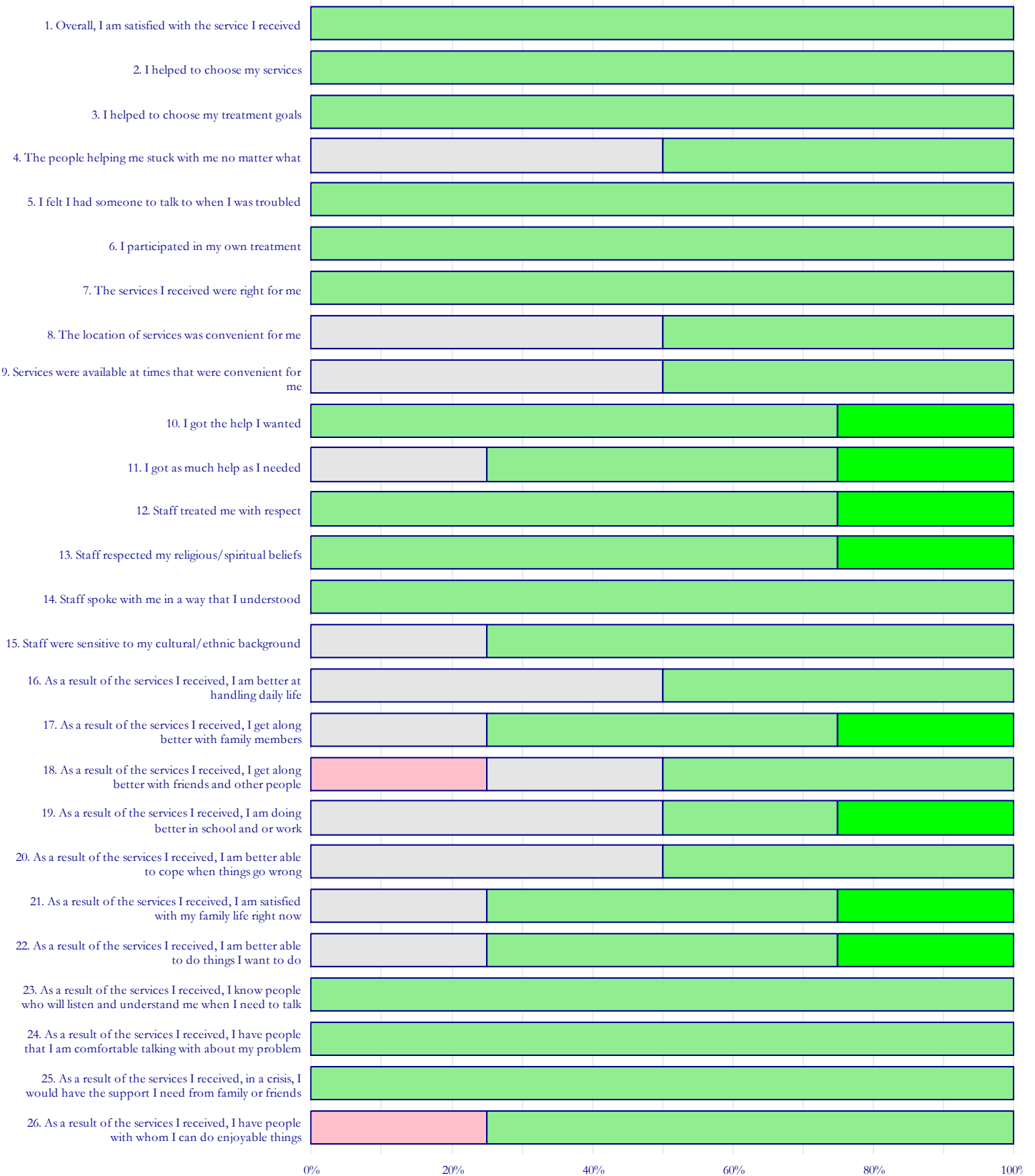
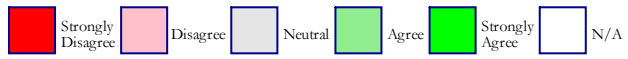
**60.0%** 4. The people helping me stuck with me no matter what

**60.0%** 9. Services were available at times that were convenient for me

**80.0%** 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth



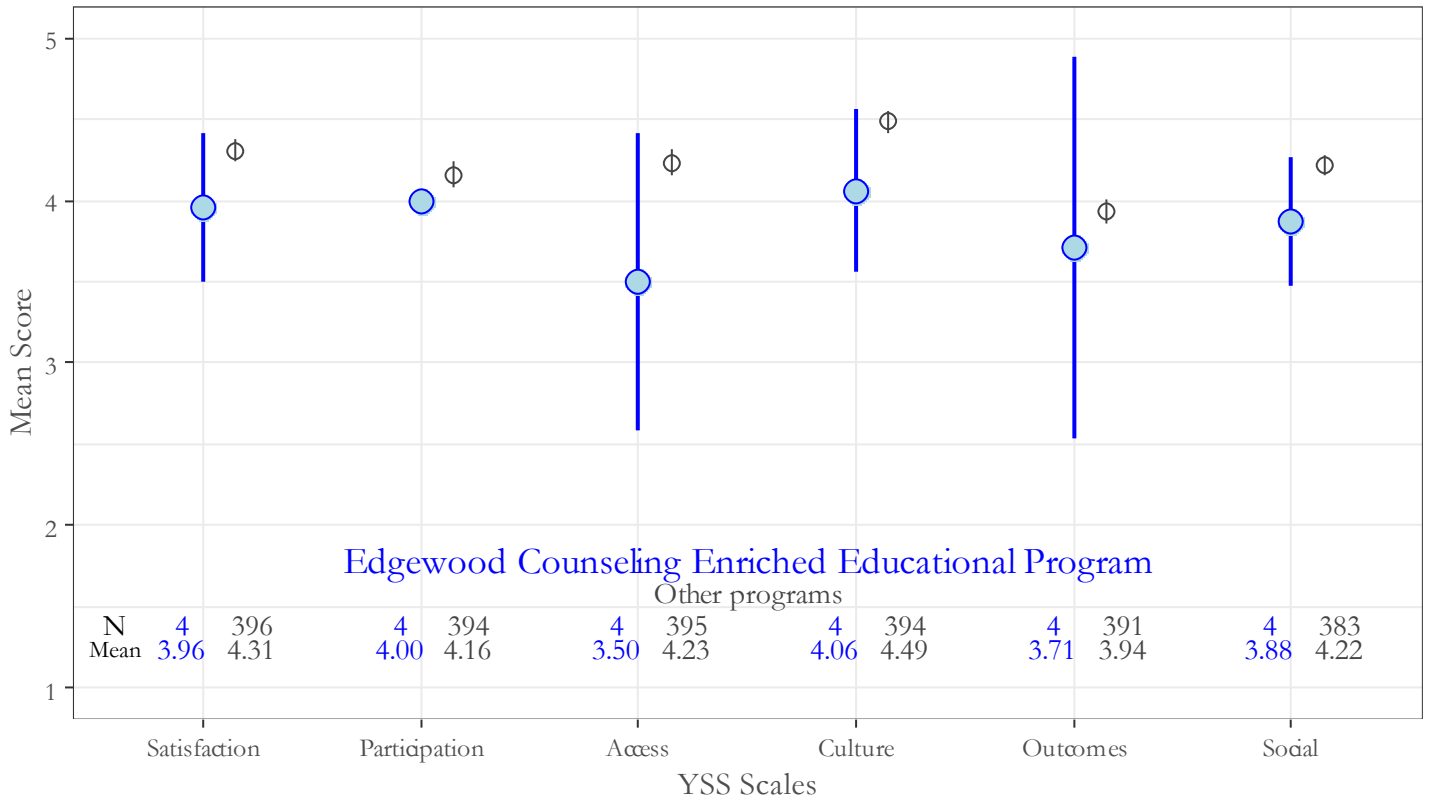
## Youth Services Survey for Youth N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<b>50.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

<b>Survey Compliance</b>			
<b>Edgewood Counseling</b>			
<b>Enriched Educational</b>			
<b>Completion Status</b>	<b>Program Completion</b>		<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	1 20 %	1 16.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	4 80 %	5 83.3 %
<b>Total</b>	1 100 %	5 100 %	6 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 19 clients; surveys were returned for 6 clients (6 / 19 = 31.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Edgewood Therapeutic Behavioral Services TBS**

Program Code(s): 885818

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**68.8%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Therapeutic Behavioral Services TBS: **4.12** (youth), **4.01** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 4. The people helping me stuck with me no matter what

100.0% 6. I participated in my own treatment

#### **Lowest Agreement Items**

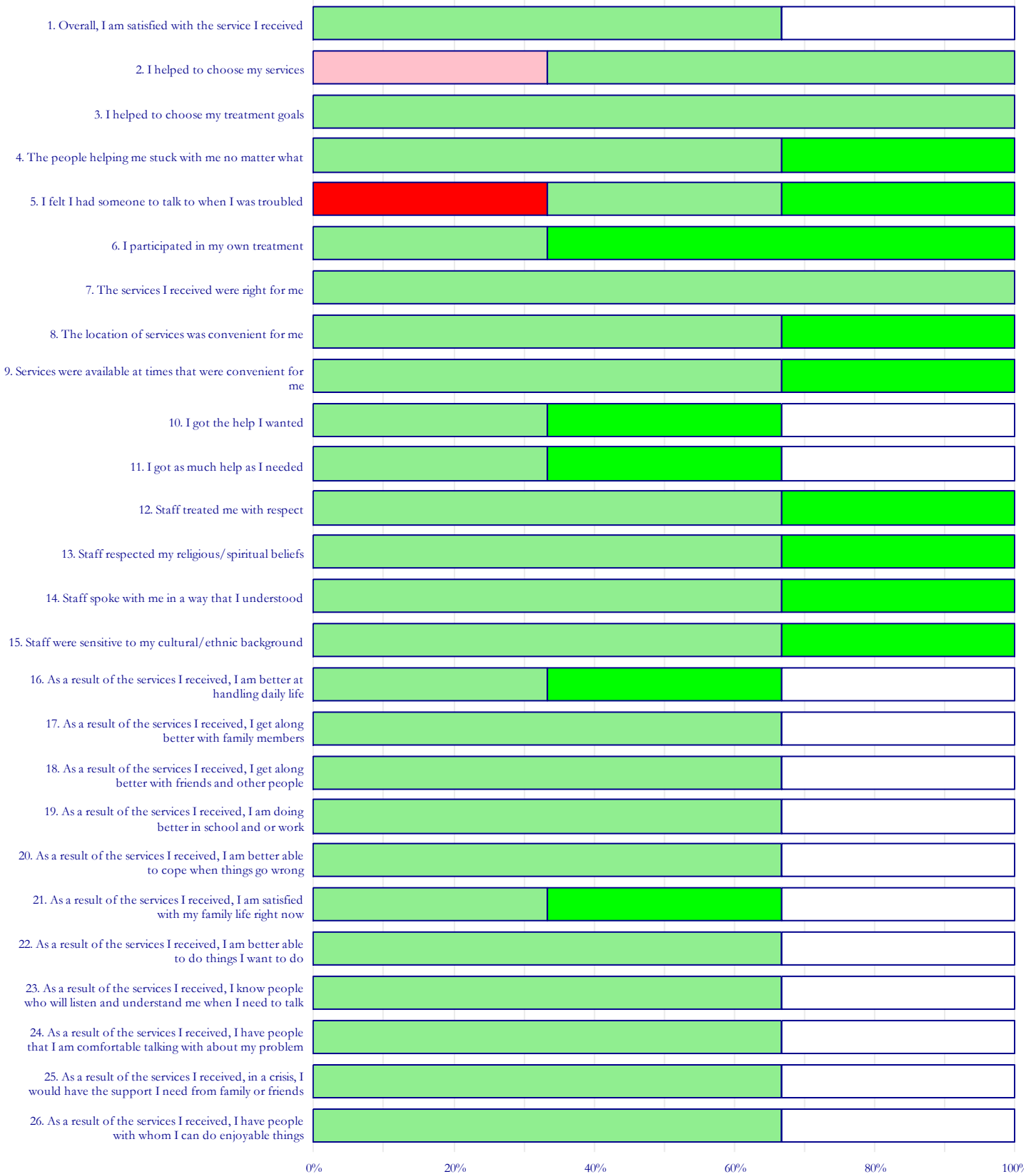
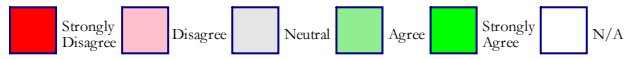
77.8% 2. I helped to choose my services

87.5% 5. I felt I had someone to talk to when I was troubled

88.9% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

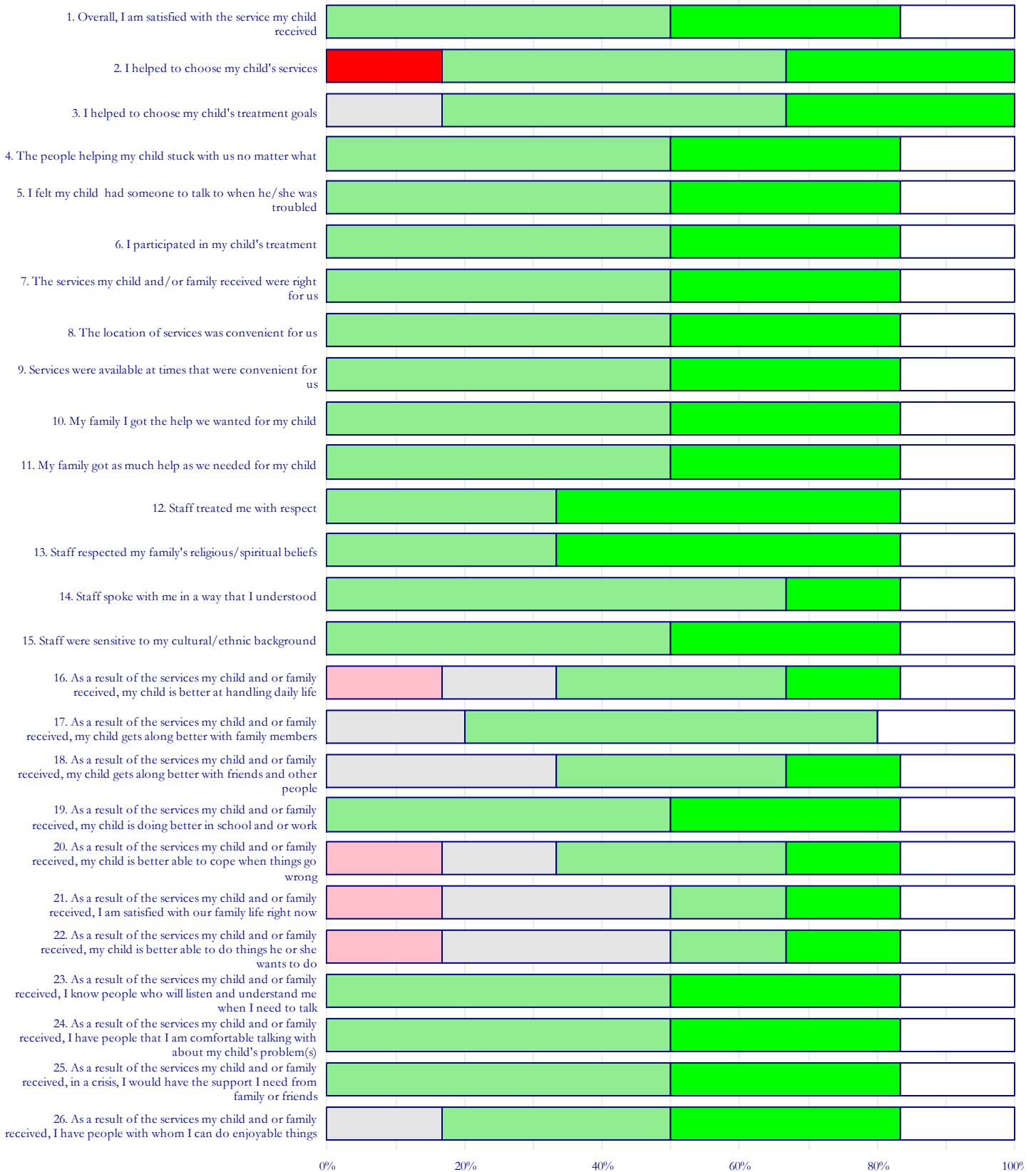
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>66.7 %</b> 5. I felt I had someone to talk to when I was troubled	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	2 40.0 %

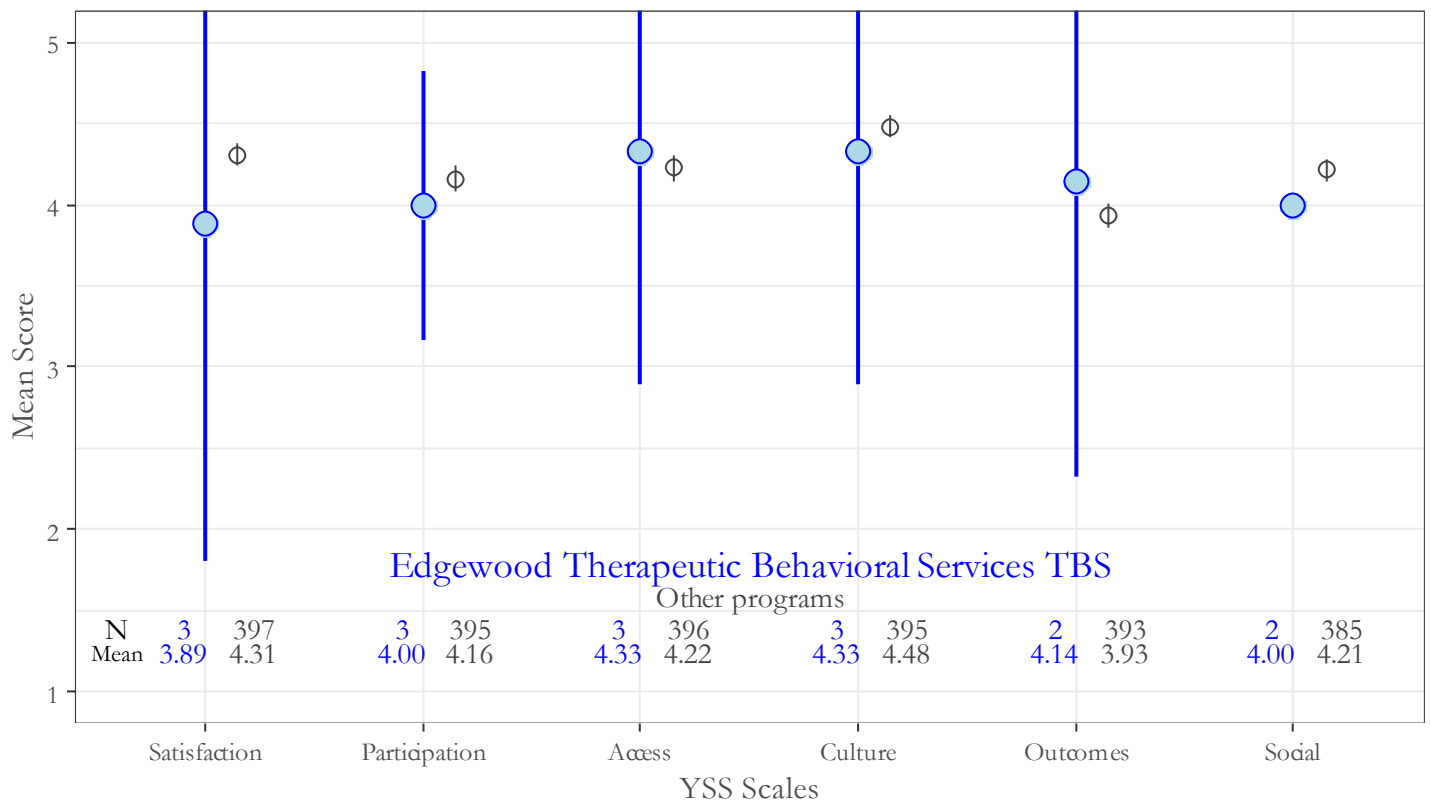
# Youth Services Survey for Families



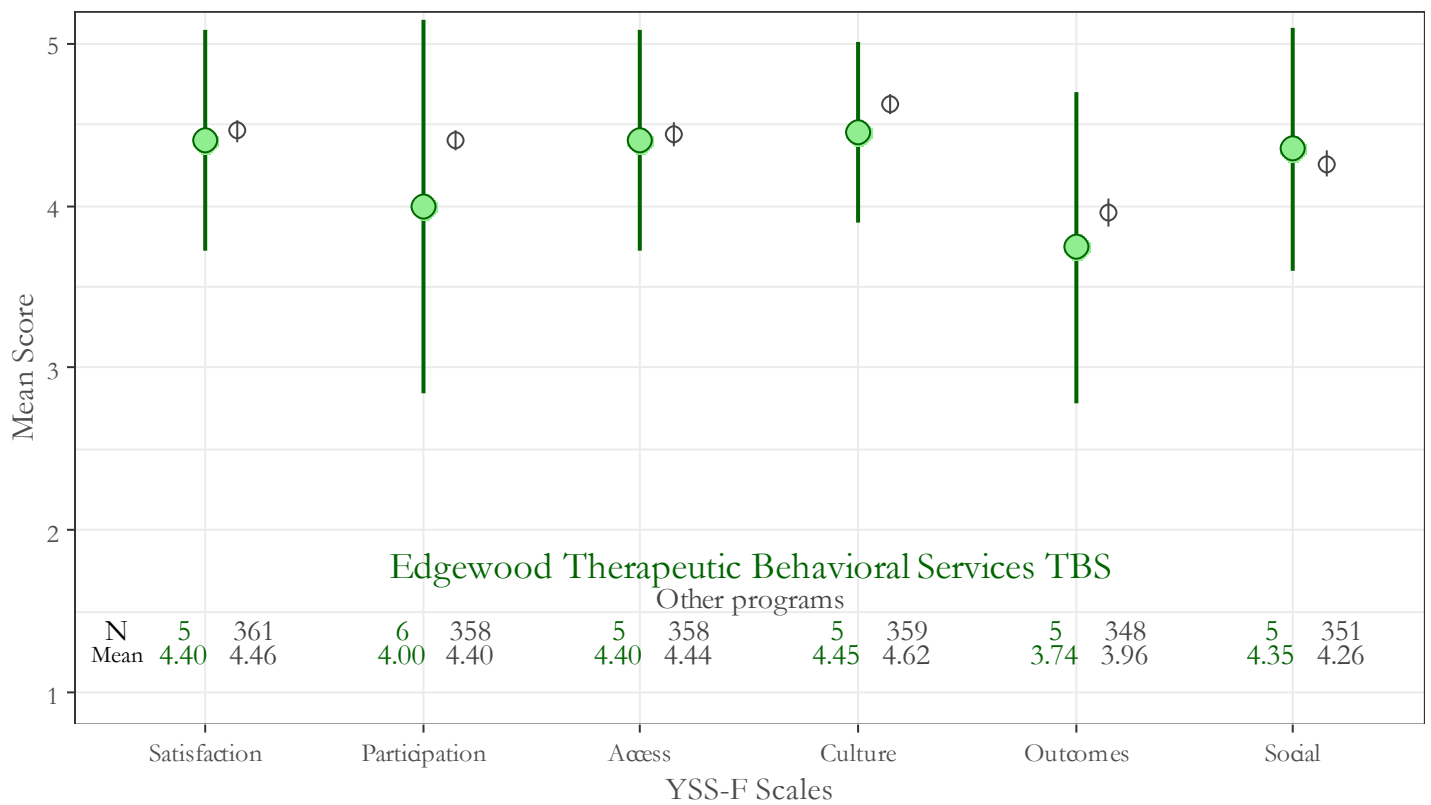
## Youth Services Survey for Families N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>83.3 %</b> 2. I helped to choose my child's services	1 9.1 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	0 0.0 %	5 45.5 %
<b>83.3 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	2 18.2 %	0 0.0 %	5 45.5 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>60.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 9.1 %	1 9.1 %	2 18.2 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>75.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	0 0.0 %	1 9.1 %	6 54.5 %
<b>60.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 18.2 %	2 18.2 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>60.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 9.1 %	1 9.1 %	2 18.2 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>40.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 9.1 %	2 18.2 %	1 9.1 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>40.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 9.1 %	2 18.2 %	1 9.1 %	1 9.1 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>80.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	2 18.2 %	1 9.1 %	5 45.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Edgewood Therapeutic</b>			
<b>Behavioral Services</b>			
<b>Completion Status</b>	<b>TBS Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	2 40 %	2 12.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	3 27.3 %	0 0 %	3 18.8 %
Other	2 18.2 %	0 0 %	2 12.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 54.5 %	3 60 %	9 56.2 %
<b>Total</b>	11 100 %	5 100 %	16 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 16 clients; surveys were returned for 11 clients (11 / 16 = 68.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Edgewood Wraparound WRAP**

Program Code(s): 885819

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**30.0%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Wraparound WRAP: No YSS (youth) data for this program, **4.49** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

#### **Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

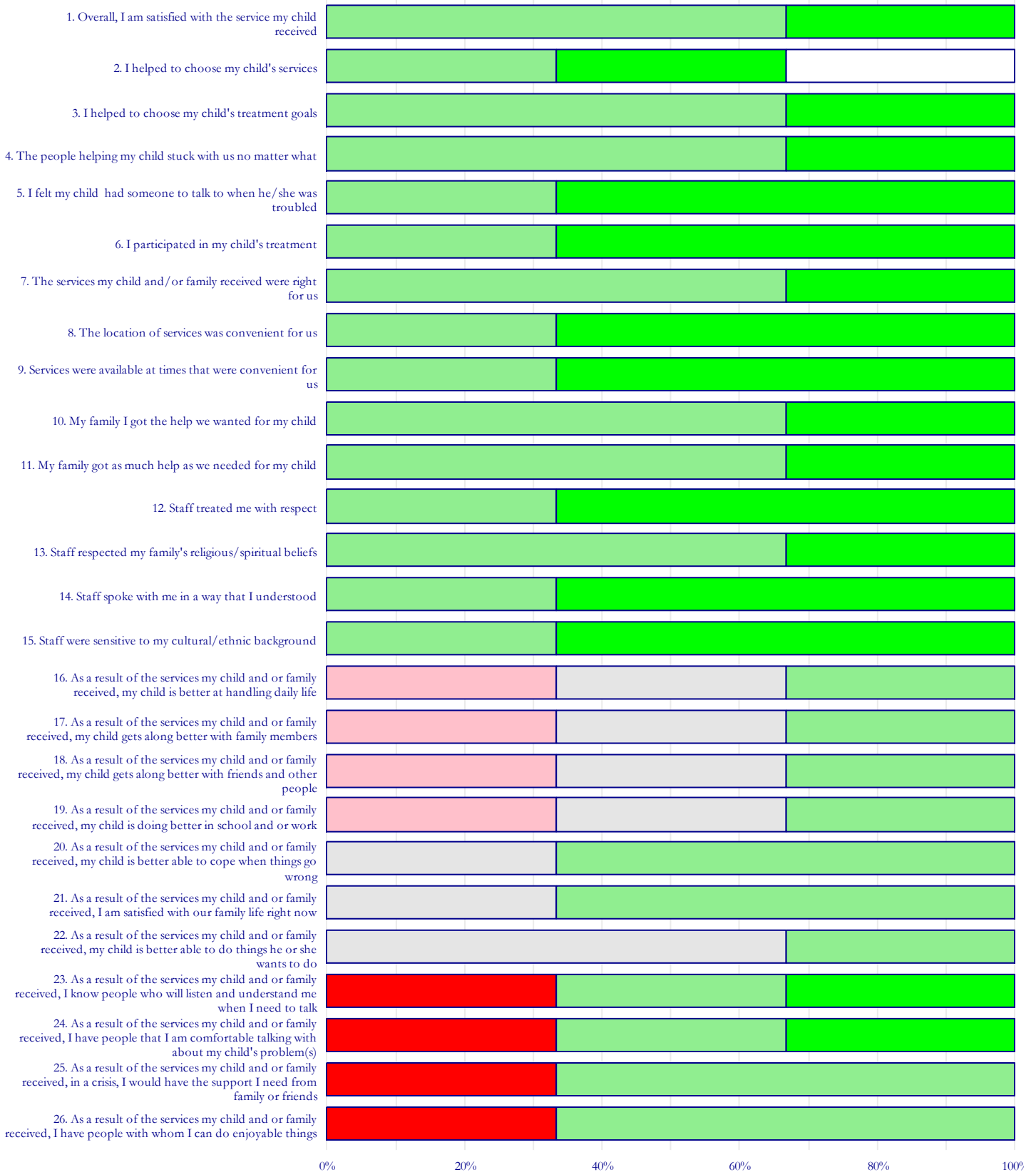
On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

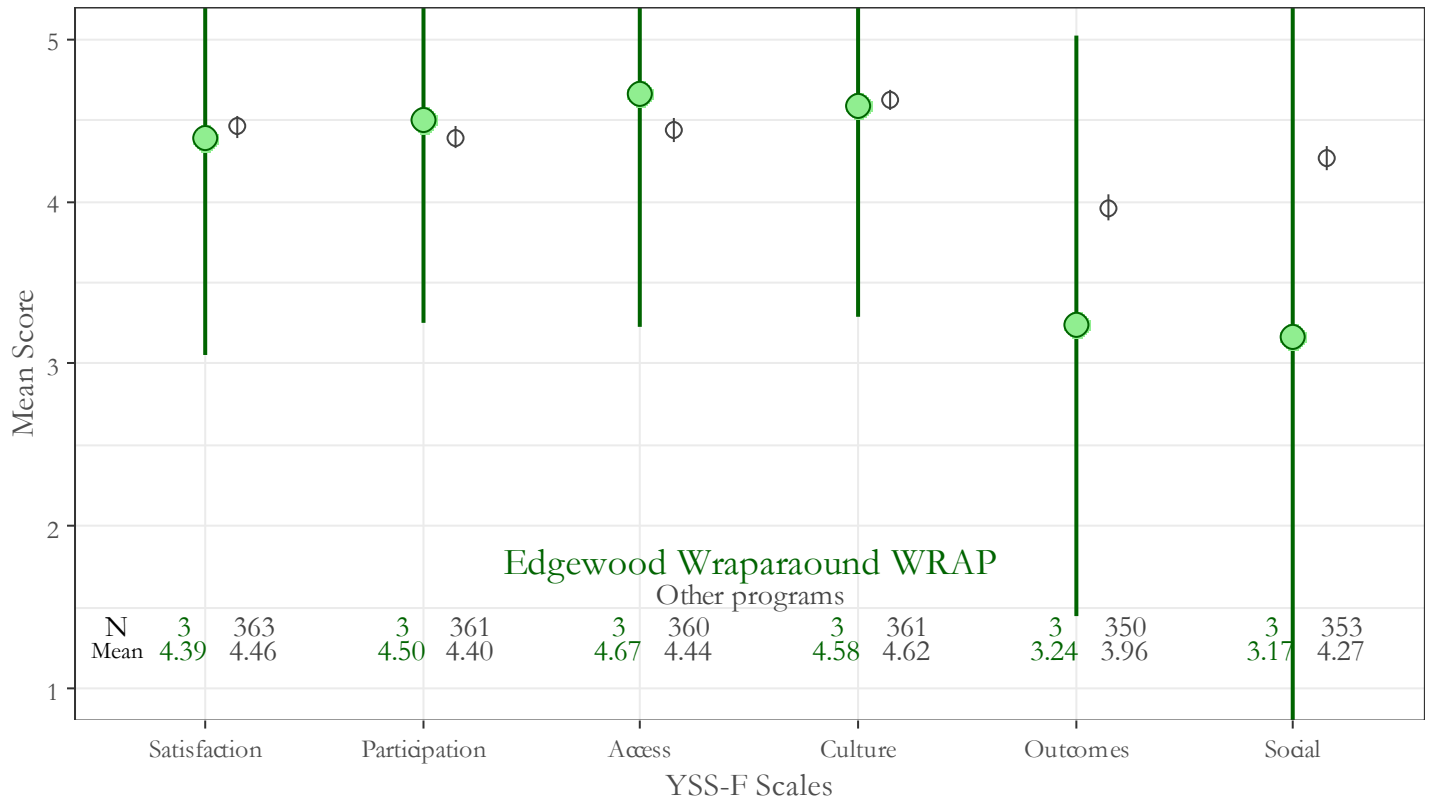


## Youth Services Survey for Families N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



## Survey Compliance

### Edgewood Wraparound

Completion Status	WRAP Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 100 %	0 0 %	3 100 %
<b>Total</b>	3 100 %	0 100 %	3 100 %

### Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 10 clients; surveys were returned for 3 clients (3 / 10 = 30.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Foster Care Mental Health Program**

Program Code(s): 89973

Overall Satisfaction<sup>1</sup>

**91.7%**

Return Rate<sup>2</sup>

**92.6%**

Overall satisfaction<sup>3</sup> mean score for Foster Care Mental Health Program: **4.35** (youth), **4.75** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 5. I felt I had someone to talk to when I was troubled

100.0% 7. The services I received were right for me

#### **Lowest Agreement Items**

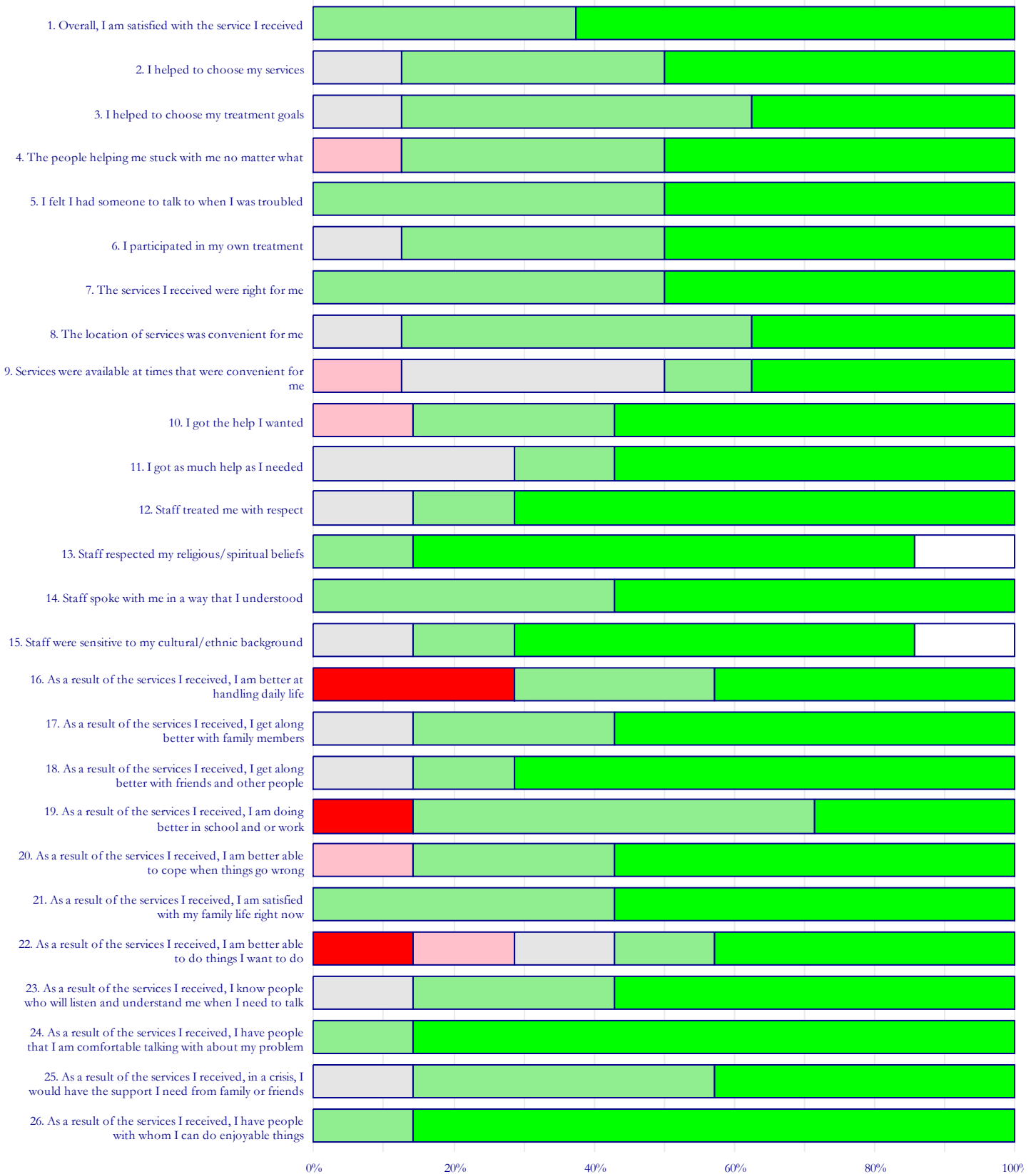
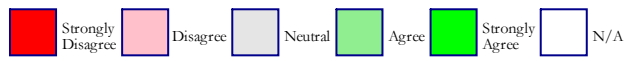
66.7% 9. Services were available at times that were convenient for me

81.8% 11. I got as much help as I needed

90.0% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

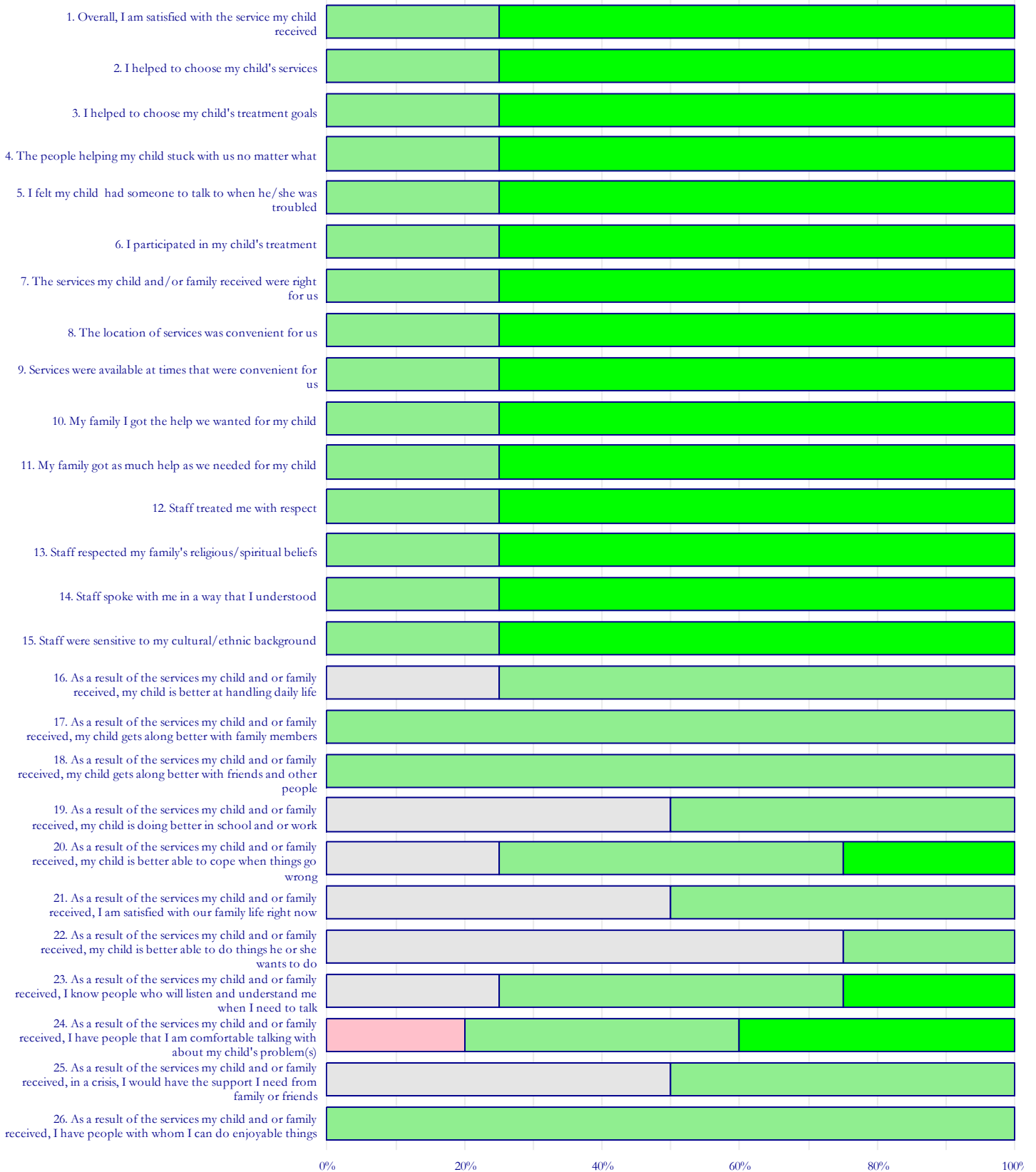


## Youth Services Survey for Youth N = 19

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	5 26.3 %	0 0.0 %	11 57.9 %
<b>87.5 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 5.3 %	3 15.8 %	4 21.1 %	0 0.0 %	11 57.9 %
<b>87.5 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	3 15.8 %	0 0.0 %	11 57.9 %
<b>87.5 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 5.3 %	0 0.0 %	3 15.8 %	4 21.1 %	0 0.0 %	11 57.9 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	4 21.1 %	0 0.0 %	11 57.9 %
<b>87.5 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 5.3 %	3 15.8 %	4 21.1 %	0 0.0 %	11 57.9 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	4 21.1 %	0 0.0 %	11 57.9 %
<b>87.5 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	3 15.8 %	0 0.0 %	11 57.9 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 5.3 %	3 15.8 %	1 5.3 %	3 15.8 %	0 0.0 %	11 57.9 %
<b>85.7 %</b> 10. I got the help I wanted	0 0.0 %	1 5.3 %	0 0.0 %	2 10.5 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>71.4 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 10.5 %	1 5.3 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 5.3 %	1 5.3 %	5 26.3 %	0 0.0 %	12 63.2 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	1 5.3 %	12 63.2 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>83.3 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 5.3 %	1 5.3 %	4 21.1 %	1 5.3 %	12 63.2 %
<b>71.4 %</b> 16. As a result of the services I received, I am better at handling daily life	2 10.5 %	0 0.0 %	0 0.0 %	2 10.5 %	3 15.8 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 5.3 %	2 10.5 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 5.3 %	1 5.3 %	5 26.3 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 5.3 %	0 0.0 %	0 0.0 %	4 21.1 %	2 10.5 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 5.3 %	0 0.0 %	2 10.5 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>100.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>57.1 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 5.3 %	1 5.3 %	1 5.3 %	1 5.3 %	3 15.8 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 5.3 %	2 10.5 %	4 21.1 %	0 0.0 %	12 63.2 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	0 0.0 %	12 63.2 %
<b>85.7 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 5.3 %	3 15.8 %	3 15.8 %	0 0.0 %	12 63.2 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	0 0.0 %	12 63.2 %



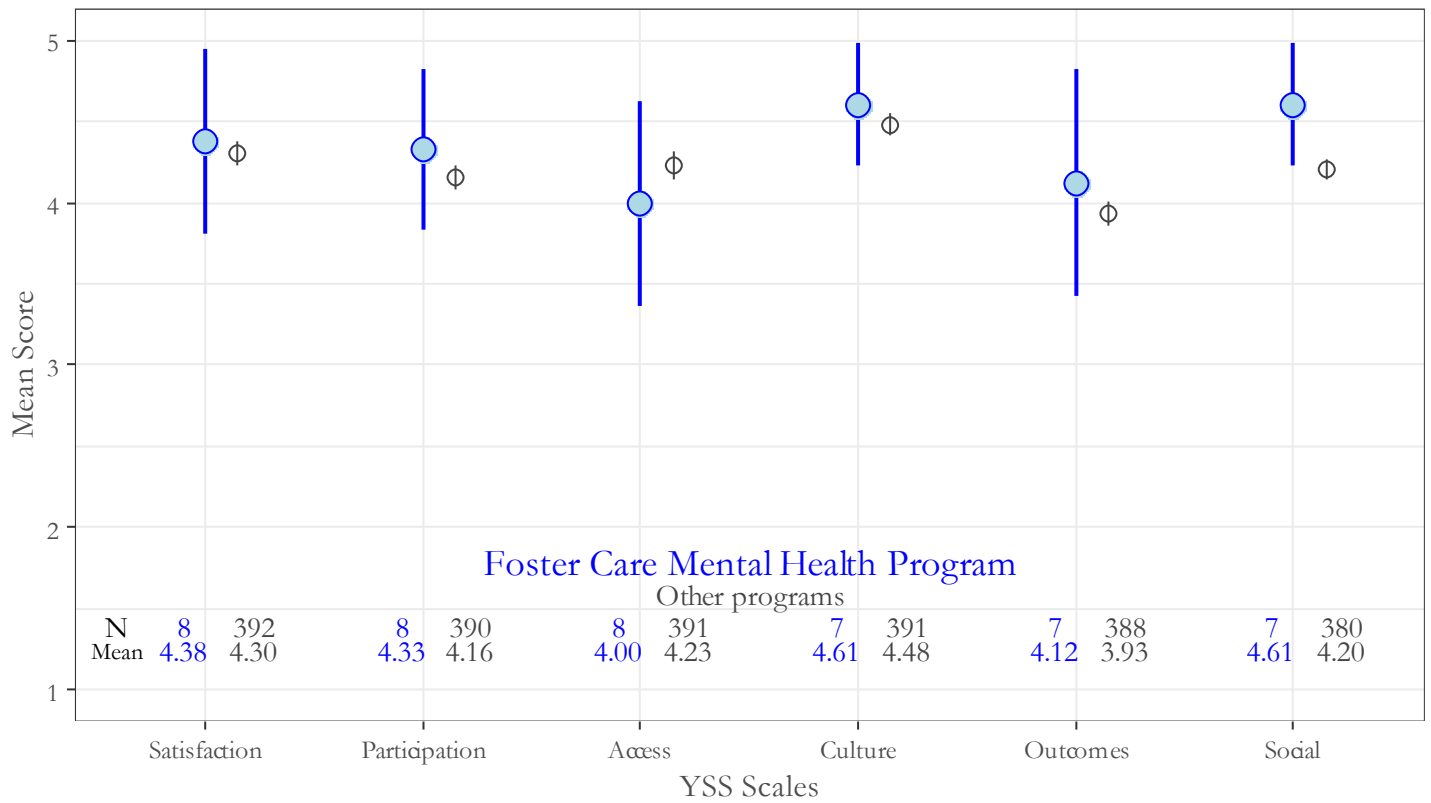
# Youth Services Survey for Families



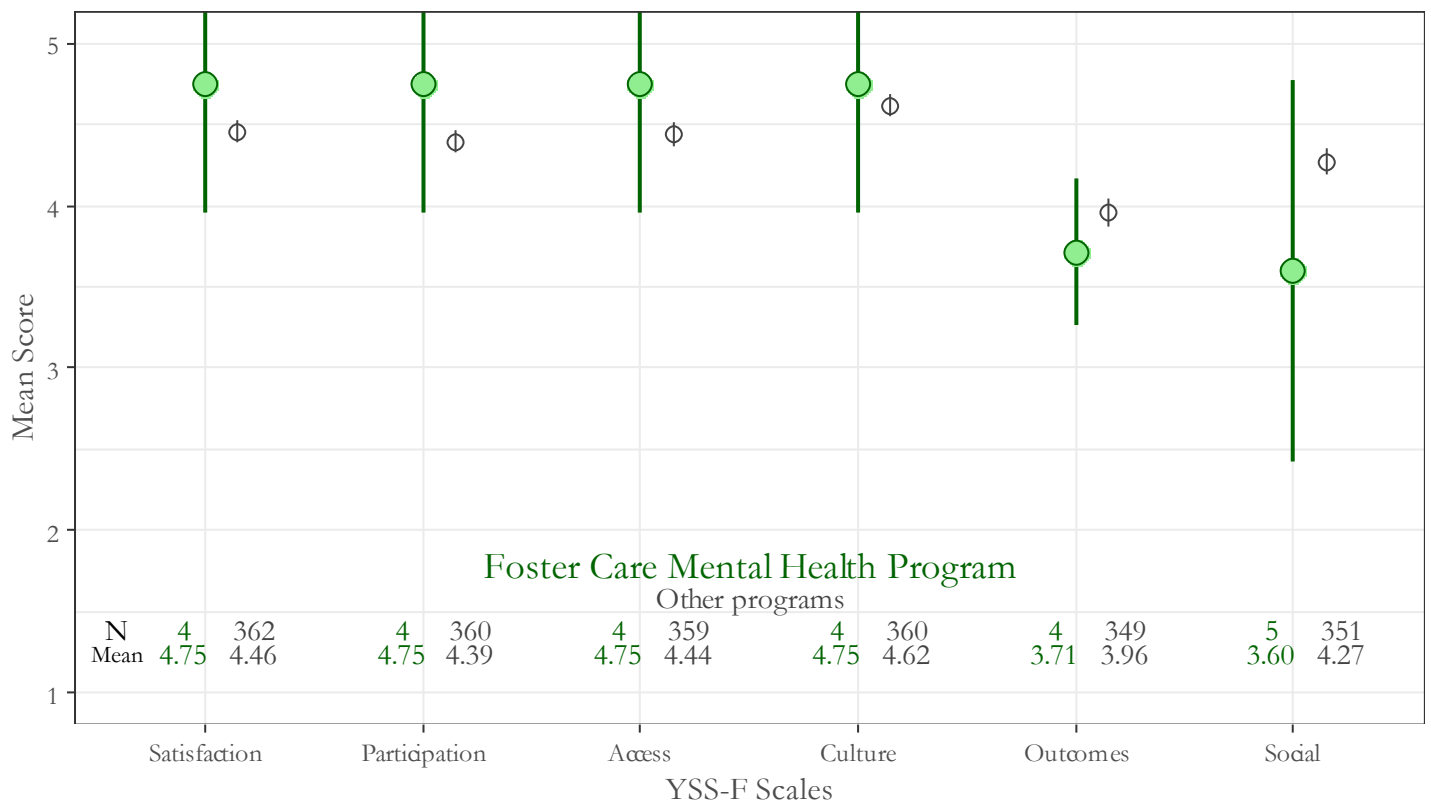
## Youth Services Survey for Families N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	6 60.0 %
<b>75.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>50.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>75.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	1 10.0 %	0 0.0 %	6 60.0 %
<b>50.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>25.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	3 30.0 %	1 10.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>75.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	1 10.0 %	0 0.0 %	6 60.0 %
<b>80.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 10.0 %	0 0.0 %	2 20.0 %	2 20.0 %	0 0.0 %	5 50.0 %
<b>50.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	0 0.0 %	0 0.0 %	6 60.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	0 0.0 %	0 0.0 %	6 60.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Foster Care Mental</b>			
<b>Health Program</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	1 10 %	2 10.5 %	3 10.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	5 50 %	9 47.4 %	14 48.3 %
Completed Survey	4 40 %	8 42.1 %	12 41.4 %
<b>Total</b>	10 100 %	19 100 %	29 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 27 clients; surveys were returned for 25 clients (25 / 27 = 92.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Adult Full Service Partnership FSP-CARE**

Program Code(s): 3822A3 3822OP

Overall Satisfaction<sup>1</sup>

**87.8%**

Return Rate<sup>2</sup>

**113.3%**

Overall satisfaction<sup>3</sup> mean score for FSA Adult Full Service Partnership FSP-CARE: **4.26**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

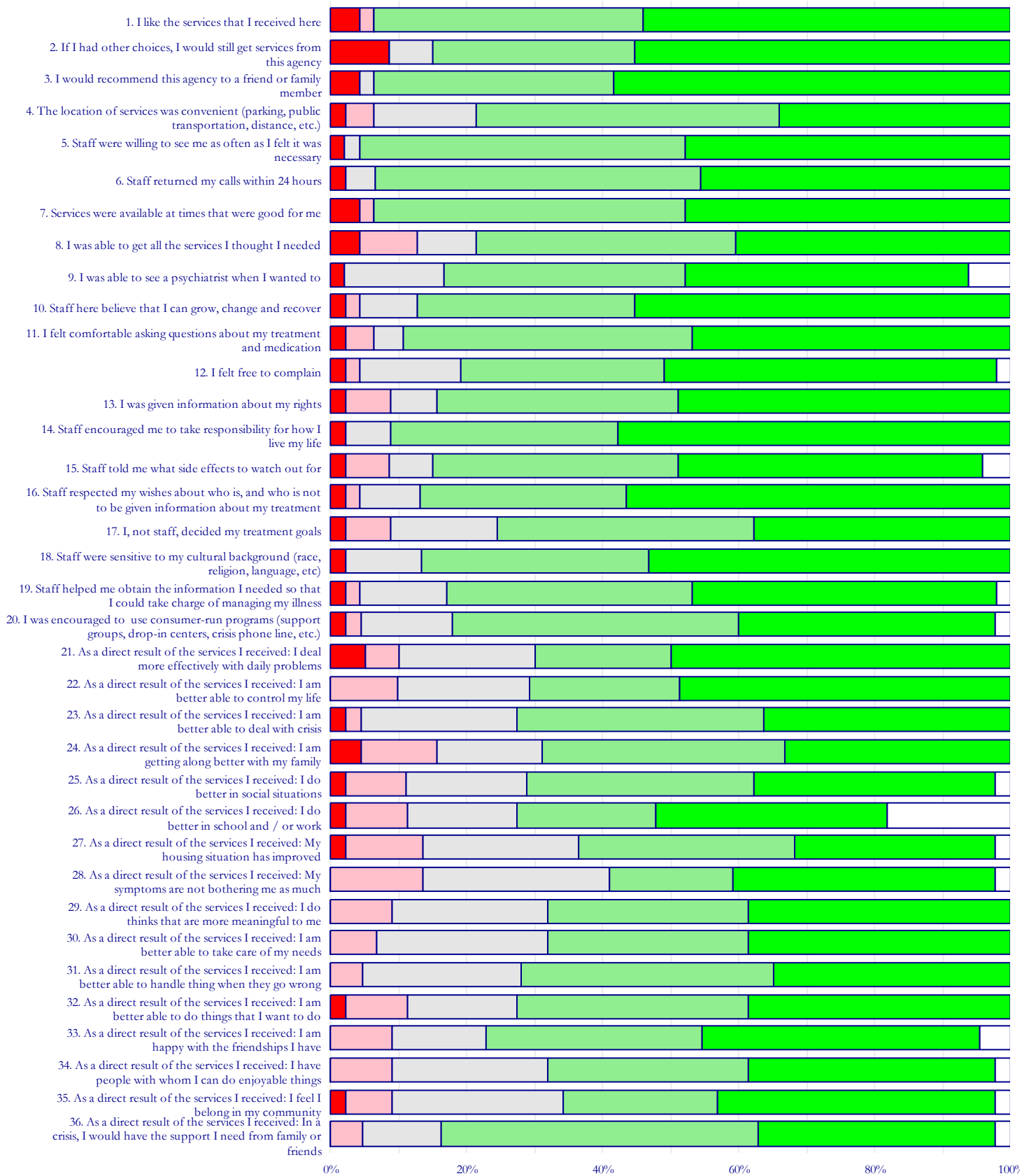
- 95.8% 5. Staff were willing to see me as often as I felt it was necessary
- 93.8% 1. I like the services that I received here
- 93.8% 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

- 75.6% 17. I, not staff, decided my treatment goals
- 78.7% 8. I was able to get all the services I thought I needed
- 80.4% 12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

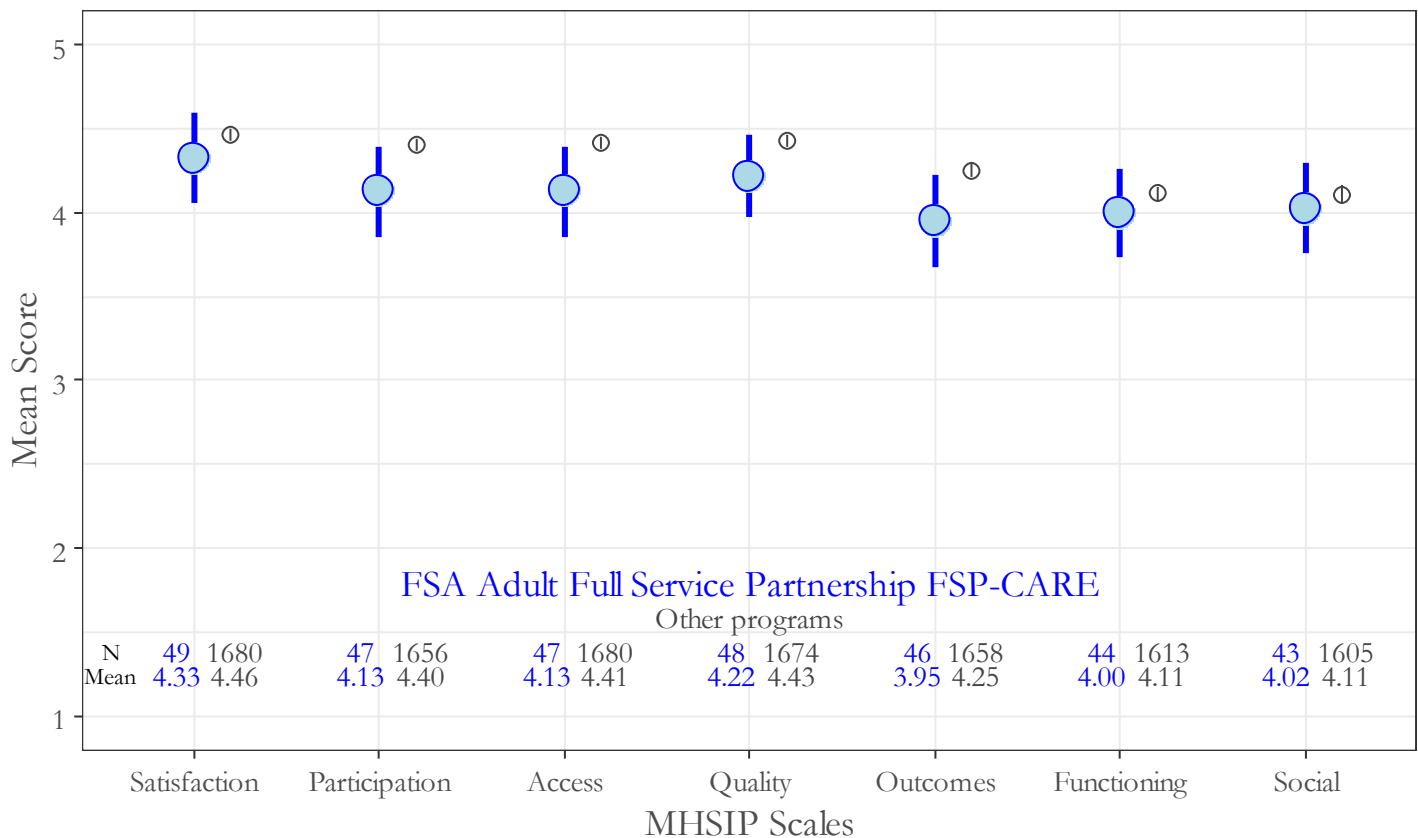
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.8 % 1. I like the services that I received here	2 2.9 %	1 1.4 %	0 0.0 %	19 27.5 %	26 37.7 %	0 0.0 %	21 30.4 %
85.1 % 2. If I had other choices, I would still get services from this agency	4 5.8 %	0 0.0 %	3 4.3 %	14 20.3 %	26 37.7 %	0 0.0 %	22 31.9 %
93.8 % 3. I would recommend this agency to a friend or family member	2 2.9 %	0 0.0 %	1 1.4 %	17 24.6 %	28 40.6 %	0 0.0 %	21 30.4 %
78.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.4 %	2 2.9 %	7 10.1 %	21 30.4 %	16 23.2 %	0 0.0 %	22 31.9 %
95.8 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.4 %	0 0.0 %	1 1.4 %	23 33.3 %	23 33.3 %	0 0.0 %	21 30.4 %
93.5 % 6. Staff returned my calls within 24 hours	1 1.4 %	0 0.0 %	2 2.9 %	22 31.9 %	21 30.4 %	0 0.0 %	23 33.3 %
93.8 % 7. Services were available at times that were good for me	2 2.9 %	1 1.4 %	0 0.0 %	22 31.9 %	23 33.3 %	0 0.0 %	21 30.4 %
78.7 % 8. I was able to get all the services I thought I needed	2 2.9 %	4 5.8 %	4 5.8 %	18 26.1 %	19 27.5 %	0 0.0 %	22 31.9 %
82.2 % 9. I was able to see a psychiatrist when I wanted to	1 1.4 %	0 0.0 %	7 10.1 %	17 24.6 %	20 29.0 %	3 4.3 %	21 30.4 %
87.2 % 10. Staff here believe that I can grow, change and recover	1 1.4 %	1 1.4 %	4 5.8 %	15 21.7 %	26 37.7 %	0 0.0 %	22 31.9 %
89.4 % 11. I felt comfortable asking questions about my treatment and medication	1 1.4 %	2 2.9 %	2 2.9 %	20 29.0 %	22 31.9 %	0 0.0 %	22 31.9 %
80.4 % 12. I felt free to complain	1 1.4 %	1 1.4 %	7 10.1 %	14 20.3 %	23 33.3 %	1 1.4 %	22 31.9 %
84.4 % 13. I was given information about my rights	1 1.4 %	3 4.3 %	3 4.3 %	16 23.2 %	22 31.9 %	0 0.0 %	24 34.8 %
91.1 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.4 %	0 0.0 %	3 4.3 %	15 21.7 %	26 37.7 %	0 0.0 %	24 34.8 %
84.4 % 15. Staff told me what side effects to watch out for	1 1.4 %	3 4.3 %	3 4.3 %	17 24.6 %	21 30.4 %	2 2.9 %	22 31.9 %
87.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.4 %	1 1.4 %	4 5.8 %	14 20.3 %	26 37.7 %	0 0.0 %	23 33.3 %
75.6 % 17. I, not staff, decided my treatment goals	1 1.4 %	3 4.3 %	7 10.1 %	17 24.6 %	17 24.6 %	0 0.0 %	24 34.8 %
86.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.4 %	0 0.0 %	5 7.2 %	15 21.7 %	24 34.8 %	0 0.0 %	24 34.8 %
82.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.4 %	1 1.4 %	6 8.7 %	17 24.6 %	21 30.4 %	1 1.4 %	22 31.9 %
81.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.4 %	1 1.4 %	6 8.7 %	19 27.5 %	17 24.6 %	1 1.4 %	24 34.8 %
70.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2 2.9 %	2 2.9 %	8 11.6 %	8 11.6 %	20 29.0 %	0 0.0 %	29 42.0 %
70.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	4 5.8 %	8 11.6 %	9 13.0 %	20 29.0 %	0 0.0 %	28 40.6 %
72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 1.4 %	1 1.4 %	10 14.5 %	16 23.2 %	16 23.2 %	0 0.0 %	25 36.2 %
68.9 % 24. As a direct result of the services I received: I am getting along better with my family	2 2.9 %	5 7.2 %	7 10.1 %	16 23.2 %	15 21.7 %	0 0.0 %	24 34.8 %
70.5 % 25. As a direct result of the services I received: I do better in social situations	1 1.4 %	4 5.8 %	8 11.6 %	15 21.7 %	16 23.2 %	1 1.4 %	24 34.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 1.4 %	4 5.8 %	7 10.1 %	9 13.0 %	15 21.7 %	8 11.6 %	25 36.2 %
<b>62.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.4 %	5 7.2 %	10 14.5 %	14 20.3 %	13 18.8 %	1 1.4 %	25 36.2 %
<b>58.1 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	6 8.7 %	12 17.4 %	8 11.6 %	17 24.6 %	1 1.4 %	25 36.2 %
<b>68.2 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	4 5.8 %	10 14.5 %	13 18.8 %	17 24.6 %	0 0.0 %	25 36.2 %
<b>68.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 4.3 %	11 15.9 %	13 18.8 %	17 24.6 %	0 0.0 %	25 36.2 %
<b>72.1 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 2.9 %	10 14.5 %	16 23.2 %	15 21.7 %	0 0.0 %	26 37.7 %
<b>72.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.4 %	4 5.8 %	7 10.1 %	15 21.7 %	17 24.6 %	0 0.0 %	25 36.2 %
<b>76.2 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	4 5.8 %	6 8.7 %	14 20.3 %	18 26.1 %	2 2.9 %	25 36.2 %
<b>67.4 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	4 5.8 %	10 14.5 %	13 18.8 %	16 23.2 %	1 1.4 %	25 36.2 %
<b>65.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 1.4 %	3 4.3 %	11 15.9 %	10 14.5 %	18 26.1 %	1 1.4 %	25 36.2 %
<b>83.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 2.9 %	5 7.2 %	20 29.0 %	15 21.7 %	1 1.4 %	26 37.7 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**





**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	15 21.7 %	0 0 %	15 21.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	5 7.2 %	0 0 %	5 7.2 %
Completed Survey	49 71 %	0 0 %	49 71 %
<b>Total</b>	69 100 %	0 100 %	69 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 60 clients; surveys were returned for 68 clients (68/60 = 113.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Deaf Community Counseling Services**

Program Code(s): 3822DC

Overall Satisfaction<sup>1</sup>

**91.7%**

Return Rate<sup>2</sup>

**109.1%**

Overall satisfaction<sup>3</sup> mean score for FSA Deaf Community Counseling Services: **4.30**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 6. Staff returned my calls within 24 hours

**91.7%** 7. Services were available at times that were good for me

**91.7%** 8. I was able to get all the services I thought I needed

#### **Lowest Agreement Items**

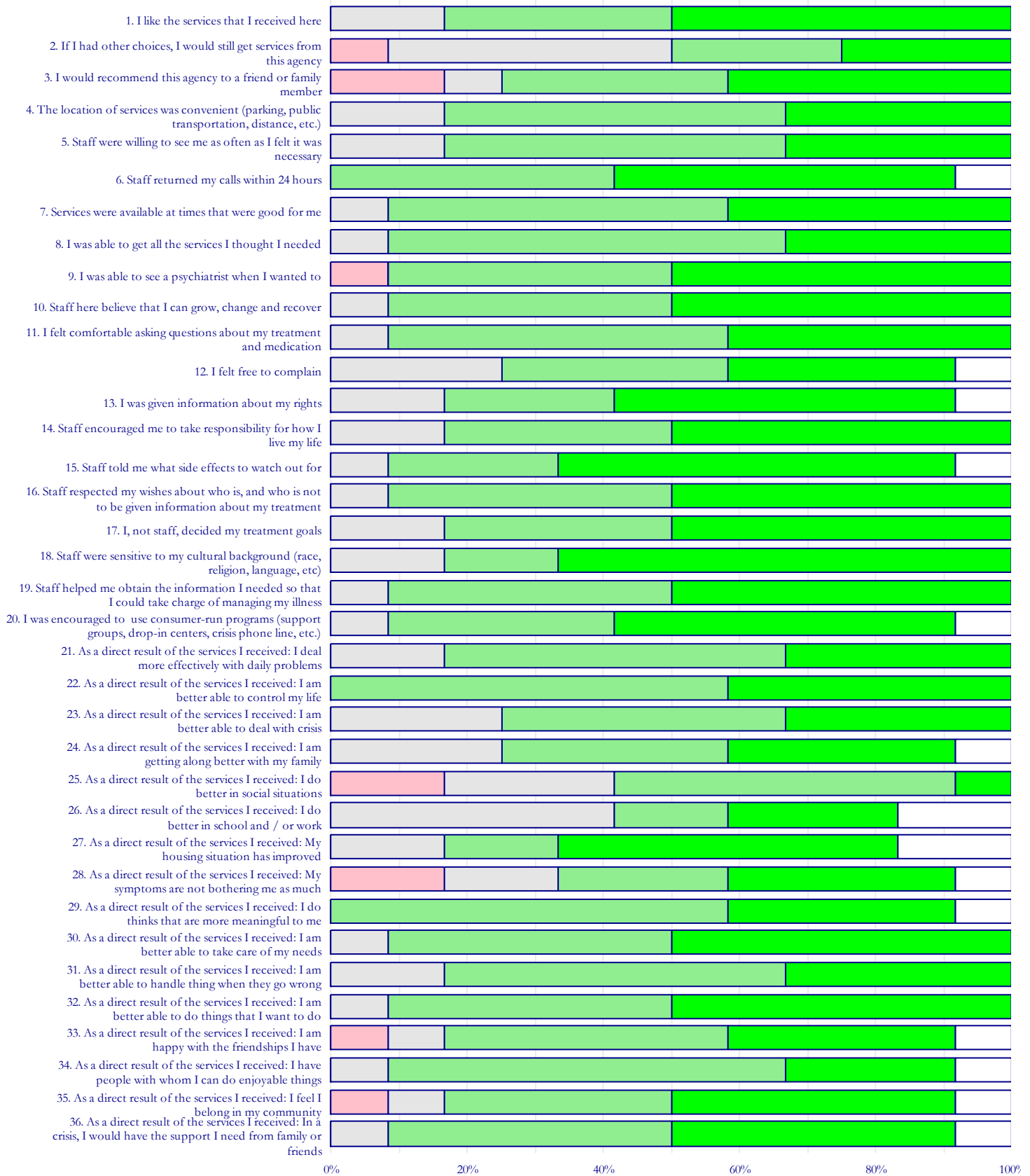
**50.0%** 2. If I had other choices, I would still get services from this agency

**72.7%** 12. I felt free to complain

**75.0%** 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



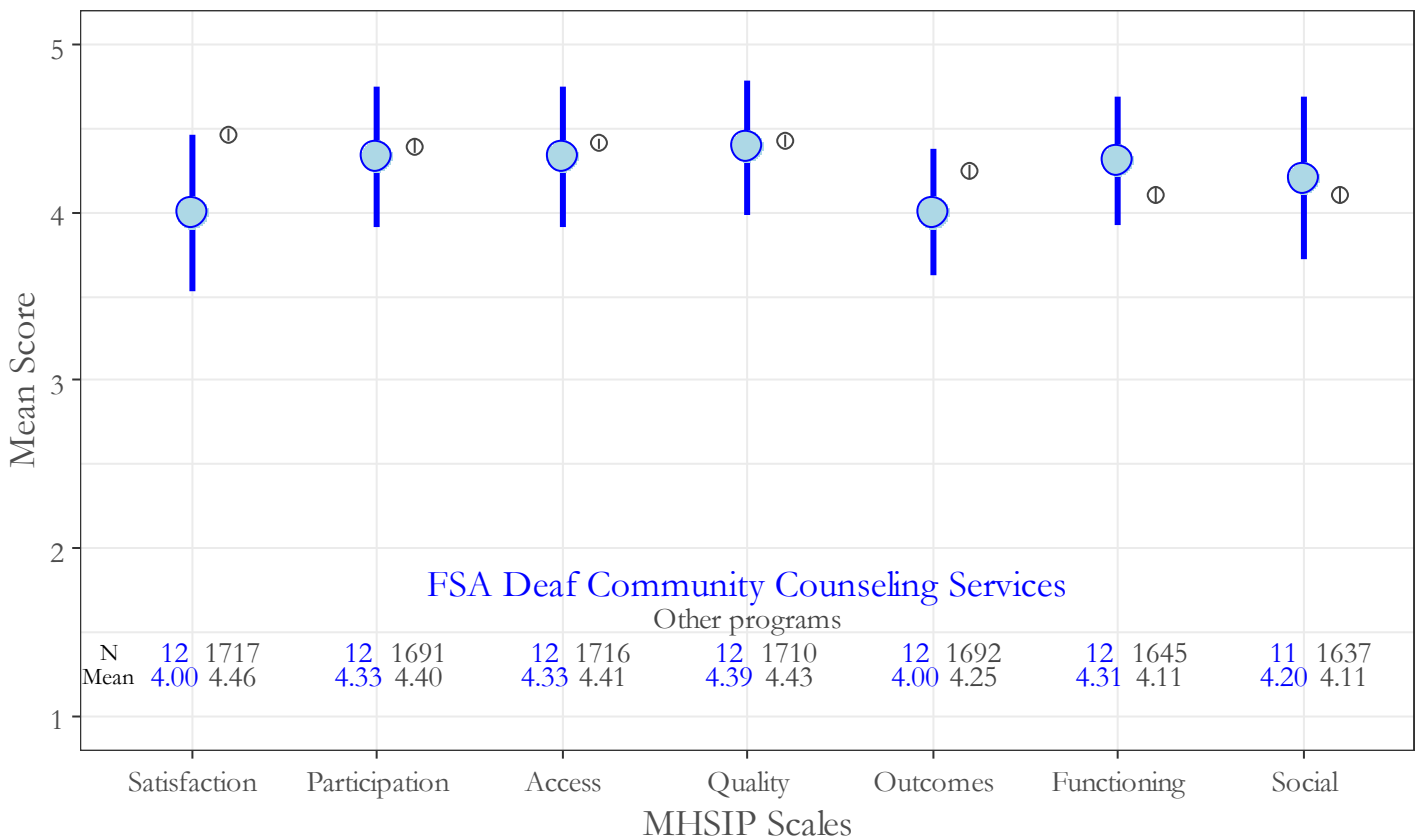
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>83.3 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 8.3 %	5 41.7 %	3 25.0 %	3 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	2 16.7 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	6 50.0 %	1 8.3 %	0 0.0 %
<b>91.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 8.3 %	0 0.0 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	3 25.0 %	4 33.3 %	4 33.3 %	1 8.3 %	0 0.0 %
<b>81.8 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	1 8.3 %	0 0.0 %
<b>83.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	7 58.3 %	1 8.3 %	0 0.0 %
<b>91.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	8 66.7 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	1 8.3 %	0 0.0 %
<b>83.3 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 25.0 %	5 41.7 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	3 25.0 %	4 33.3 %	4 33.3 %	1 8.3 %	0 0.0 %
<b>58.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	1 8.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 41.7 %	2 16.7 %	3 25.0 %	2 16.7 %	0 0.0 %
<b>80.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	6 50.0 %	2 16.7 %	0 0.0 %
<b>63.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	4 33.3 %	1 8.3 %	0 0.0 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	7 58.3 %	4 33.3 %	1 8.3 %	0 0.0 %
<b>91.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	4 33.3 %	1 8.3 %	0 0.0 %
<b>90.9 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	3 25.0 %	1 8.3 %	0 0.0 %
<b>81.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	5 41.7 %	1 8.3 %	0 0.0 %
<b>90.9 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	5 41.7 %	1 8.3 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	1 100 %	12 100 %
<b>Total</b>	11 100 %	1 100 %	12 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 11 clients; surveys were returned for 12 clients (12/11 = 109.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**FSA Full Circle Family Program**

Program Code(s): 3822O3

Overall Satisfaction<sup>1</sup>

**92.9%**

Return Rate<sup>2</sup>

**64.3%**

Overall satisfaction<sup>3</sup> mean score for FSA Full Circle Family Program: **4.67** (youth), **4.46** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 3. I helped to choose my treatment goals

100.0% 13. Staff respected my religious/spiritual beliefs

92.9% 1. Overall, I am satisfied with the service I received

**Lowest Agreement Items**

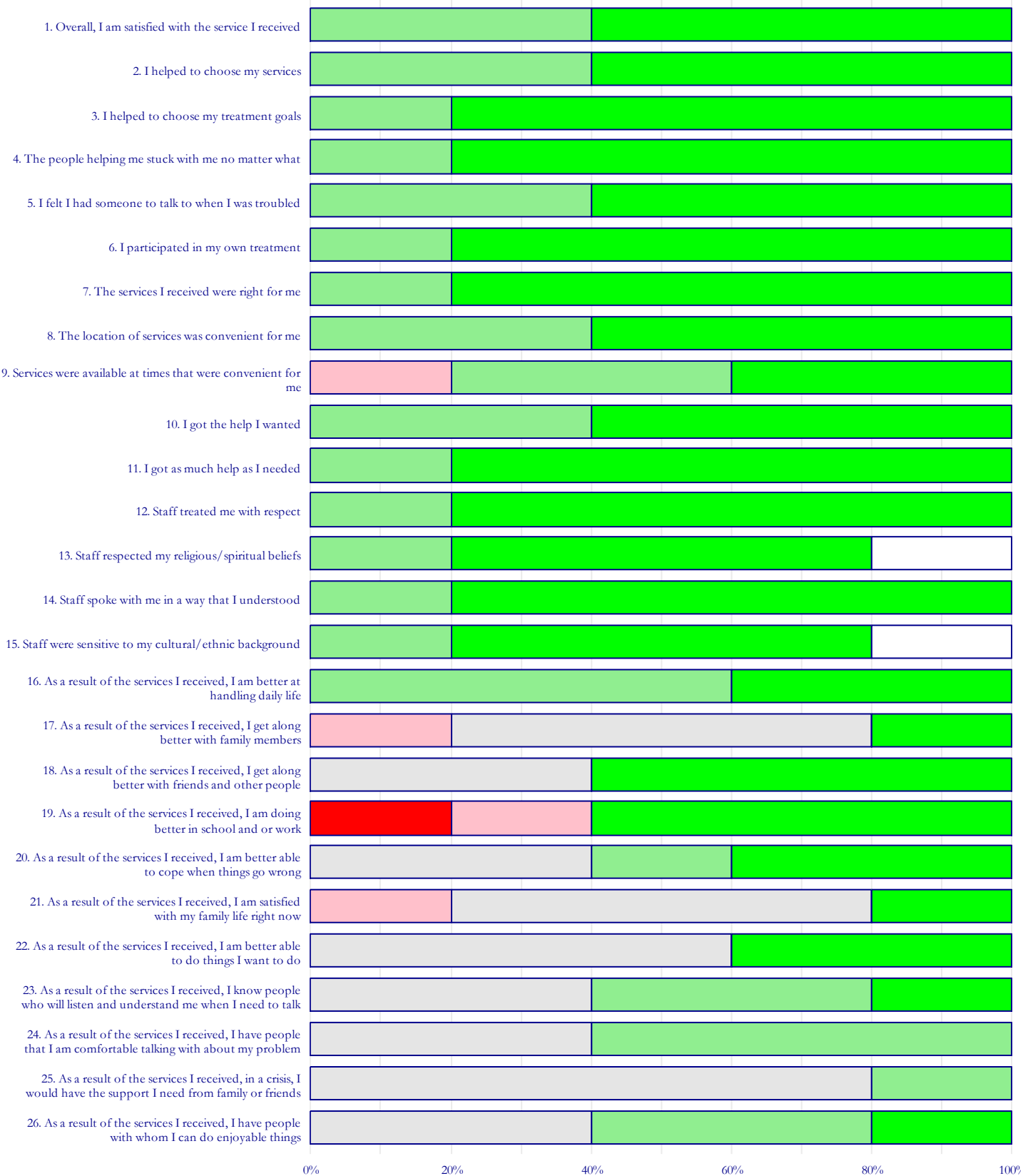
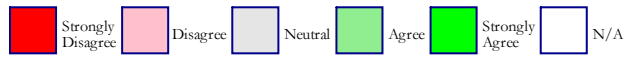
85.7% 4. The people helping me stuck with me no matter what

85.7% 9. Services were available at times that were convenient for me

92.3% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

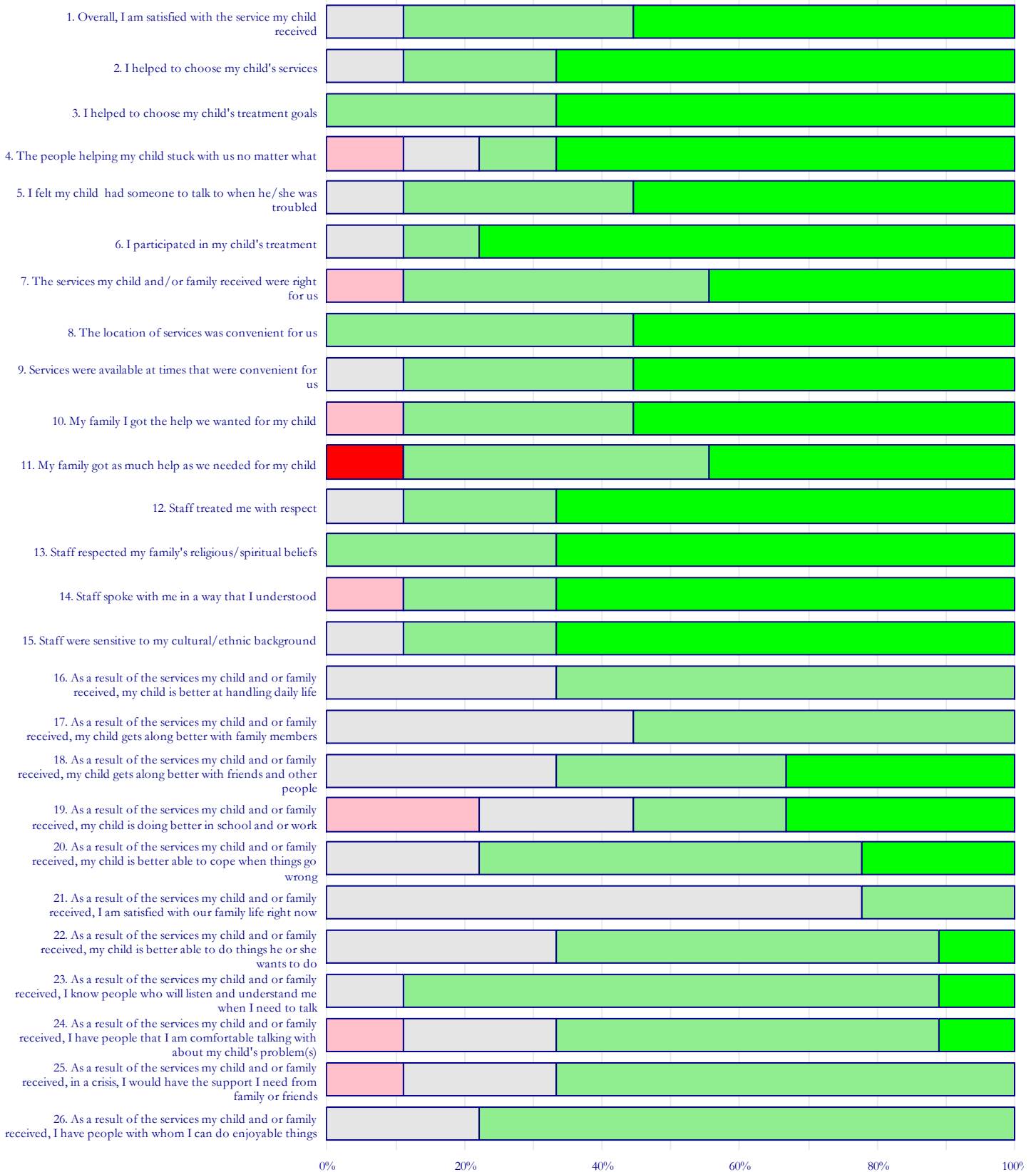




## Youth Services Survey for Youth N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>20.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>20.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>20.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %

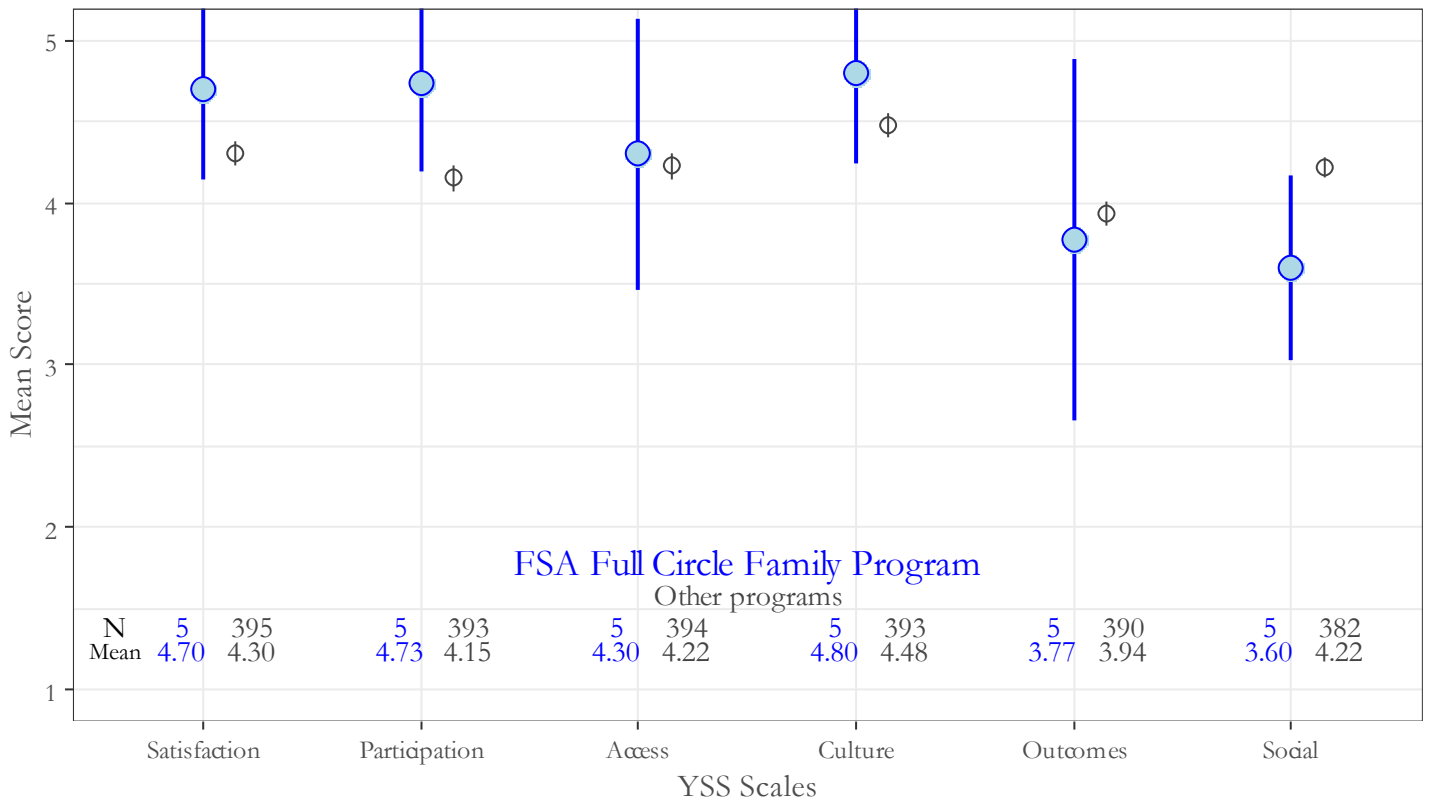
# Youth Services Survey for Families



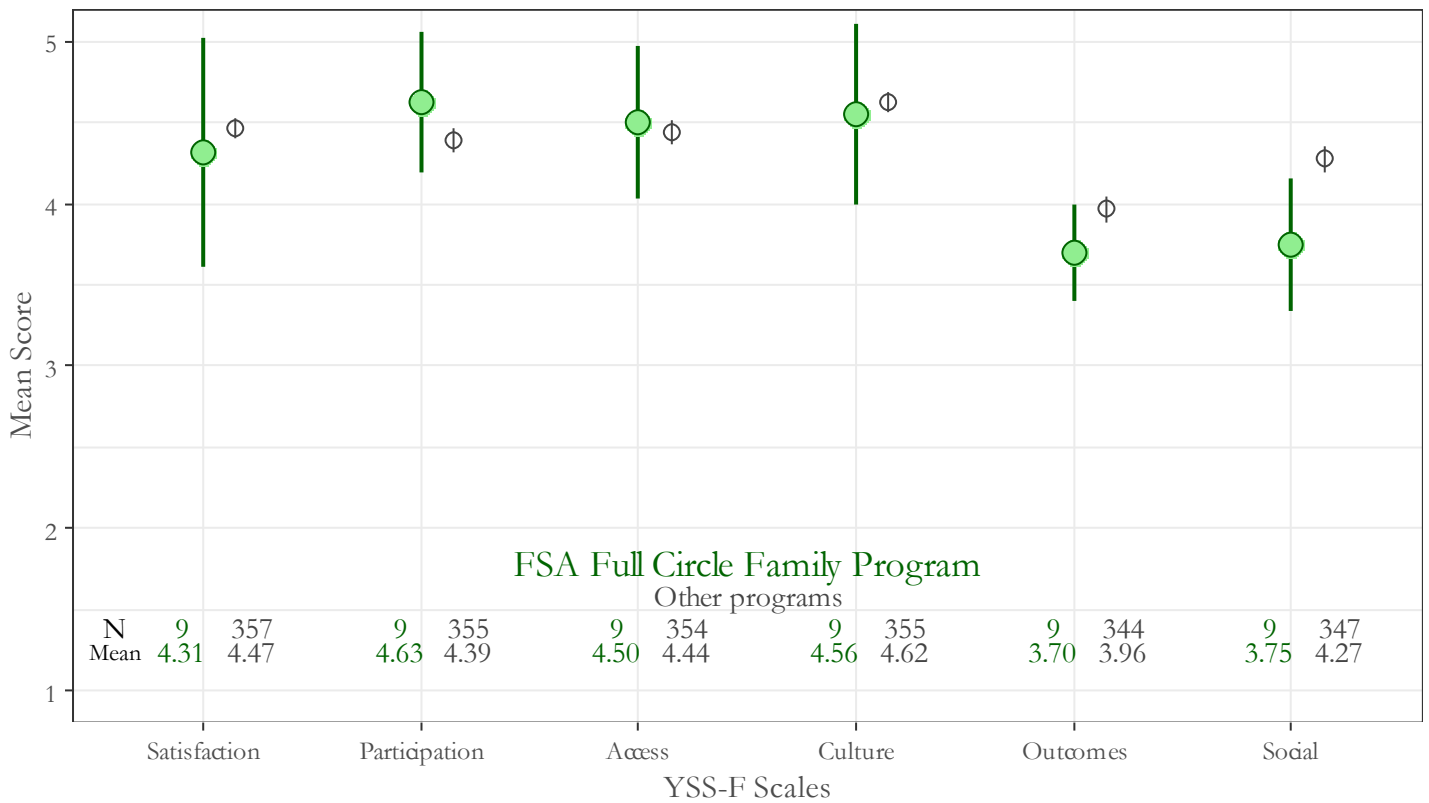
## Youth Services Survey for Families N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.9 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 11.1 %	1 11.1 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 11.1 %	0 0.0 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 11. My family got as much help as we needed for my child	1 11.1 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>55.6 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>55.6 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	2 22.2 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>22.2 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	7 77.8 %	2 22.2 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 11.1 %	7 77.8 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 11.1 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Survey Compliance		Total
	FSA Full Circle Family Program		
	Completion by Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 100 %	5 100 %	14 100 %
<b>Total</b>	9 100 %	5 100 %	14 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 9 clients (9 / 14 = 64.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Geriatric Outpatient Services**

Program Code(s): 38223MH

Overall Satisfaction<sup>1</sup>

**80.0%**

Return Rate<sup>2</sup>

**92.3%**

Overall satisfaction<sup>3</sup> mean score for FSA Geriatric Outpatient Services: **4.02**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 10. Staff here believe that I can grow, change and recover

100.0% 11. I felt comfortable asking questions about my treatment and medication

100.0% 12. I felt free to complain

#### **Lowest Agreement Items**

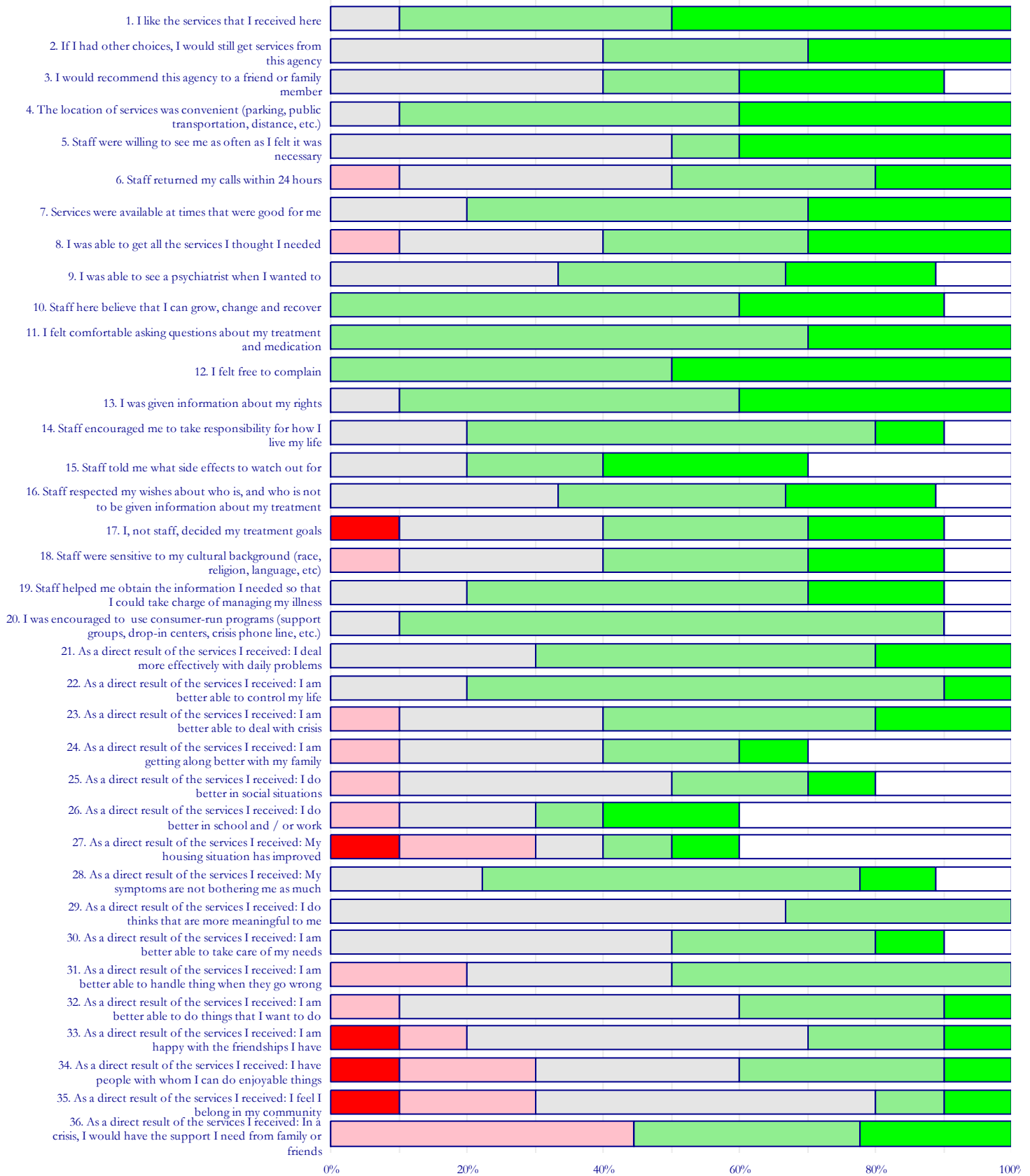
50.0% 5. Staff were willing to see me as often as I felt it was necessary

50.0% 6. Staff returned my calls within 24 hours

55.6% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

### Percent Agree

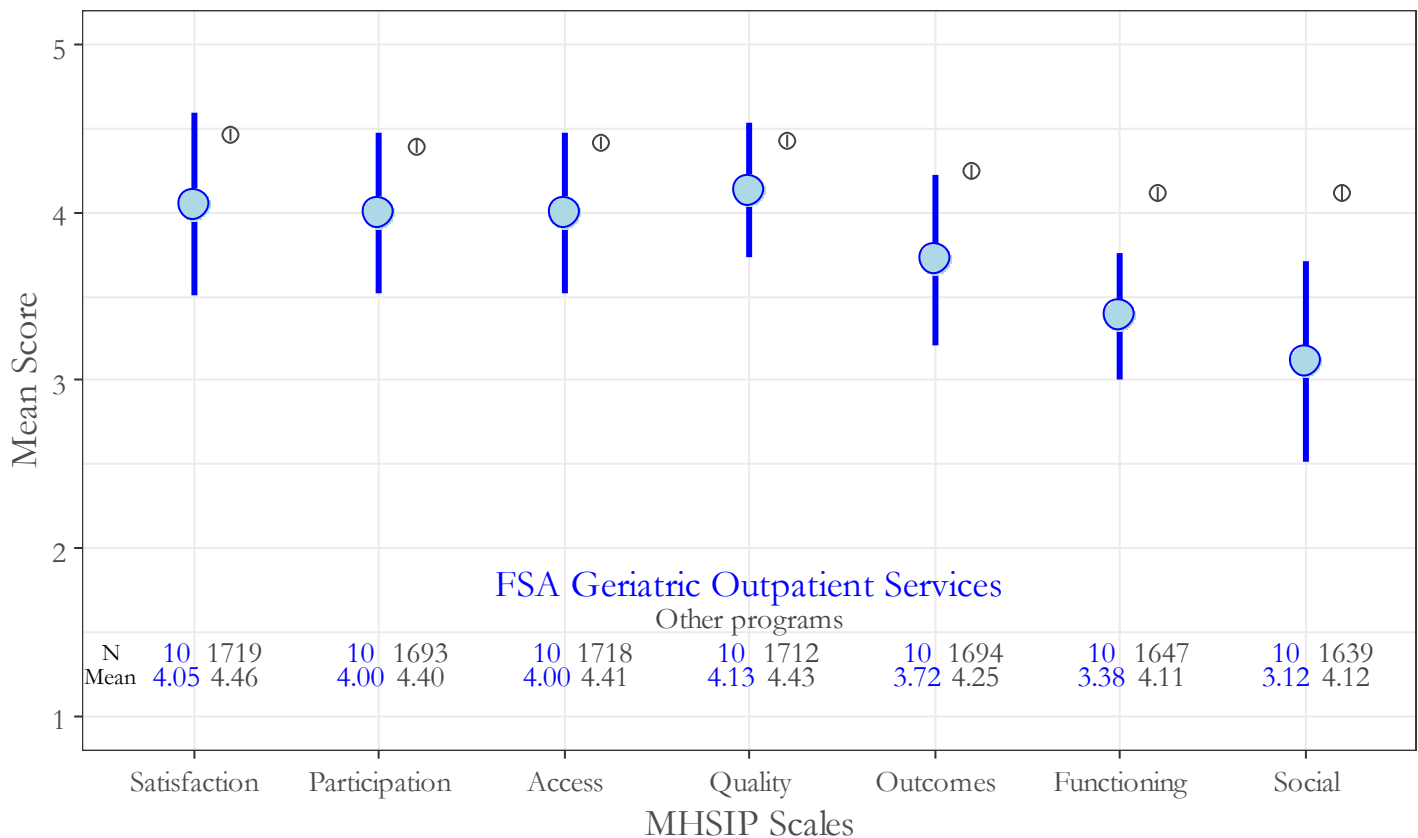
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	5 20.8 %	0 0.0 %	14 58.3 %
<b>60.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 16.7 %	3 12.5 %	3 12.5 %	0 0.0 %	14 58.3 %
<b>55.6 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 16.7 %	2 8.3 %	3 12.5 %	1 4.2 %	14 58.3 %
<b>90.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 4.2 %	5 20.8 %	4 16.7 %	0 0.0 %	14 58.3 %
<b>50.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	5 20.8 %	1 4.2 %	4 16.7 %	0 0.0 %	14 58.3 %
<b>50.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 4.2 %	4 16.7 %	3 12.5 %	2 8.3 %	0 0.0 %	14 58.3 %
<b>80.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 8.3 %	5 20.8 %	3 12.5 %	0 0.0 %	14 58.3 %
<b>60.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 4.2 %	3 12.5 %	3 12.5 %	3 12.5 %	0 0.0 %	14 58.3 %
<b>62.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 12.5 %	3 12.5 %	2 8.3 %	1 4.2 %	15 62.5 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	6 25.0 %	3 12.5 %	1 4.2 %	14 58.3 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	7 29.2 %	3 12.5 %	0 0.0 %	14 58.3 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	5 20.8 %	0 0.0 %	14 58.3 %
<b>90.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 4.2 %	5 20.8 %	4 16.7 %	0 0.0 %	14 58.3 %
<b>77.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 8.3 %	6 25.0 %	1 4.2 %	1 4.2 %	14 58.3 %
<b>71.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 8.3 %	2 8.3 %	3 12.5 %	3 12.5 %	14 58.3 %
<b>62.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 12.5 %	3 12.5 %	2 8.3 %	1 4.2 %	15 62.5 %
<b>55.6 %</b> 17. I, not staff, decided my treatment goals	1 4.2 %	0 0.0 %	3 12.5 %	3 12.5 %	2 8.3 %	1 4.2 %	14 58.3 %
<b>55.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 4.2 %	3 12.5 %	3 12.5 %	2 8.3 %	1 4.2 %	14 58.3 %
<b>77.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 8.3 %	5 20.8 %	2 8.3 %	1 4.2 %	14 58.3 %
<b>88.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 4.2 %	8 33.3 %	0 0.0 %	1 4.2 %	14 58.3 %
<b>70.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 12.5 %	5 20.8 %	2 8.3 %	0 0.0 %	14 58.3 %
<b>80.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 8.3 %	7 29.2 %	1 4.2 %	0 0.0 %	14 58.3 %
<b>60.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 4.2 %	3 12.5 %	4 16.7 %	2 8.3 %	0 0.0 %	14 58.3 %
<b>42.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 4.2 %	3 12.5 %	2 8.3 %	1 4.2 %	3 12.5 %	14 58.3 %
<b>37.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.2 %	4 16.7 %	2 8.3 %	1 4.2 %	2 8.3 %	14 58.3 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 4.2 %	2 8.3 %	1 4.2 %	2 8.3 %	4 16.7 %	14 58.3 %
<b>33.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 4.2 %	2 8.3 %	1 4.2 %	1 4.2 %	1 4.2 %	4 16.7 %	14 58.3 %
<b>75.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 8.3 %	5 20.8 %	1 4.2 %	1 4.2 %	15 62.5 %
<b>33.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	6 25.0 %	3 12.5 %	0 0.0 %	0 0.0 %	15 62.5 %
<b>44.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	5 20.8 %	3 12.5 %	1 4.2 %	1 4.2 %	14 58.3 %
<b>50.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 8.3 %	3 12.5 %	5 20.8 %	0 0.0 %	0 0.0 %	14 58.3 %
<b>40.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 4.2 %	5 20.8 %	3 12.5 %	1 4.2 %	0 0.0 %	14 58.3 %
<b>30.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 4.2 %	1 4.2 %	5 20.8 %	2 8.3 %	1 4.2 %	0 0.0 %	14 58.3 %
<b>40.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4.2 %	2 8.3 %	3 12.5 %	3 12.5 %	1 4.2 %	0 0.0 %	14 58.3 %
<b>20.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 4.2 %	2 8.3 %	5 20.8 %	1 4.2 %	1 4.2 %	0 0.0 %	14 58.3 %
<b>55.6 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	4 16.7 %	0 0.0 %	3 12.5 %	2 8.3 %	0 0.0 %	15 62.5 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**

**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	8 33.3 %	8 33.3 %
Impaired	0 0 %	3 12.5 %	3 12.5 %
Language	0 0 %	3 12.5 %	3 12.5 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	10 41.7 %	10 41.7 %
<b>Total</b>	0 100 %	24 100 %	24 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 26 clients; surveys were returned for 24 clients (24/26 = 92.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**FSA Geriatric Services West**

Program Code(s): 89903

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**65.7%**

Overall satisfaction<sup>3</sup> mean score for FSA Geriatric Services West: **4.39**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 5. Staff were willing to see me as often as I felt it was necessary

100.0% 8. I was able to get all the services I thought I needed

**Lowest Agreement Items**

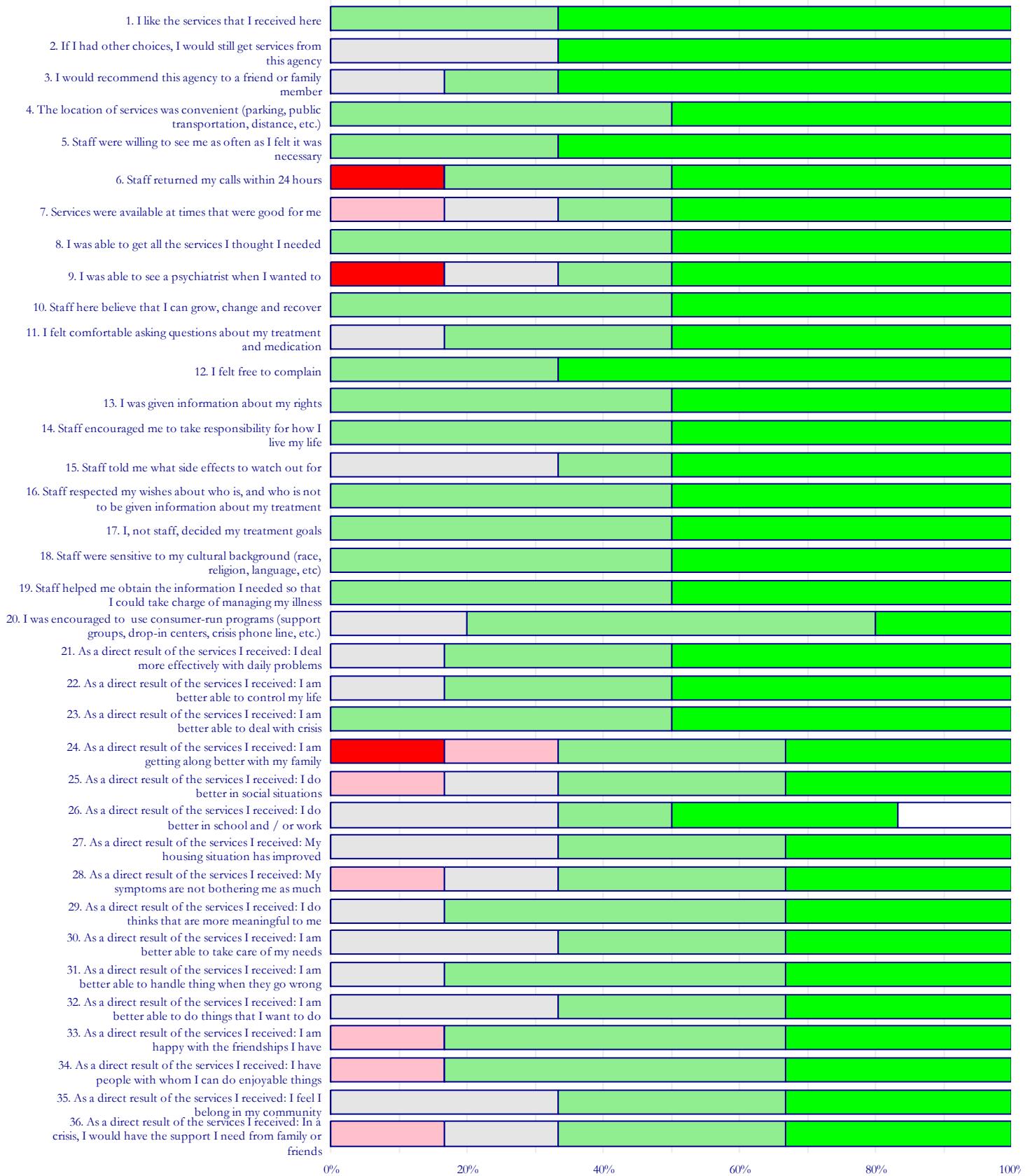
66.7% 2. If I had other choices, I would still get services from this agency

66.7% 7. Services were available at times that were good for me

66.7% 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

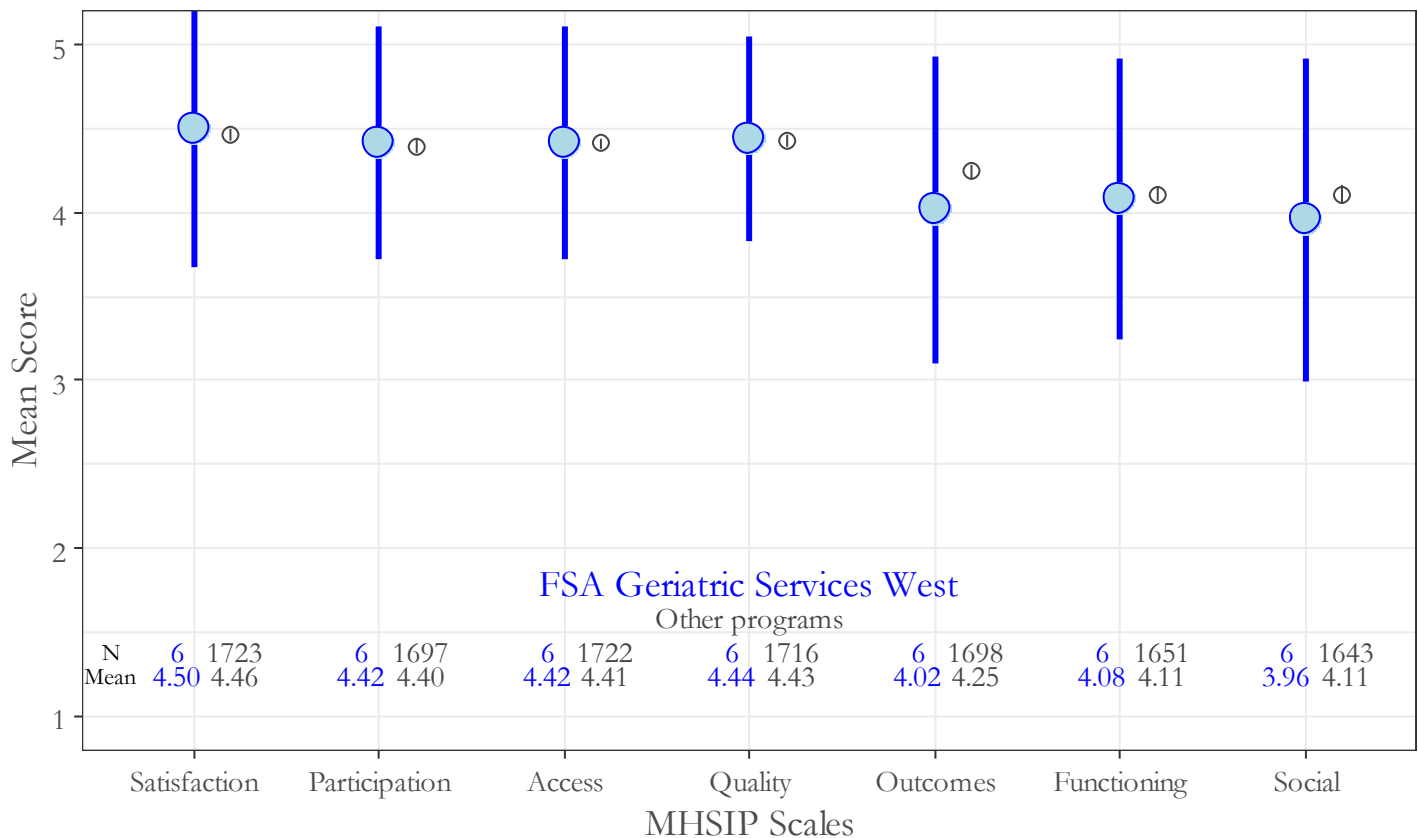
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 8.7 %	4 17.4 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 8.7 %	0 0.0 %	4 17.4 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.3 %	1 4.3 %	4 17.4 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 8.7 %	4 17.4 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 6. Staff returned my calls within 24 hours	1 4.3 %	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 4.3 %	1 4.3 %	1 4.3 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 9. I was able to see a psychiatrist when I wanted to	1 4.3 %	0 0.0 %	1 4.3 %	1 4.3 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 8.7 %	4 17.4 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 8.7 %	1 4.3 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>80.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	1 4.3 %	0 0.0 %	18 78.3 %
<b>83.3 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	3 13.0 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 4.3 %	1 4.3 %	0 0.0 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.3 %	1 4.3 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>60.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 8.7 %	1 4.3 %	2 8.7 %	1 4.3 %	17 73.9 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 4.3 %	1 4.3 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 4.3 %	0 0.0 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>83.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 4.3 %	0 0.0 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>66.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 4.3 %	1 4.3 %	2 8.7 %	2 8.7 %	0 0.0 %	17 73.9 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	7 31.8 %	7 30.4 %
Impaired	0 0 %	7 31.8 %	7 30.4 %
Language	0 0 %	2 9.1 %	2 8.7 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 4.5 %	1 4.3 %
Completed Survey	1 100 %	5 22.7 %	6 26.1 %
<b>Total</b>	1 100 %	22 100 %	23 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 35 clients; surveys were returned for 23 clients (23/35 = 65.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**FSA Older Adult Day Support Center - OADSC**  
Program Code(s): 38KKOA

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**121.4%**

Overall satisfaction<sup>3</sup> mean score for FSA Older Adult Day Support Center - OADSC: **4.36**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 1. I like the services that I received here

**100.0%** 3. I would recommend this agency to a friend or family member

**100.0%** 11. I felt comfortable asking questions about my treatment and medication

#### **Lowest Agreement Items**

**77.8%** 5. Staff were willing to see me as often as I felt it was necessary

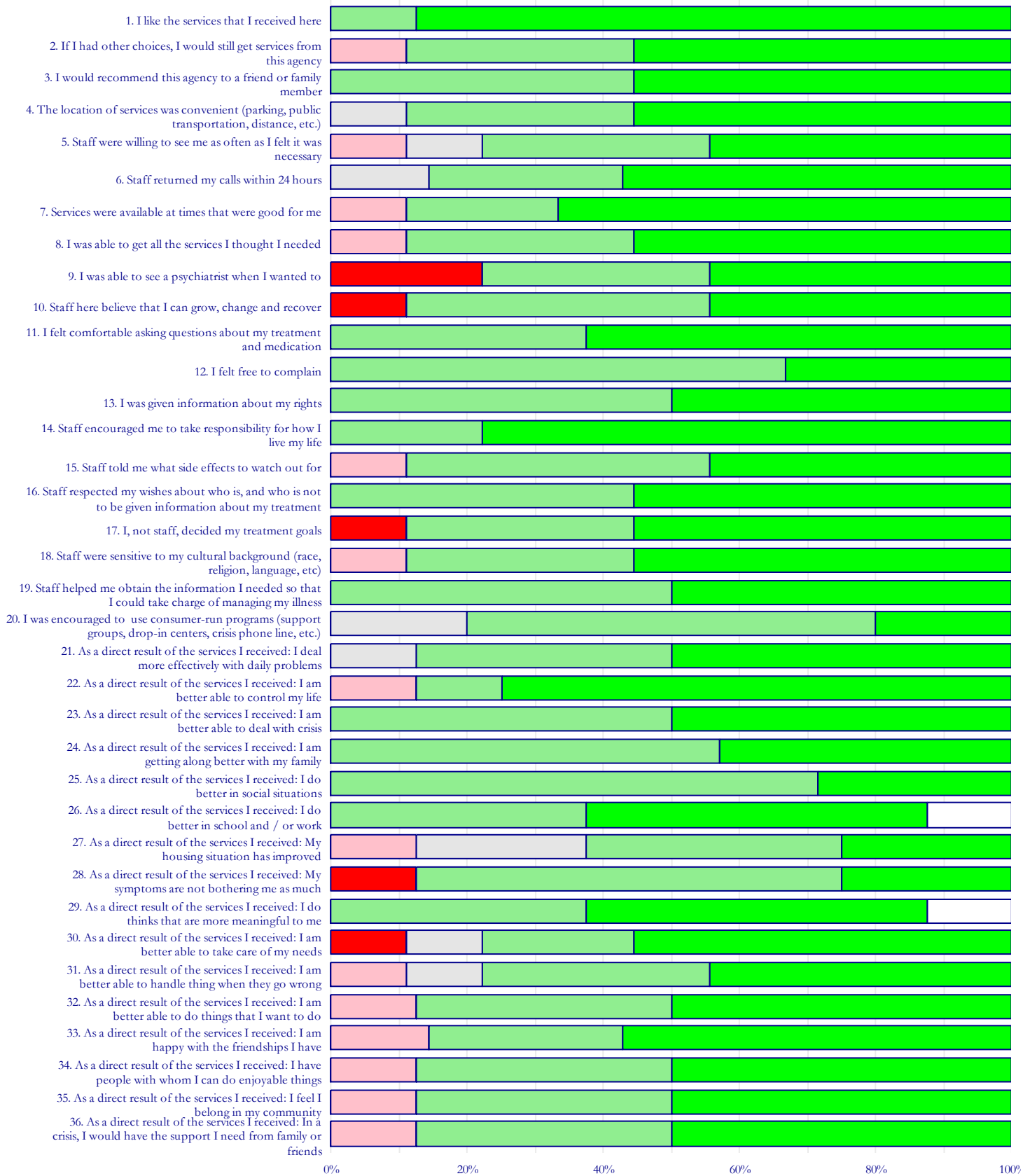
**77.8%** 9. I was able to see a psychiatrist when I wanted to

**80.0%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



# MHSIP Items



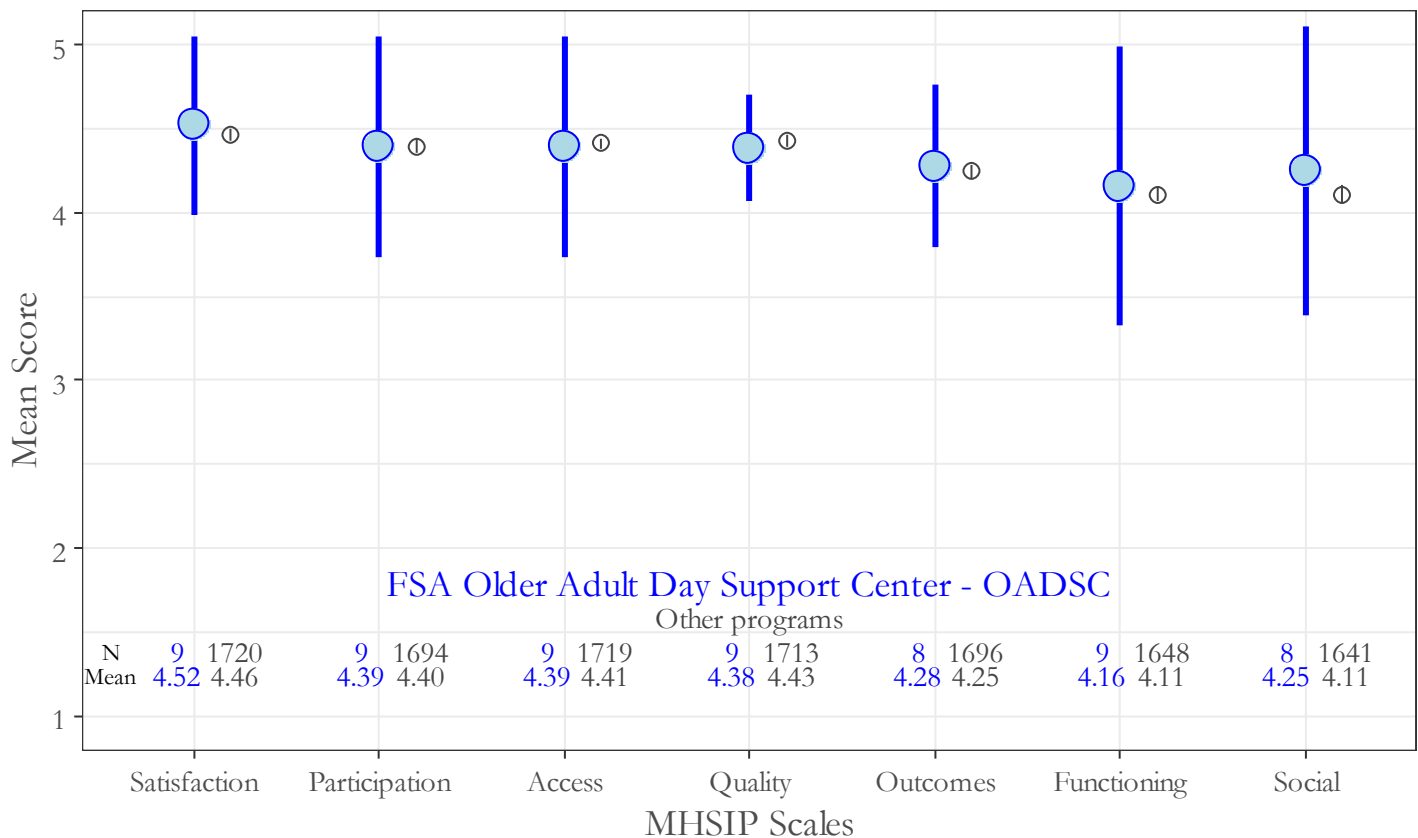
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	0 0.0 %	9 52.9 %
<b>88.9 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>77.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	8 47.1 %
<b>85.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 5.9 %	0 0.0 %	2 11.8 %	6 35.3 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>77.8 %</b> 9. I was able to see a psychiatrist when I wanted to	2 11.8 %	0 0.0 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 10. Staff here believe that I can grow, change and recover	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	8 47.1 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	3 17.6 %	0 0.0 %	8 47.1 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	7 41.2 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 5.9 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	8 47.1 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 17. I, not staff, decided my treatment goals	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>88.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>80.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	1 5.9 %	0 0.0 %	12 70.6 %
<b>87.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>87.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 5.9 %	0 0.0 %	1 5.9 %	6 35.3 %	0 0.0 %	9 52.9 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	10 58.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	4 23.5 %	1 5.9 %	9 52.9 %
<b>62.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 5.9 %	2 11.8 %	3 17.6 %	2 11.8 %	0 0.0 %	9 52.9 %
<b>87.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.9 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	9 52.9 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	4 23.5 %	1 5.9 %	9 52.9 %
<b>77.8 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 5.9 %	0 0.0 %	1 5.9 %	2 11.8 %	5 29.4 %	0 0.0 %	8 47.1 %
<b>77.8 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	8 47.1 %
<b>87.5 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>85.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 5.9 %	0 0.0 %	2 11.8 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>87.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>87.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
<b>87.5 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	8 47.1 %	8 47.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	9 52.9 %	9 52.9 %
<b>Total</b>	0 100 %	17 100 %	17 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 17 clients (17/14 = 121.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**FSA Older Adult Full Service Partnership SrFSP**  
Program Code(s): 38JWFSP

Overall Satisfaction<sup>1</sup>  
**88.2%**

Return Rate<sup>2</sup>  
**81.5%**

Overall satisfaction<sup>3</sup> mean score for FSA Older Adult Full Service Partnership SrFSP: **4.12**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

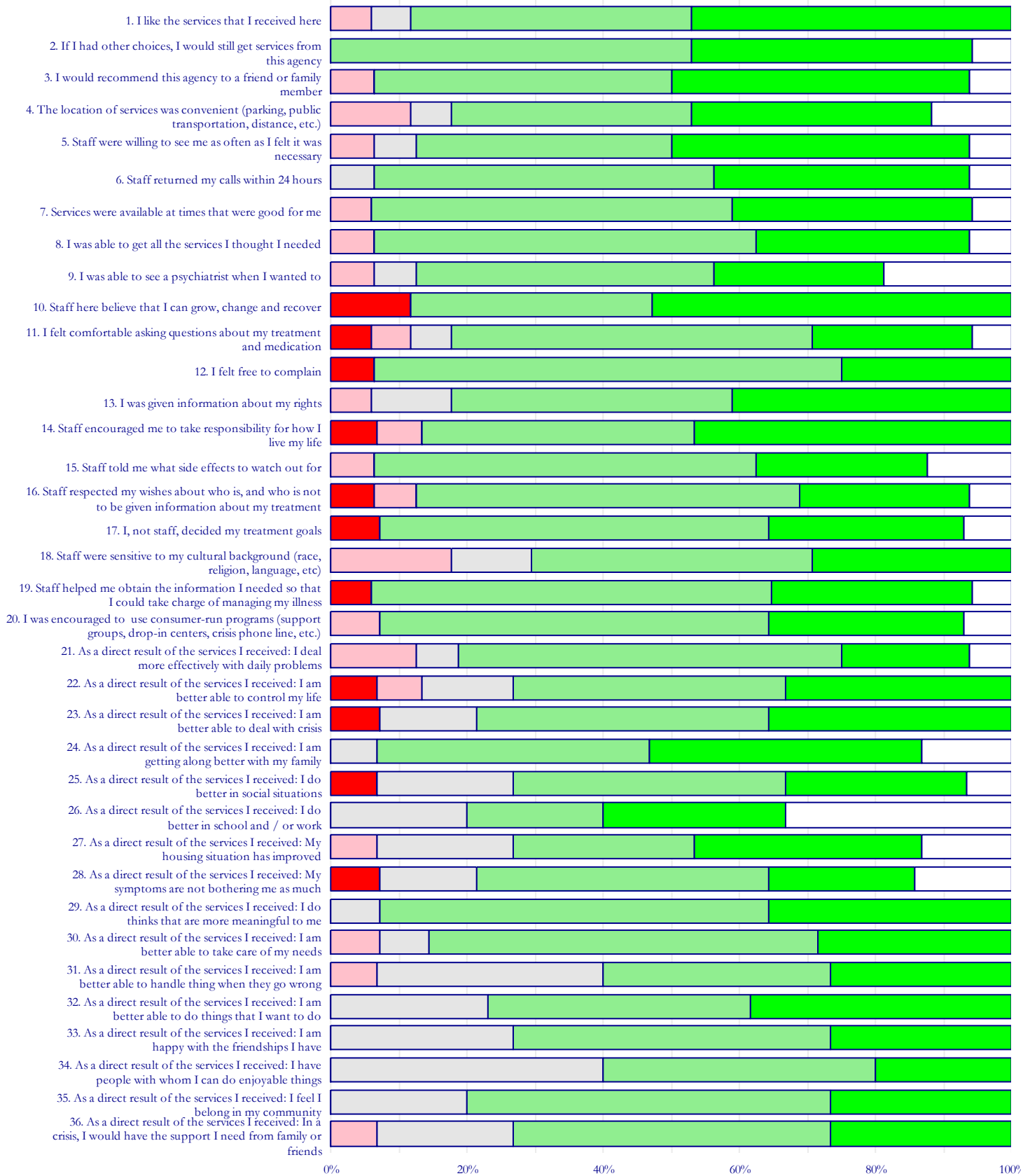
- 100.0% 2. If I had other choices, I would still get services from this agency
- 93.8% 7. Services were available at times that were good for me
- 93.8% 12. I felt free to complain

**Lowest Agreement Items**

- 70.6% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 81.2% 11. I felt comfortable asking questions about my treatment and medication
- 82.4% 13. I was given information about my rights

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

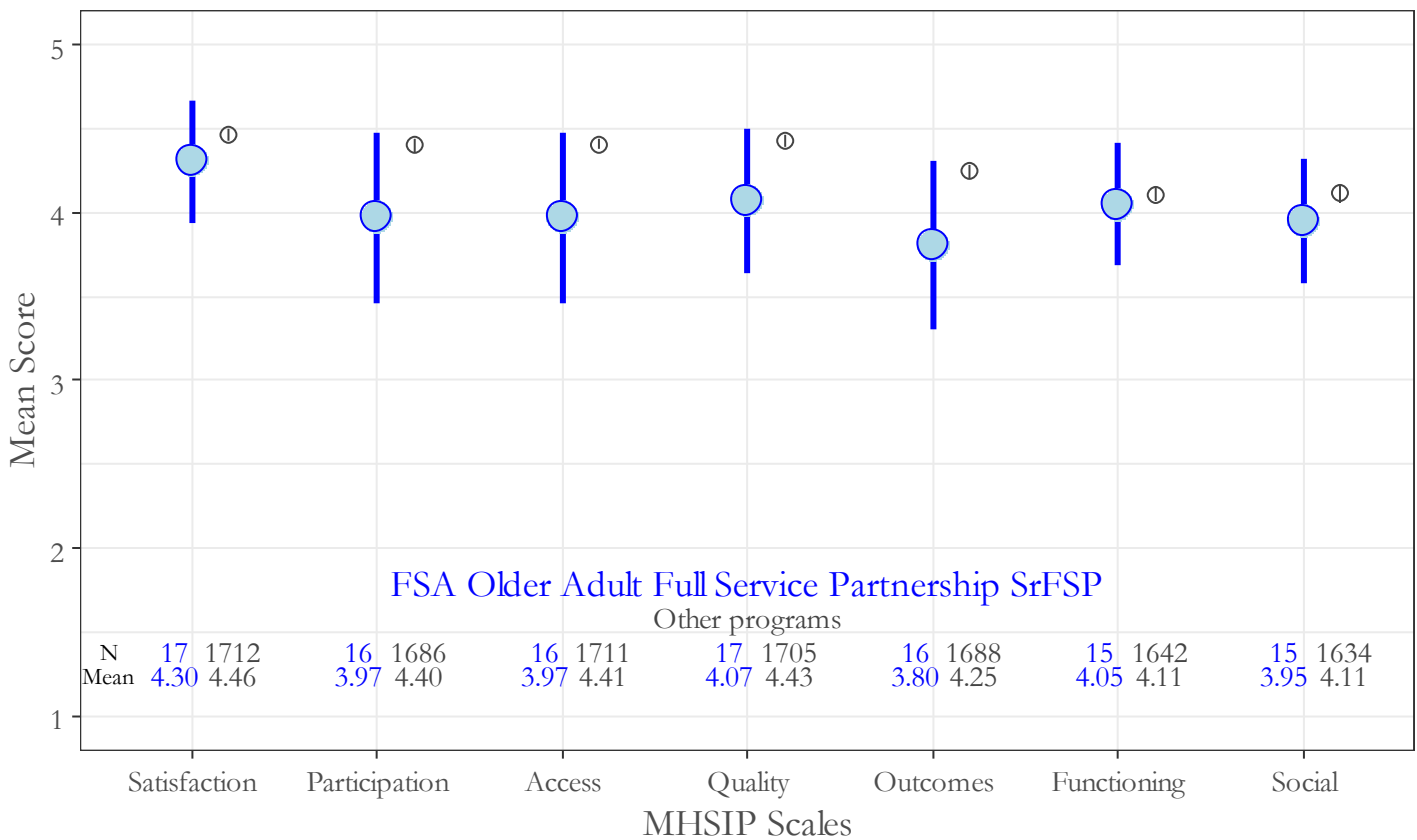
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.2 %</b> 1. I like the services that I received here	0 0.0 %	1 4.5 %	1 4.5 %	7 31.8 %	8 36.4 %	0 0.0 %	5 22.7 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	9 40.9 %	7 31.8 %	1 4.5 %	5 22.7 %
<b>93.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.5 %	0 0.0 %	7 31.8 %	7 31.8 %	1 4.5 %	6 27.3 %
<b>80.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 9.1 %	1 4.5 %	6 27.3 %	6 27.3 %	2 9.1 %	5 22.7 %
<b>86.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 4.5 %	1 4.5 %	6 27.3 %	7 31.8 %	1 4.5 %	6 27.3 %
<b>93.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 4.5 %	8 36.4 %	6 27.3 %	1 4.5 %	6 27.3 %
<b>93.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 4.5 %	0 0.0 %	9 40.9 %	6 27.3 %	1 4.5 %	5 22.7 %
<b>93.3 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 4.5 %	0 0.0 %	9 40.9 %	5 22.7 %	1 4.5 %	6 27.3 %
<b>84.6 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 4.5 %	1 4.5 %	7 31.8 %	4 18.2 %	3 13.6 %	6 27.3 %
<b>88.2 %</b> 10. Staff here believe that I can grow, change and recover	2 9.1 %	0 0.0 %	0 0.0 %	6 27.3 %	9 40.9 %	0 0.0 %	5 22.7 %
<b>81.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 4.5 %	1 4.5 %	1 4.5 %	9 40.9 %	4 18.2 %	1 4.5 %	5 22.7 %
<b>93.8 %</b> 12. I felt free to complain	1 4.5 %	0 0.0 %	0 0.0 %	11 50.0 %	4 18.2 %	0 0.0 %	6 27.3 %
<b>82.4 %</b> 13. I was given information about my rights	0 0.0 %	1 4.5 %	2 9.1 %	7 31.8 %	7 31.8 %	0 0.0 %	5 22.7 %
<b>86.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 4.5 %	1 4.5 %	0 0.0 %	6 27.3 %	7 31.8 %	0 0.0 %	7 31.8 %
<b>92.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 4.5 %	0 0.0 %	9 40.9 %	4 18.2 %	2 9.1 %	6 27.3 %
<b>86.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 4.5 %	1 4.5 %	0 0.0 %	9 40.9 %	4 18.2 %	1 4.5 %	6 27.3 %
<b>92.3 %</b> 17. I, not staff, decided my treatment goals	1 4.5 %	0 0.0 %	0 0.0 %	8 36.4 %	4 18.2 %	1 4.5 %	8 36.4 %
<b>70.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	3 13.6 %	2 9.1 %	7 31.8 %	5 22.7 %	0 0.0 %	5 22.7 %
<b>93.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 4.5 %	0 0.0 %	0 0.0 %	10 45.5 %	5 22.7 %	1 4.5 %	5 22.7 %
<b>92.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 4.5 %	0 0.0 %	8 36.4 %	4 18.2 %	1 4.5 %	8 36.4 %
<b>80.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 9.1 %	1 4.5 %	9 40.9 %	3 13.6 %	1 4.5 %	6 27.3 %
<b>73.3 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 4.5 %	1 4.5 %	2 9.1 %	6 27.3 %	5 22.7 %	0 0.0 %	7 31.8 %
<b>78.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 4.5 %	0 0.0 %	2 9.1 %	6 27.3 %	5 22.7 %	0 0.0 %	8 36.4 %
<b>92.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 4.5 %	6 27.3 %	6 27.3 %	2 9.1 %	7 31.8 %
<b>71.4 %</b> 25. As a direct result of the services I received: I do better in social situations	1 4.5 %	0 0.0 %	3 13.6 %	6 27.3 %	4 18.2 %	1 4.5 %	7 31.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>70.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 13.6 %	3 13.6 %	4 18.2 %	5 22.7 %	7 31.8 %
<b>69.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 4.5 %	3 13.6 %	4 18.2 %	5 22.7 %	2 9.1 %	7 31.8 %
<b>75.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.5 %	0 0.0 %	2 9.1 %	6 27.3 %	3 13.6 %	2 9.1 %	8 36.4 %
<b>92.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 4.5 %	8 36.4 %	5 22.7 %	0 0.0 %	8 36.4 %
<b>85.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 4.5 %	1 4.5 %	8 36.4 %	4 18.2 %	0 0.0 %	8 36.4 %
<b>60.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 4.5 %	5 22.7 %	5 22.7 %	4 18.2 %	0 0.0 %	7 31.8 %
<b>76.9 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 13.6 %	5 22.7 %	5 22.7 %	0 0.0 %	9 40.9 %
<b>73.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 18.2 %	7 31.8 %	4 18.2 %	0 0.0 %	7 31.8 %
<b>60.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	6 27.3 %	6 27.3 %	3 13.6 %	0 0.0 %	7 31.8 %
<b>80.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	3 13.6 %	8 36.4 %	4 18.2 %	0 0.0 %	7 31.8 %
<b>73.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 4.5 %	3 13.6 %	7 31.8 %	4 18.2 %	0 0.0 %	7 31.8 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**





**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	2 9.1 %	2 9.1 %
Impaired	0 0 %	3 13.6 %	3 13.6 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	17 77.3 %	17 77.3 %
<b>Total</b>	0 100 %	22 100 %	22 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 27 clients; surveys were returned for 22 clients (22/27 = 81.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**FSA Older Adult Full Service Partnership SrICM**  
Program Code(s): 382213

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**116.7%**

Overall satisfaction<sup>3</sup> mean score for FSA Older Adult Full Service Partnership SrICM: **4.68**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

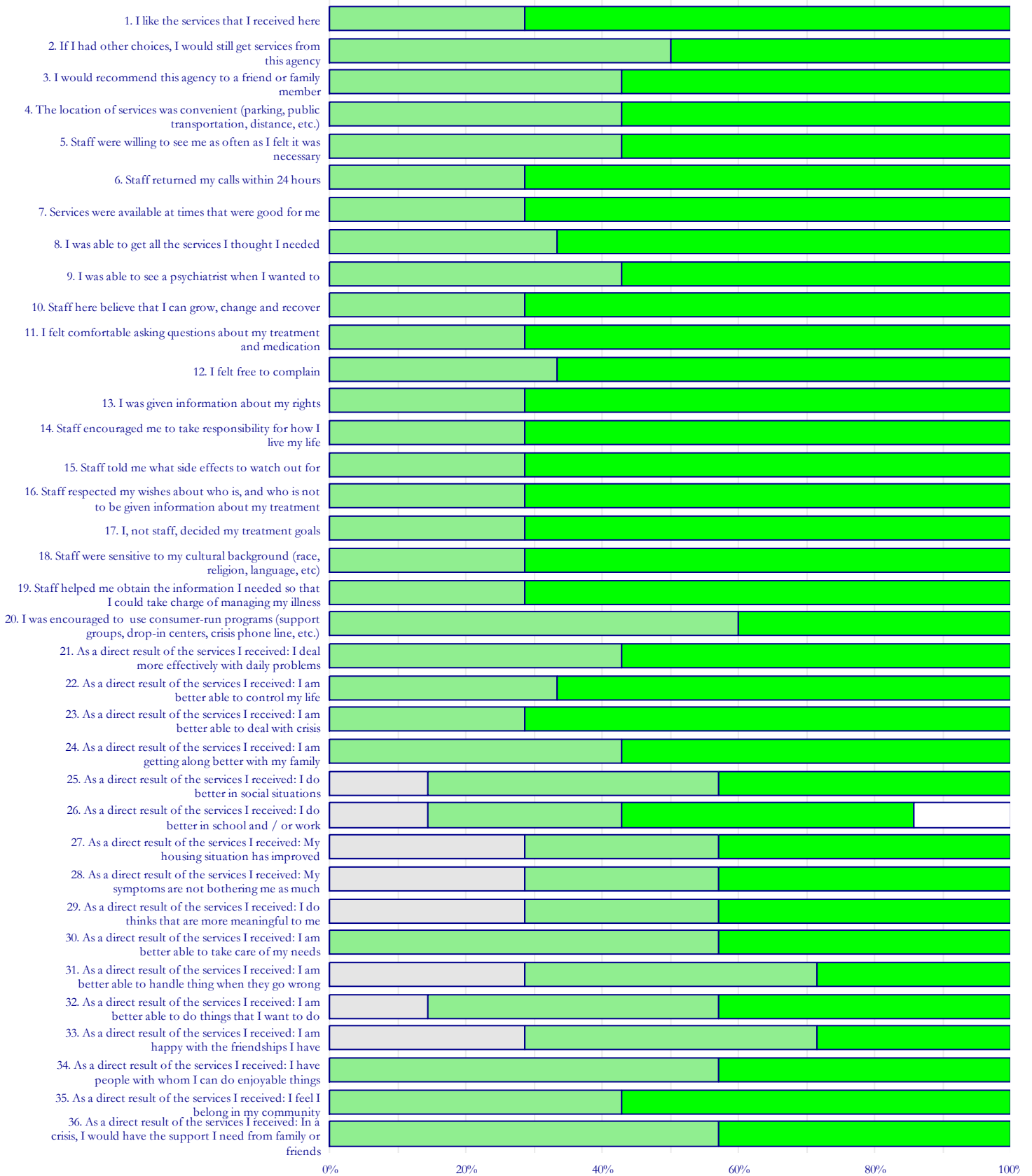
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

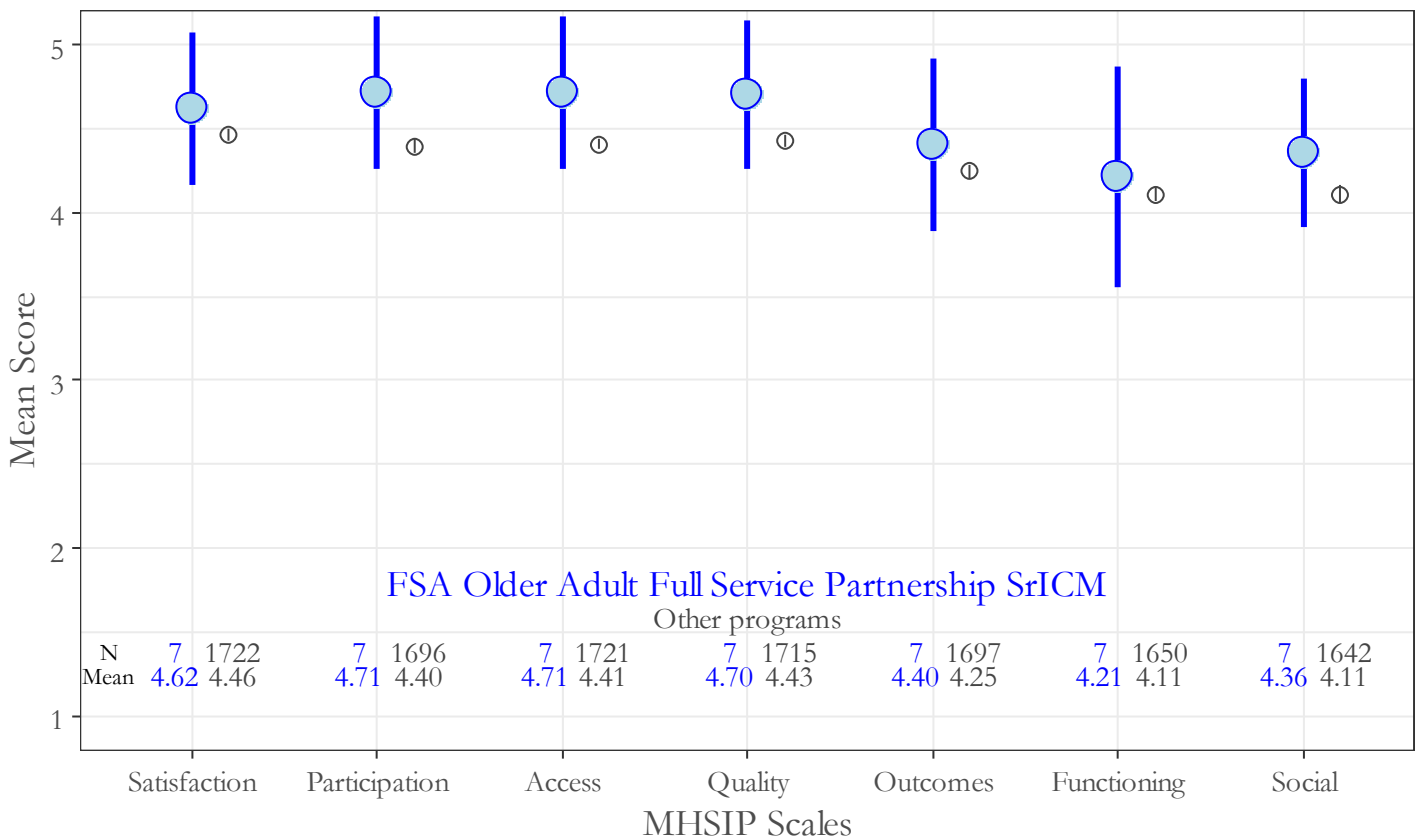
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	0 0.0 %	8 57.1 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	0 0.0 %	8 57.1 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	0 0.0 %	9 64.3 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	0 0.0 %	8 57.1 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>85.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>83.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	1 7.1 %	7 50.0 %
<b>71.4 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>71.4 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>71.4 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>71.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	0 0.0 %	7 50.0 %
<b>85.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>71.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 50.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	2 14.3 %	2 14.3 %
Impaired	0 0 %	5 35.7 %	5 35.7 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	7 50 %	7 50 %
<b>Total</b>	0 100 %	14 100 %	14 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 12 clients; surveys were returned for 14 clients (14/12 = 116.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Prevention & Recovery in Early Psychosis PREP**

Program Code(s): 8990EP

Overall Satisfaction<sup>1</sup>

**93.3%**

Return Rate<sup>2</sup>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for FSA Prevention & Recovery in Early Psychosis PREP: **4.17**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 6. Staff returned my calls within 24 hours

**100.0%** 7. Services were available at times that were good for me

**93.3%** 1. I like the services that I received here

#### **Lowest Agreement Items**

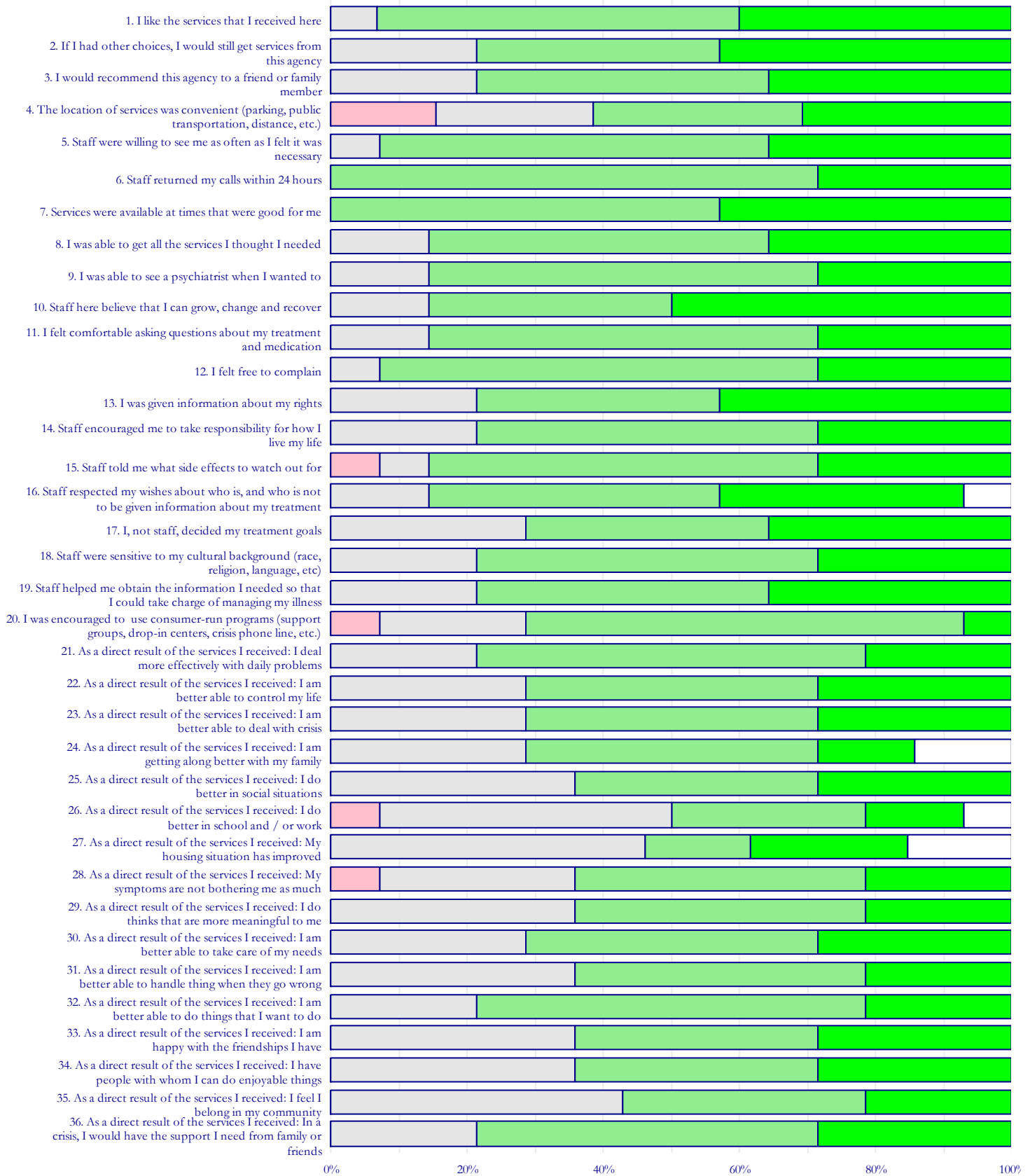
**71.4%** 17. I, not staff, decided my treatment goals

**71.4%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**78.6%** 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





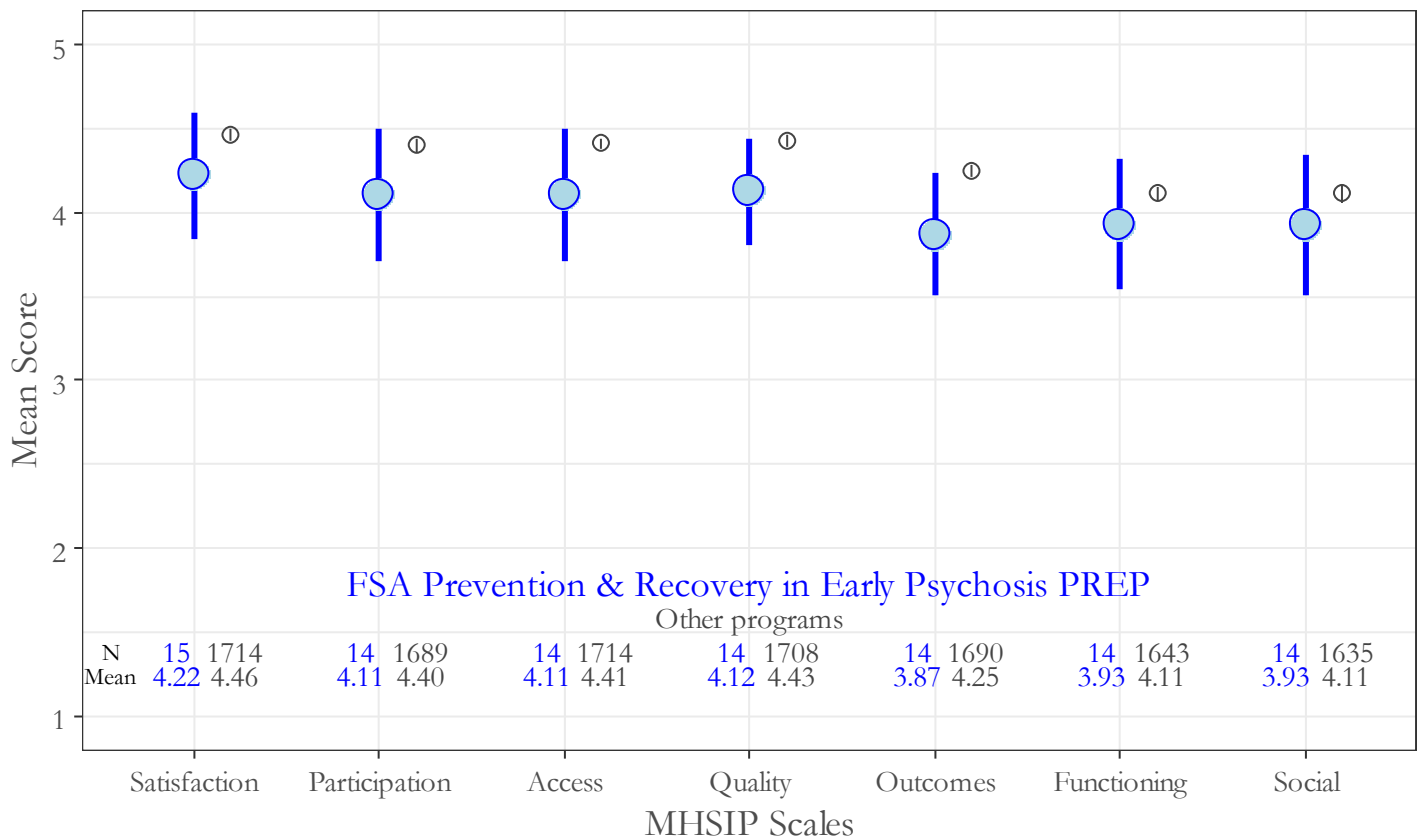
**MHSIP Items 1-25**  
**Percent Agree**

		<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>93.3 %</b>	1. I like the services that I received here	0 0.0 %	0 0.0 %	1 5.0 %	8 40.0 %	6 30.0 %	0 0.0 %	5 25.0 %
<b>78.6 %</b>	2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 15.0 %	5 25.0 %	6 30.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 15.0 %	6 30.0 %	5 25.0 %	0 0.0 %	6 30.0 %
<b>61.5 %</b>	4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 10.0 %	3 15.0 %	4 20.0 %	4 20.0 %	0 0.0 %	7 35.0 %
<b>92.9 %</b>	5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 5.0 %	8 40.0 %	5 25.0 %	0 0.0 %	6 30.0 %
<b>100.0 %</b>	6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	10 50.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>100.0 %</b>	7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	8 40.0 %	6 30.0 %	0 0.0 %	6 30.0 %
<b>85.7 %</b>	8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 10.0 %	7 35.0 %	5 25.0 %	0 0.0 %	6 30.0 %
<b>85.7 %</b>	9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 10.0 %	8 40.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>85.7 %</b>	10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 10.0 %	5 25.0 %	7 35.0 %	0 0.0 %	6 30.0 %
<b>85.7 %</b>	11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 10.0 %	8 40.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>92.9 %</b>	12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.0 %	9 45.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	13. I was given information about my rights	0 0.0 %	0 0.0 %	3 15.0 %	5 25.0 %	6 30.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 15.0 %	7 35.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>85.7 %</b>	15. Staff told me what side effects to watch out for	0 0.0 %	1 5.0 %	1 5.0 %	8 40.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>84.6 %</b>	16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 10.0 %	6 30.0 %	5 25.0 %	1 5.0 %	6 30.0 %
<b>71.4 %</b>	17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 20.0 %	5 25.0 %	5 25.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 15.0 %	7 35.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 15.0 %	6 30.0 %	5 25.0 %	0 0.0 %	6 30.0 %
<b>71.4 %</b>	20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 5.0 %	3 15.0 %	9 45.0 %	1 5.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b>	21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 15.0 %	8 40.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>71.4 %</b>	22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 20.0 %	6 30.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>71.4 %</b>	23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	4 20.0 %	6 30.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>66.7 %</b>	24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	4 20.0 %	6 30.0 %	2 10.0 %	2 10.0 %	6 30.0 %
<b>64.3 %</b>	25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	5 25.0 %	5 25.0 %	4 20.0 %	0 0.0 %	6 30.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>46.2 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 5.0 %	6 30.0 %	4 20.0 %	2 10.0 %	1 5.0 %	6 30.0 %
<b>45.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	6 30.0 %	2 10.0 %	3 15.0 %	2 10.0 %	7 35.0 %
<b>64.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 5.0 %	4 20.0 %	6 30.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>64.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	5 25.0 %	6 30.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>71.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	4 20.0 %	6 30.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>64.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	5 25.0 %	6 30.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 15.0 %	8 40.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>64.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	5 25.0 %	5 25.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>64.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	5 25.0 %	5 25.0 %	4 20.0 %	0 0.0 %	6 30.0 %
<b>57.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	6 30.0 %	5 25.0 %	3 15.0 %	0 0.0 %	6 30.0 %
<b>78.6 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 15.0 %	7 35.0 %	4 20.0 %	0 0.0 %	6 30.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	3 15 %	0 0 %	3 15 %
Impaired	1 5 %	0 0 %	1 5 %
Language	0 0 %	0 0 %	0 0 %
Other	2 10 %	0 0 %	2 10 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	14 70 %	0 0 %	14 70 %
<b>Total</b>	20 100 %	0 100 %	20 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 25 clients; surveys were returned for 20 clients (20/25 = 80.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**FSA SOAR Academy**

Program Code(s): 3822SED

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for FSA SOAR Academy: No YSS (youth) data for this program, **5.00** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

**Survey Compliance**  
**FSA SOAR Academy**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 3 clients; surveys were returned for 1 clients (1 / 3 = 33.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Transitional Age Youth FSP MAP**

Program Code(s): 3822T3

Overall Satisfaction<sup>1</sup>

**92.3%**

Return Rate<sup>2</sup>

**133.3%**

Overall satisfaction<sup>3</sup> mean score for FSA Transitional Age Youth FSP MAP: **4.41**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

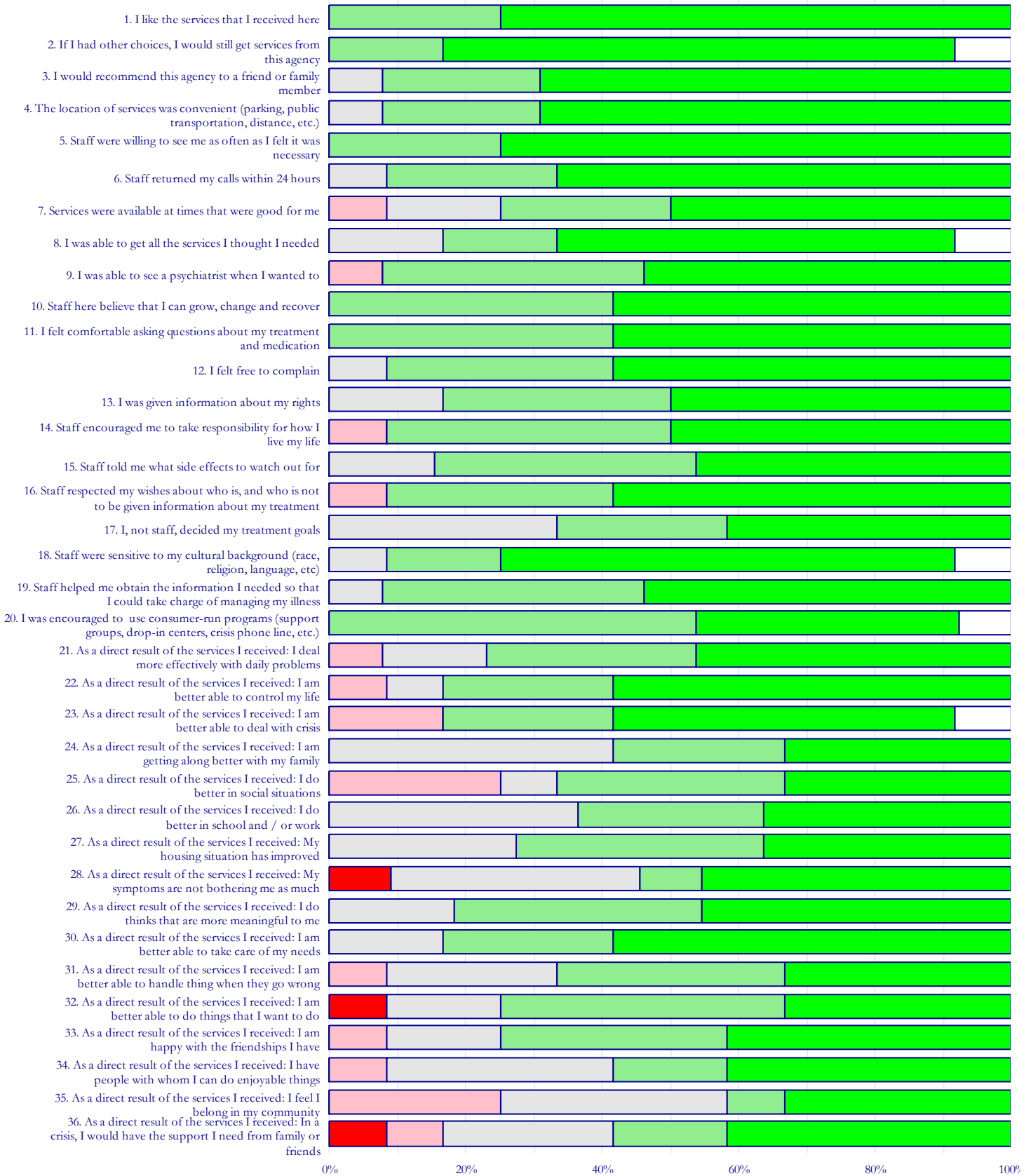
66.7% 17. I, not staff, decided my treatment goals

75.0% 7. Services were available at times that were good for me

81.8% 8. I was able to get all the services I thought I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





## MHSIP Items 1-25

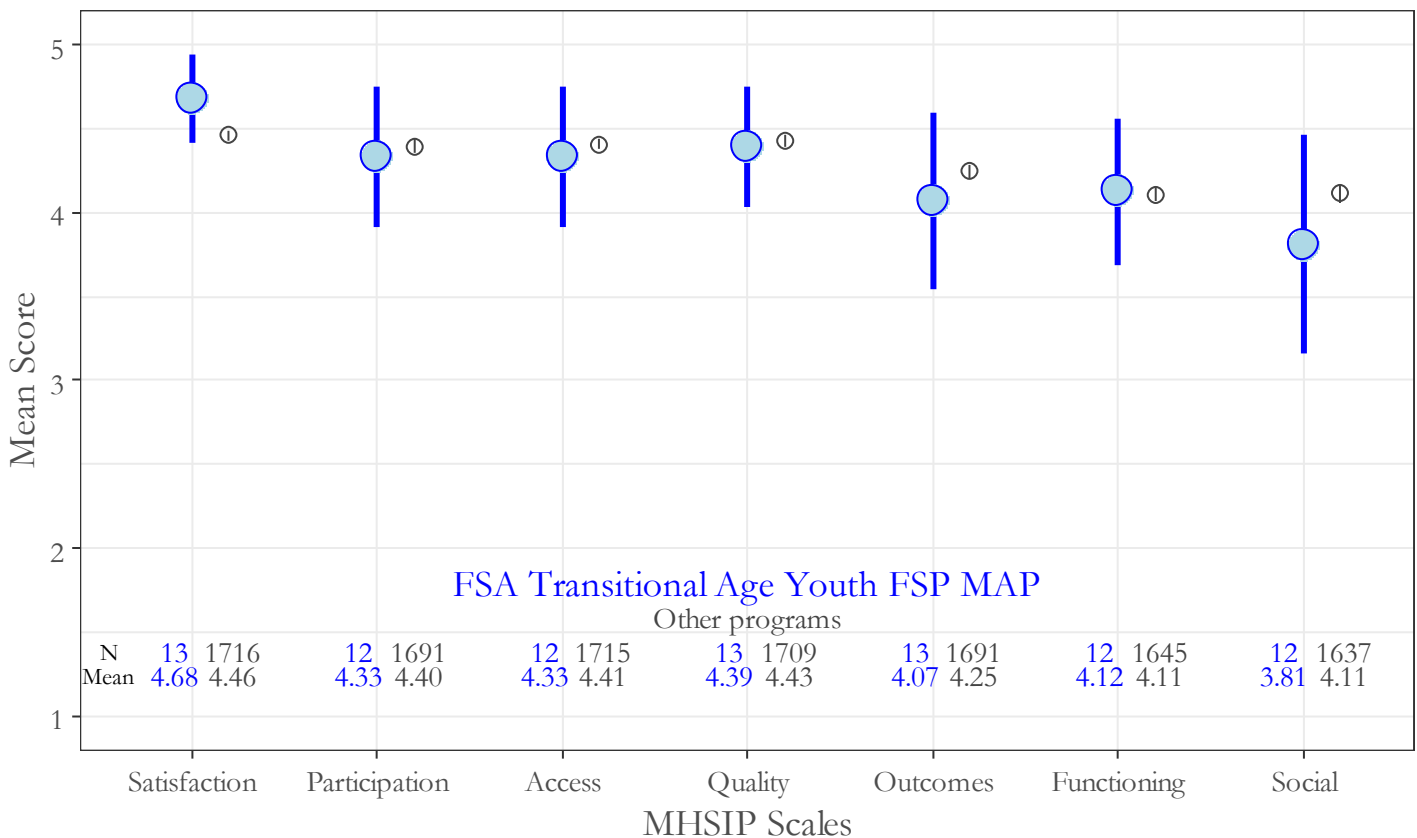
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 15.0 %	9 45.0 %	0 0.0 %	8 40.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	9 45.0 %	1 5.0 %	8 40.0 %
<b>92.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	9 45.0 %	0 0.0 %	7 35.0 %
<b>92.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	9 45.0 %	0 0.0 %	7 35.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 15.0 %	9 45.0 %	0 0.0 %	8 40.0 %
<b>91.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 5.0 %	3 15.0 %	8 40.0 %	0 0.0 %	8 40.0 %
<b>75.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	6 30.0 %	0 0.0 %	8 40.0 %
<b>81.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 10.0 %	2 10.0 %	7 35.0 %	1 5.0 %	8 40.0 %
<b>92.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 5.0 %	0 0.0 %	5 25.0 %	7 35.0 %	0 0.0 %	7 35.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	5 25.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	5 25.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>91.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.0 %	4 20.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>83.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	6 30.0 %	0 0.0 %	8 40.0 %
<b>91.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 5.0 %	0 0.0 %	5 25.0 %	6 30.0 %	0 0.0 %	8 40.0 %
<b>84.6 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 10.0 %	5 25.0 %	6 30.0 %	0 0.0 %	7 35.0 %
<b>91.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 5.0 %	0 0.0 %	4 20.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 20.0 %	3 15.0 %	5 25.0 %	0 0.0 %	8 40.0 %
<b>90.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	8 40.0 %	1 5.0 %	8 40.0 %
<b>92.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 5.0 %	5 25.0 %	7 35.0 %	0 0.0 %	7 35.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	7 35.0 %	5 25.0 %	1 5.0 %	7 35.0 %
<b>76.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 5.0 %	2 10.0 %	4 20.0 %	6 30.0 %	0 0.0 %	7 35.0 %
<b>83.3 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 5.0 %	1 5.0 %	3 15.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>81.8 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 10.0 %	0 0.0 %	3 15.0 %	6 30.0 %	1 5.0 %	8 40.0 %
<b>58.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	5 25.0 %	3 15.0 %	4 20.0 %	0 0.0 %	8 40.0 %
<b>66.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 15.0 %	1 5.0 %	4 20.0 %	4 20.0 %	0 0.0 %	8 40.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>63.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 20.0 %	3 15.0 %	4 20.0 %	0 0.0 %	9 45.0 %
<b>72.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 15.0 %	4 20.0 %	4 20.0 %	0 0.0 %	9 45.0 %
<b>54.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.0 %	0 0.0 %	4 20.0 %	1 5.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>81.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 10.0 %	4 20.0 %	5 25.0 %	0 0.0 %	9 45.0 %
<b>83.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 10.0 %	3 15.0 %	7 35.0 %	0 0.0 %	8 40.0 %
<b>66.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 5.0 %	3 15.0 %	4 20.0 %	4 20.0 %	0 0.0 %	8 40.0 %
<b>75.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 5.0 %	0 0.0 %	2 10.0 %	5 25.0 %	4 20.0 %	0 0.0 %	8 40.0 %
<b>75.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 5.0 %	2 10.0 %	4 20.0 %	5 25.0 %	0 0.0 %	8 40.0 %
<b>58.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 5.0 %	4 20.0 %	2 10.0 %	5 25.0 %	0 0.0 %	8 40.0 %
<b>41.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	3 15.0 %	4 20.0 %	1 5.0 %	4 20.0 %	0 0.0 %	8 40.0 %
<b>58.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 5.0 %	1 5.0 %	3 15.0 %	2 10.0 %	5 25.0 %	0 0.0 %	8 40.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	5 25 %	0 0 %	5 25 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 10 %	0 0 %	2 10 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 65 %	0 0 %	13 65 %
<b>Total</b>	20 100 %	0 100 %	20 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 20 clients (20/15 = 133.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **HealthRIGHT 360 Integrated Care Center**

Program Code(s): 38CC3

Overall Satisfaction<sup>1</sup>

**94.3%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for HealthRIGHT 360 Integrated Care Center: **4.47**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

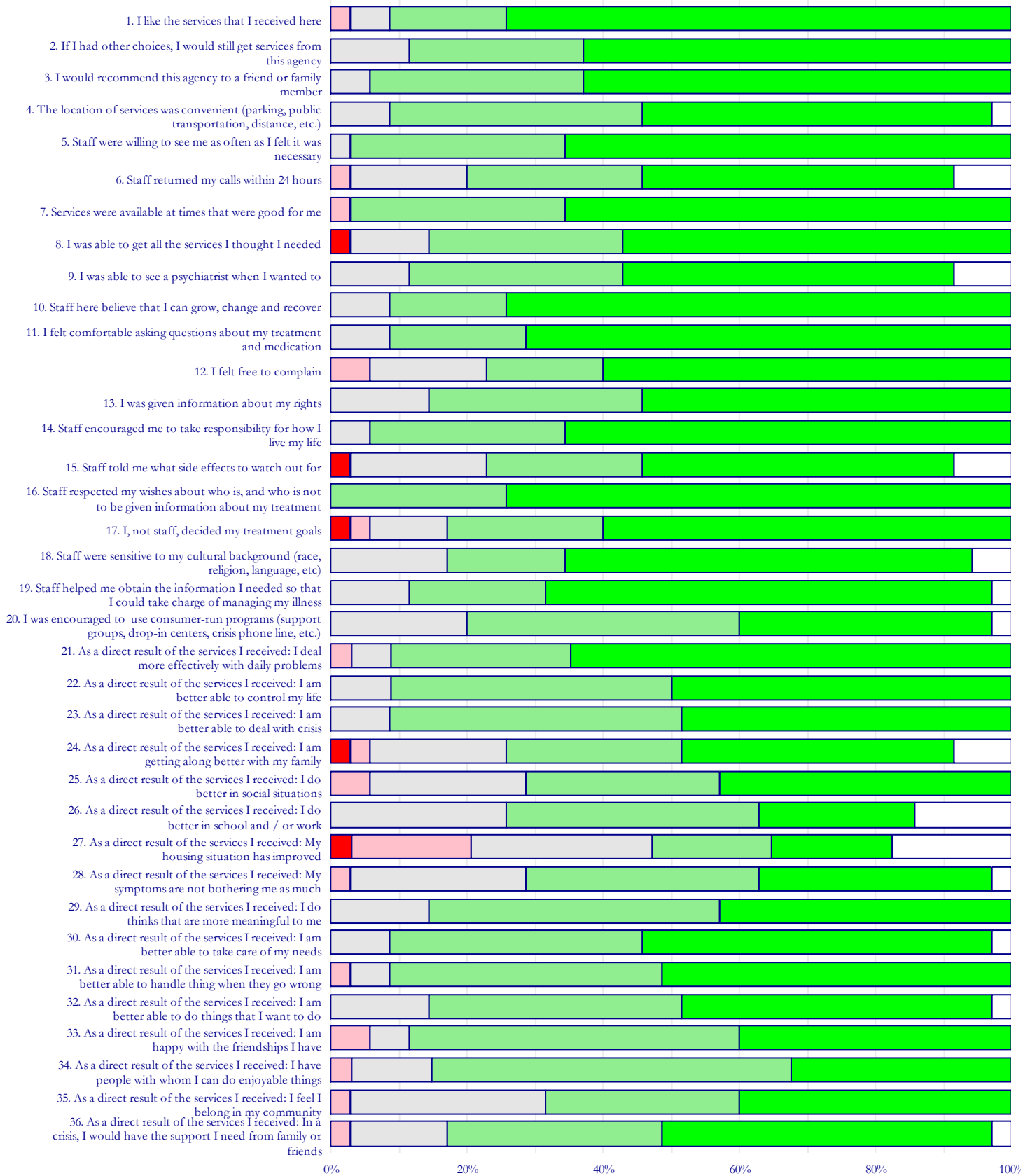
- 100.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 97.1%** 5. Staff were willing to see me as often as I felt it was necessary
- 97.1%** 7. Services were available at times that were good for me

#### **Lowest Agreement Items**

- 75.0%** 15. Staff told me what side effects to watch out for
- 77.1%** 12. I felt free to complain
- 78.1%** 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



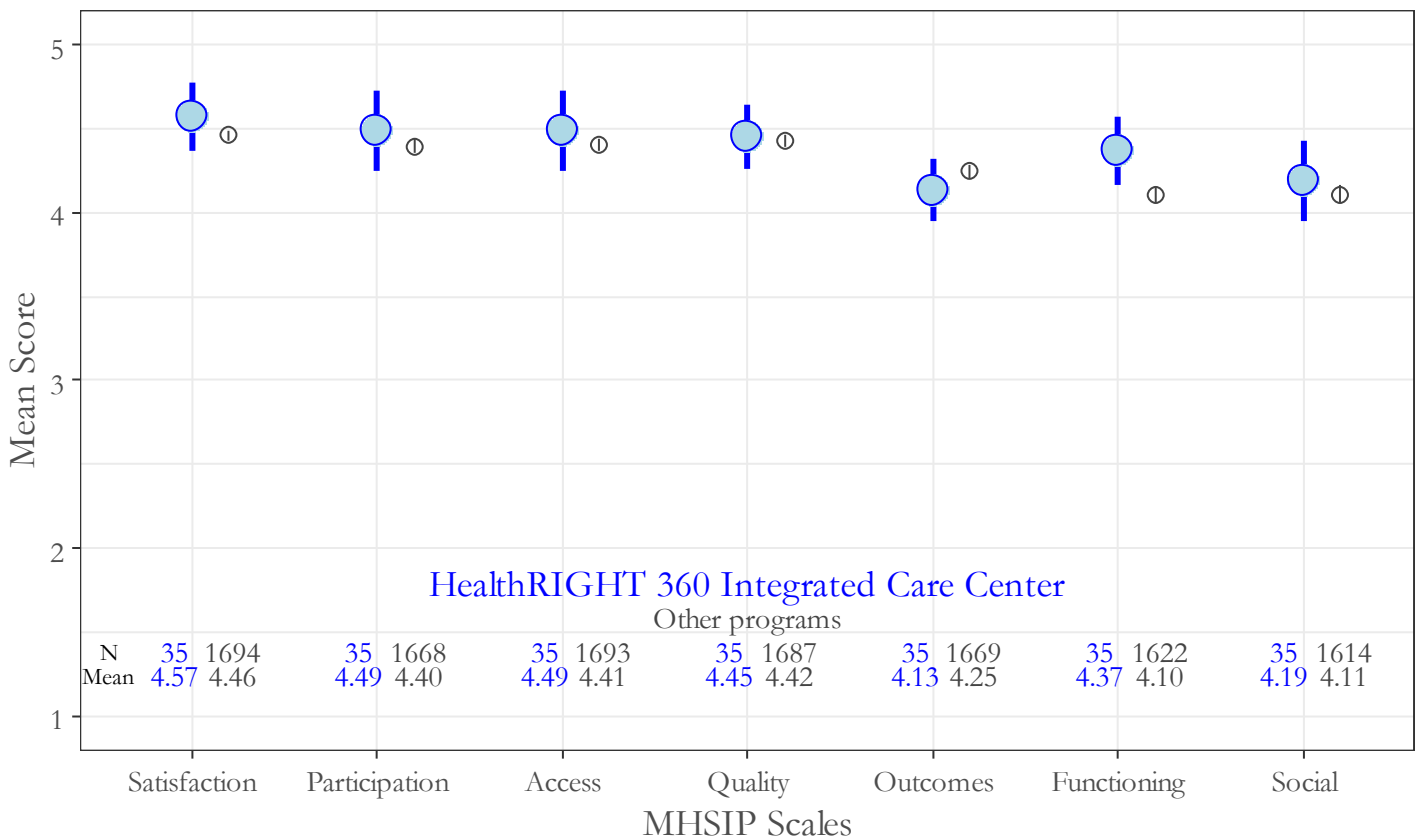
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>91.4 %</b> 1. I like the services that I received here	0 0.0 %	1 2.2 %	2 4.4 %	6 13.3 %	26 57.8 %	0 0.0 %	10 22.2 %
<b>88.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 8.9 %	9 20.0 %	22 48.9 %	0 0.0 %	10 22.2 %
<b>94.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 4.4 %	11 24.4 %	22 48.9 %	0 0.0 %	10 22.2 %
<b>91.2 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 6.7 %	13 28.9 %	18 40.0 %	1 2.2 %	10 22.2 %
<b>97.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 2.2 %	11 24.4 %	23 51.1 %	0 0.0 %	10 22.2 %
<b>78.1 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.2 %	6 13.3 %	9 20.0 %	16 35.6 %	3 6.7 %	10 22.2 %
<b>97.1 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 2.2 %	0 0.0 %	11 24.4 %	23 51.1 %	0 0.0 %	10 22.2 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	1 2.2 %	0 0.0 %	4 8.9 %	10 22.2 %	20 44.4 %	0 0.0 %	10 22.2 %
<b>87.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 8.9 %	11 24.4 %	17 37.8 %	3 6.7 %	10 22.2 %
<b>91.4 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 6.7 %	6 13.3 %	26 57.8 %	0 0.0 %	10 22.2 %
<b>91.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 6.7 %	7 15.6 %	25 55.6 %	0 0.0 %	10 22.2 %
<b>77.1 %</b> 12. I felt free to complain	0 0.0 %	2 4.4 %	6 13.3 %	6 13.3 %	21 46.7 %	0 0.0 %	10 22.2 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	5 11.1 %	11 24.4 %	19 42.2 %	0 0.0 %	10 22.2 %
<b>94.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 4.4 %	10 22.2 %	23 51.1 %	0 0.0 %	10 22.2 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	1 2.2 %	0 0.0 %	7 15.6 %	8 17.8 %	16 35.6 %	3 6.7 %	10 22.2 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	9 20.0 %	26 57.8 %	0 0.0 %	10 22.2 %
<b>82.9 %</b> 17. I, not staff, decided my treatment goals	1 2.2 %	1 2.2 %	4 8.9 %	8 17.8 %	21 46.7 %	0 0.0 %	10 22.2 %
<b>81.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	6 13.3 %	6 13.3 %	21 46.7 %	2 4.4 %	10 22.2 %
<b>88.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 8.9 %	7 15.6 %	23 51.1 %	1 2.2 %	10 22.2 %
<b>79.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	7 15.6 %	14 31.1 %	13 28.9 %	1 2.2 %	10 22.2 %
<b>91.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.2 %	2 4.4 %	9 20.0 %	22 48.9 %	0 0.0 %	11 24.4 %
<b>91.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 6.7 %	14 31.1 %	17 37.8 %	0 0.0 %	11 24.4 %
<b>91.4 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 6.7 %	15 33.3 %	17 37.8 %	0 0.0 %	10 22.2 %
<b>71.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 2.2 %	1 2.2 %	7 15.6 %	9 20.0 %	14 31.1 %	3 6.7 %	10 22.2 %
<b>71.4 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 4.4 %	8 17.8 %	10 22.2 %	15 33.3 %	0 0.0 %	10 22.2 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>70.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	9 20.0 %	13 28.9 %	8 17.8 %	5 11.1 %	10 22.2 %
<b>42.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 2.2 %	6 13.3 %	9 20.0 %	6 13.3 %	6 13.3 %	6 13.3 %	11 24.4 %
<b>70.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.2 %	9 20.0 %	12 26.7 %	12 26.7 %	1 2.2 %	10 22.2 %
<b>85.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	5 11.1 %	15 33.3 %	15 33.3 %	0 0.0 %	10 22.2 %
<b>91.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 6.7 %	13 28.9 %	18 40.0 %	1 2.2 %	10 22.2 %
<b>91.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 2.2 %	2 4.4 %	14 31.1 %	18 40.0 %	0 0.0 %	10 22.2 %
<b>85.3 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 11.1 %	13 28.9 %	16 35.6 %	1 2.2 %	10 22.2 %
<b>88.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 4.4 %	2 4.4 %	17 37.8 %	14 31.1 %	0 0.0 %	10 22.2 %
<b>85.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 2.2 %	4 8.9 %	18 40.0 %	11 24.4 %	0 0.0 %	11 24.4 %
<b>68.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 2.2 %	10 22.2 %	10 22.2 %	14 31.1 %	0 0.0 %	10 22.2 %
<b>82.4 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 2.2 %	5 11.1 %	11 24.4 %	17 37.8 %	1 2.2 %	10 22.2 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	9 20.5 %	0 0 %	9 20 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 2.3 %	0 0 %	1 2.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	34 77.3 %	1 100 %	35 77.8 %
<b>Total</b>	44 100 %	1 100 %	45 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 0 clients; surveys were returned for 43 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Homeless Childrens Network**

Program Code(s): 38AS3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**87.5%**

Overall satisfaction<sup>3</sup> mean score for Homeless Childrens Network: **4.46** (youth), **4.77** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**

83.3% 3. I helped to choose my treatment goals

85.7% 13. Staff respected my religious/spiritual beliefs

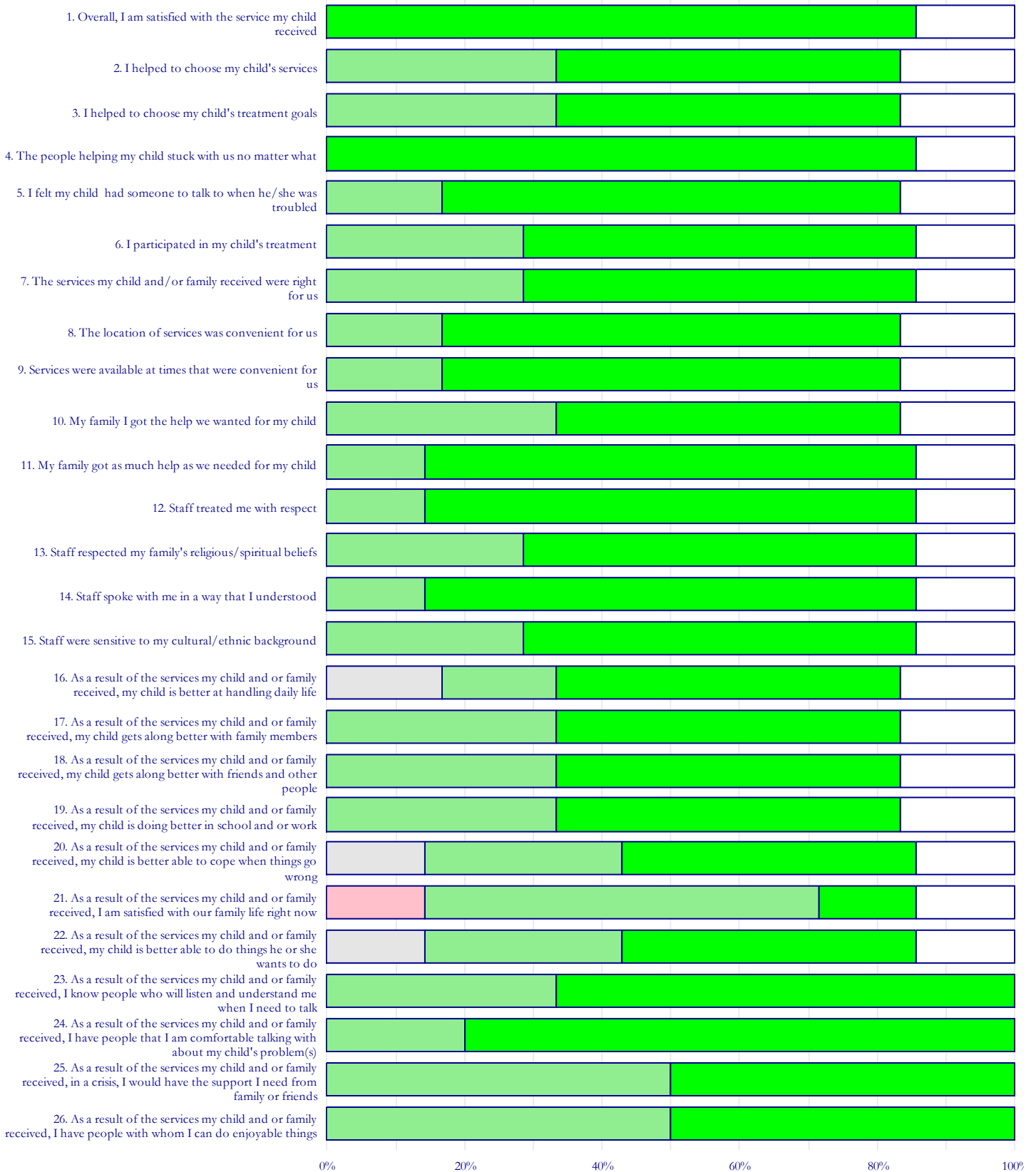
85.7% 15. Staff were sensitive to my cultural/ethnic background

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

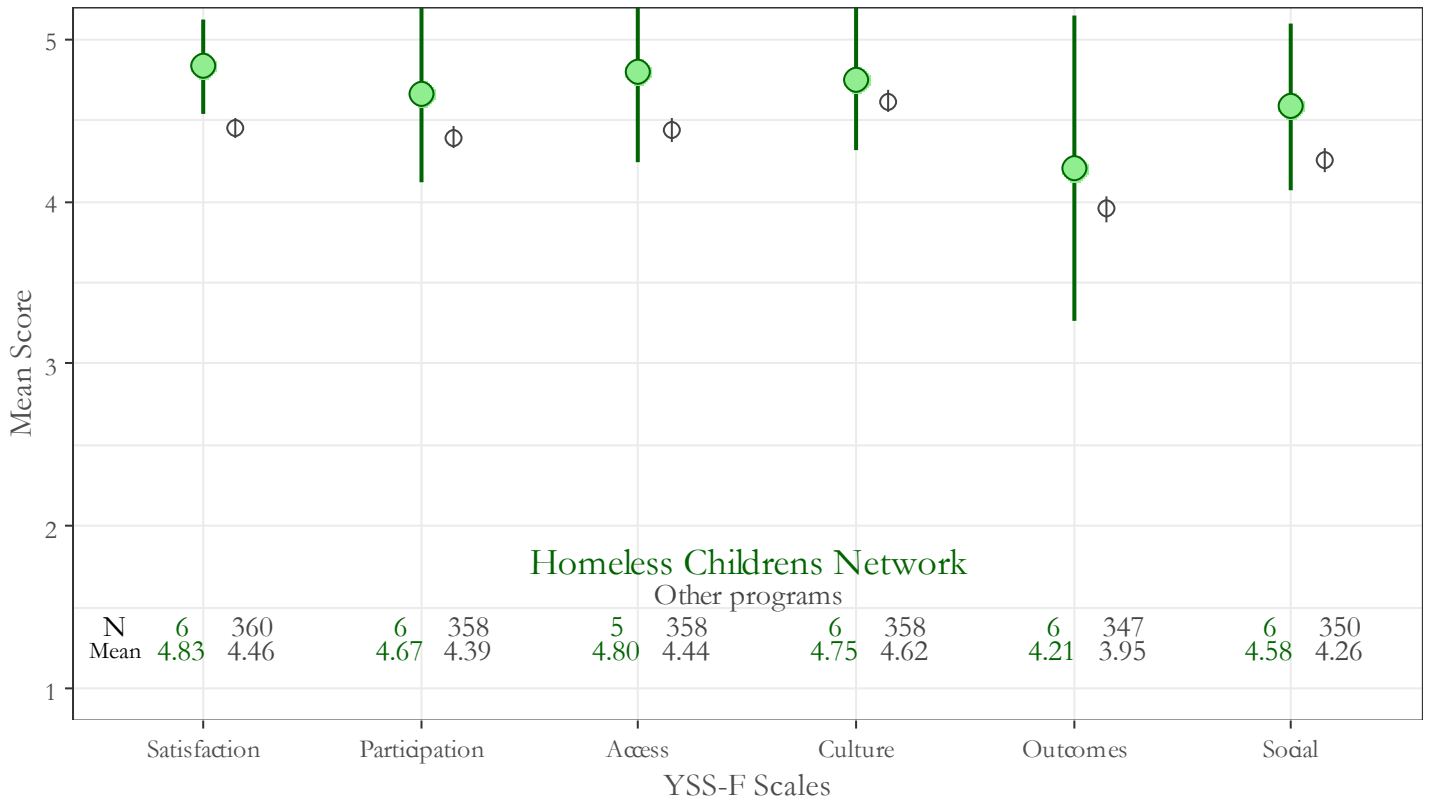


## Youth Services Survey for Families N = 39

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 15.4 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 15.4 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	4 10.3 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	4 10.3 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	4 10.3 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	4 10.3 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	4 10.3 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	5 12.8 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	5 12.8 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	4 10.3 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	5 12.8 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	4 10.3 %	1 2.6 %	32 82.0 %
<b>80.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 2.6 %	1 2.6 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	3 7.7 %	1 2.6 %	33 84.6 %
<b>83.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 2.6 %	2 5.1 %	3 7.7 %	1 2.6 %	32 82.0 %
<b>83.3 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 2.6 %	0 0.0 %	4 10.3 %	1 2.6 %	1 2.6 %	32 82.0 %
<b>83.3 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 2.6 %	2 5.1 %	3 7.7 %	1 2.6 %	32 82.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	4 10.3 %	0 0.0 %	33 84.6 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	4 10.3 %	0 0.0 %	34 87.2 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 7.7 %	3 7.7 %	0 0.0 %	33 84.6 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 7.7 %	3 7.7 %	0 0.0 %	33 84.6 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Homeless Childrens</b>			
<b>Completion Status</b>	<b>Network Completion</b>		<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	30 76.9 %	2 66.7 %	32 76.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	3 7.7 %	0 0 %	3 7.1 %
Completed Survey	6 15.4 %	1 33.3 %	7 16.7 %
<b>Total</b>	39 100 %	3 100 %	42 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 48 clients; surveys were returned for 42 clients (42 / 48 = 87.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Huckleberry Youth Programs**

Program Code(s): 38bu3

Overall Satisfaction<sup>1</sup>

**92.9%**

Return Rate<sup>2</sup>

**205.9%**

Overall satisfaction<sup>3</sup> mean score for Huckleberry Youth Programs: **4.43** (youth), **4.37** (family).

Overall satisfaction mean score for all other programs: **4.30** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

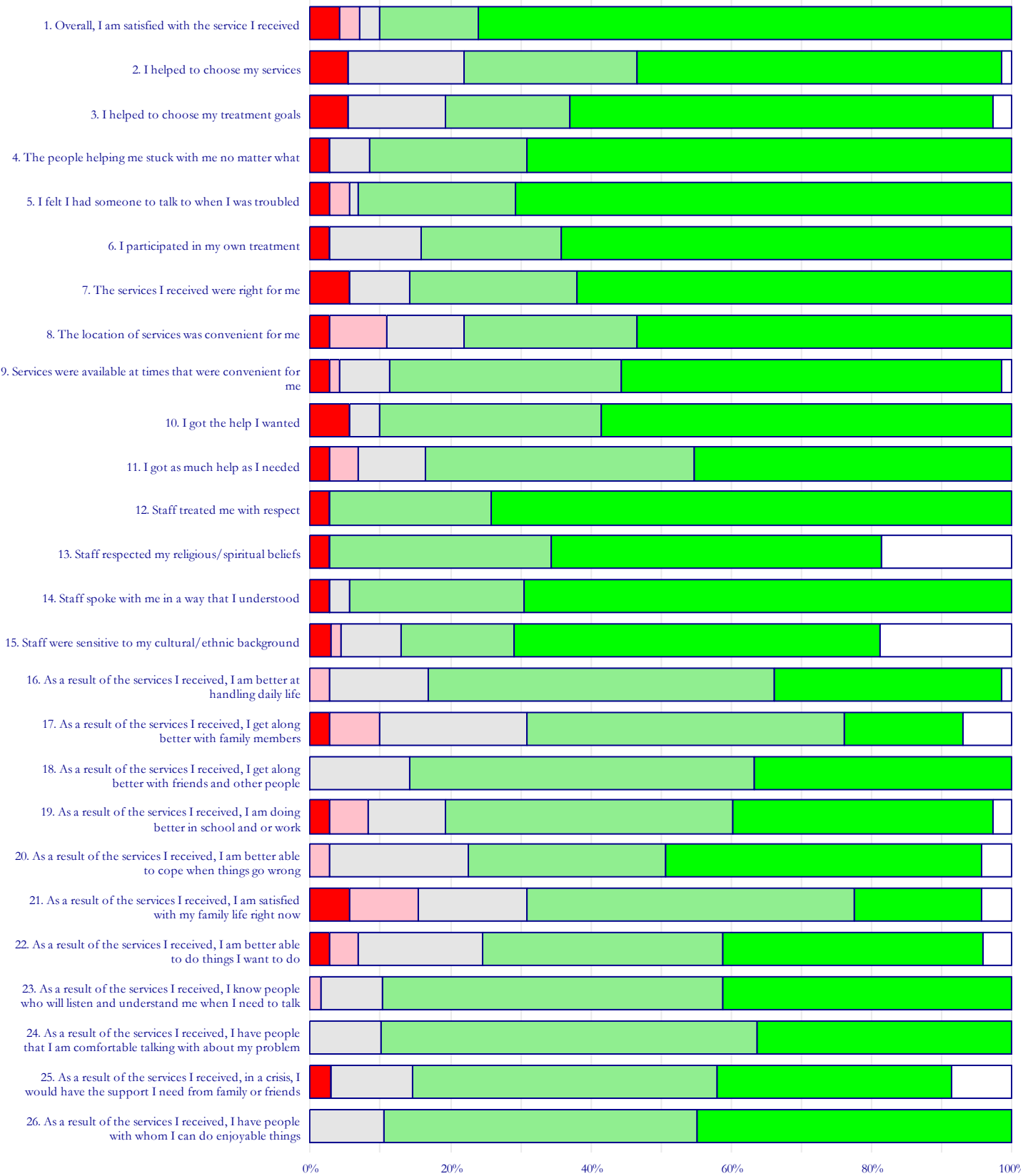
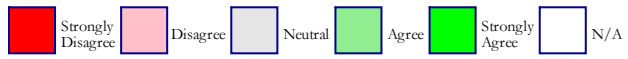
- 97.6% 12. Staff treated me with respect
- 97.1% 13. Staff respected my religious/spiritual beliefs
- 95.2% 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**

- 78.0% 2. I helped to choose my services
- 81.2% 11. I got as much help as I needed
- 82.7% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

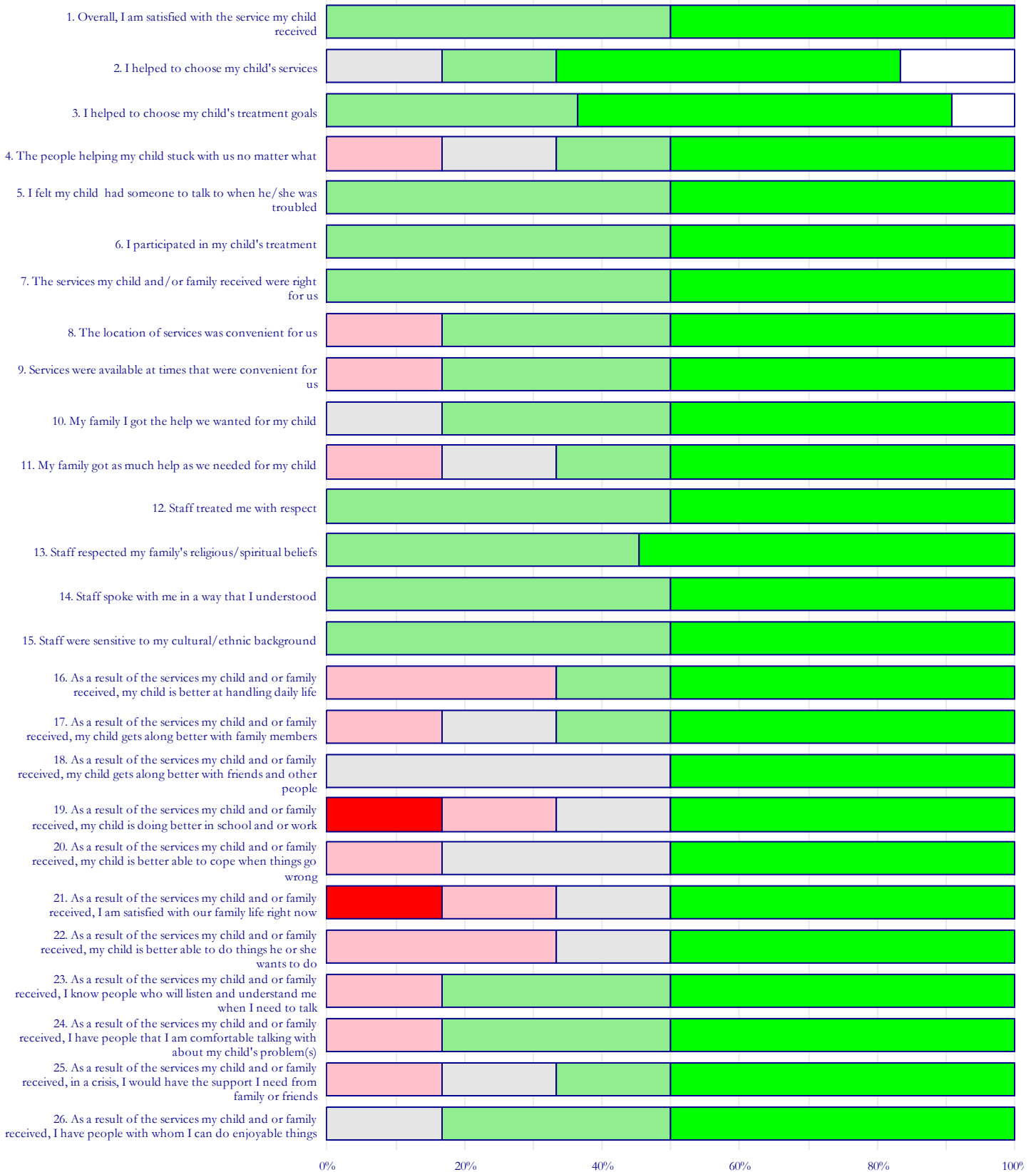




## Youth Services Survey for Youth N = 73

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.1 %</b> 1. Overall, I am satisfied with the service I received	3 4.1 %	2 2.7 %	2 2.7 %	10 13.7 %	54 74.0 %	0 0.0 %	2 2.7 %
<b>77.8 %</b> 2. I helped to choose my services	4 5.5 %	0 0.0 %	12 16.4 %	18 24.7 %	38 52.0 %	1 1.4 %	0 0.0 %
<b>80.3 %</b> 3. I helped to choose my treatment goals	4 5.5 %	0 0.0 %	10 13.7 %	13 17.8 %	44 60.3 %	2 2.7 %	0 0.0 %
<b>91.5 %</b> 4. The people helping me stuck with me no matter what	2 2.7 %	0 0.0 %	4 5.5 %	16 21.9 %	49 67.1 %	0 0.0 %	2 2.7 %
<b>93.1 %</b> 5. I felt I had someone to talk to when I was troubled	2 2.7 %	2 2.7 %	1 1.4 %	16 21.9 %	51 69.9 %	0 0.0 %	1 1.4 %
<b>84.3 %</b> 6. I participated in my own treatment	2 2.7 %	0 0.0 %	9 12.3 %	14 19.2 %	45 61.6 %	0 0.0 %	3 4.1 %
<b>85.9 %</b> 7. The services I received were right for me	4 5.5 %	0 0.0 %	6 8.2 %	17 23.3 %	44 60.3 %	0 0.0 %	2 2.7 %
<b>78.1 %</b> 8. The location of services was convenient for me	2 2.7 %	6 8.2 %	8 11.0 %	18 24.7 %	39 53.4 %	0 0.0 %	0 0.0 %
<b>88.4 %</b> 9. Services were available at times that were convenient for me	2 2.7 %	1 1.4 %	5 6.8 %	23 31.5 %	38 52.0 %	1 1.4 %	3 4.1 %
<b>90.0 %</b> 10. I got the help I wanted	4 5.5 %	0 0.0 %	3 4.1 %	22 30.1 %	41 56.2 %	0 0.0 %	3 4.1 %
<b>83.6 %</b> 11. I got as much help as I needed	2 2.7 %	3 4.1 %	7 9.6 %	28 38.4 %	33 45.2 %	0 0.0 %	0 0.0 %
<b>97.1 %</b> 12. Staff treated me with respect	2 2.7 %	0 0.0 %	0 0.0 %	16 21.9 %	52 71.2 %	0 0.0 %	3 4.1 %
<b>96.5 %</b> 13. Staff respected my religious/spiritual beliefs	2 2.7 %	0 0.0 %	0 0.0 %	22 30.1 %	33 45.2 %	13 17.8 %	3 4.1 %
<b>94.4 %</b> 14. Staff spoke with me in a way that I understood	2 2.7 %	0 0.0 %	2 2.7 %	18 24.7 %	50 68.5 %	0 0.0 %	1 1.4 %
<b>83.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	2 2.7 %	1 1.4 %	6 8.2 %	11 15.1 %	36 49.3 %	13 17.8 %	4 5.5 %
<b>82.9 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	2 2.7 %	10 13.7 %	35 47.9 %	23 31.5 %	1 1.4 %	2 2.7 %
<b>66.7 %</b> 17. As a result of the services I received, I get along better with family members	2 2.7 %	5 6.8 %	15 20.5 %	32 43.8 %	12 16.4 %	5 6.8 %	2 2.7 %
<b>85.9 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	10 13.7 %	35 47.9 %	26 35.6 %	0 0.0 %	2 2.7 %
<b>80.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	2 2.7 %	4 5.5 %	8 11.0 %	30 41.1 %	27 37.0 %	2 2.7 %	0 0.0 %
<b>76.5 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	2 2.7 %	14 19.2 %	20 27.4 %	32 43.8 %	3 4.1 %	2 2.7 %
<b>67.6 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	4 5.5 %	7 9.6 %	11 15.1 %	33 45.2 %	13 17.8 %	3 4.1 %	2 2.7 %
<b>74.3 %</b> 22. As a result of the services I received, I am better able to do things I want to do	2 2.7 %	3 4.1 %	13 17.8 %	25 34.2 %	27 37.0 %	3 4.1 %	0 0.0 %
<b>89.7 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 1.4 %	6 8.2 %	33 45.2 %	28 38.4 %	0 0.0 %	5 6.8 %
<b>89.9 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	7 9.6 %	37 50.7 %	25 34.2 %	0 0.0 %	4 5.5 %
<b>84.1 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 2.7 %	0 0.0 %	8 11.0 %	30 41.1 %	23 31.5 %	6 8.2 %	4 5.5 %
<b>89.6 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	7 9.6 %	30 41.1 %	30 41.1 %	0 0.0 %	6 8.2 %

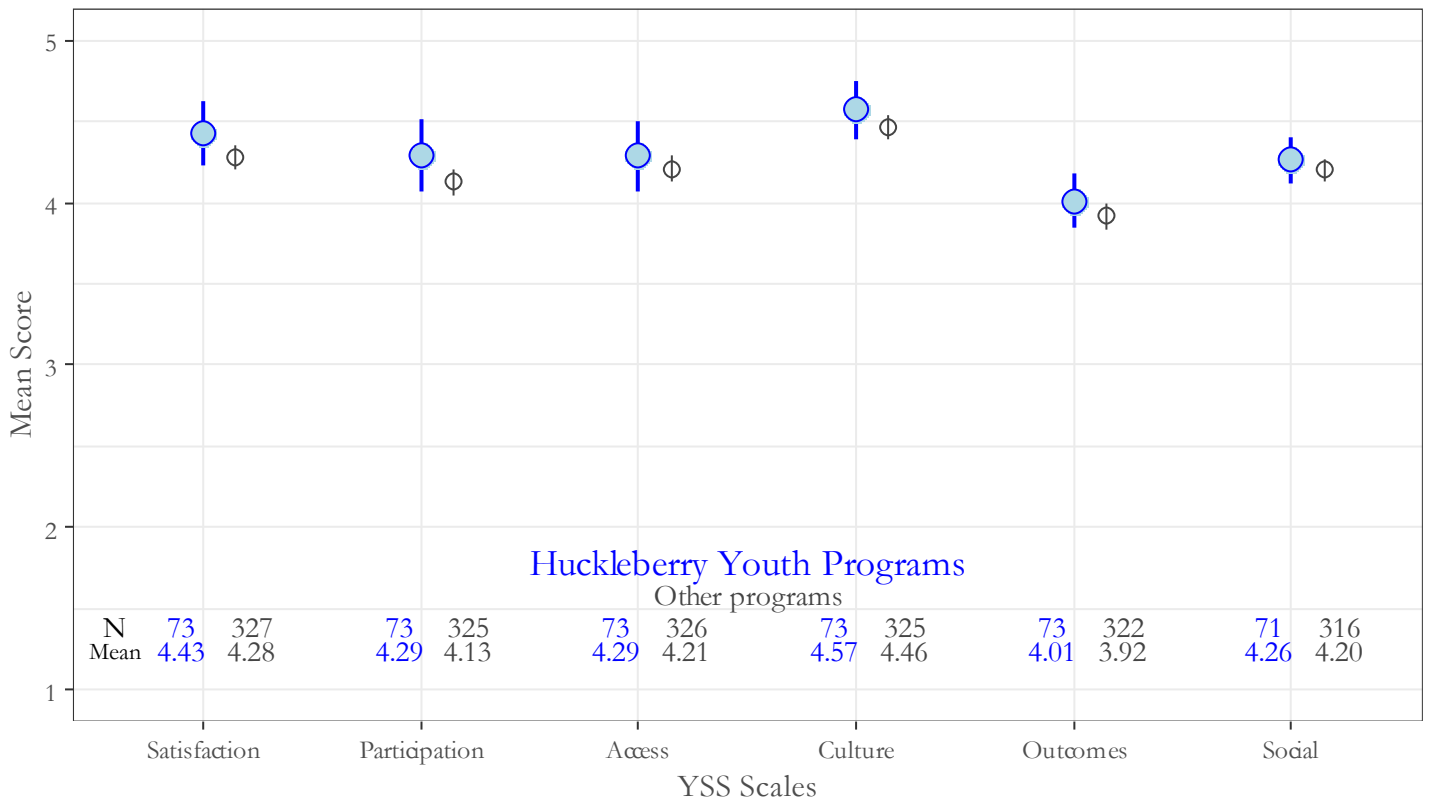
# Youth Services Survey for Families



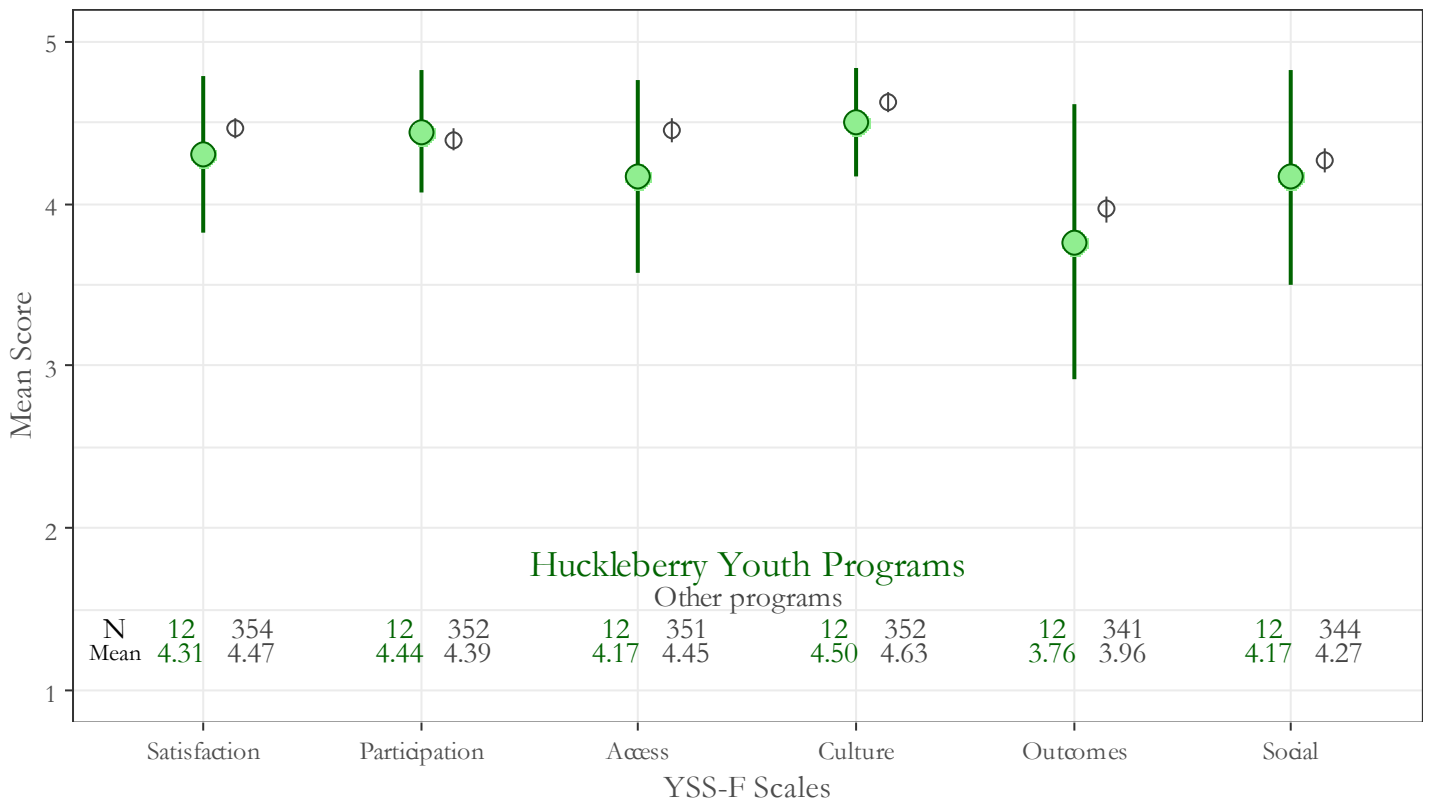
## Youth Services Survey for Families N = 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	6 50.0 %	2 16.7 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	6 50.0 %	1 8.3 %	1 8.3 %
<b>66.7 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 8. The location of services was convenient for us	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	4 33.3 %	0 0.0 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 16.7 %	2 16.7 %	2 16.7 %	0 0.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	2 16.7 %	4 33.3 %	0 0.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	2 16.7 %	2 16.7 %	2 16.7 %	0 0.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	4 33.3 %	2 16.7 %	0 0.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Huckleberry Youth</b>			
<b>Completion Status</b>	<b>Programs Completion</b>		<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 100 %	73 100 %	85 100 %
<b>Total</b>	12 100 %	73 100 %	85 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 17 clients; surveys were returned for 35 clients (35 / 17 = 205.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### Hyde Street Community Services

Program Code(s): 38BR3

Overall Satisfaction<sup>1</sup>

**90.4%**

Return Rate<sup>2</sup>

**75.0%**

Overall satisfaction<sup>3</sup> mean score for Hyde Street Community Services: **4.30**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### Highest Agreement Items

**94.3%** 13. I was given information about my rights

**92.2%** 1. I like the services that I received here

**92.0%** 3. I would recommend this agency to a friend or family member

#### Lowest Agreement Items

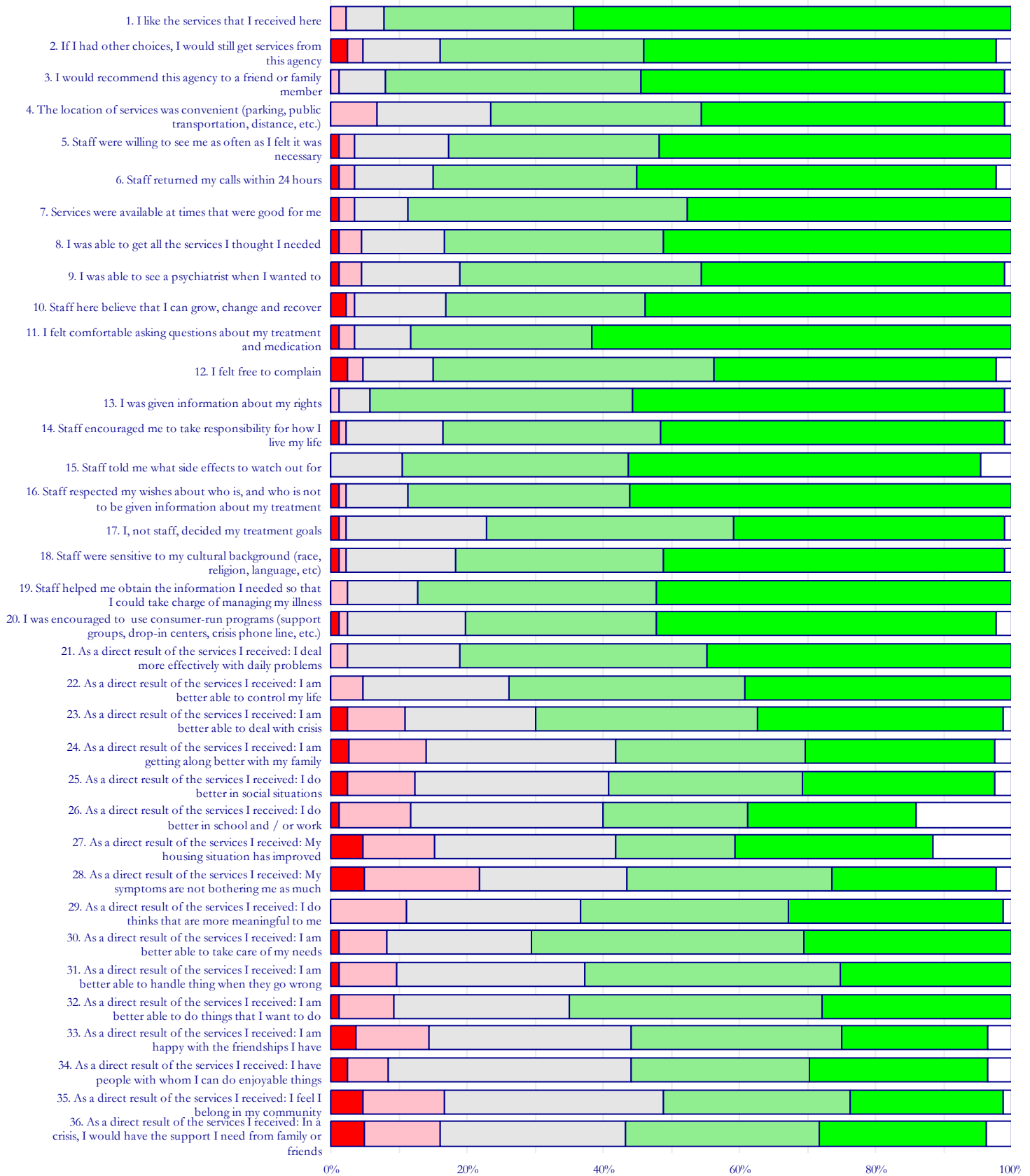
**77.0%** 17. I, not staff, decided my treatment goals

**79.8%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**80.9%** 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

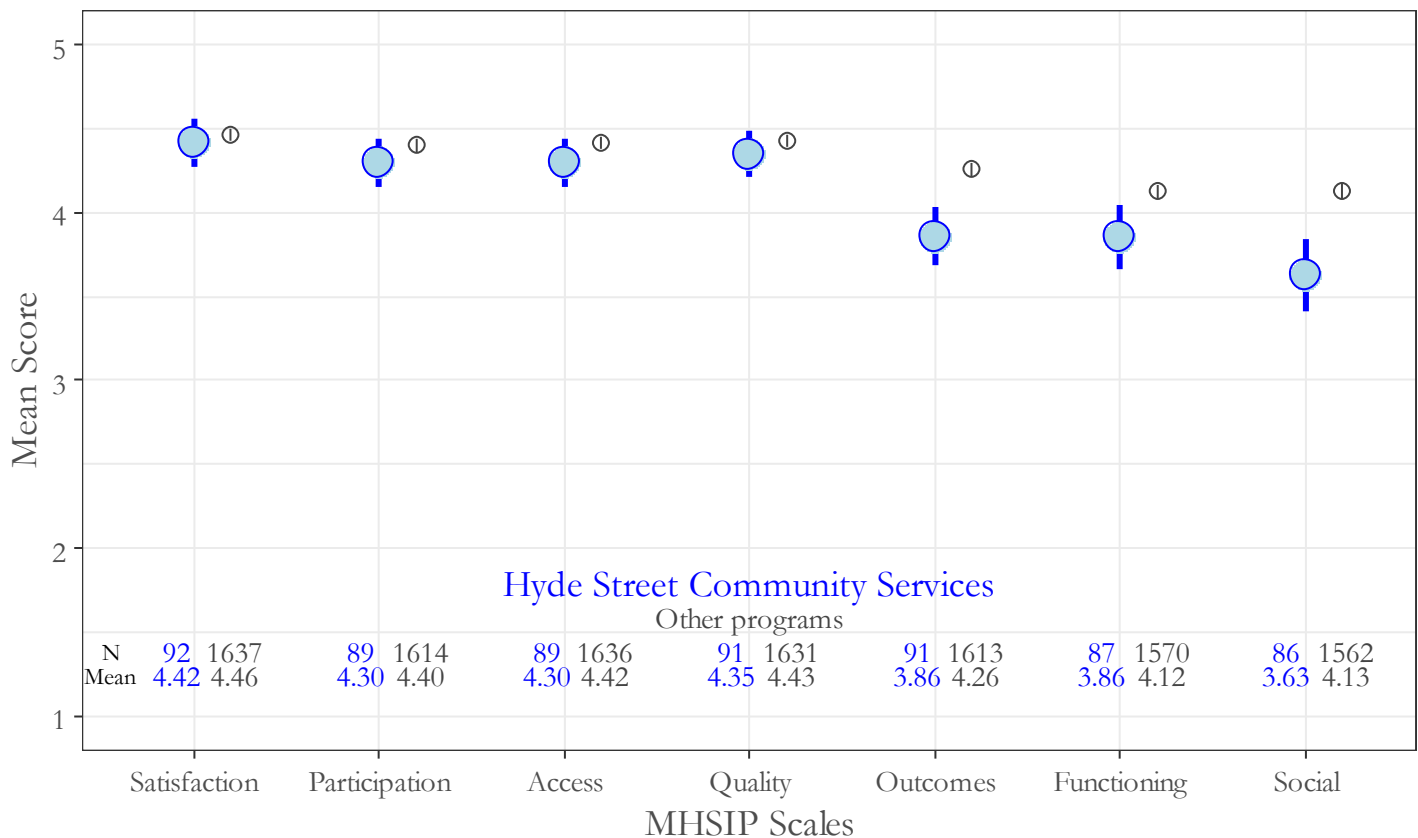
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>92.2 %</b> 1. I like the services that I received here	0 0.0 %	2 1.4 %	5 3.5 %	25 17.6 %	58 40.8 %	0 0.0 %	52 36.6 %
<b>83.5 %</b> 2. If I had other choices, I would still get services from this agency	2 1.4 %	2 1.4 %	10 7.0 %	26 18.3 %	45 31.7 %	2 1.4 %	55 38.7 %
<b>92.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 0.7 %	6 4.2 %	33 23.2 %	47 33.1 %	1 0.7 %	54 38.0 %
<b>76.4 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	6 4.2 %	15 10.6 %	28 19.7 %	40 28.2 %	1 0.7 %	52 36.6 %
<b>82.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 0.7 %	2 1.4 %	12 8.5 %	27 19.0 %	45 31.7 %	0 0.0 %	55 38.7 %
<b>84.7 %</b> 6. Staff returned my calls within 24 hours	1 0.7 %	2 1.4 %	10 7.0 %	26 18.3 %	46 32.4 %	2 1.4 %	55 38.7 %
<b>88.6 %</b> 7. Services were available at times that were good for me	1 0.7 %	2 1.4 %	7 4.9 %	36 25.4 %	42 29.6 %	0 0.0 %	54 38.0 %
<b>83.3 %</b> 8. I was able to get all the services I thought I needed	1 0.7 %	3 2.1 %	11 7.8 %	29 20.4 %	46 32.4 %	0 0.0 %	52 36.6 %
<b>80.9 %</b> 9. I was able to see a psychiatrist when I wanted to	1 0.7 %	3 2.1 %	13 9.2 %	32 22.5 %	40 28.2 %	1 0.7 %	52 36.6 %
<b>83.1 %</b> 10. Staff here believe that I can grow, change and recover	2 1.4 %	1 0.7 %	12 8.5 %	26 18.3 %	48 33.8 %	0 0.0 %	53 37.3 %
<b>88.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 0.7 %	2 1.4 %	7 4.9 %	23 16.2 %	53 37.3 %	0 0.0 %	56 39.4 %
<b>84.7 %</b> 12. I felt free to complain	2 1.4 %	2 1.4 %	9 6.3 %	36 25.4 %	36 25.4 %	2 1.4 %	55 38.7 %
<b>94.3 %</b> 13. I was given information about my rights	0 0.0 %	1 0.7 %	4 2.8 %	34 23.9 %	48 33.8 %	1 0.7 %	54 38.0 %
<b>83.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 0.7 %	1 0.7 %	13 9.2 %	29 20.4 %	46 32.4 %	1 0.7 %	51 35.9 %
<b>89.2 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	9 6.3 %	29 20.4 %	45 31.7 %	4 2.8 %	55 38.7 %
<b>88.8 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.7 %	1 0.7 %	8 5.6 %	29 20.4 %	50 35.2 %	0 0.0 %	53 37.3 %
<b>77.0 %</b> 17. I, not staff, decided my treatment goals	1 0.7 %	1 0.7 %	18 12.7 %	32 22.5 %	35 24.6 %	1 0.7 %	54 38.0 %
<b>81.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.7 %	1 0.7 %	14 9.9 %	27 19.0 %	44 31.0 %	1 0.7 %	54 38.0 %
<b>87.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 1.4 %	9 6.3 %	30 21.1 %	45 31.7 %	0 0.0 %	56 39.4 %
<b>79.8 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.7 %	1 0.7 %	15 10.6 %	24 16.9 %	43 30.3 %	2 1.4 %	56 39.4 %
<b>81.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 1.4 %	14 9.9 %	31 21.8 %	38 26.8 %	0 0.0 %	57 40.1 %
<b>73.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	4 2.8 %	18 12.7 %	29 20.4 %	33 23.2 %	0 0.0 %	58 40.8 %
<b>69.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	2 1.4 %	7 4.9 %	16 11.3 %	27 19.0 %	30 21.1 %	1 0.7 %	59 41.5 %
<b>57.1 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 1.4 %	9 6.3 %	22 15.5 %	22 15.5 %	22 15.5 %	2 1.4 %	63 44.4 %
<b>58.2 %</b> 25. As a direct result of the services I received: I do better in social situations	2 1.4 %	8 5.6 %	23 16.2 %	23 16.2 %	23 16.2 %	2 1.4 %	61 43.0 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>53.4 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 0.7 %	9 6.3 %	24 16.9 %	18 12.7 %	21 14.8 %	12 8.5 %	57 40.1 %
<b>52.6 %</b> 27. As a direct result of the services I received: My housing situation has improved	4 2.8 %	9 6.3 %	23 16.2 %	15 10.6 %	25 17.6 %	10 7.0 %	56 39.4 %
<b>55.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 2.8 %	14 9.9 %	18 12.7 %	25 17.6 %	20 14.1 %	2 1.4 %	59 41.5 %
<b>63.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	9 6.3 %	21 14.8 %	25 17.6 %	26 18.3 %	1 0.7 %	60 42.2 %
<b>70.6 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.7 %	6 4.2 %	18 12.7 %	34 23.9 %	26 18.3 %	0 0.0 %	57 40.1 %
<b>62.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.7 %	7 4.9 %	23 16.2 %	31 21.8 %	21 14.8 %	0 0.0 %	59 41.5 %
<b>65.1 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.7 %	7 4.9 %	22 15.5 %	32 22.5 %	24 16.9 %	0 0.0 %	56 39.4 %
<b>54.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	3 2.1 %	9 6.3 %	25 17.6 %	26 18.3 %	18 12.7 %	3 2.1 %	58 40.8 %
<b>54.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.4 %	5 3.5 %	30 21.1 %	22 15.5 %	22 15.5 %	3 2.1 %	58 40.8 %
<b>50.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	4 2.8 %	10 7.0 %	27 19.0 %	23 16.2 %	19 13.4 %	1 0.7 %	58 40.8 %
<b>55.1 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 2.8 %	9 6.3 %	22 15.5 %	23 16.2 %	20 14.1 %	3 2.1 %	61 43.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	39 27.5 %	0 0 %	39 27.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	2 1.4 %	0 0 %	2 1.4 %
Other	0 0 %	0 0 %	0 0 %
No Data	12 8.5 %	0 0 %	12 8.5 %
Completed Survey	89 62.7 %	0 0 %	89 62.7 %
<b>Total</b>	142 100 %	0 100 %	142 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 188 clients; surveys were returned for 141 clients (141/188 = 75.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### Hyde Street Community Services FSP

Program Code(s): 38BRA3

Overall Satisfaction<sup>1</sup>

**90.0%**

Return Rate<sup>2</sup>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for Hyde Street Community Services FSP: **4.12**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### Highest Agreement Items

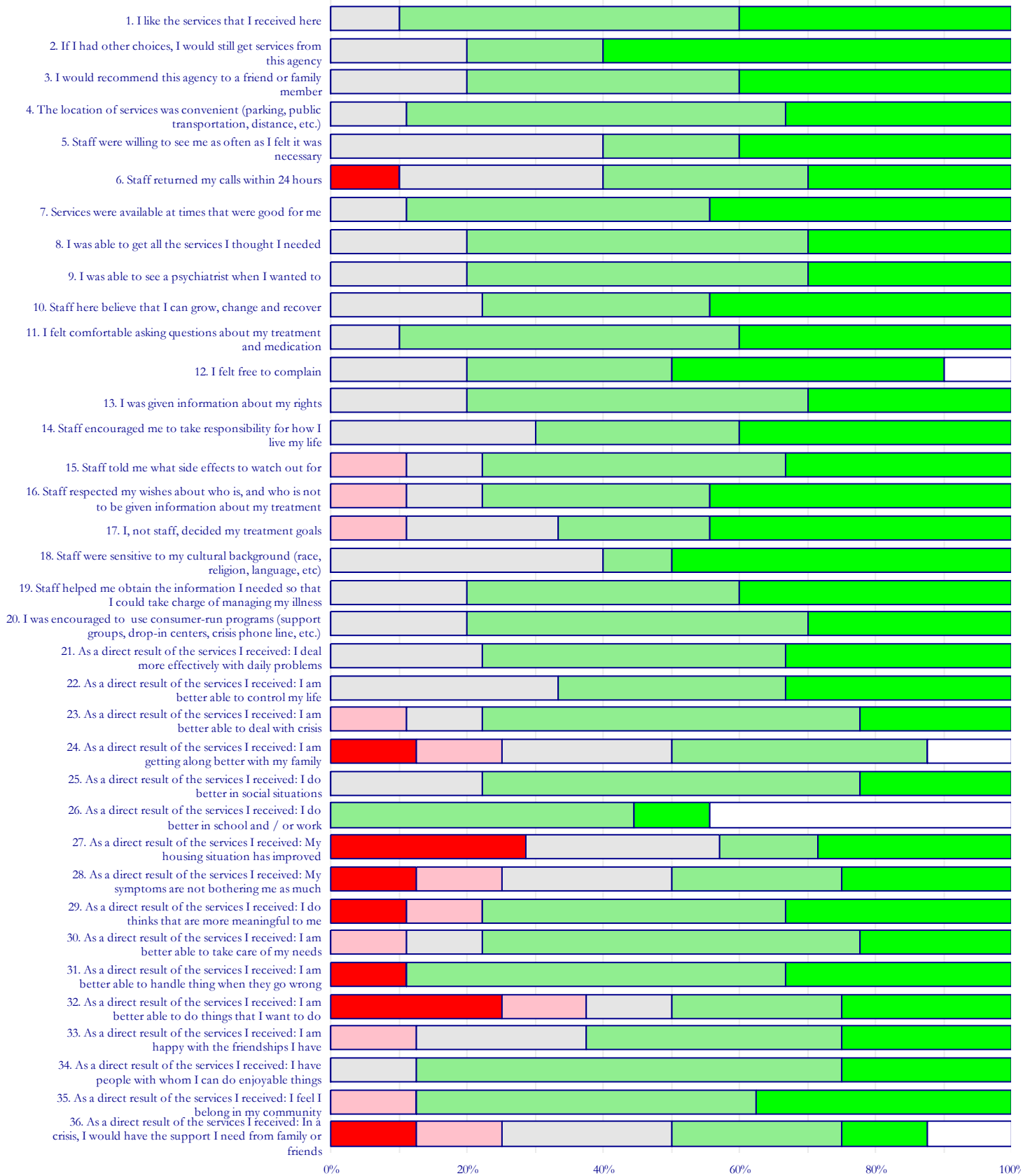
- 90.0% 1. I like the services that I received here
- 90.0% 11. I felt comfortable asking questions about my treatment and medication
- 88.9% 7. Services were available at times that were good for me

#### Lowest Agreement Items

- 60.0% 5. Staff were willing to see me as often as I felt it was necessary
- 60.0% 6. Staff returned my calls within 24 hours
- 60.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

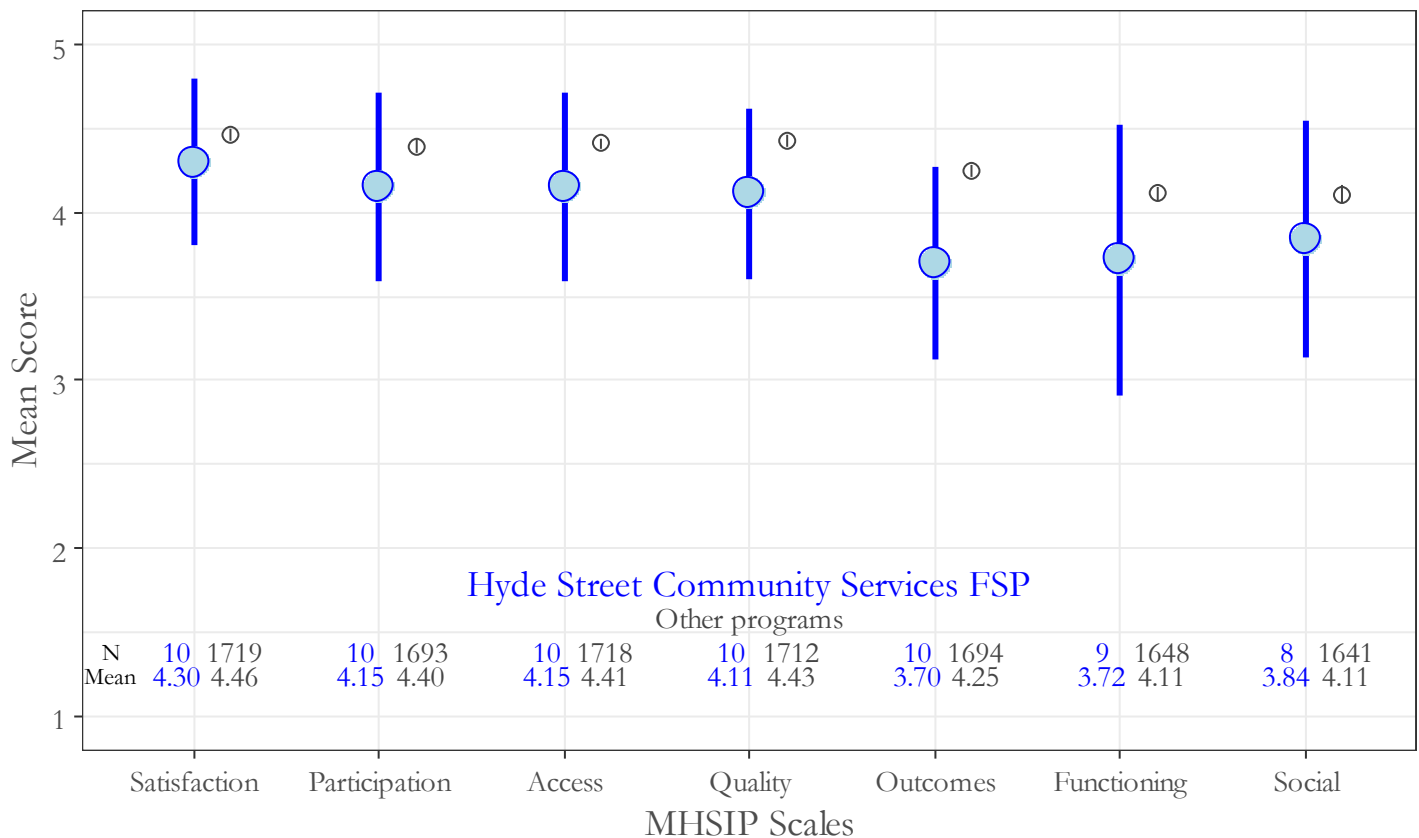
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>80.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	2 16.7 %
<b>80.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>60.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	4 33.3 %	2 16.7 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>60.0 %</b> 6. Staff returned my calls within 24 hours	1 8.3 %	0 0.0 %	3 25.0 %	3 25.0 %	3 25.0 %	0 0.0 %	2 16.7 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	4 33.3 %	0 0.0 %	3 25.0 %
<b>80.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	3 25.0 %	0 0.0 %	2 16.7 %
<b>80.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	3 25.0 %	0 0.0 %	2 16.7 %
<b>77.8 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	4 33.3 %	0 0.0 %	3 25.0 %
<b>90.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>77.8 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	4 33.3 %	1 8.3 %	2 16.7 %
<b>80.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	3 25.0 %	0 0.0 %	2 16.7 %
<b>70.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>77.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>77.8 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	4 33.3 %	0 0.0 %	3 25.0 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 8.3 %	2 16.7 %	2 16.7 %	4 33.3 %	0 0.0 %	3 25.0 %
<b>60.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 33.3 %	1 8.3 %	5 41.7 %	0 0.0 %	2 16.7 %
<b>80.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	2 16.7 %
<b>80.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	3 25.0 %	0 0.0 %	2 16.7 %
<b>77.8 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>66.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>77.8 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	2 16.7 %	0 0.0 %	3 25.0 %
<b>42.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	1 8.3 %	4 33.3 %
<b>77.8 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	2 16.7 %	0 0.0 %	3 25.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	1 8.3 %	4 33.3 %	3 25.0 %
<b>42.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 16.7 %	0 0.0 %	2 16.7 %	1 8.3 %	2 16.7 %	0 0.0 %	5 41.7 %
<b>50.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 8.3 %	1 8.3 %	2 16.7 %	2 16.7 %	2 16.7 %	0 0.0 %	4 33.3 %
<b>77.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 8.3 %	1 8.3 %	0 0.0 %	4 33.3 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>77.8 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	2 16.7 %	0 0.0 %	3 25.0 %
<b>88.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 8.3 %	0 0.0 %	0 0.0 %	5 41.7 %	3 25.0 %	0 0.0 %	3 25.0 %
<b>50.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 16.7 %	1 8.3 %	1 8.3 %	2 16.7 %	2 16.7 %	0 0.0 %	4 33.3 %
<b>62.5 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	2 16.7 %	0 0.0 %	4 33.3 %
<b>87.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	2 16.7 %	0 0.0 %	4 33.3 %
<b>87.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 8.3 %	0 0.0 %	4 33.3 %	3 25.0 %	0 0.0 %	4 33.3 %
<b>42.9 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 8.3 %	1 8.3 %	2 16.7 %	2 16.7 %	1 8.3 %	1 8.3 %	4 33.3 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	1 8.3 %	0 0 %	1 8.3 %
Impaired	1 8.3 %	0 0 %	1 8.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 83.3 %	0 0 %	10 83.3 %
<b>Total</b>	12 100 %	0 100 %	12 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 12 clients (12/15 = 80.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### IFR Adult Behavioral Health Services

Youth program codes (RUs): 38183

Adult program codes (RUs): 38183

Overall Satisfaction<sup>1</sup>

**95.7%**

Return Rate<sup>2</sup>

**76.9%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 65

People surveyed: 50 (7 youth and 43 adults)

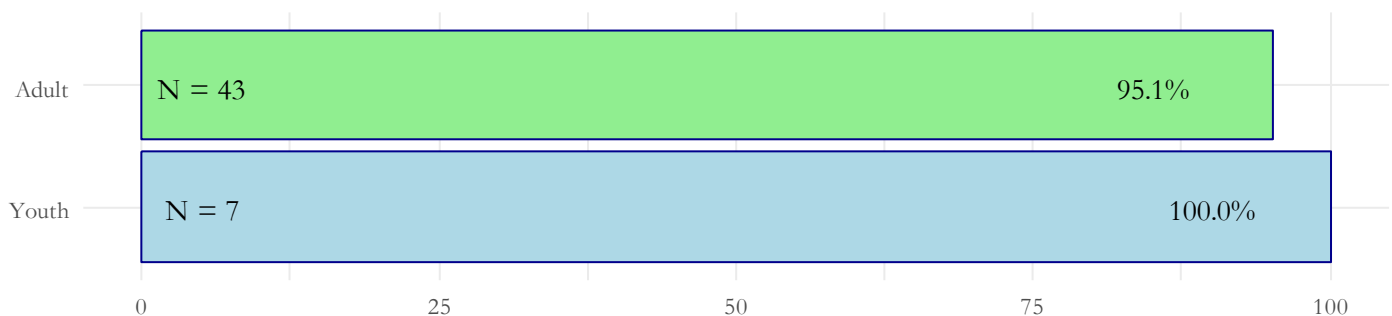
Adult satisfaction mean score: 4.52

Youth satisfaction mean score: 4.50

Family satisfaction mean score: 4.59

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)





**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 65 clients; surveys were returned for 50 clients ( $50/65 = 76.9\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **IFR Adult Behavioral Health Services**

Program Code(s): 38183

Overall Satisfaction<sup>1</sup>

**95.1%**

Return Rate<sup>2</sup>

**72.9%**

Overall satisfaction<sup>3</sup> mean score for IFR Adult Behavioral Health Services: **4.52**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

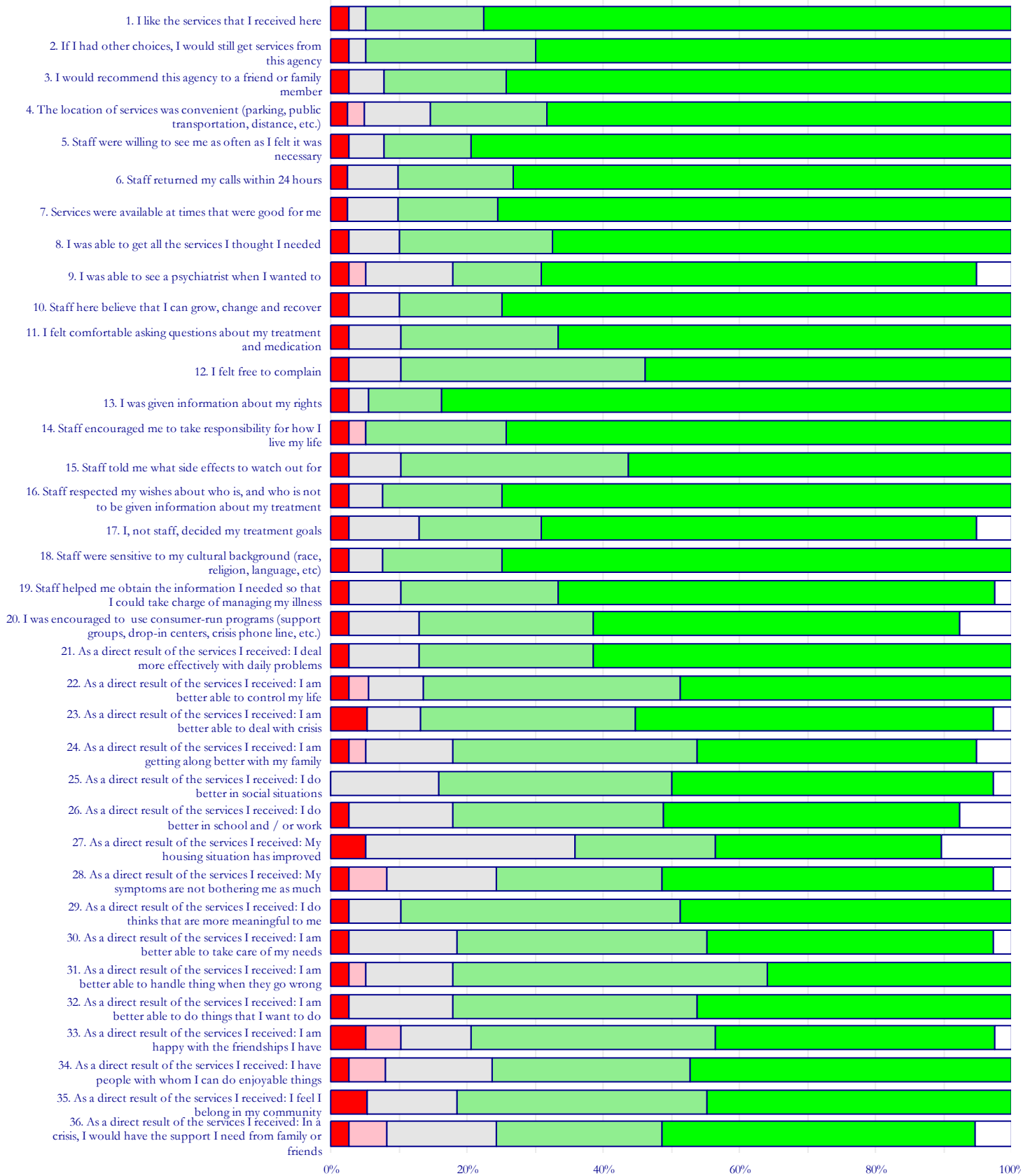
- 95.0% 1. I like the services that I received here
- 95.0% 2. If I had other choices, I would still get services from this agency
- 94.9% 14. Staff encouraged me to take responsibility for how I live my life

#### **Lowest Agreement Items**

- 81.1% 9. I was able to see a psychiatrist when I wanted to
- 86.1% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 86.5% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

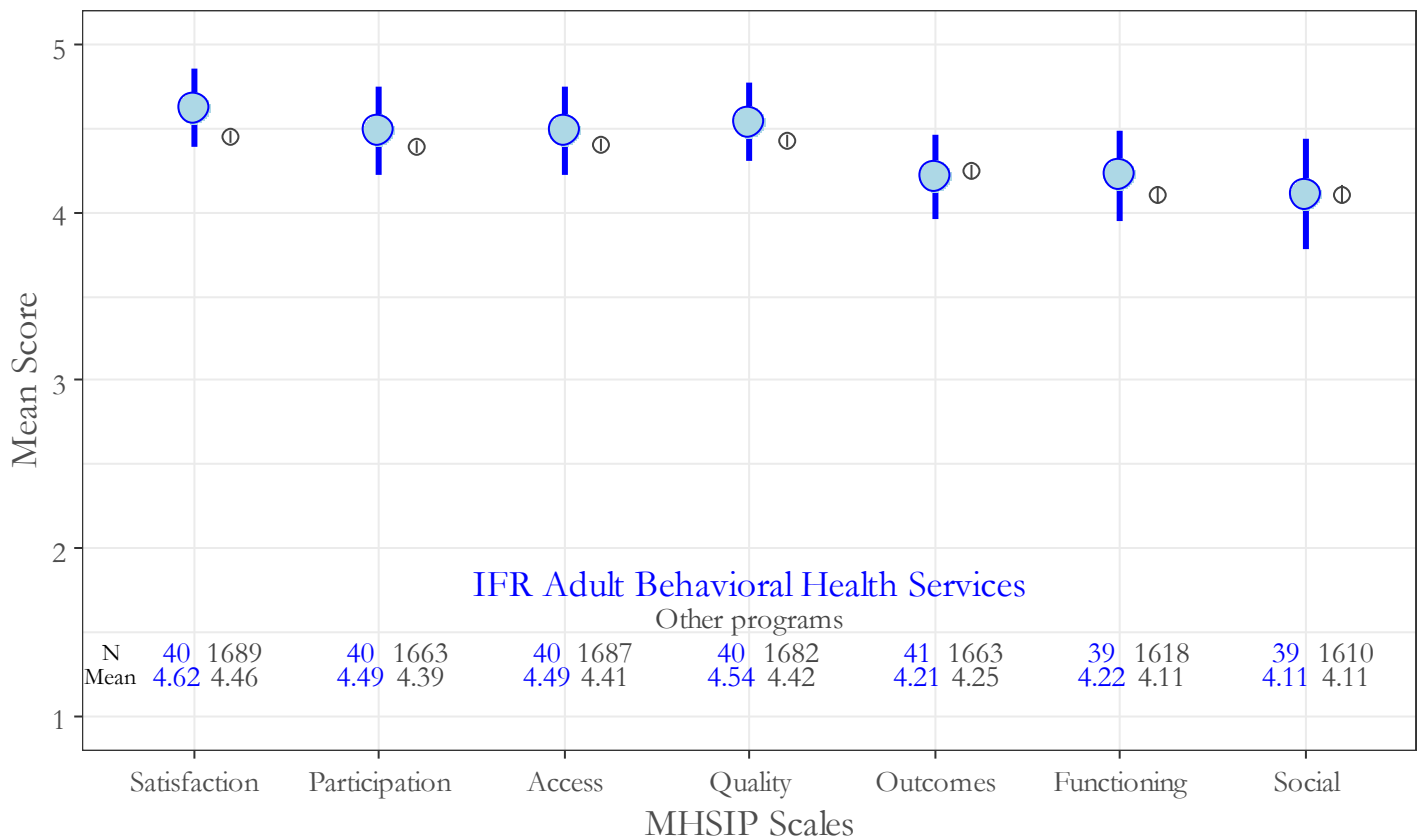
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>95.0 %</b> 1. I like the services that I received here	1 2.3 %	0 0.0 %	1 2.3 %	7 15.9 %	31 70.5 %	0 0.0 %	4 9.1 %
<b>95.0 %</b> 2. If I had other choices, I would still get services from this agency	1 2.3 %	0 0.0 %	1 2.3 %	10 22.7 %	28 63.6 %	0 0.0 %	4 9.1 %
<b>92.3 %</b> 3. I would recommend this agency to a friend or family member	1 2.3 %	0 0.0 %	2 4.5 %	7 15.9 %	29 65.9 %	0 0.0 %	5 11.4 %
<b>85.4 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 2.3 %	1 2.3 %	4 9.1 %	7 15.9 %	28 63.6 %	0 0.0 %	3 6.8 %
<b>92.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 2.3 %	0 0.0 %	2 4.5 %	5 11.4 %	31 70.5 %	0 0.0 %	5 11.4 %
<b>90.2 %</b> 6. Staff returned my calls within 24 hours	1 2.3 %	0 0.0 %	3 6.8 %	7 15.9 %	30 68.2 %	0 0.0 %	3 6.8 %
<b>90.2 %</b> 7. Services were available at times that were good for me	1 2.3 %	0 0.0 %	3 6.8 %	6 13.6 %	31 70.5 %	0 0.0 %	3 6.8 %
<b>90.0 %</b> 8. I was able to get all the services I thought I needed	1 2.3 %	0 0.0 %	3 6.8 %	9 20.4 %	27 61.4 %	0 0.0 %	4 9.1 %
<b>81.1 %</b> 9. I was able to see a psychiatrist when I wanted to	1 2.3 %	1 2.3 %	5 11.4 %	5 11.4 %	25 56.8 %	2 4.5 %	5 11.4 %
<b>90.0 %</b> 10. Staff here believe that I can grow, change and recover	1 2.3 %	0 0.0 %	3 6.8 %	6 13.6 %	30 68.2 %	0 0.0 %	4 9.1 %
<b>89.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 2.3 %	0 0.0 %	3 6.8 %	9 20.4 %	26 59.1 %	0 0.0 %	5 11.4 %
<b>89.7 %</b> 12. I felt free to complain	1 2.3 %	0 0.0 %	3 6.8 %	14 31.8 %	21 47.7 %	0 0.0 %	5 11.4 %
<b>94.6 %</b> 13. I was given information about my rights	1 2.3 %	0 0.0 %	1 2.3 %	4 9.1 %	31 70.5 %	0 0.0 %	7 15.9 %
<b>94.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 2.3 %	1 2.3 %	0 0.0 %	8 18.2 %	29 65.9 %	0 0.0 %	5 11.4 %
<b>89.7 %</b> 15. Staff told me what side effects to watch out for	1 2.3 %	0 0.0 %	3 6.8 %	13 29.5 %	22 50.0 %	0 0.0 %	5 11.4 %
<b>92.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2.3 %	0 0.0 %	2 4.5 %	7 15.9 %	30 68.2 %	0 0.0 %	4 9.1 %
<b>86.5 %</b> 17. I, not staff, decided my treatment goals	1 2.3 %	0 0.0 %	4 9.1 %	7 15.9 %	25 56.8 %	2 4.5 %	5 11.4 %
<b>92.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 2.3 %	0 0.0 %	2 4.5 %	7 15.9 %	30 68.2 %	0 0.0 %	4 9.1 %
<b>89.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2.3 %	0 0.0 %	3 6.8 %	9 20.4 %	25 56.8 %	1 2.3 %	5 11.4 %
<b>86.1 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 2.3 %	0 0.0 %	4 9.1 %	10 22.7 %	21 47.7 %	3 6.8 %	5 11.4 %
<b>87.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.3 %	0 0.0 %	4 9.1 %	10 22.7 %	24 54.5 %	0 0.0 %	5 11.4 %
<b>86.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 2.3 %	1 2.3 %	3 6.8 %	14 31.8 %	18 40.9 %	0 0.0 %	7 15.9 %
<b>86.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	2 4.5 %	0 0.0 %	3 6.8 %	12 27.3 %	20 45.5 %	1 2.3 %	6 13.6 %
<b>81.1 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 2.3 %	1 2.3 %	5 11.4 %	14 31.8 %	16 36.4 %	2 4.5 %	5 11.4 %
<b>83.8 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	6 13.6 %	13 29.5 %	18 40.9 %	1 2.3 %	6 13.6 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 2.3 %	0 0.0 %	6 13.6 %	12 27.3 %	17 38.6 %	3 6.8 %	5 11.4 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 4.5 %	0 0.0 %	12 27.3 %	8 18.2 %	13 29.5 %	4 9.1 %	5 11.4 %
<b>75.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.3 %	2 4.5 %	6 13.6 %	9 20.4 %	18 40.9 %	1 2.3 %	7 15.9 %
<b>89.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.3 %	0 0.0 %	3 6.8 %	16 36.4 %	19 43.2 %	0 0.0 %	5 11.4 %
<b>81.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.3 %	0 0.0 %	6 13.6 %	14 31.8 %	16 36.4 %	1 2.3 %	6 13.6 %
<b>82.1 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 2.3 %	1 2.3 %	5 11.4 %	18 40.9 %	14 31.8 %	0 0.0 %	5 11.4 %
<b>82.1 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 2.3 %	0 0.0 %	6 13.6 %	14 31.8 %	18 40.9 %	0 0.0 %	5 11.4 %
<b>78.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 4.5 %	2 4.5 %	4 9.1 %	14 31.8 %	16 36.4 %	1 2.3 %	5 11.4 %
<b>76.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.3 %	2 4.5 %	6 13.6 %	11 25.0 %	18 40.9 %	0 0.0 %	6 13.6 %
<b>81.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 4.5 %	0 0.0 %	5 11.4 %	14 31.8 %	17 38.6 %	0 0.0 %	6 13.6 %
<b>74.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2.3 %	2 4.5 %	6 13.6 %	9 20.4 %	17 38.6 %	2 4.5 %	7 15.9 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	2 4.9 %	1 33.3 %	3 6.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	39 95.1 %	2 66.7 %	41 93.2 %
<b>Total</b>	41 100 %	3 100 %	44 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 59 clients; surveys were returned for 43 clients (43/59 = 72.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR Adult Behavioral Health Services**

Program Code(s): 38183

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**116.7%**

Overall satisfaction<sup>3</sup> mean score for IFR Adult Behavioral Health Services: **4.50** (youth), **4.59** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 4. The people helping me stuck with me no matter what

100.0% 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

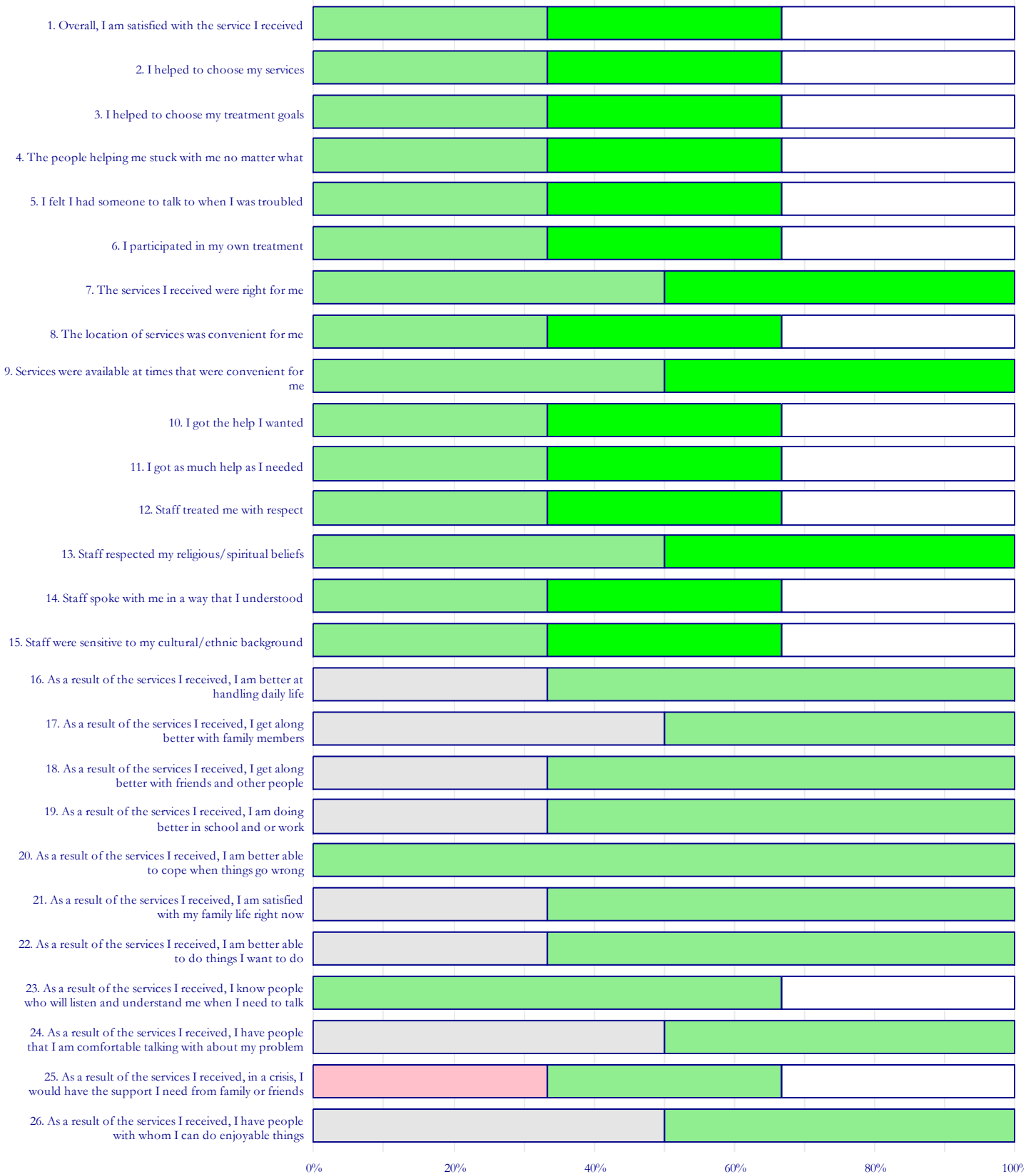
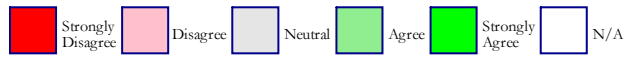
66.7% 2. I helped to choose my services

83.3% 3. I helped to choose my treatment goals

100.0% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

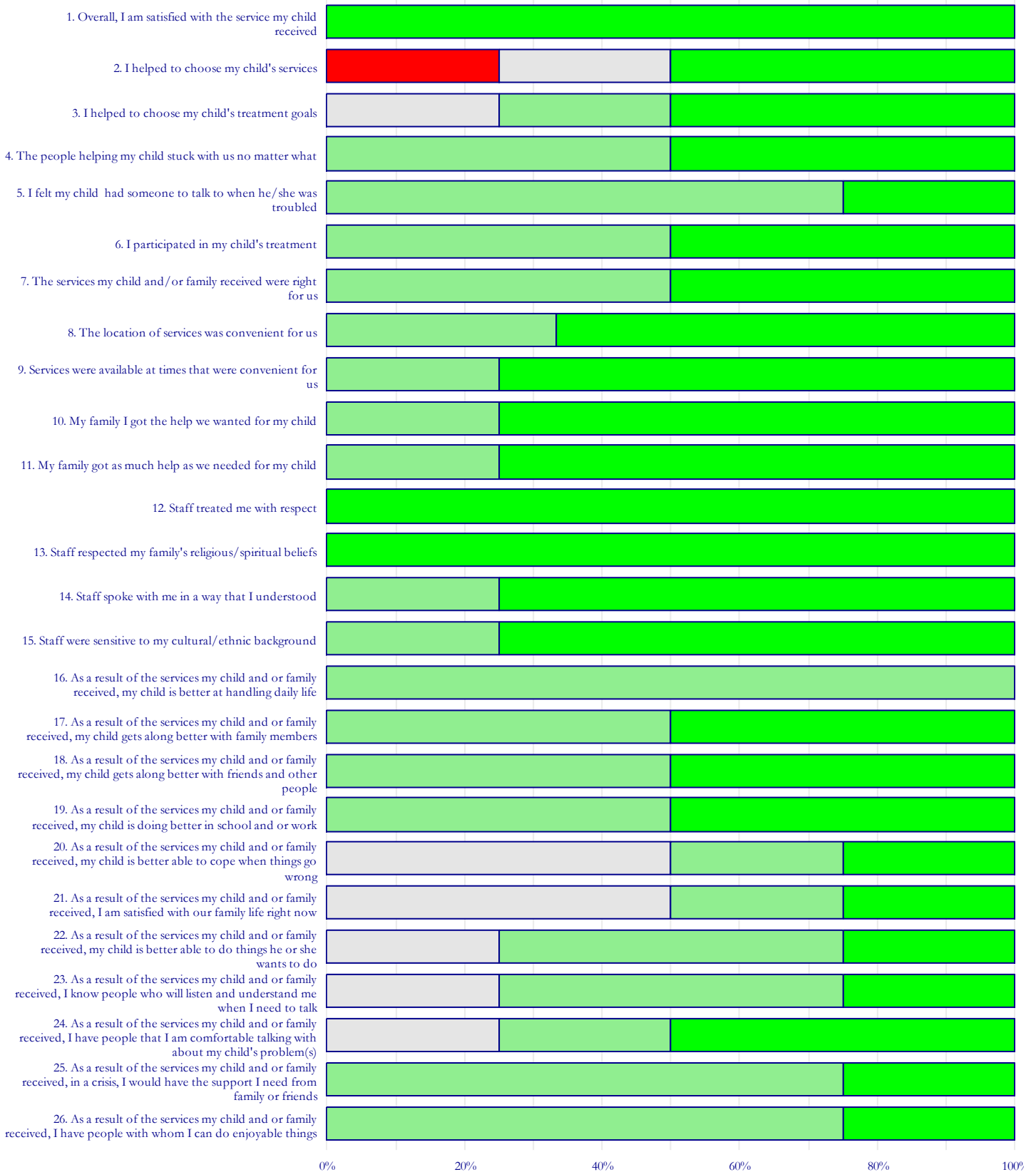




## Youth Services Survey for Youth N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>50.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>50.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %

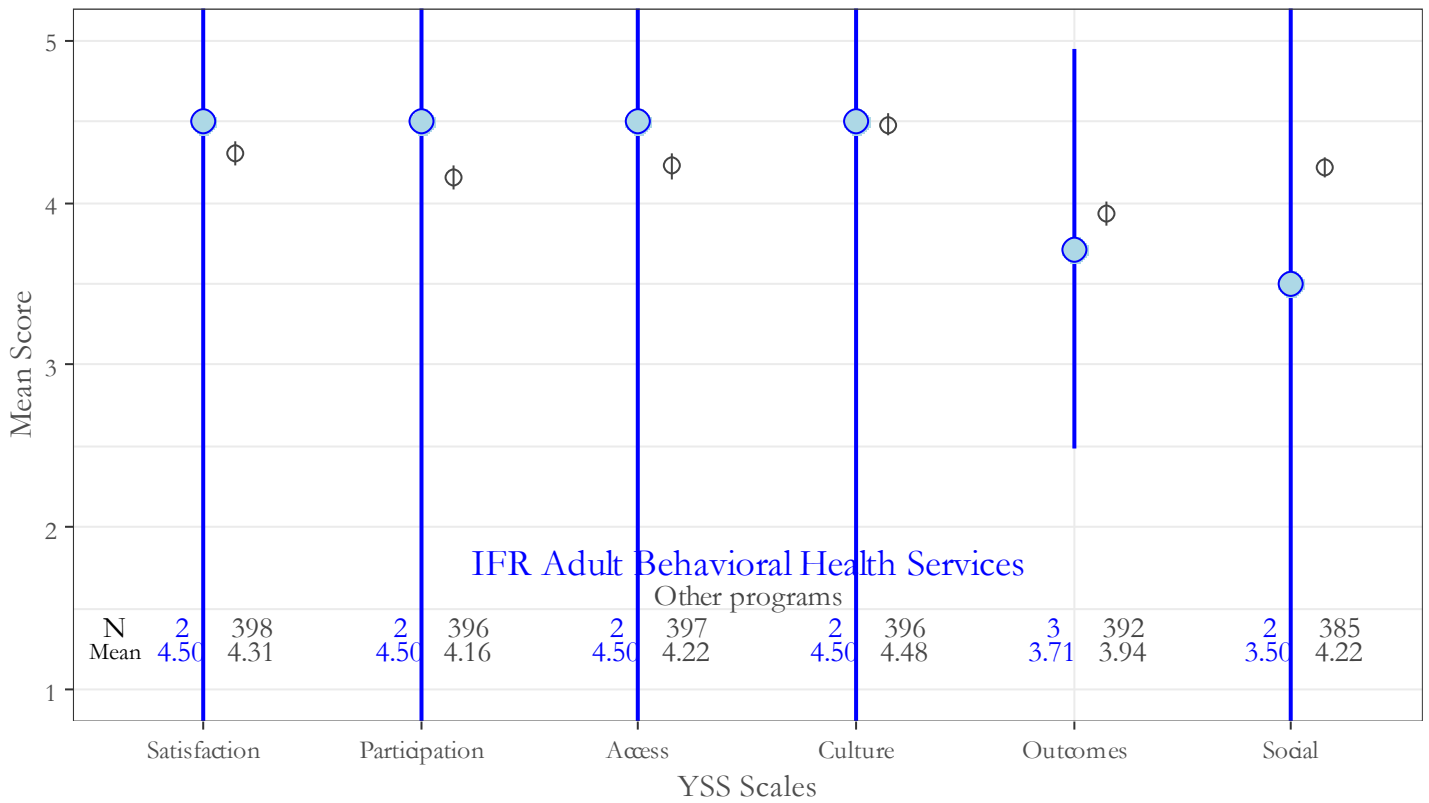
# Youth Services Survey for Families



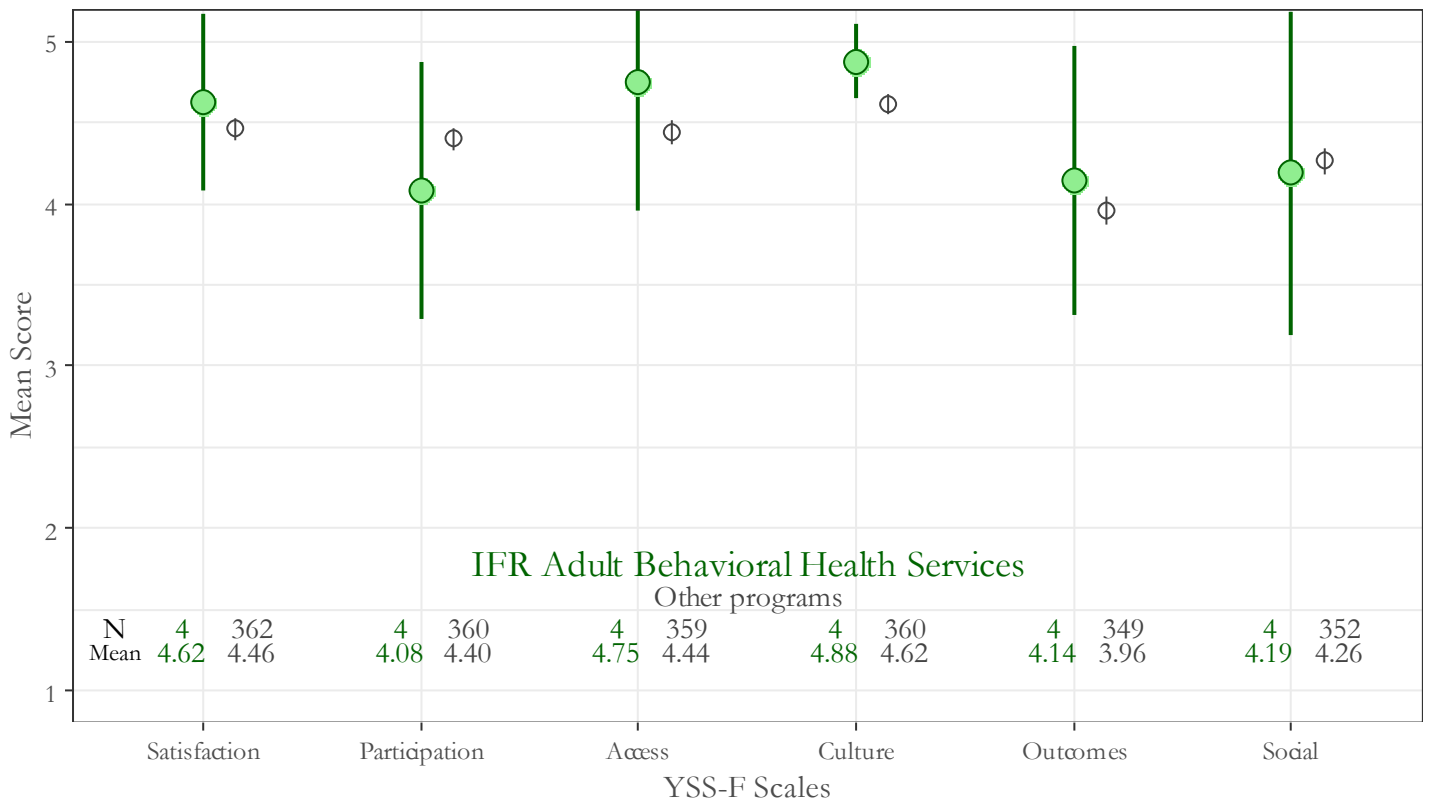
## Youth Services Survey for Families N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 2. I helped to choose my child's services	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**IFR Adult Behavioral**  
**Health Services**

Completion Status	Completion by Respondent Type		<i>Total</i>
	Family	Youth	
Refused	1 20 %	0 0 %	1 12.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 33.3 %	1 12.5 %
Completed Survey	4 80 %	2 66.7 %	6 75 %
<b><i>Total</i></b>	5 100 %	3 100 %	8 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 6 clients; surveys were returned for 7 clients ( $7 / 6 = 116.7\%$ ).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### IFR CYF Behavioral Health Services

Youth program codes (RUs): 381810 38182 38185 38186

Adult program codes (RUs): 381810 38185

Overall Satisfaction<sup>1</sup>

**96.3%**

Return Rate<sup>2</sup>

**64.9%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 37

People surveyed: 24 (22 youth and 2 adults)

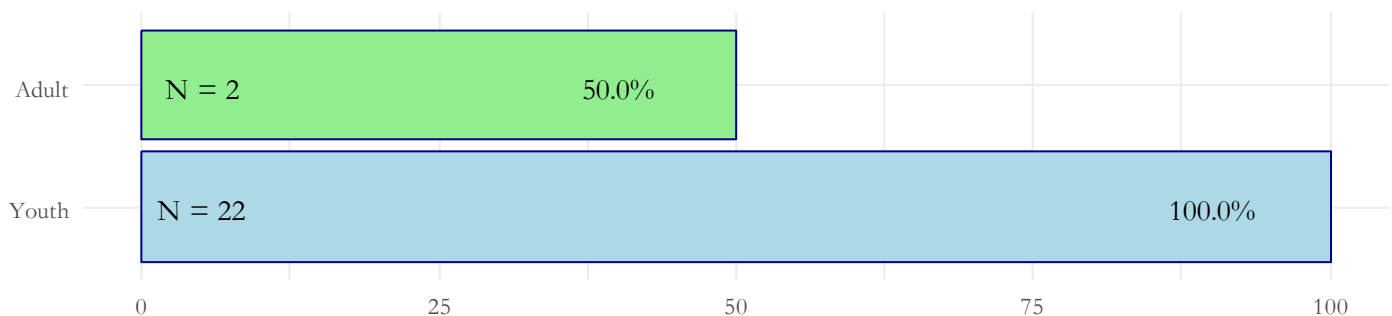
Adult satisfaction mean score: 2.97

Youth satisfaction mean score: 4.57

Family satisfaction mean score: 4.65

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)



**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 37 clients; surveys were returned for 24 clients ( $24/37 = 64.9\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **IFR CYF Behavioral Health Services**

Program Code(s): 381810 38185

Overall Satisfaction<sup>1</sup>

**50.0%**

Return Rate<sup>2</sup>

**40.0%**

Overall satisfaction<sup>3</sup> mean score for IFR CYF Behavioral Health Services: **2.97**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

#### **Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 2

Not enough MHSIP survey data to create a table. N = 2



Not enough data for Likert chart

<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	0 0 %	2 100 %
<b>Total</b>	2 100 %	0 100 %	2 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 5 clients; surveys were returned for 2 clients (2/5 = 40.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR CYF Behavioral Health Services**

Program Code(s): 381810 38182 38185 38186

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**68.8%**

Overall satisfaction<sup>3</sup> mean score for IFR CYF Behavioral Health Services: **4.57** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 4. The people helping me stuck with me no matter what

100.0% 5. I felt I had someone to talk to when I was troubled

100.0% 6. I participated in my own treatment

**Lowest Agreement Items**

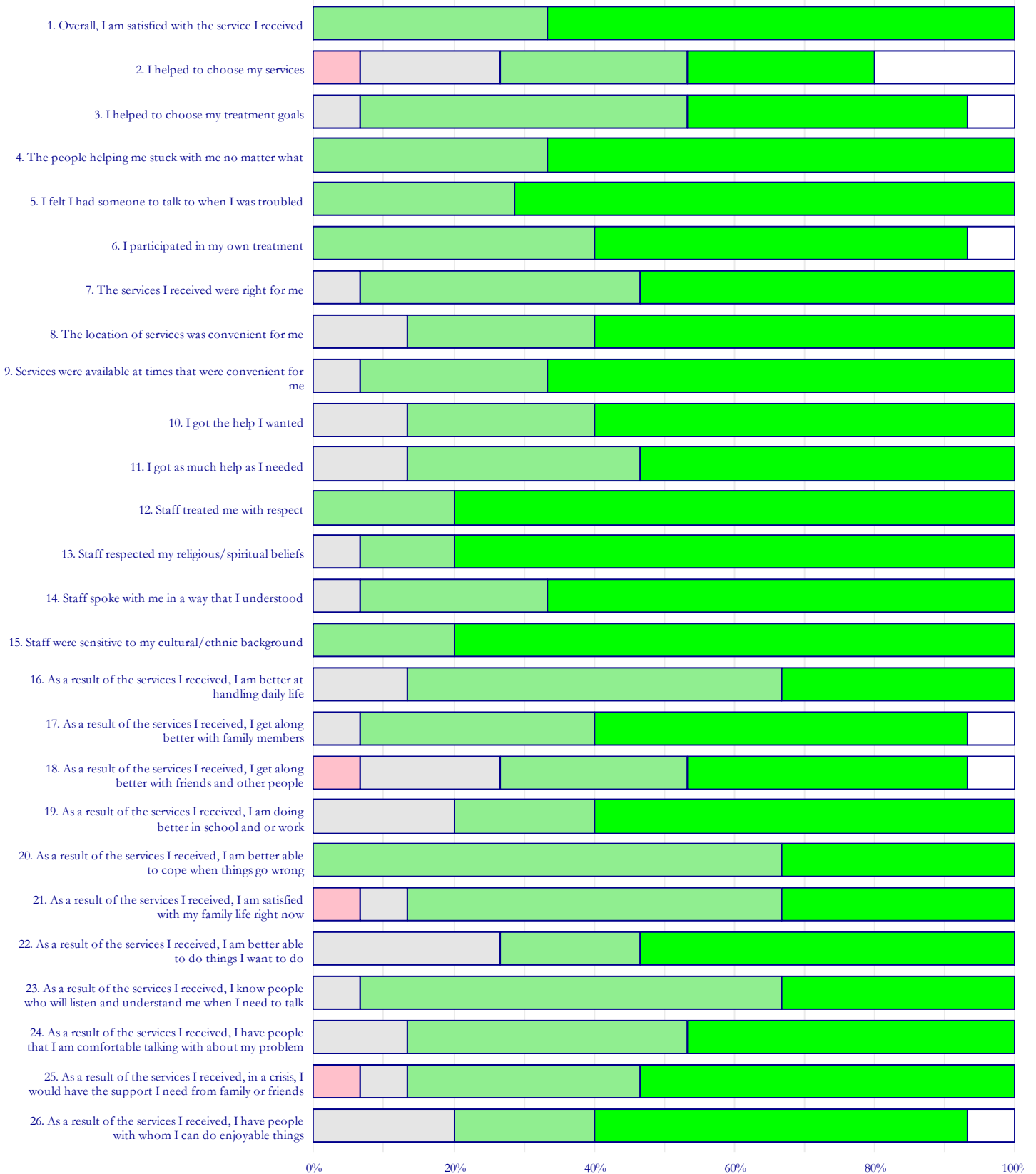
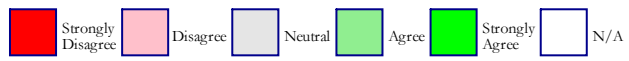
80.0% 2. I helped to choose my services

87.0% 11. I got as much help as I needed

91.7% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

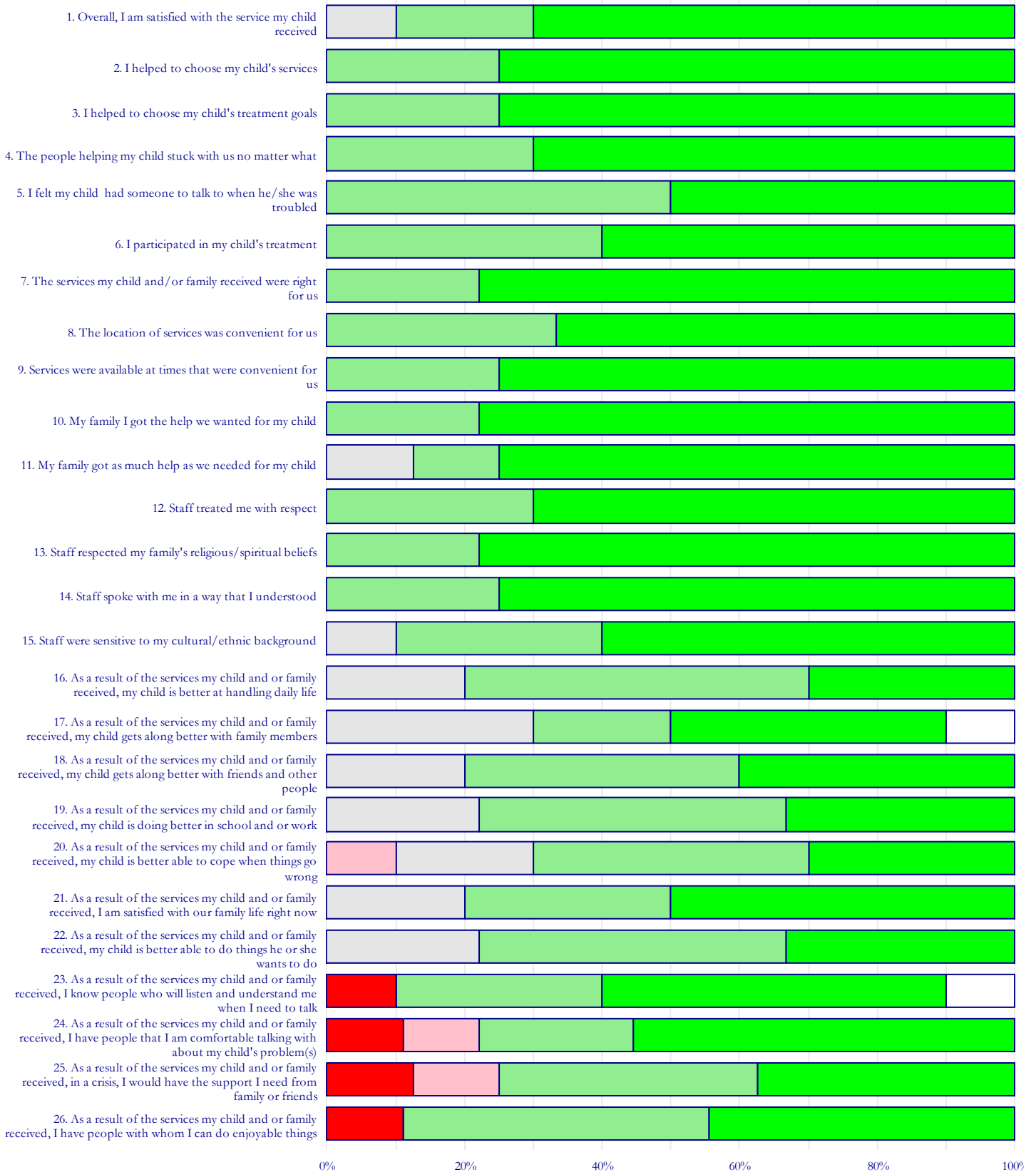
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 15

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	4 26.7 %	3 20.0 %	0 0.0 %
<b>92.9 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	6 40.0 %	1 6.7 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	10 66.7 %	0 0.0 %	1 6.7 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	8 53.3 %	1 6.7 %	0 0.0 %
<b>93.3 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	9 60.0 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	9 60.0 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	8 53.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 13.3 %	8 53.3 %	5 33.3 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	8 53.3 %	1 6.7 %	0 0.0 %
<b>71.4 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	6 40.0 %	1 6.7 %	0 0.0 %
<b>80.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	9 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	10 66.7 %	5 33.3 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 6.7 %	1 6.7 %	8 53.3 %	5 33.3 %	0 0.0 %	0 0.0 %
<b>73.3 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	4 26.7 %	3 20.0 %	8 53.3 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 6.7 %	9 60.0 %	5 33.3 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 13.3 %	6 40.0 %	7 46.7 %	0 0.0 %	0 0.0 %
<b>86.7 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 6.7 %	1 6.7 %	5 33.3 %	8 53.3 %	0 0.0 %	0 0.0 %
<b>78.6 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	8 53.3 %	1 6.7 %	0 0.0 %

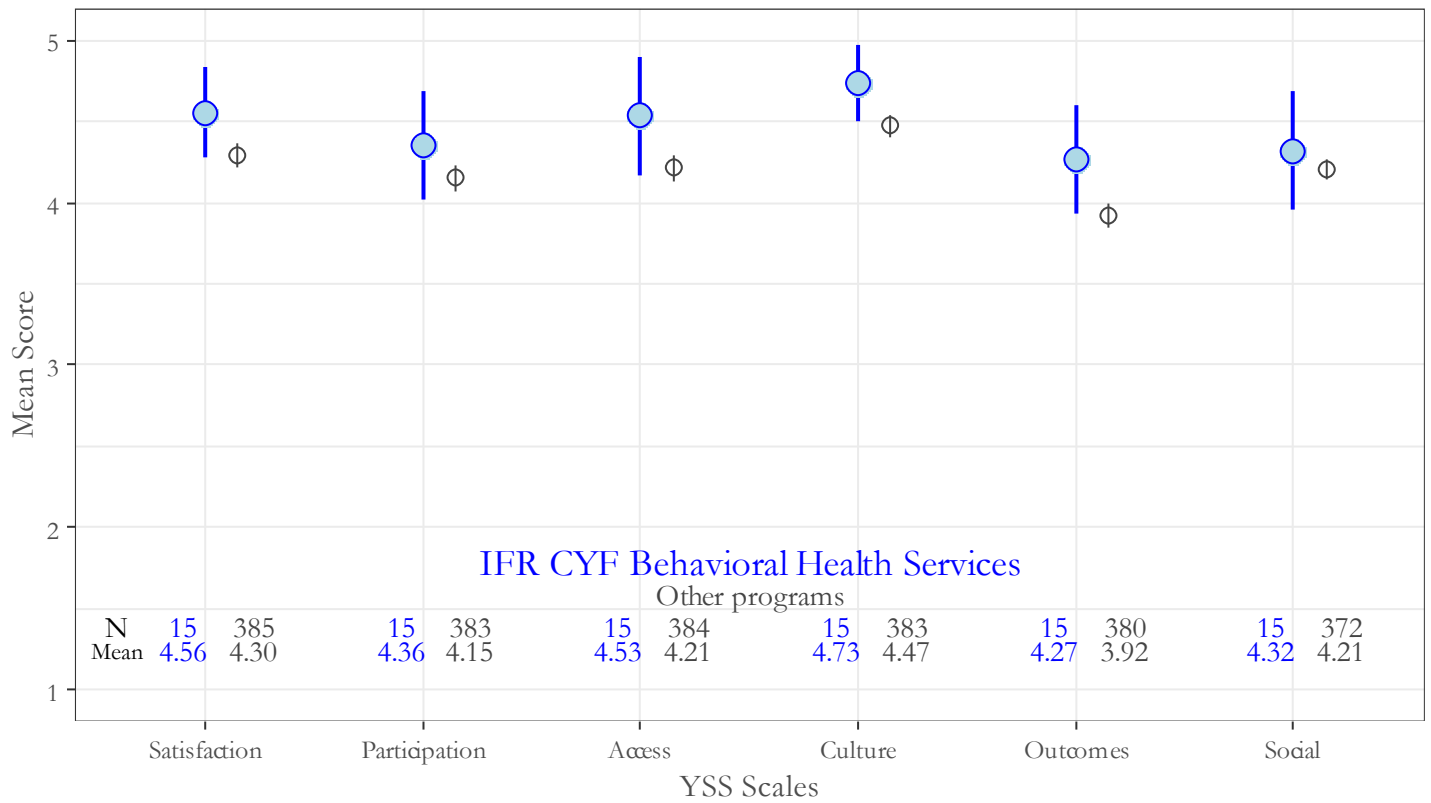
# Youth Services Survey for Families



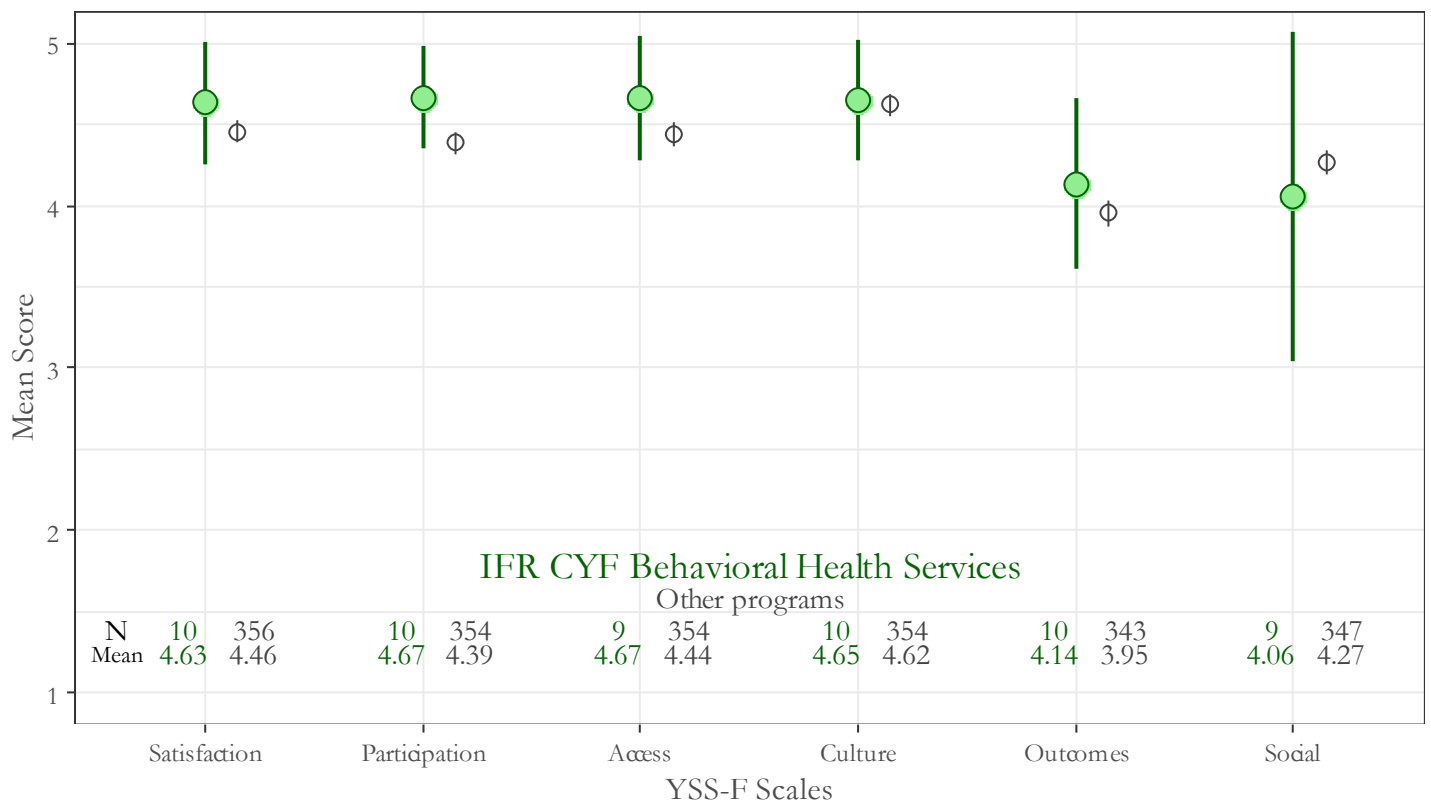
## Youth Services Survey for Families N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<b>87.5 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>90.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>80.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
<b>70.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	1 10.0 %	0 0.0 %
<b>77.8 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 10.0 %	1 10.0 %	0 0.0 %	2 20.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>75.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 10.0 %	1 10.0 %	0 0.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %
<b>88.9 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 10.0 %	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>





<b>Survey Compliance</b>			
<b>IFR CYF Behavioral</b>			
<b>Health Services</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	15 100 %	25 100 %
<b>Total</b>	10 100 %	15 100 %	25 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 32 clients; surveys were returned for 22 clients (22 / 32 = 68.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### IFR Semillas de Paz

Youth program codes (RUs): 3818C

Adult program codes (RUs): 3818C

Overall Satisfaction<sup>1</sup>

**66.7%**

Return Rate<sup>2</sup>

**37.5%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 8

People surveyed: 3 (2 youth and 1 adults)

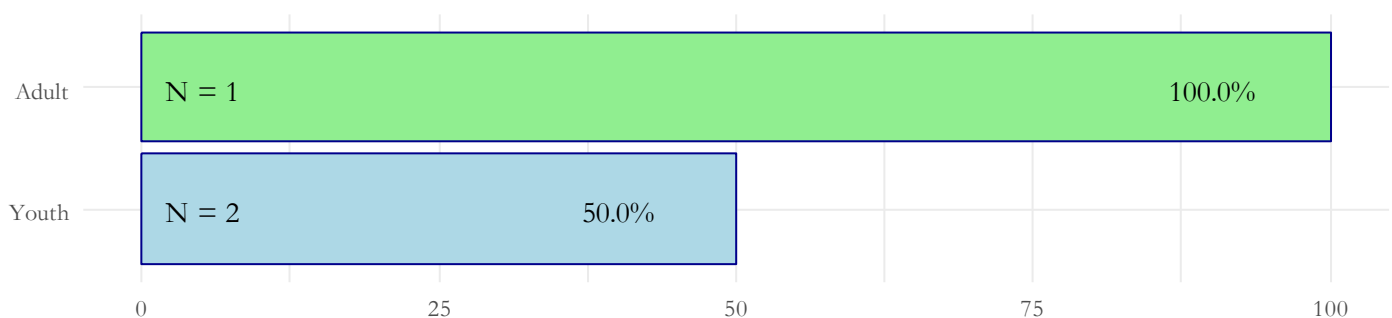
Adult satisfaction mean score: 4.53

Youth satisfaction mean score: 3.70

Family satisfaction mean score: - -

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)



**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 3 clients ( $3/8 = 37.5\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**IFR Semillas de Paz**  
Program Code(s): 3818C

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for IFR Semillas de Paz: **4.53**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart

<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR Semillas de Paz**

Program Code(s): 3818C

Overall Satisfaction<sup>1</sup>

**50.0%**

Return Rate<sup>2</sup>

**28.6%**

Overall satisfaction<sup>3</sup> mean score for IFR Semillas de Paz: **3.70** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 7. The services I received were right for me

100.0% 15. Staff were sensitive to my cultural/ethnic background

**Lowest Agreement Items**

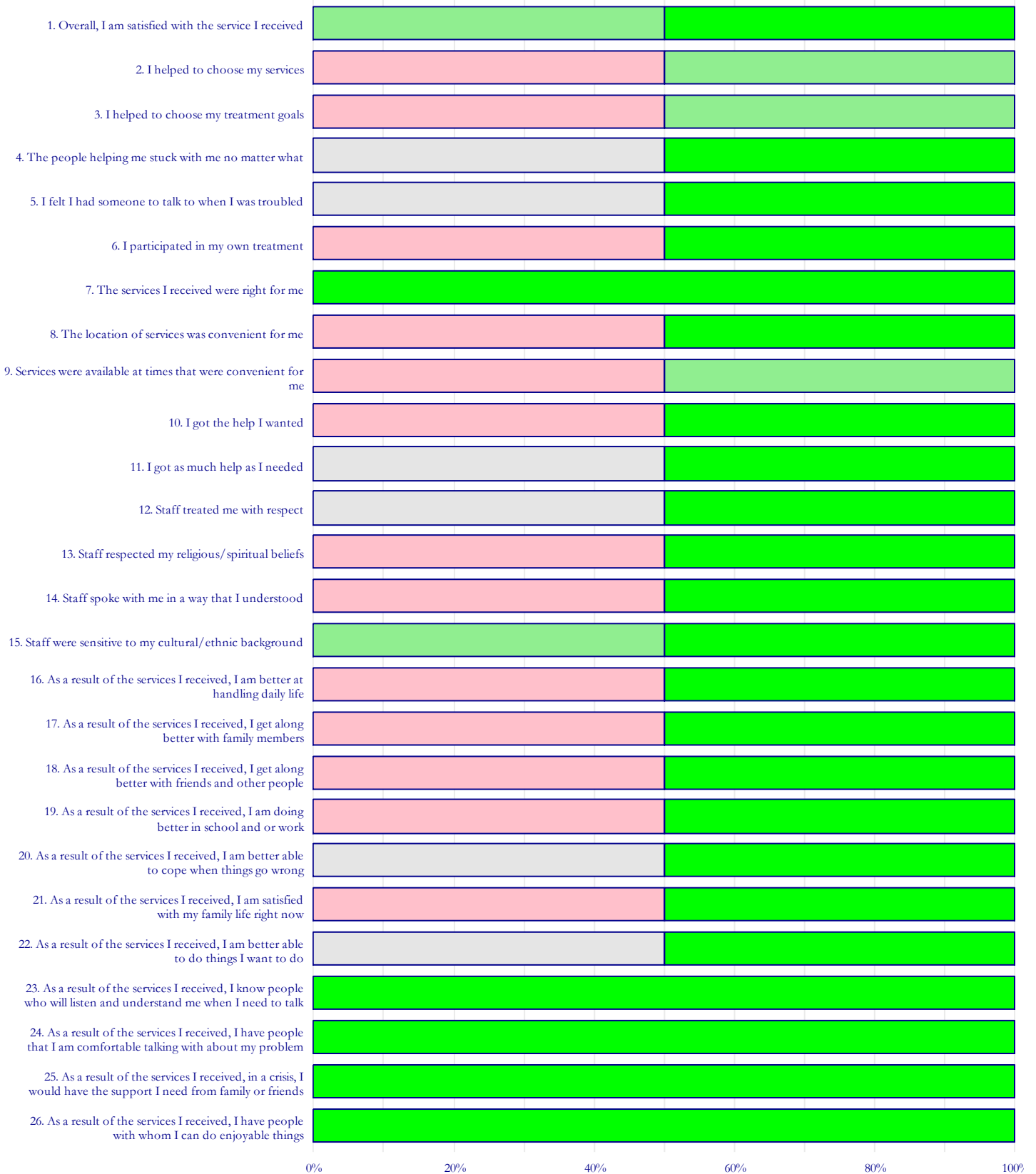
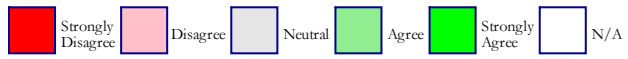
50.0% 2. I helped to choose my services

50.0% 3. I helped to choose my treatment goals

50.0% 4. The people helping me stuck with me no matter what

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth





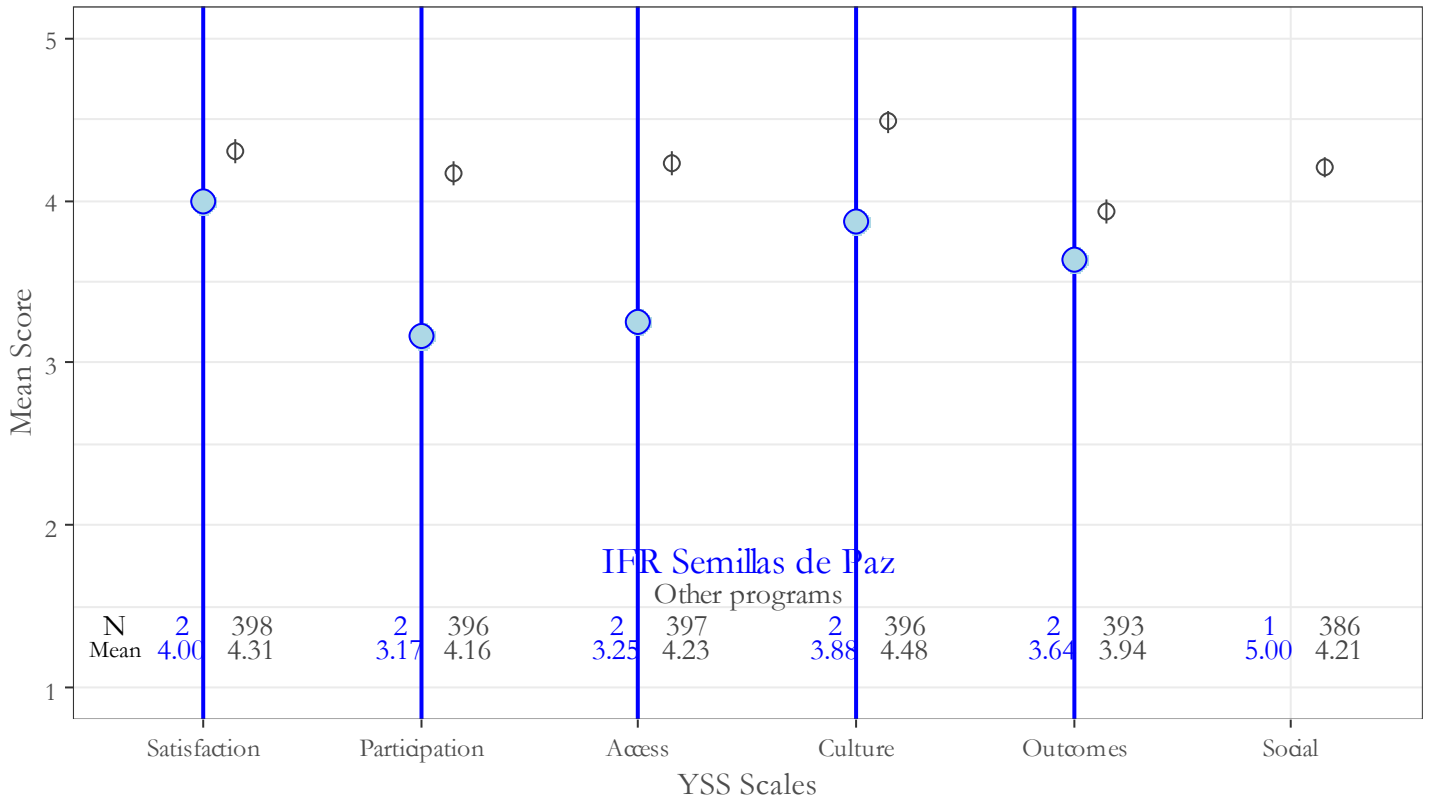
## Youth Services Survey for Youth N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 2. I helped to choose my services	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 6. I participated in my own treatment	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
<b>50.0 %</b> 8. The location of services was convenient for me	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 10. I got the help I wanted	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

## Survey Compliance

### IFR Semillas de Paz

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	2 100 %	2 100 %
<b>Total</b>	0 100 %	2 100 %	2 100 %

### Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 2 clients ( $2 / 7 = 28.6\%$ ).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2017

### IFR Spark FSP

Youth program codes (RUs): 3818FSP

Adult program codes (RUs): 3818FSP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Your program collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey<sup>5</sup>. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served November 13-17 2017 (Avatar billing): 2

People surveyed: 2 (1 youth and 1 adults)

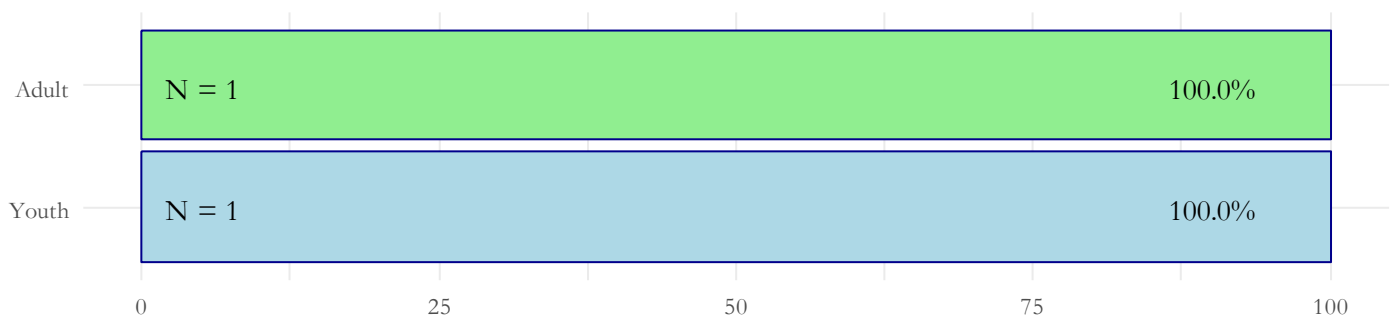
Adult satisfaction mean score: 6.05

Youth satisfaction mean score: - -

Family satisfaction mean score: 4.86

*Means are based on a one to five Likert scale.*

Percent Satisfied by Survey Type (Adult/Youth and Family)



**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 2 clients; surveys were returned for 2 clients ( $2/2 = 100.0\%$ ).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**IFR Spark FSP**

Program Code(s): 3818FSP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for IFR Spark FSP: **6.05**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 1

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart

**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 0 clients; surveys were returned for 1 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR Spark FSP**

Program Code(s): 3818FSP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for IFR Spark FSP: No YSS (youth) data for this program, **4.86** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

Completion Status	Survey Compliance		Total
	IFR Spark FSP		
	Completion by Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	<b>1</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>1</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 2 clients; surveys were returned for 1 clients (1 / 2 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**James Baldwin Academy OP**

Program Code(s): 8980OP

Overall Satisfaction<sup>1</sup>

**NaN%**

Return Rate<sup>2</sup>

**60.0%**

Overall satisfaction<sup>3</sup> mean score for James Baldwin Academy OP: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

<b>Survey Compliance</b>			
<b>James Baldwin Academy OP</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	0 0 %	6 100 %	6 100 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	0 100 %	6 100 %	6 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 5 clients; surveys were returned for 3 clients (3 / 5 = 60.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Jewish Family & Children's Services - Scott**

Program Code(s): 38AE3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**75.0%**

Overall satisfaction<sup>3</sup> mean score for Jewish Family & Children's Services - Scott: **4.67** (youth), **4.88** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

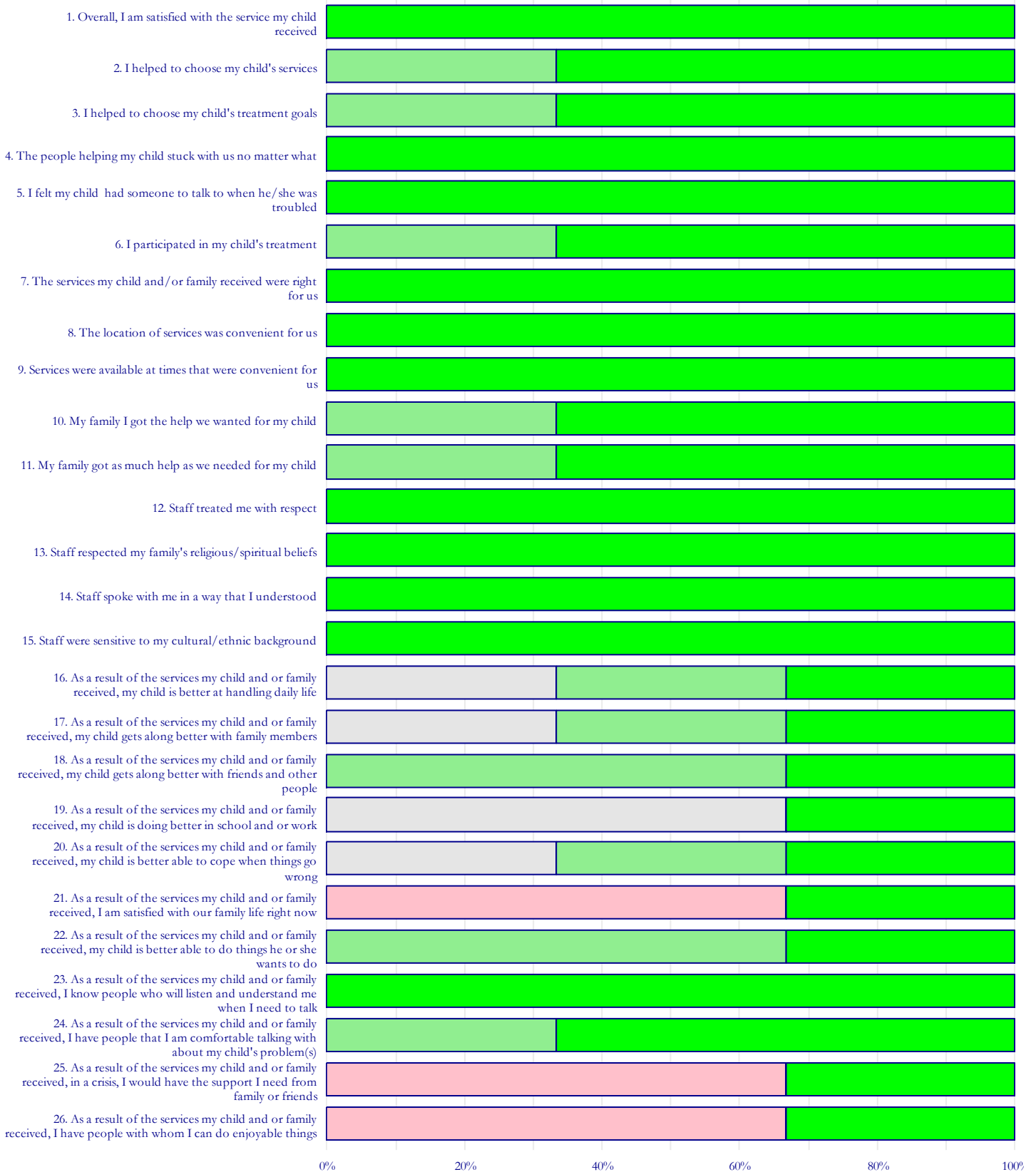
On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.



# Youth Services Survey for Families

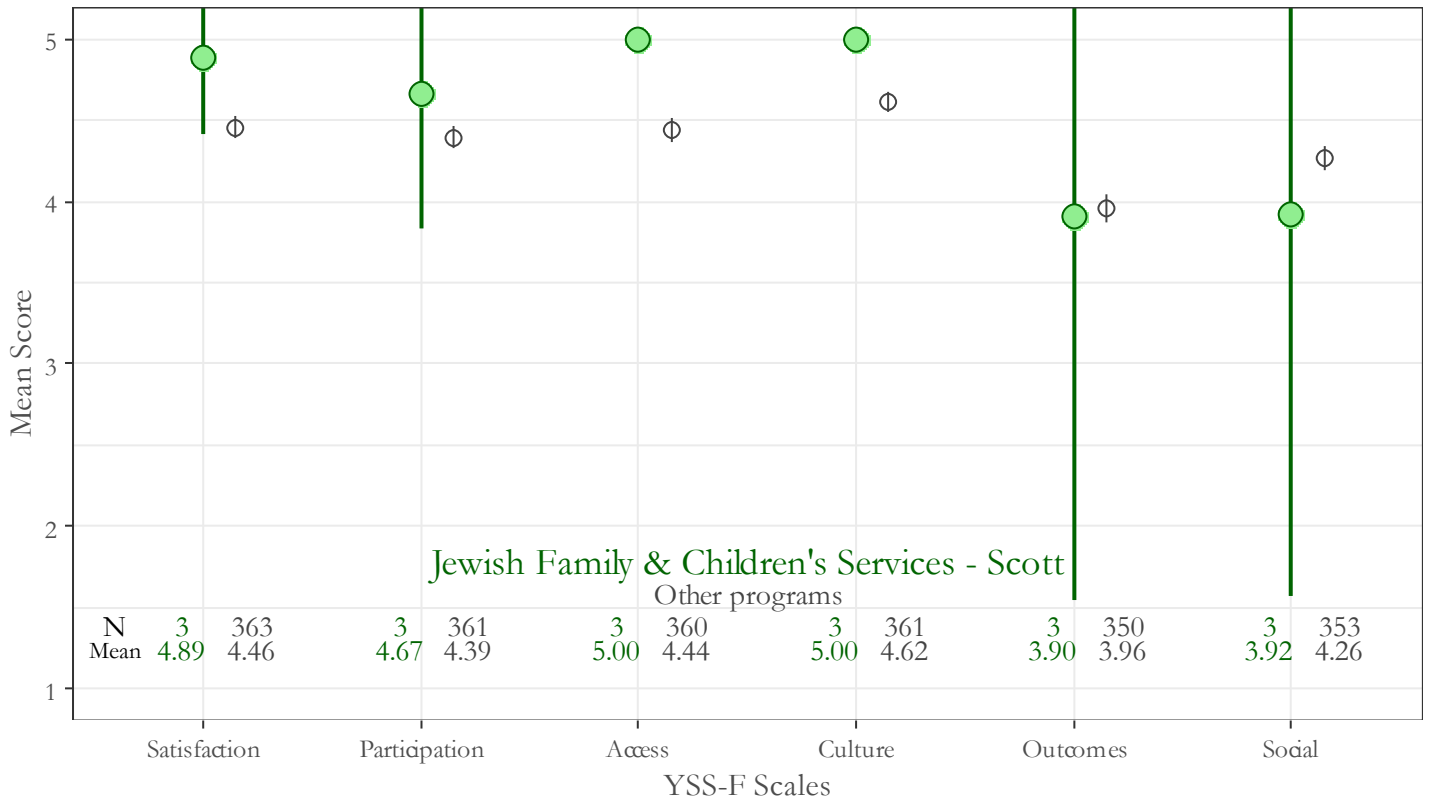


## Youth Services Survey for Families N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Jewish Family &**  
**Children's Services**  
**Completion Status - Scott Completion Total**  
**by Respondent Type**

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 100 %	1 100 %	4 100 %
<b>Total</b>	<b>3</b> <b>100 %</b>	<b>1</b> <b>100 %</b>	<b>4</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 4 clients; surveys were returned for 3 clients (3 / 4 = 75.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Jewish Family & Children's Services Adult - Judah**  
Program Code(s): 38ADM1

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**66.7%**

Overall satisfaction<sup>3</sup> mean score for Jewish Family & Children's Services Adult - Judah: **4.18**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

### Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

### Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough Youth survey data to create a table. N = 2

Not enough MHSIP survey data to create a table. N = 2

Not enough data for Likert chart

<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	0 0 %	2 100 %
<b>Total</b>	2 100 %	0 100 %	2 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 3 clients; surveys were returned for 2 clients (2/3 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Mission ACT**

Program Code(s): 3804SP

Overall Satisfaction<sup>1</sup>

**83.3%**

Return Rate<sup>2</sup>

**60.0%**

Overall satisfaction<sup>3</sup> mean score for Mission ACT: **4.21**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**91.7%** 1. I like the services that I received here

**91.7%** 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

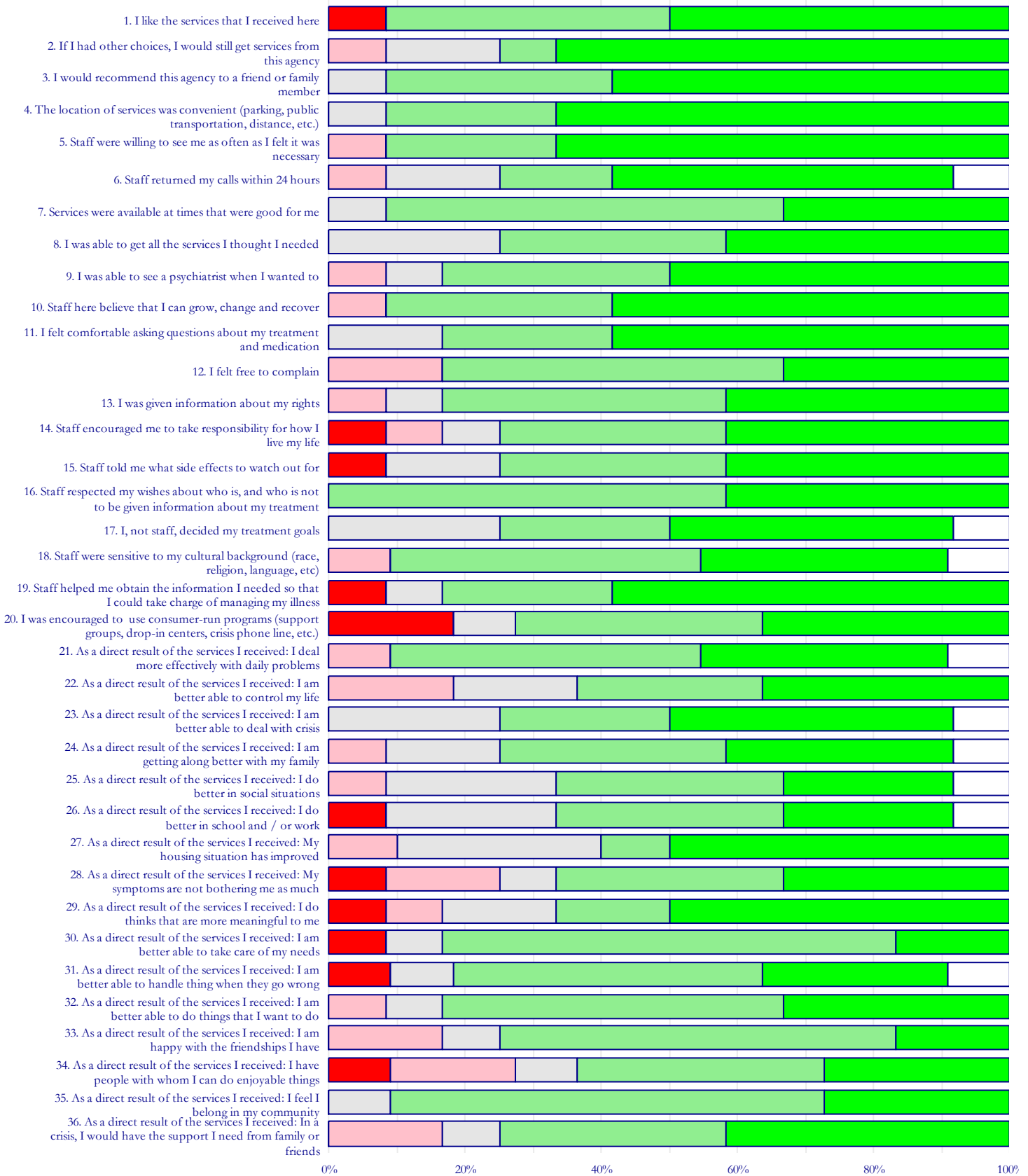
**72.7%** 6. Staff returned my calls within 24 hours

**72.7%** 17. I, not staff, decided my treatment goals

**72.7%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



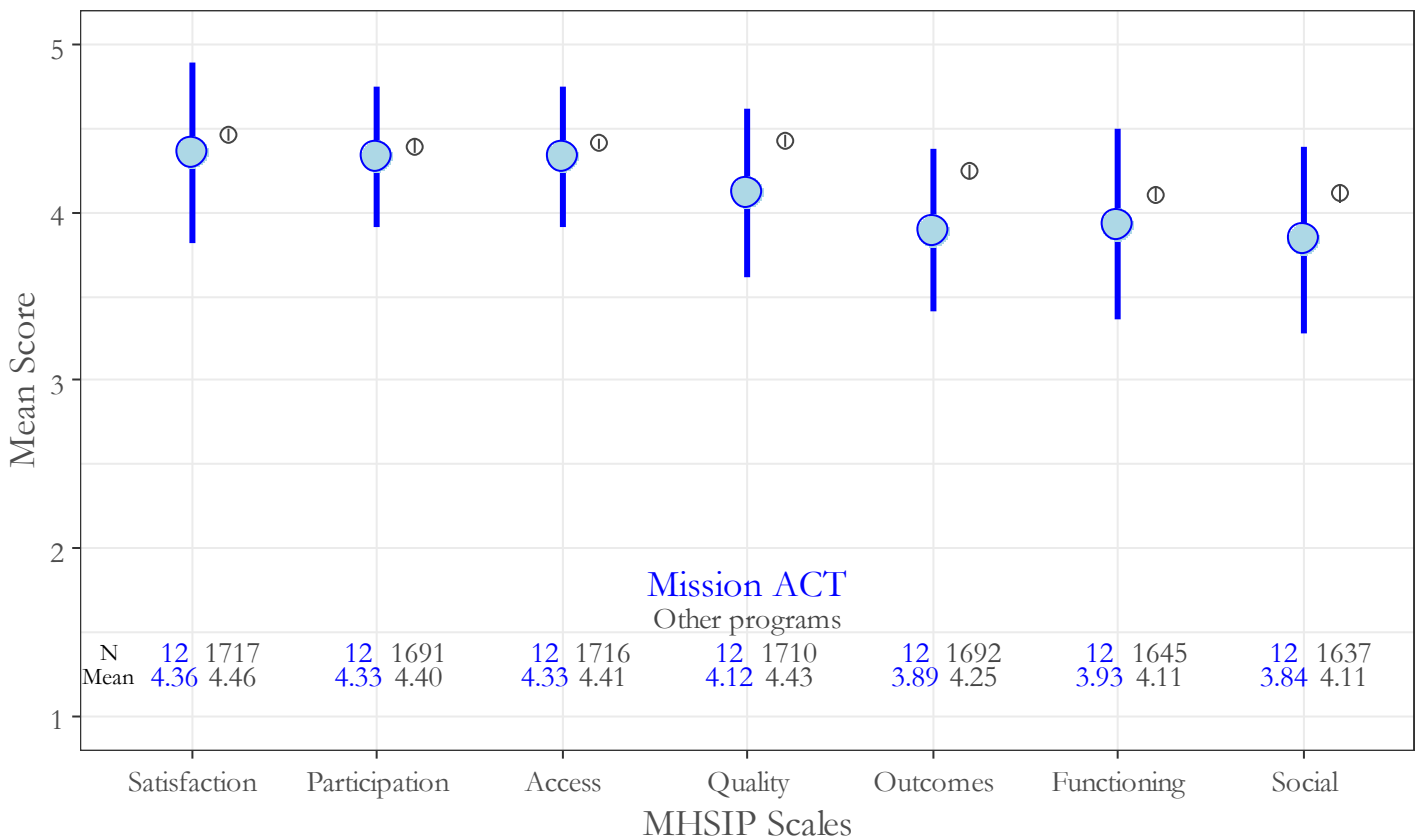
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>91.7 %</b> 1. I like the services that I received here	1 4.8 %	0 0.0 %	0 0.0 %	5 23.8 %	6 28.6 %	0 0.0 %	9 42.9 %
<b>75.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 4.8 %	2 9.5 %	1 4.8 %	8 38.1 %	0 0.0 %	9 42.9 %
<b>91.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	7 33.3 %	0 0.0 %	9 42.9 %
<b>91.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	8 38.1 %	0 0.0 %	9 42.9 %
<b>91.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 4.8 %	0 0.0 %	3 14.3 %	8 38.1 %	0 0.0 %	9 42.9 %
<b>72.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 4.8 %	2 9.5 %	2 9.5 %	6 28.6 %	1 4.8 %	9 42.9 %
<b>91.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 4.8 %	7 33.3 %	4 19.1 %	0 0.0 %	9 42.9 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 14.3 %	4 19.1 %	5 23.8 %	0 0.0 %	9 42.9 %
<b>83.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 4.8 %	1 4.8 %	4 19.1 %	6 28.6 %	0 0.0 %	9 42.9 %
<b>91.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 4.8 %	0 0.0 %	4 19.1 %	7 33.3 %	0 0.0 %	9 42.9 %
<b>83.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	7 33.3 %	0 0.0 %	9 42.9 %
<b>83.3 %</b> 12. I felt free to complain	0 0.0 %	2 9.5 %	0 0.0 %	6 28.6 %	4 19.1 %	0 0.0 %	9 42.9 %
<b>83.3 %</b> 13. I was given information about my rights	0 0.0 %	1 4.8 %	1 4.8 %	5 23.8 %	5 23.8 %	0 0.0 %	9 42.9 %
<b>75.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 4.8 %	1 4.8 %	1 4.8 %	4 19.1 %	5 23.8 %	0 0.0 %	9 42.9 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	1 4.8 %	0 0.0 %	2 9.5 %	4 19.1 %	5 23.8 %	0 0.0 %	9 42.9 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	5 23.8 %	0 0.0 %	9 42.9 %
<b>72.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 14.3 %	3 14.3 %	5 23.8 %	1 4.8 %	9 42.9 %
<b>90.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 4.8 %	0 0.0 %	5 23.8 %	4 19.1 %	1 4.8 %	10 47.6 %
<b>83.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 4.8 %	0 0.0 %	1 4.8 %	3 14.3 %	7 33.3 %	0 0.0 %	9 42.9 %
<b>72.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 9.5 %	0 0.0 %	1 4.8 %	4 19.1 %	4 19.1 %	0 0.0 %	10 47.6 %
<b>90.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 4.8 %	0 0.0 %	5 23.8 %	4 19.1 %	1 4.8 %	10 47.6 %
<b>63.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 9.5 %	2 9.5 %	3 14.3 %	4 19.1 %	0 0.0 %	10 47.6 %
<b>72.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 14.3 %	3 14.3 %	5 23.8 %	1 4.8 %	9 42.9 %
<b>72.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 4.8 %	2 9.5 %	4 19.1 %	4 19.1 %	1 4.8 %	9 42.9 %
<b>63.6 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.8 %	3 14.3 %	4 19.1 %	3 14.3 %	1 4.8 %	9 42.9 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>63.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 4.8 %	0 0.0 %	3 14.3 %	4 19.1 %	3 14.3 %	1 4.8 %	9 42.9 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 4.8 %	3 14.3 %	1 4.8 %	5 23.8 %	0 0.0 %	11 52.4 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.8 %	2 9.5 %	1 4.8 %	4 19.1 %	4 19.1 %	0 0.0 %	9 42.9 %
<b>66.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 4.8 %	1 4.8 %	2 9.5 %	2 9.5 %	6 28.6 %	0 0.0 %	9 42.9 %
<b>83.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 4.8 %	0 0.0 %	1 4.8 %	8 38.1 %	2 9.5 %	0 0.0 %	9 42.9 %
<b>80.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 4.8 %	0 0.0 %	1 4.8 %	5 23.8 %	3 14.3 %	1 4.8 %	10 47.6 %
<b>83.3 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 4.8 %	1 4.8 %	6 28.6 %	4 19.1 %	0 0.0 %	9 42.9 %
<b>75.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 9.5 %	1 4.8 %	7 33.3 %	2 9.5 %	0 0.0 %	9 42.9 %
<b>63.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4.8 %	2 9.5 %	1 4.8 %	4 19.1 %	3 14.3 %	0 0.0 %	10 47.6 %
<b>90.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 4.8 %	7 33.3 %	3 14.3 %	0 0.0 %	10 47.6 %
<b>75.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 9.5 %	1 4.8 %	4 19.1 %	5 23.8 %	0 0.0 %	9 42.9 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	7 33.3 %	0 0 %	7 33.3 %
Impaired	1 4.8 %	0 0 %	1 4.8 %
Language	1 4.8 %	0 0 %	1 4.8 %
Other	1 4.8 %	0 0 %	1 4.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 52.4 %	0 0 %	11 52.4 %
<b>Total</b>	21 100 %	0 100 %	21 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 35 clients; surveys were returned for 21 clients (21/35 = 60.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Mission Family Center**  
Program Code(s): 38016

Overall Satisfaction<sup>1</sup>  
**95.2%**

Return Rate<sup>2</sup>  
**70.8%**

Overall satisfaction<sup>3</sup> mean score for Mission Family Center: **4.45** (youth), **4.37** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

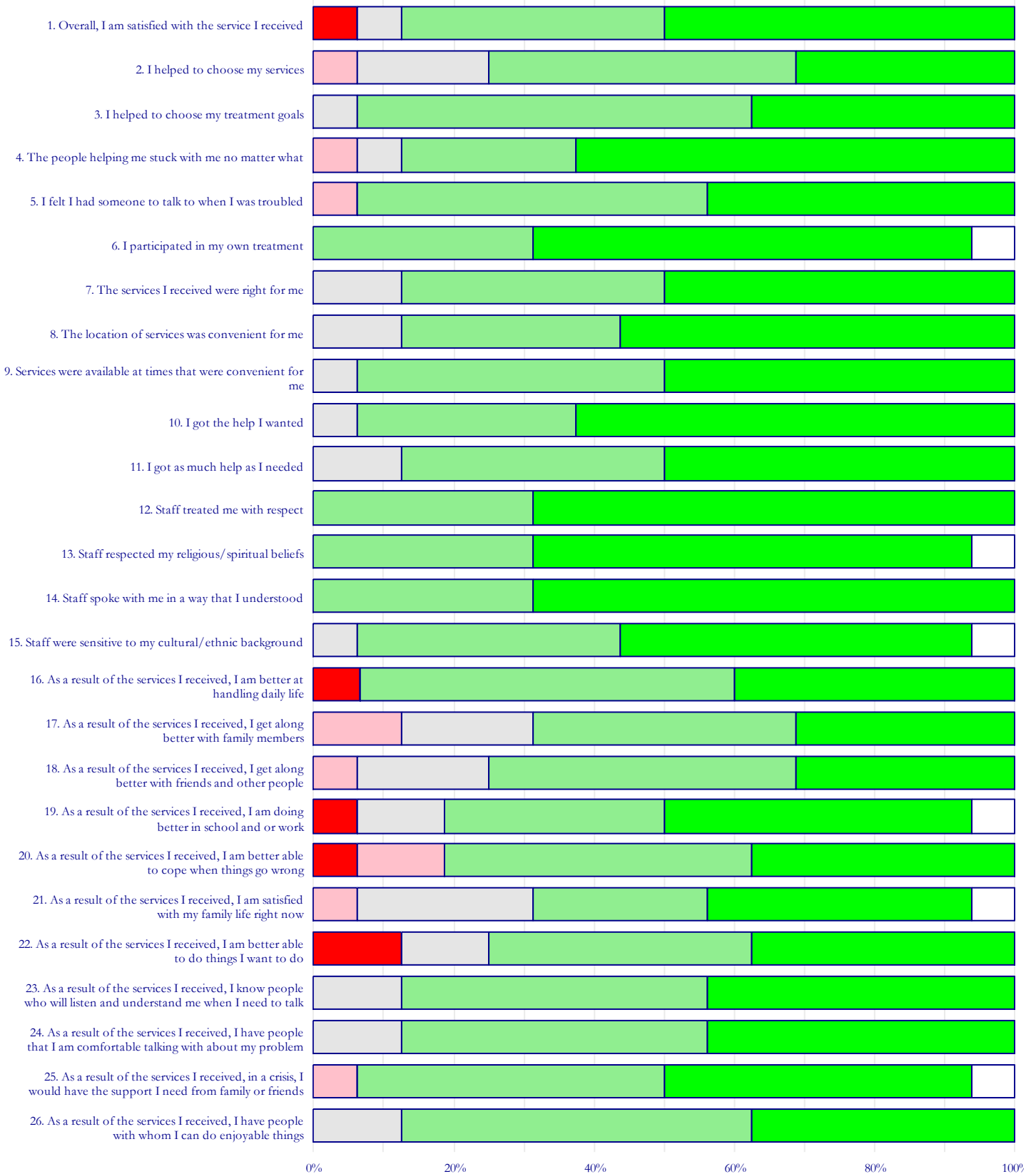
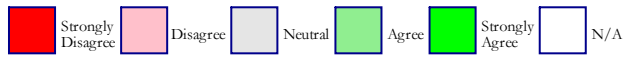
- 100.0% 14. Staff spoke with me in a way that I understood
- 97.6% 12. Staff treated me with respect
- 97.4% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

- 81.6% 2. I helped to choose my services
- 88.1% 7. The services I received were right for me
- 90.0% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

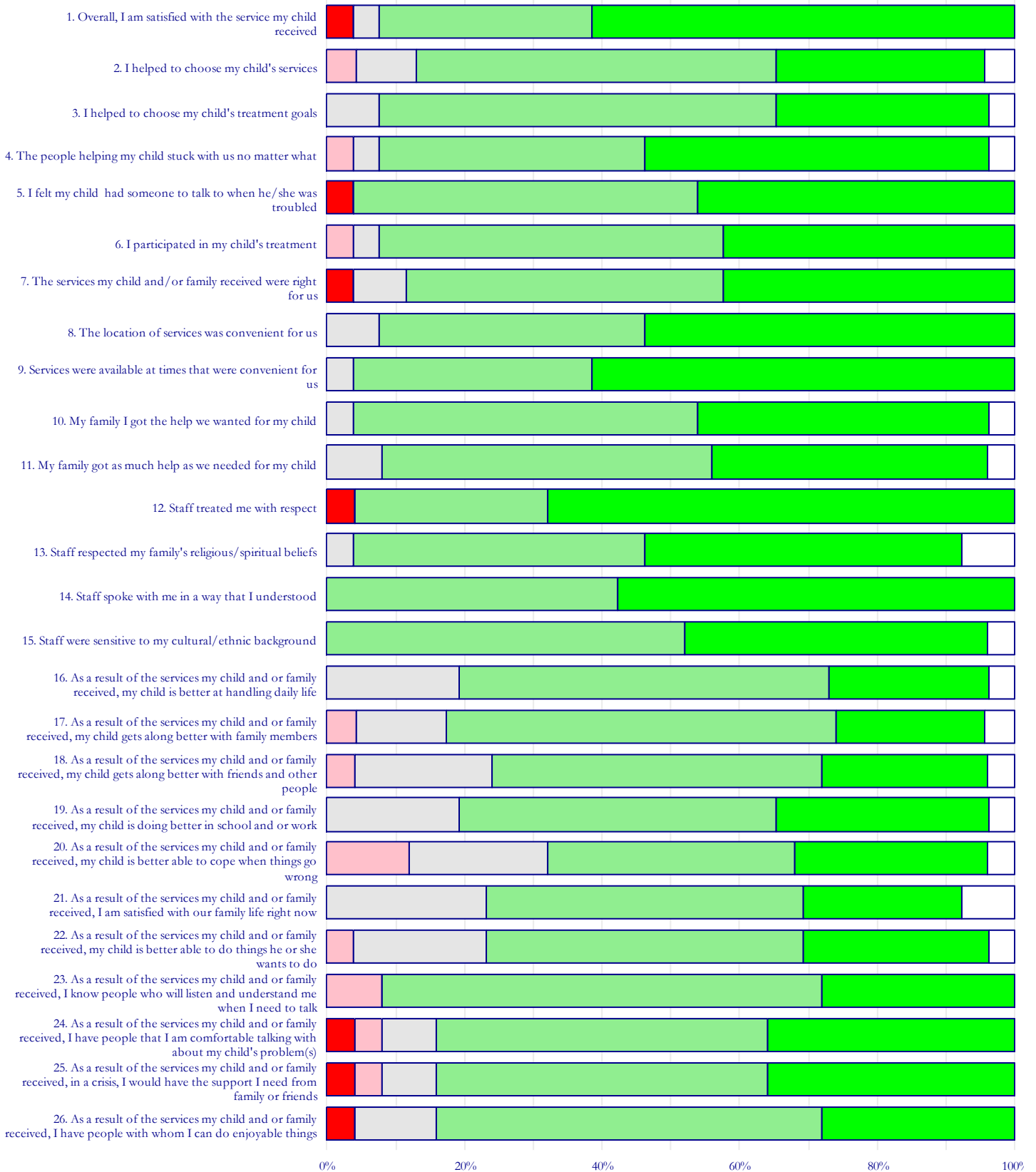


## Youth Services Survey for Youth N = 16

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>87.5 %</b> 1. Overall, I am satisfied with the service I received	1 6.2 %	0 0.0 %	1 6.2 %	6 37.5 %	8 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 2. I helped to choose my services	0 0.0 %	1 6.2 %	3 18.8 %	7 43.8 %	5 31.2 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 6.2 %	9 56.2 %	6 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 6.2 %	1 6.2 %	4 25.0 %	10 62.5 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 6.2 %	0 0.0 %	8 50.0 %	7 43.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	10 62.5 %	1 6.2 %	0 0.0 %
<b>87.5 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 12.5 %	6 37.5 %	8 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 12.5 %	5 31.2 %	9 56.2 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 6.2 %	7 43.8 %	8 50.0 %	0 0.0 %	0 0.0 %
<b>93.8 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 6.2 %	5 31.2 %	10 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 12.5 %	6 37.5 %	8 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	10 62.5 %	1 6.2 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	8 50.0 %	1 6.2 %	0 0.0 %
<b>93.3 %</b> 16. As a result of the services I received, I am better at handling daily life	1 6.2 %	0 0.0 %	0 0.0 %	8 50.0 %	6 37.5 %	0 0.0 %	1 6.2 %
<b>68.8 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	2 12.5 %	3 18.8 %	6 37.5 %	5 31.2 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 6.2 %	3 18.8 %	7 43.8 %	5 31.2 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 6.2 %	0 0.0 %	2 12.5 %	5 31.2 %	7 43.8 %	1 6.2 %	0 0.0 %
<b>81.2 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	1 6.2 %	2 12.5 %	0 0.0 %	7 43.8 %	6 37.5 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 6.2 %	4 25.0 %	4 25.0 %	6 37.5 %	1 6.2 %	0 0.0 %
<b>75.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	2 12.5 %	0 0.0 %	2 12.5 %	6 37.5 %	6 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 12.5 %	7 43.8 %	7 43.8 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 12.5 %	7 43.8 %	7 43.8 %	0 0.0 %	0 0.0 %
<b>93.3 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 6.2 %	0 0.0 %	7 43.8 %	7 43.8 %	1 6.2 %	0 0.0 %
<b>87.5 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 12.5 %	8 50.0 %	6 37.5 %	0 0.0 %	0 0.0 %



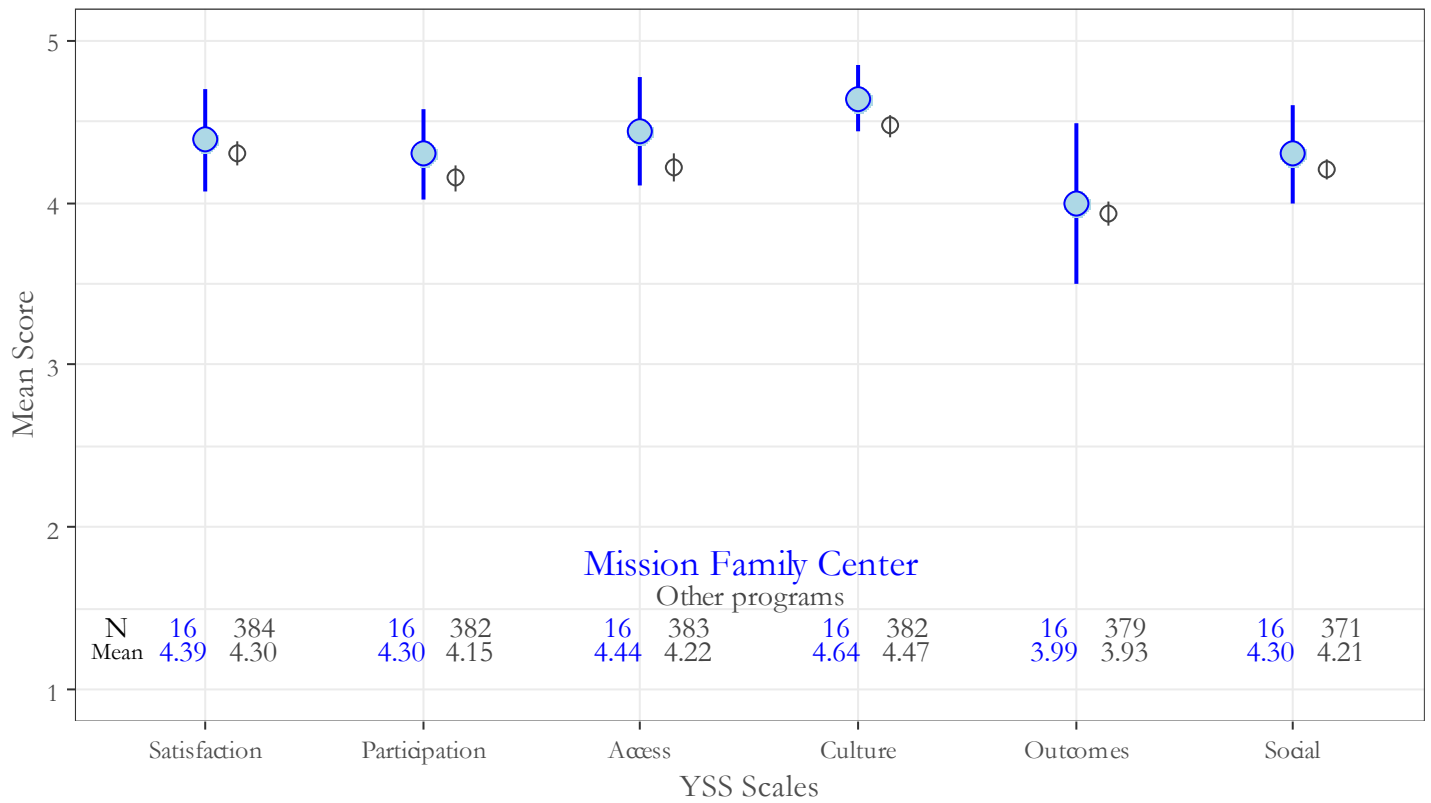
# Youth Services Survey for Families



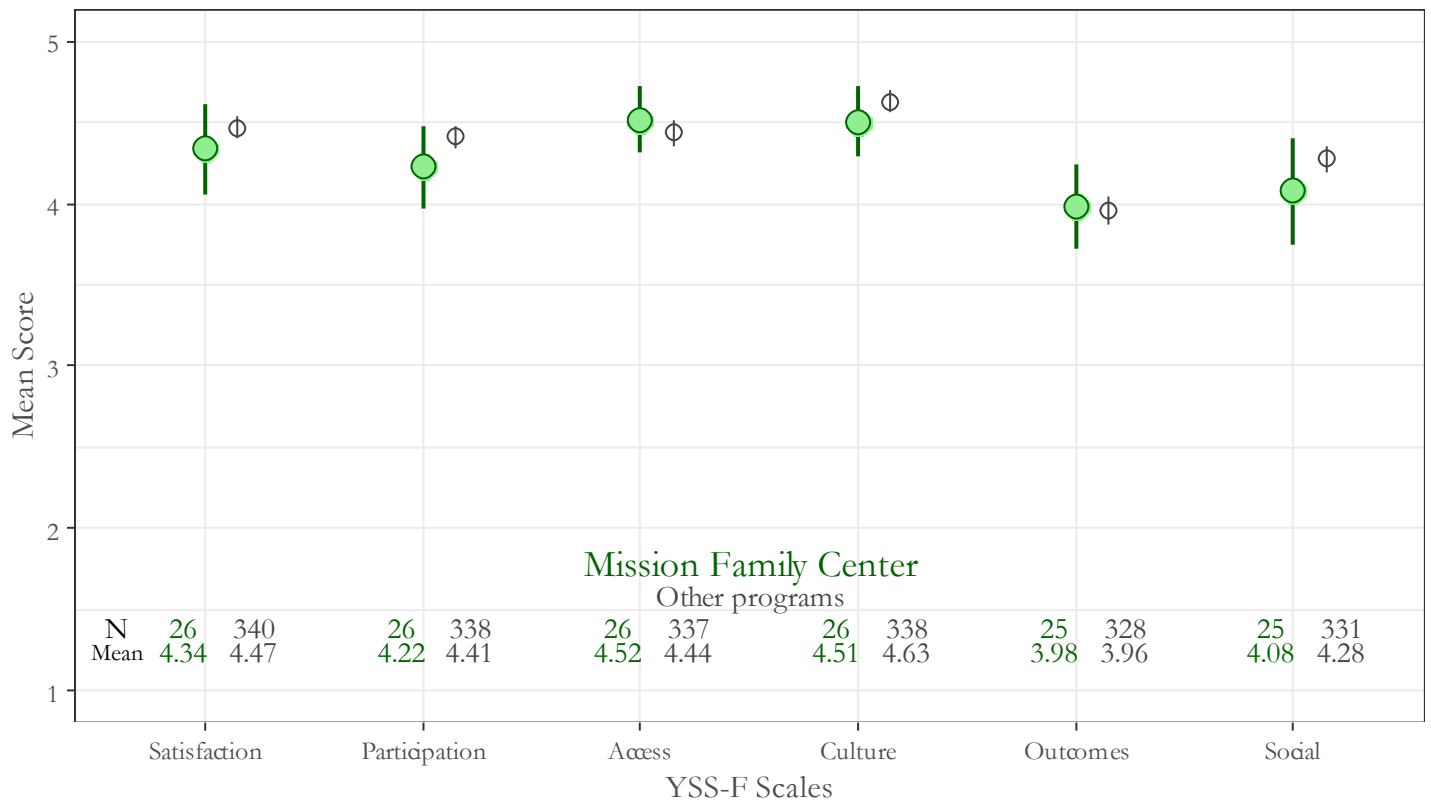
## Youth Services Survey for Families N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.3 %</b> 1. Overall, I am satisfied with the service my child received	1 3.4 %	0 0.0 %	1 3.4 %	8 27.6 %	16 55.2 %	0 0.0 %	3 10.3 %
<b>86.4 %</b> 2. I helped to choose my child's services	0 0.0 %	1 3.4 %	2 6.9 %	12 41.4 %	7 24.1 %	1 3.4 %	6 20.7 %
<b>92.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	2 6.9 %	15 51.7 %	8 27.6 %	1 3.4 %	3 10.3 %
<b>92.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 3.4 %	1 3.4 %	10 34.5 %	13 44.8 %	1 3.4 %	3 10.3 %
<b>96.2 %</b> 5. I felt my child had someone to talk to when he/she was troubled	1 3.4 %	0 0.0 %	0 0.0 %	13 44.8 %	12 41.4 %	0 0.0 %	3 10.3 %
<b>92.3 %</b> 6. I participated in my child's treatment	0 0.0 %	1 3.4 %	1 3.4 %	13 44.8 %	11 37.9 %	0 0.0 %	3 10.3 %
<b>88.5 %</b> 7. The services my child and/or family received were right for us	1 3.4 %	0 0.0 %	2 6.9 %	12 41.4 %	11 37.9 %	0 0.0 %	3 10.3 %
<b>92.3 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	2 6.9 %	10 34.5 %	14 48.3 %	0 0.0 %	3 10.3 %
<b>96.2 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 3.4 %	9 31.0 %	16 55.2 %	0 0.0 %	3 10.3 %
<b>96.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 3.4 %	13 44.8 %	11 37.9 %	1 3.4 %	3 10.3 %
<b>91.7 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 6.9 %	12 41.4 %	10 34.5 %	1 3.4 %	4 13.8 %
<b>96.0 %</b> 12. Staff treated me with respect	1 3.4 %	0 0.0 %	0 0.0 %	7 24.1 %	17 58.6 %	0 0.0 %	4 13.8 %
<b>95.8 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.4 %	11 37.9 %	12 41.4 %	2 6.9 %	3 10.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	11 37.9 %	15 51.7 %	0 0.0 %	3 10.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	13 44.8 %	11 37.9 %	1 3.4 %	4 13.8 %
<b>80.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	5 17.2 %	14 48.3 %	6 20.7 %	1 3.4 %	3 10.3 %
<b>81.8 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 3.4 %	3 10.3 %	13 44.8 %	5 17.2 %	1 3.4 %	6 20.7 %
<b>75.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 3.4 %	5 17.2 %	12 41.4 %	6 20.7 %	1 3.4 %	4 13.8 %
<b>80.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	5 17.2 %	12 41.4 %	8 27.6 %	1 3.4 %	3 10.3 %
<b>66.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	3 10.3 %	5 17.2 %	9 31.0 %	7 24.1 %	1 3.4 %	4 13.8 %
<b>75.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	6 20.7 %	12 41.4 %	6 20.7 %	2 6.9 %	3 10.3 %
<b>76.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 3.4 %	5 17.2 %	12 41.4 %	7 24.1 %	1 3.4 %	3 10.3 %
<b>92.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	2 6.9 %	0 0.0 %	16 55.2 %	7 24.1 %	0 0.0 %	4 13.8 %
<b>84.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 3.4 %	1 3.4 %	2 6.9 %	12 41.4 %	9 31.0 %	0 0.0 %	4 13.8 %
<b>84.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 3.4 %	1 3.4 %	2 6.9 %	12 41.4 %	9 31.0 %	0 0.0 %	4 13.8 %
<b>84.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 3.4 %	0 0.0 %	3 10.3 %	14 48.3 %	7 24.1 %	0 0.0 %	4 13.8 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Mission Family Center Completion by Respondent Type		Total
	Family	Youth	
	Refused	3 10.3 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	26 89.7 %	16 100 %	42 93.3 %
<b>Total</b>	29 100 %	16 100 %	45 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 48 clients; surveys were returned for 34 clients (34 / 48 = 70.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Mission Mental Health Team I**

Program Code(s): 38043

Overall Satisfaction<sup>1</sup>

**91.1%**

Return Rate<sup>2</sup>

**77.3%**

Overall satisfaction<sup>3</sup> mean score for Mission Mental Health Team I: **4.36**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**95.0%** 13. I was given information about my rights

**94.4%** 1. I like the services that I received here

**93.5%** 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

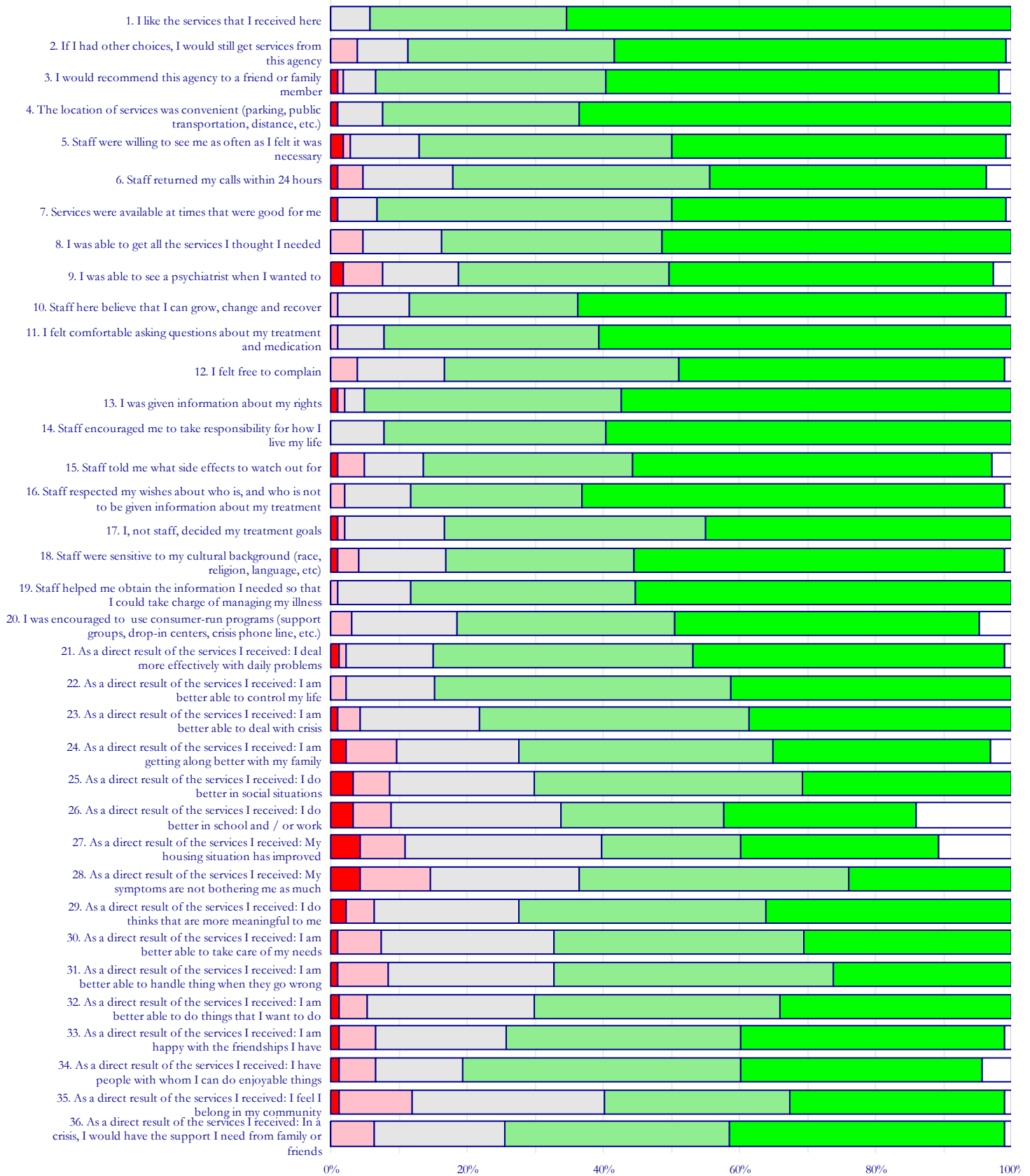
**80.6%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**80.8%** 9. I was able to see a psychiatrist when I wanted to

**81.4%** 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

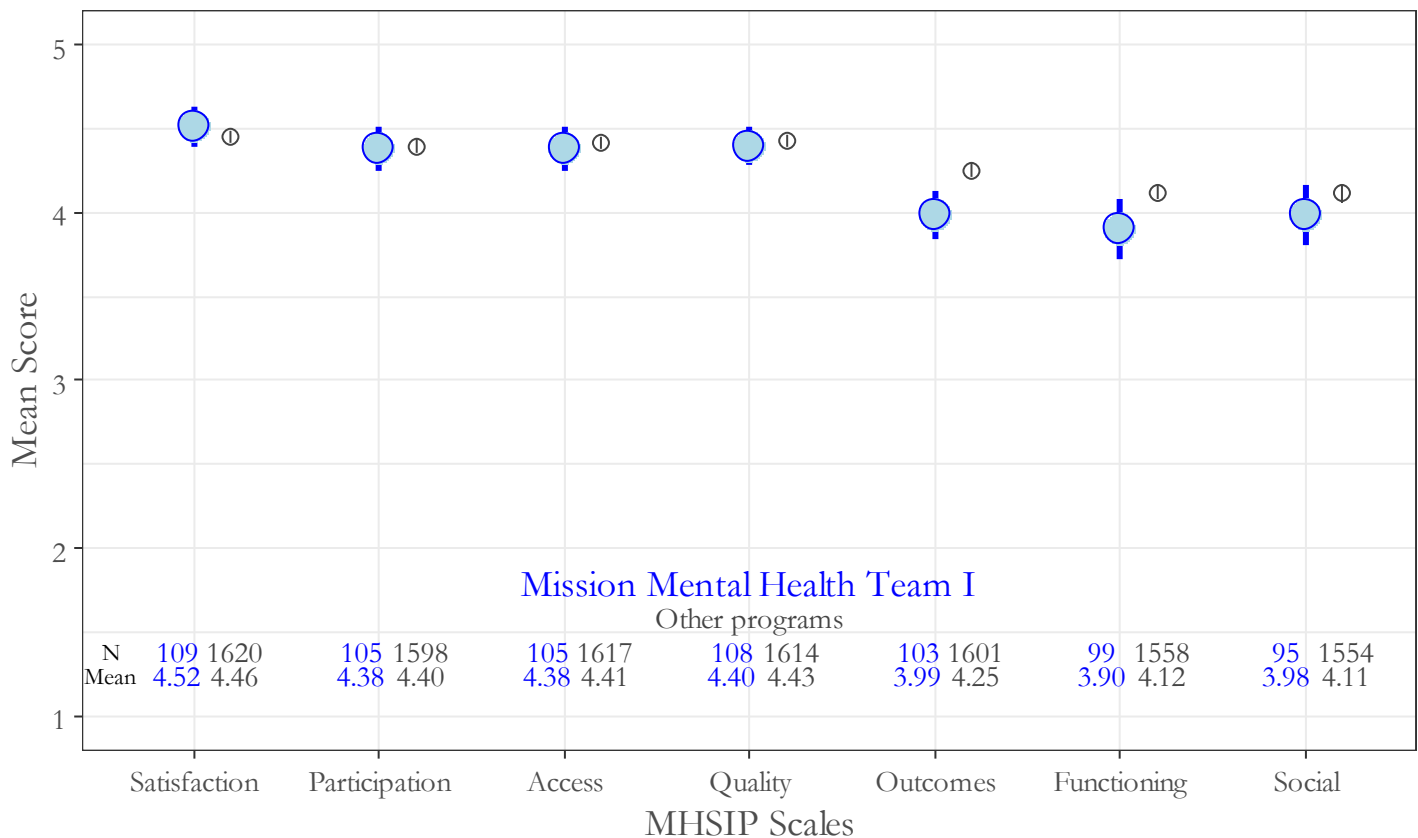
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>94.4 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	6 3.1 %	31 16.1 %	70 36.3 %	0 0.0 %	86 44.6 %
<b>88.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	4 2.1 %	8 4.2 %	32 16.6 %	61 31.6 %	1 0.5 %	87 45.1 %
<b>93.5 %</b> 3. I would recommend this agency to a friend or family member	1 0.5 %	1 0.5 %	5 2.6 %	37 19.2 %	63 32.6 %	2 1.0 %	84 43.5 %
<b>92.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.5 %	0 0.0 %	7 3.6 %	31 16.1 %	68 35.2 %	0 0.0 %	86 44.6 %
<b>86.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	2 1.0 %	1 0.5 %	11 5.7 %	40 20.7 %	53 27.5 %	1 0.5 %	85 44.0 %
<b>81.4 %</b> 6. Staff returned my calls within 24 hours	1 0.5 %	4 2.1 %	14 7.2 %	40 20.7 %	43 22.3 %	4 2.1 %	87 45.1 %
<b>93.2 %</b> 7. Services were available at times that were good for me	1 0.5 %	0 0.0 %	6 3.1 %	45 23.3 %	51 26.4 %	1 0.5 %	89 46.1 %
<b>83.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	5 2.6 %	12 6.2 %	34 17.6 %	54 28.0 %	0 0.0 %	88 45.6 %
<b>80.8 %</b> 9. I was able to see a psychiatrist when I wanted to	2 1.0 %	6 3.1 %	12 6.2 %	33 17.1 %	51 26.4 %	3 1.6 %	86 44.6 %
<b>88.5 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 0.5 %	11 5.7 %	26 13.5 %	66 34.2 %	1 0.5 %	88 45.6 %
<b>92.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 0.5 %	7 3.6 %	32 16.6 %	62 32.1 %	0 0.0 %	91 47.1 %
<b>83.2 %</b> 12. I felt free to complain	0 0.0 %	4 2.1 %	13 6.7 %	35 18.1 %	49 25.4 %	1 0.5 %	91 47.1 %
<b>95.0 %</b> 13. I was given information about my rights	1 0.5 %	1 0.5 %	3 1.6 %	38 19.7 %	58 30.0 %	0 0.0 %	92 47.7 %
<b>92.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	8 4.2 %	34 17.6 %	62 32.1 %	0 0.0 %	89 46.1 %
<b>86.1 %</b> 15. Staff told me what side effects to watch out for	1 0.5 %	4 2.1 %	9 4.7 %	32 16.6 %	55 28.5 %	3 1.6 %	89 46.1 %
<b>88.2 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 1.0 %	10 5.2 %	26 13.5 %	64 33.2 %	1 0.5 %	90 46.6 %
<b>83.3 %</b> 17. I, not staff, decided my treatment goals	1 0.5 %	1 0.5 %	15 7.8 %	39 20.2 %	46 23.8 %	0 0.0 %	91 47.1 %
<b>83.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.5 %	3 1.6 %	13 6.7 %	28 14.5 %	55 28.5 %	1 0.5 %	92 47.7 %
<b>88.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 0.5 %	11 5.7 %	34 17.6 %	57 29.5 %	0 0.0 %	90 46.6 %
<b>80.6 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	3 1.6 %	16 8.3 %	33 17.1 %	46 23.8 %	5 2.6 %	90 46.6 %
<b>84.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.5 %	1 0.5 %	12 6.2 %	36 18.6 %	43 22.3 %	1 0.5 %	99 51.3 %
<b>84.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 1.0 %	12 6.2 %	40 20.7 %	38 19.7 %	0 0.0 %	101 52.3 %
<b>78.1 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.5 %	3 1.6 %	17 8.8 %	38 19.7 %	37 19.2 %	0 0.0 %	97 50.3 %
<b>71.4 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 1.0 %	7 3.6 %	17 8.8 %	35 18.1 %	30 15.5 %	3 1.6 %	99 51.3 %
<b>70.2 %</b> 25. As a direct result of the services I received: I do better in social situations	3 1.6 %	5 2.6 %	20 10.4 %	37 19.2 %	29 15.0 %	0 0.0 %	99 51.3 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>60.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	3 1.6 %	5 2.6 %	23 11.9 %	22 11.4 %	26 13.5 %	13 6.7 %	101 52.3 %
<b>55.4 %</b> 27. As a direct result of the services I received: My housing situation has improved	4 2.1 %	6 3.1 %	27 14.0 %	19 9.8 %	27 14.0 %	10 5.2 %	100 51.8 %
<b>63.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 2.1 %	10 5.2 %	21 10.9 %	38 19.7 %	23 11.9 %	0 0.0 %	97 50.3 %
<b>72.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.0 %	4 2.1 %	20 10.4 %	34 17.6 %	34 17.6 %	0 0.0 %	99 51.3 %
<b>67.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.5 %	6 3.1 %	24 12.4 %	35 18.1 %	29 15.0 %	0 0.0 %	98 50.8 %
<b>67.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.5 %	7 3.6 %	23 11.9 %	39 20.2 %	25 13.0 %	0 0.0 %	98 50.8 %
<b>70.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.5 %	4 2.1 %	23 11.9 %	34 17.6 %	32 16.6 %	0 0.0 %	99 51.3 %
<b>73.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.5 %	5 2.6 %	18 9.3 %	32 16.6 %	36 18.6 %	1 0.5 %	100 51.8 %
<b>79.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.5 %	5 2.6 %	12 6.2 %	38 19.7 %	33 17.1 %	4 2.1 %	100 51.8 %
<b>59.3 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 0.5 %	10 5.2 %	26 13.5 %	25 13.0 %	29 15.0 %	1 0.5 %	101 52.3 %
<b>74.2 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	6 3.1 %	18 9.3 %	31 16.1 %	38 19.7 %	1 0.5 %	99 51.3 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**





**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	72 37.3 %	0 0 %	72 37.3 %
Impaired	5 2.6 %	0 0 %	5 2.6 %
Language	0 0 %	0 0 %	0 0 %
Other	1 0.5 %	0 0 %	1 0.5 %
No Data	8 4.1 %	0 0 %	8 4.1 %
Completed Survey	107 55.4 %	0 0 %	107 55.4 %
<b>Total</b>	193 100 %	0 100 %	193 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 238 clients; surveys were returned for 184 clients (184/238 = 77.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **MSJ Epiphany Family Treatment Center**

Program Code(s): 38BN3

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**81.8%**

Overall satisfaction<sup>3</sup> mean score for MSJ Epiphany Family Treatment Center: No YSS (youth) data for this program, **4.20** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

88.9% 1. Overall, I am satisfied with the service I received

88.9% 2. I helped to choose my services

88.9% 6. I participated in my own treatment

#### **Lowest Agreement Items**

62.5% 9. Services were available at times that were convenient for me

75.0% 10. I got the help I wanted

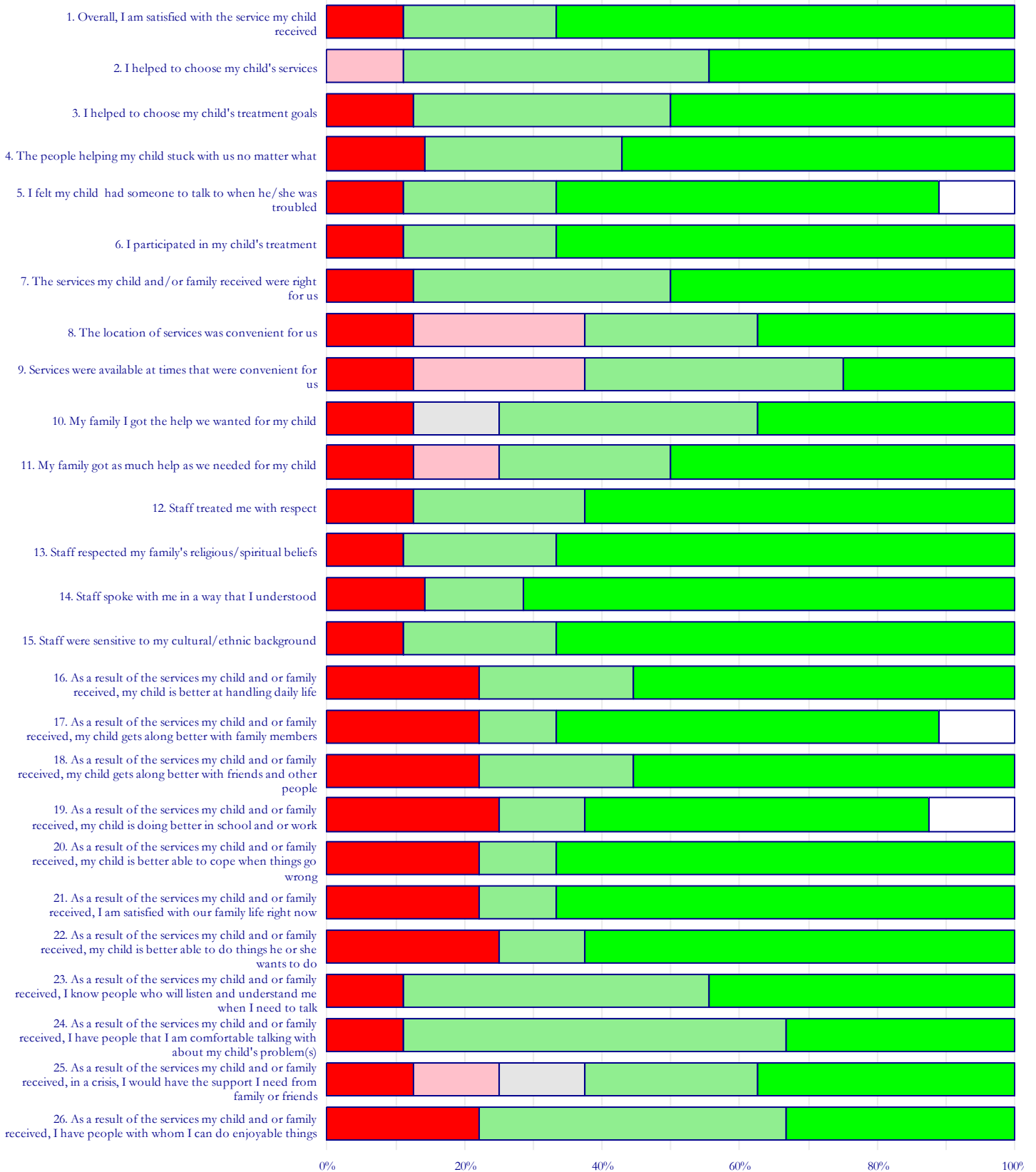
75.0% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

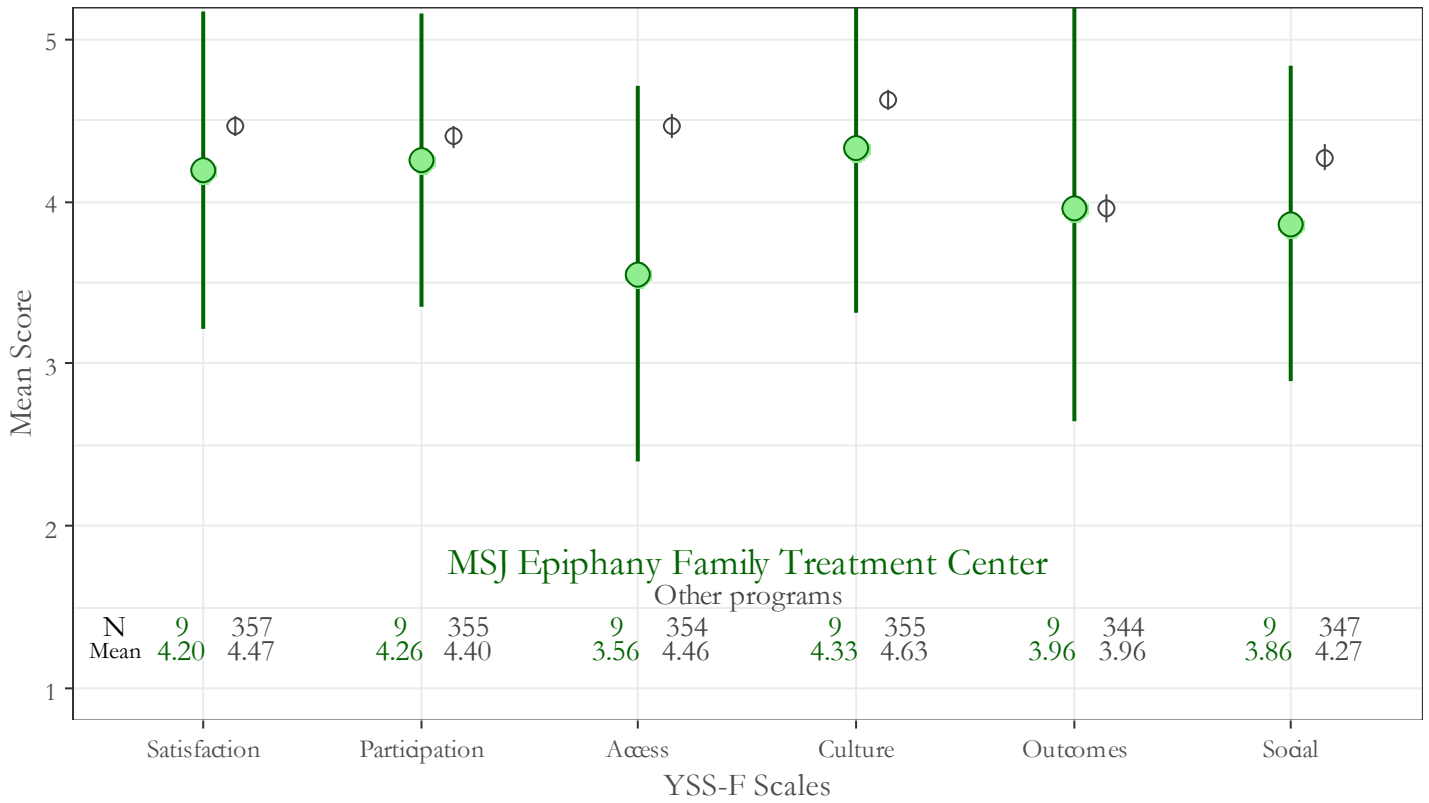


## Youth Services Survey for Families N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.9 %</b> 1. Overall, I am satisfied with the service my child received	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 2. I helped to choose my child's services	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 3. I helped to choose my child's treatment goals	1 11.1 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>85.7 %</b> 4. The people helping my child stuck with us no matter what	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>87.5 %</b> 5. I felt my child had someone to talk to when he/she was troubled	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>88.9 %</b> 6. I participated in my child's treatment	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 7. The services my child and/or family received were right for us	1 11.1 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>62.5 %</b> 8. The location of services was convenient for us	1 11.1 %	2 22.2 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>62.5 %</b> 9. Services were available at times that were convenient for us	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 10. My family I got the help we wanted for my child	1 11.1 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 11. My family got as much help as we needed for my child	1 11.1 %	1 11.1 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 12. Staff treated me with respect	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>88.9 %</b> 13. Staff respected my family's religious/spiritual beliefs	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 14. Staff spoke with me in a way that I understood	1 11.1 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	2 22.2 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	2 22.2 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>77.8 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	2 22.2 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	1 11.1 %
<b>77.8 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>88.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 11.1 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 11.1 %	0 0.0 %	0 0.0 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 11.1 %	1 11.1 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>77.8 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	2 22.2 %	0 0.0 %	0 0.0 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>MSJ Epiphany Family</b>			
<b>Treatment Center</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 100 %	0 0 %	9 100 %
<b>Total</b>	9 100 %	0 100 %	9 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 11 clients; surveys were returned for 9 clients (9 / 11 = 81.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Oakes Children's Center**

Program Code(s): 88593 88594 8859SD

Overall Satisfaction<sup>1</sup>

**66.7%**

Return Rate<sup>2</sup>

**95.4%**

Overall satisfaction<sup>3</sup> mean score for Oakes Children's Center: **3.99** (youth), **4.02** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 90.0% 12. Staff treated me with respect
- 90.0% 14. Staff spoke with me in a way that I understood
- 88.9% 1. Overall, I am satisfied with the service I received

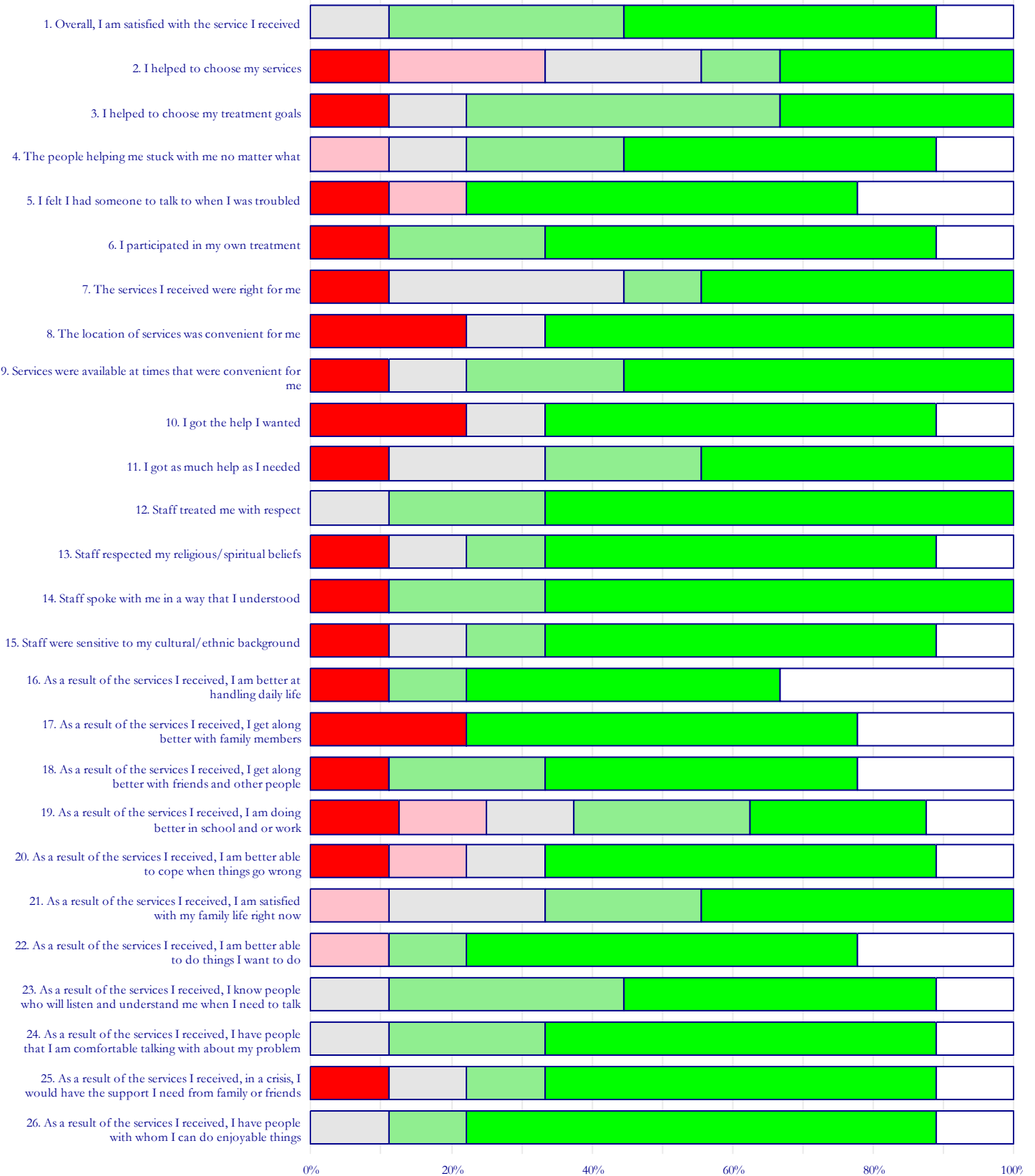
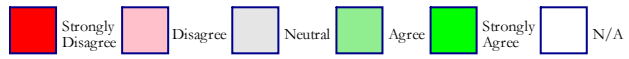
**Lowest Agreement Items**

- 50.0% 2. I helped to choose my services
- 60.0% 7. The services I received were right for me
- 63.6% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



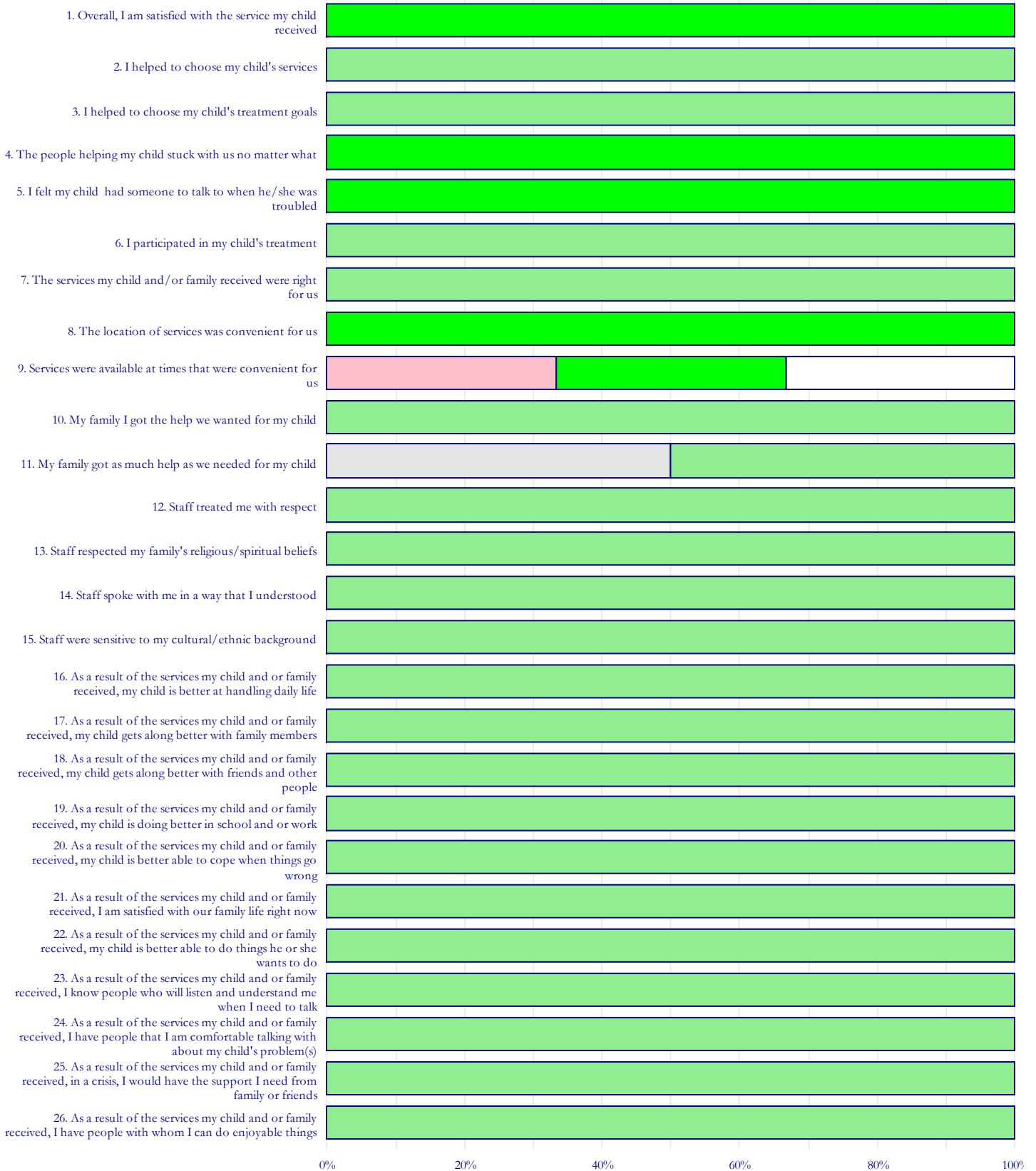
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 33

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 3.0 %	3 9.1 %	4 12.1 %	1 3.0 %	24 72.7 %
44.4 % 2. I helped to choose my services	1 3.0 %	2 6.1 %	2 6.1 %	1 3.0 %	3 9.1 %	0 0.0 %	24 72.7 %
77.8 % 3. I helped to choose my treatment goals	1 3.0 %	0 0.0 %	1 3.0 %	4 12.1 %	3 9.1 %	0 0.0 %	24 72.7 %
75.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 3.0 %	1 3.0 %	2 6.1 %	4 12.1 %	1 3.0 %	24 72.7 %
71.4 % 5. I felt I had someone to talk to when I was troubled	1 3.0 %	1 3.0 %	0 0.0 %	0 0.0 %	5 15.2 %	2 6.1 %	24 72.7 %
87.5 % 6. I participated in my own treatment	1 3.0 %	0 0.0 %	0 0.0 %	2 6.1 %	5 15.2 %	1 3.0 %	24 72.7 %
55.6 % 7. The services I received were right for me	1 3.0 %	0 0.0 %	3 9.1 %	1 3.0 %	4 12.1 %	0 0.0 %	24 72.7 %
66.7 % 8. The location of services was convenient for me	2 6.1 %	0 0.0 %	1 3.0 %	0 0.0 %	6 18.2 %	0 0.0 %	24 72.7 %
77.8 % 9. Services were available at times that were convenient for me	1 3.0 %	0 0.0 %	1 3.0 %	2 6.1 %	5 15.2 %	0 0.0 %	24 72.7 %
62.5 % 10. I got the help I wanted	2 6.1 %	0 0.0 %	1 3.0 %	0 0.0 %	5 15.2 %	1 3.0 %	24 72.7 %
66.7 % 11. I got as much help as I needed	1 3.0 %	0 0.0 %	2 6.1 %	2 6.1 %	4 12.1 %	0 0.0 %	24 72.7 %
88.9 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.0 %	2 6.1 %	6 18.2 %	0 0.0 %	24 72.7 %
75.0 % 13. Staff respected my religious/spiritual beliefs	1 3.0 %	0 0.0 %	1 3.0 %	1 3.0 %	5 15.2 %	1 3.0 %	24 72.7 %
88.9 % 14. Staff spoke with me in a way that I understood	1 3.0 %	0 0.0 %	0 0.0 %	2 6.1 %	6 18.2 %	0 0.0 %	24 72.7 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	1 3.0 %	0 0.0 %	1 3.0 %	1 3.0 %	5 15.2 %	1 3.0 %	24 72.7 %
83.3 % 16. As a result of the services I received, I am better at handling daily life	1 3.0 %	0 0.0 %	0 0.0 %	1 3.0 %	4 12.1 %	3 9.1 %	24 72.7 %
71.4 % 17. As a result of the services I received, I get along better with family members	2 6.1 %	0 0.0 %	0 0.0 %	0 0.0 %	5 15.2 %	2 6.1 %	24 72.7 %
85.7 % 18. As a result of the services I received, I get along better with friends and other people	1 3.0 %	0 0.0 %	0 0.0 %	2 6.1 %	4 12.1 %	2 6.1 %	24 72.7 %
57.1 % 19. As a result of the services I received, I am doing better in school and or work	1 3.0 %	1 3.0 %	1 3.0 %	2 6.1 %	2 6.1 %	1 3.0 %	25 75.8 %
62.5 % 20. As a result of the services I received, I am better able to cope when things go wrong	1 3.0 %	1 3.0 %	1 3.0 %	0 0.0 %	5 15.2 %	1 3.0 %	24 72.7 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 3.0 %	2 6.1 %	2 6.1 %	4 12.1 %	0 0.0 %	24 72.7 %
85.7 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 3.0 %	0 0.0 %	1 3.0 %	5 15.2 %	2 6.1 %	24 72.7 %
87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 3.0 %	3 9.1 %	4 12.1 %	1 3.0 %	24 72.7 %
87.5 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 3.0 %	2 6.1 %	5 15.2 %	1 3.0 %	24 72.7 %
75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 3.0 %	0 0.0 %	1 3.0 %	1 3.0 %	5 15.2 %	1 3.0 %	24 72.7 %
87.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 3.0 %	1 3.0 %	6 18.2 %	1 3.0 %	24 72.7 %

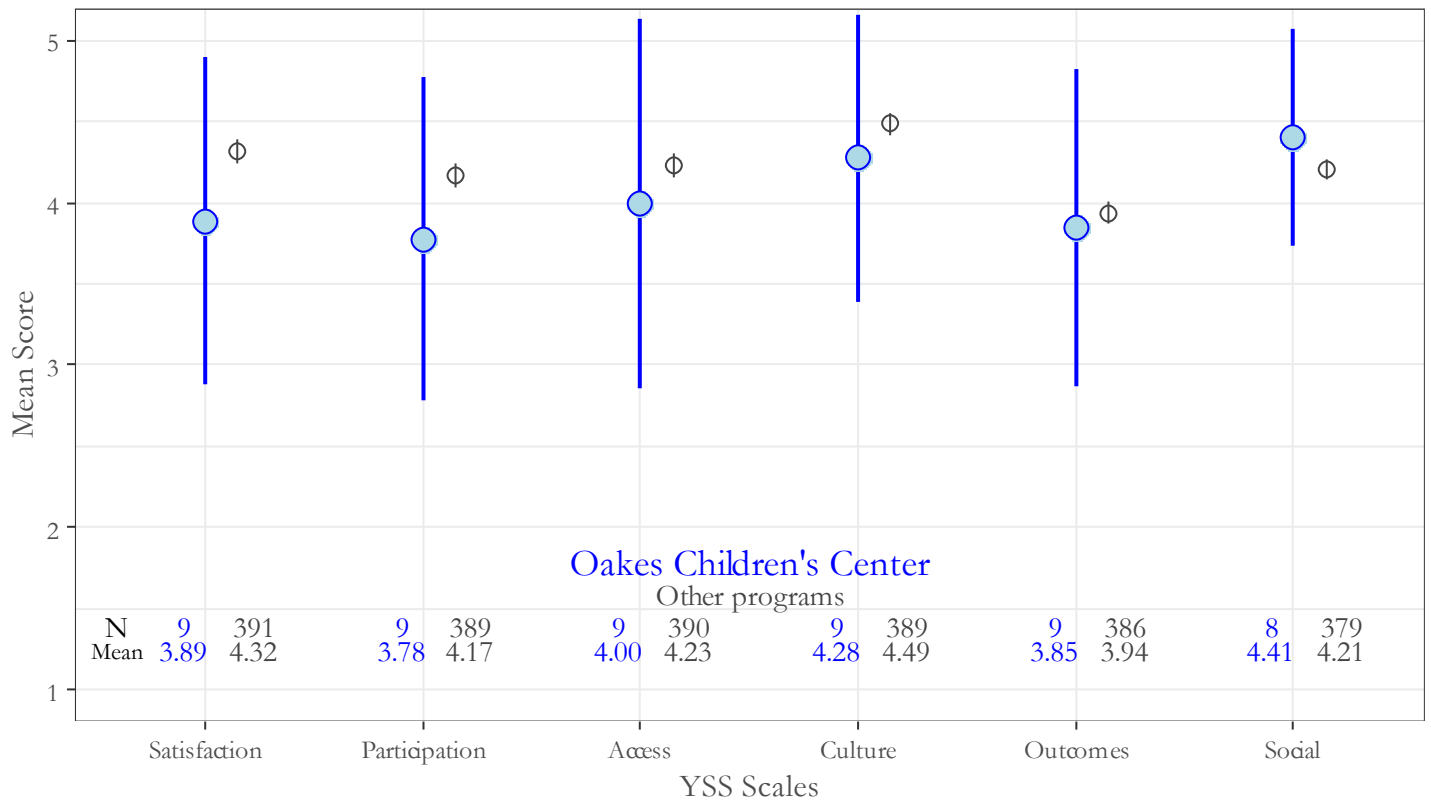
# Youth Services Survey for Families



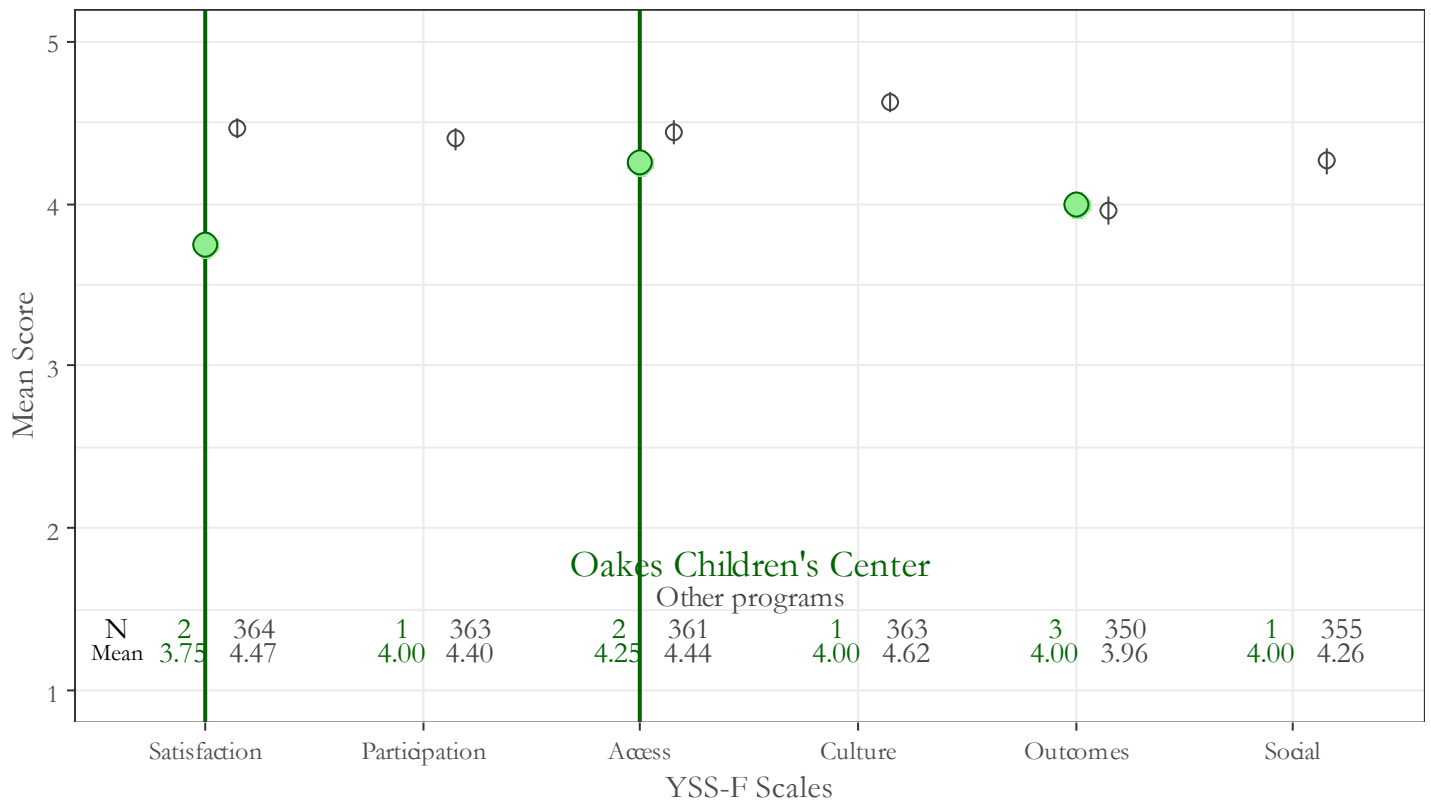
## Youth Services Survey for Families N = 50

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	49 98.0 %
<b>50.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	1 2.0 %	1 2.0 %	47 94.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>50.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 2.0 %	1 2.0 %	0 0.0 %	0 0.0 %	48 96.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 4.0 %	0 0.0 %	0 0.0 %	48 96.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	2 4.0 %	0 0.0 %	0 0.0 %	48 96.0 %
<b>100.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 2.0 %	0 0.0 %	0 0.0 %	49 98.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Survey Compliance Oakes Children's Center Completion by		<i>Total</i>
	Respondent Type		
	Family	Youth	
Refused	6 12 %	7 21.2 %	13 15.7 %
Impaired	0 0 %	2 6.1 %	2 2.4 %
Language	0 0 %	0 0 %	0 0 %
Other	41 82 %	15 45.5 %	56 67.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 6 %	9 27.3 %	12 14.5 %
<b><i>Total</i></b>	50 100 %	33 100 %	83 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 87 clients; surveys were returned for 83 clients ( $83 / 87 = 95.4\%$ ).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Occupational Therapy Training Program**

Program Code(s): 38GB2 38GB3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**35.7%**

Overall satisfaction<sup>3</sup> mean score for Occupational Therapy Training Program: **4.50** (youth), **4.91** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 1. Overall, I am satisfied with the service I received

**100.0%** 12. Staff treated me with respect

**100.0%** 13. Staff respected my religious/spiritual beliefs

#### **Lowest Agreement Items**

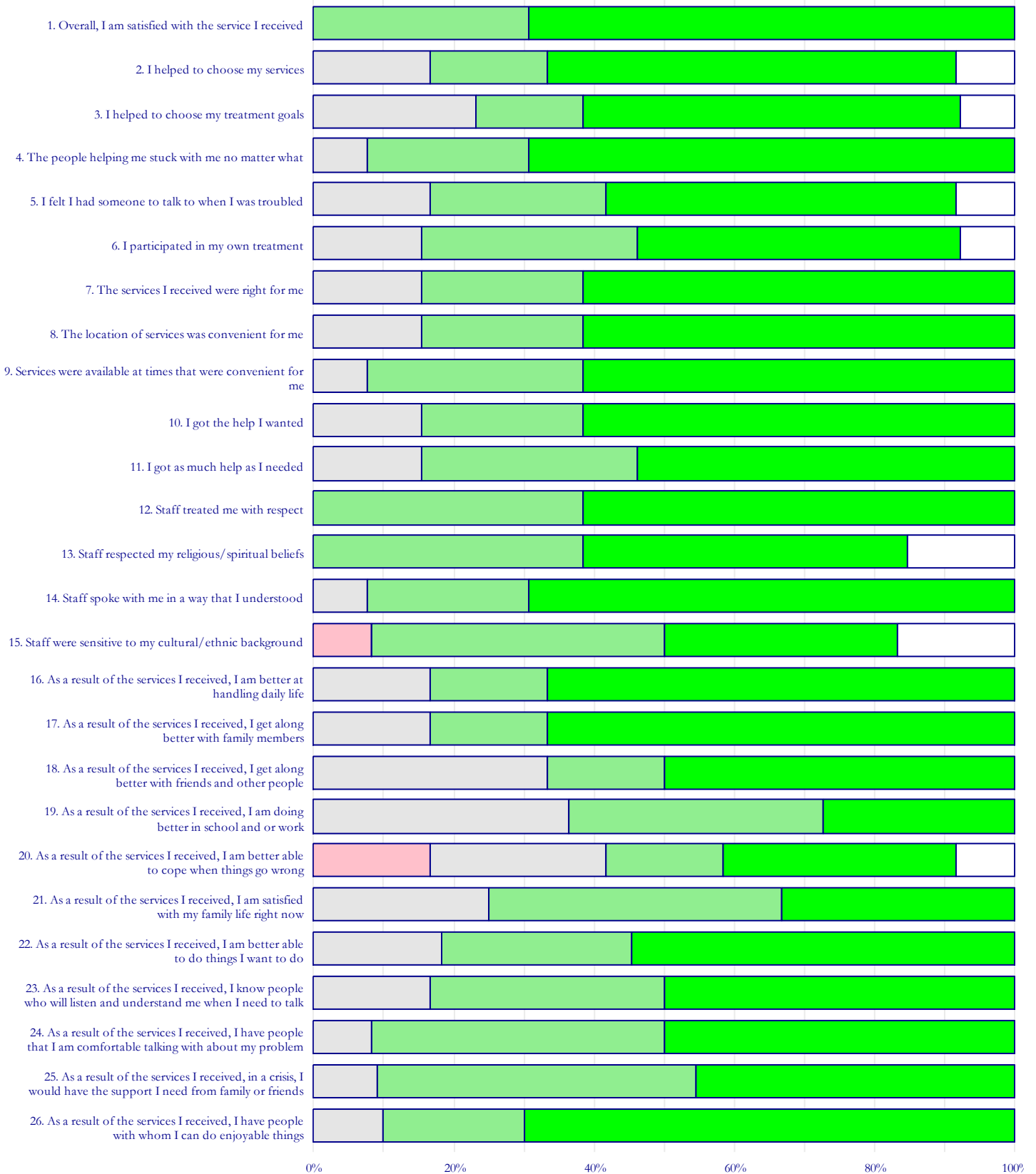
**83.3%** 3. I helped to choose my treatment goals

**88.2%** 2. I helped to choose my services

**88.2%** 5. I felt I had someone to talk to when I was troubled

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

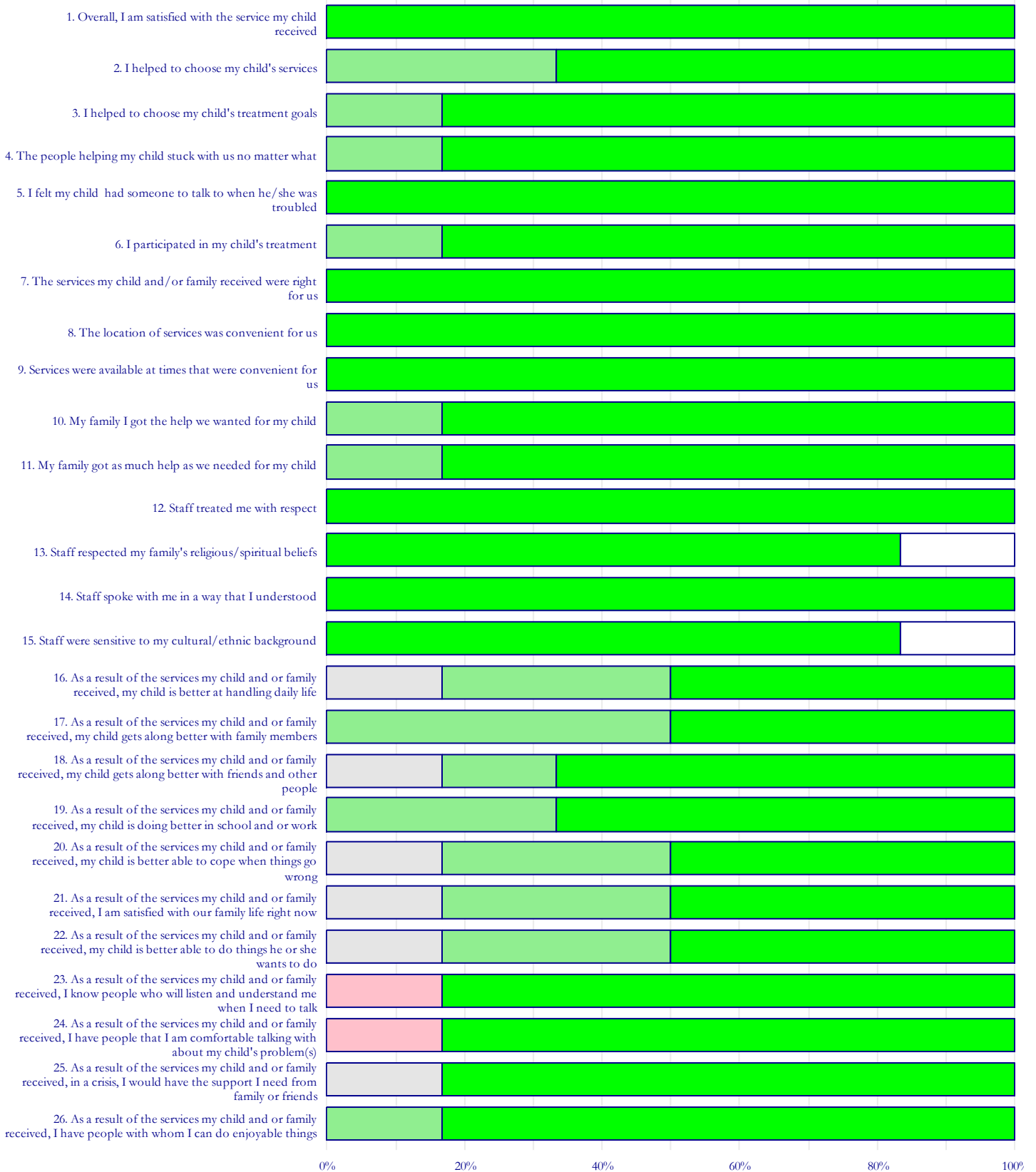




## Youth Services Survey for Youth N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	9 52.9 %	0 0.0 %	4 23.5 %
<b>81.8 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	7 41.2 %	1 5.9 %	5 29.4 %
<b>75.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	7 41.2 %	1 5.9 %	4 23.5 %
<b>92.3 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	9 52.9 %	0 0.0 %	4 23.5 %
<b>81.8 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	6 35.3 %	1 5.9 %	5 29.4 %
<b>83.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	6 35.3 %	1 5.9 %	4 23.5 %
<b>84.6 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>84.6 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>92.3 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>84.6 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>84.6 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	7 41.2 %	0 0.0 %	4 23.5 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	2 11.8 %	4 23.5 %
<b>92.3 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	9 52.9 %	0 0.0 %	4 23.5 %
<b>90.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 5.9 %	0 0.0 %	5 29.4 %	4 23.5 %	2 11.8 %	5 29.4 %
<b>83.3 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>83.3 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>66.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	4 23.5 %	2 11.8 %	6 35.3 %	0 0.0 %	5 29.4 %
<b>63.6 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	3 17.6 %	0 0.0 %	6 35.3 %
<b>54.5 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	2 11.8 %	3 17.6 %	2 11.8 %	4 23.5 %	1 5.9 %	5 29.4 %
<b>75.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	4 23.5 %	0 0.0 %	5 29.4 %
<b>81.8 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	6 35.3 %	0 0.0 %	6 35.3 %
<b>83.3 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	6 35.3 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	6 35.3 %	0 0.0 %	5 29.4 %
<b>90.9 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	5 29.4 %	0 0.0 %	6 35.3 %
<b>90.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	7 41.2 %	0 0.0 %	7 41.2 %

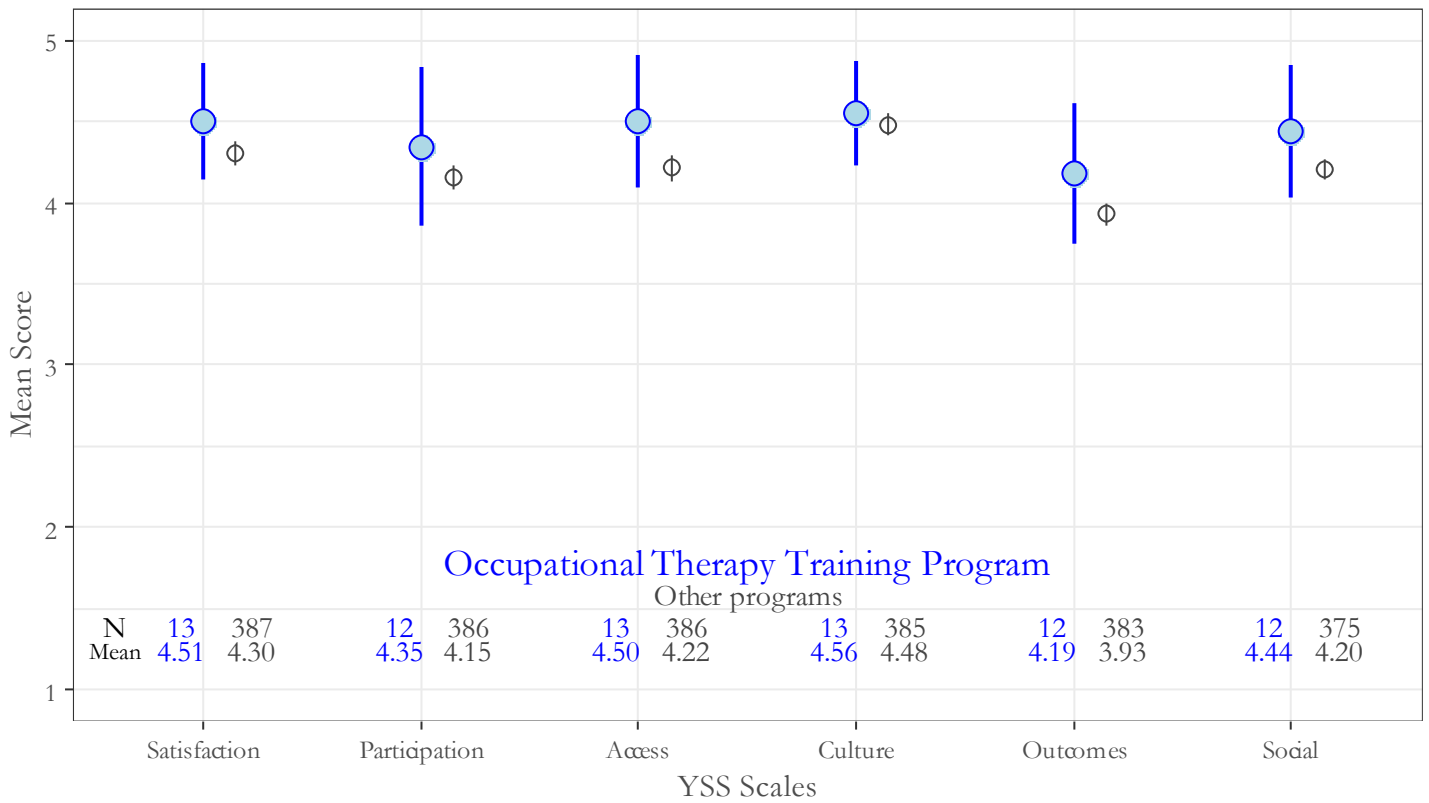
# Youth Services Survey for Families



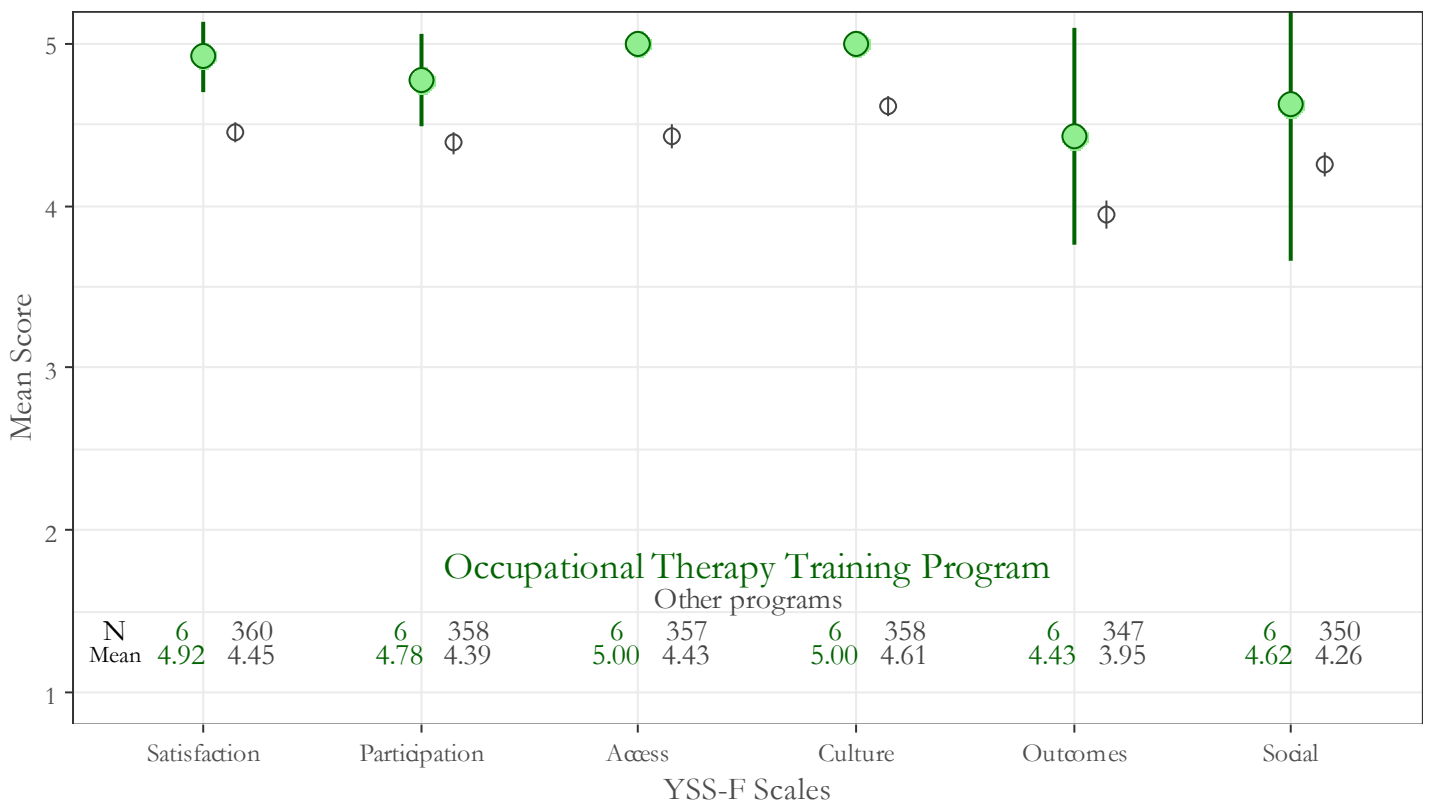
## Youth Services Survey for Families N = 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	1 8.3 %	6 50.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	1 8.3 %	6 50.0 %
<b>83.3 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 8.3 %	0 0.0 %	0 0.0 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 8.3 %	0 0.0 %	0 0.0 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>83.3 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 8.3 %	0 0.0 %	5 41.7 %	0 0.0 %	6 50.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	0 0.0 %	6 50.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance  
Occupational Therapy  
Training Program**

<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	3 25 %	3 17.6 %	6 20.7 %
Impaired	3 25 %	0 0 %	3 10.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 5.9 %	1 3.4 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 50 %	13 76.5 %	19 65.5 %
<b>Total</b>	12 100 %	17 100 %	29 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 70 clients; surveys were returned for 25 clients ( $25 / 70 = 35.7\%$ ).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**OMI Family Center**  
Program Code(s): 38803 38805

Overall Satisfaction<sup>1</sup>  
**93.6%**

Return Rate<sup>2</sup>  
**45.1%**

Overall satisfaction<sup>3</sup> mean score for OMI Family Center: **4.46**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

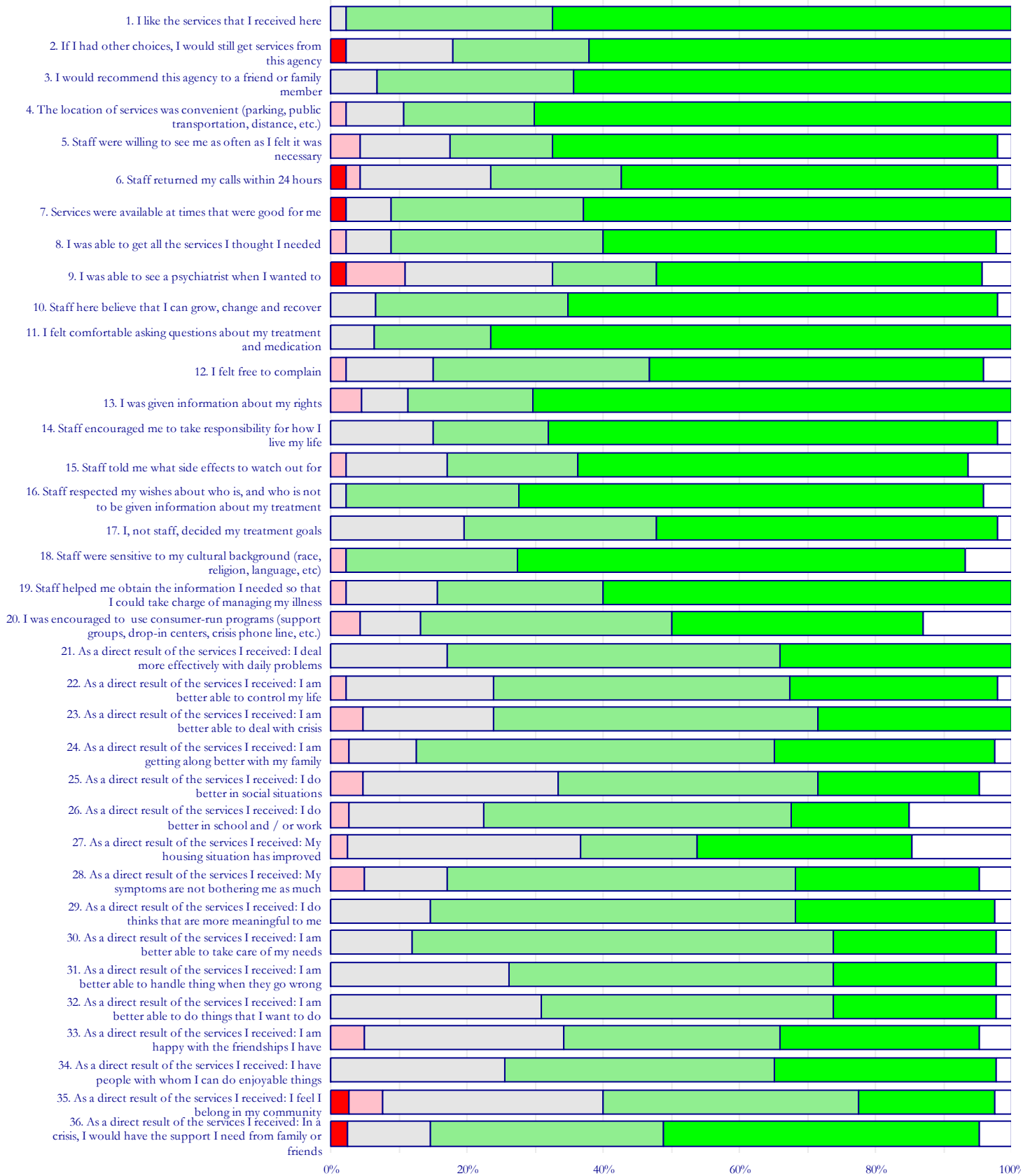
- 97.8% 1. I like the services that I received here
- 97.8% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 97.6% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

**Lowest Agreement Items**

- 65.9% 9. I was able to see a psychiatrist when I wanted to
- 76.1% 6. Staff returned my calls within 24 hours
- 80.0% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

### Percent Agree

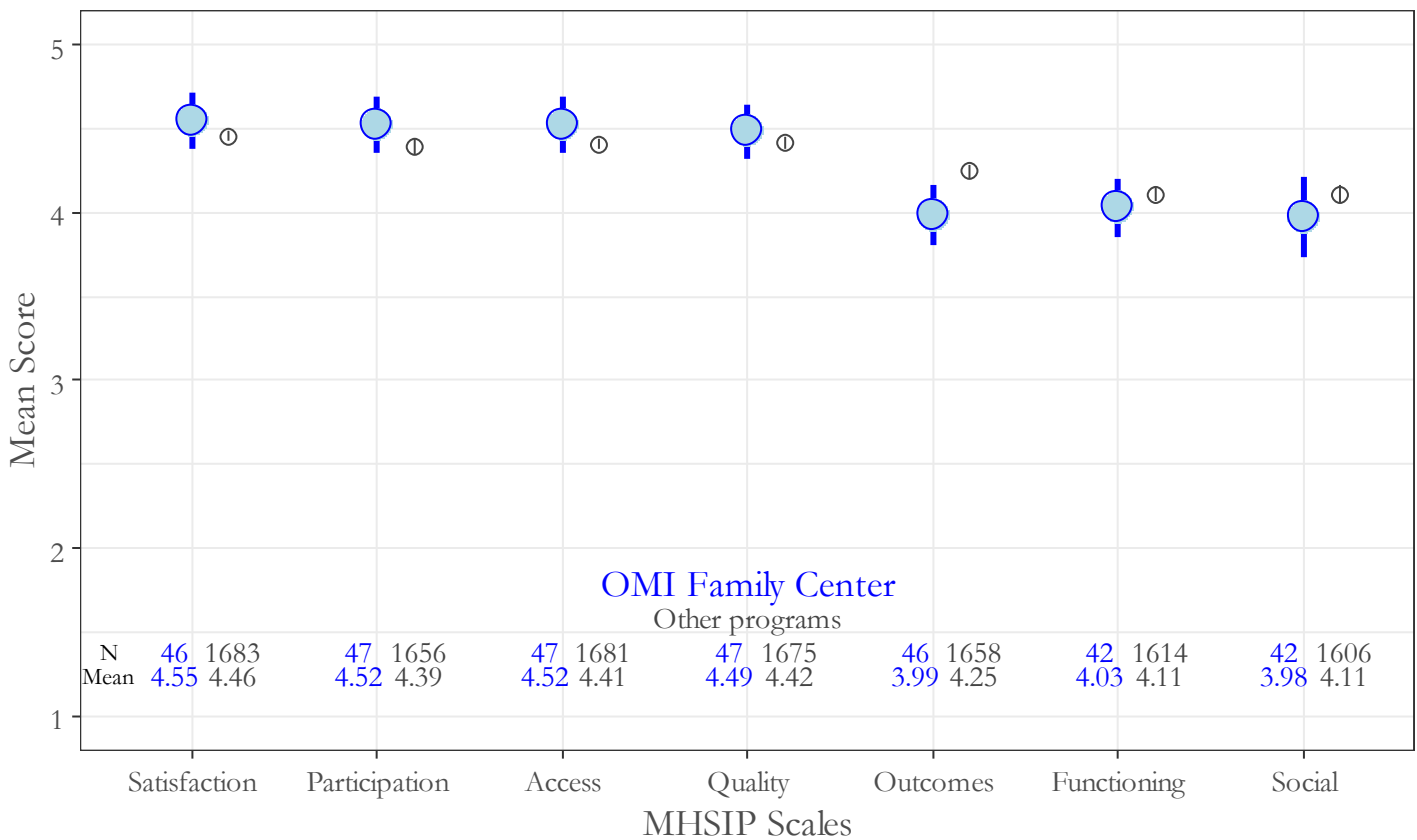
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>97.8 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 2.0 %	14 27.5 %	31 60.8 %	0 0.0 %	5 9.8 %
<b>82.2 %</b> 2. If I had other choices, I would still get services from this agency	1 2.0 %	0 0.0 %	7 13.7 %	9 17.6 %	28 54.9 %	0 0.0 %	6 11.8 %
<b>93.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 5.9 %	13 25.5 %	29 56.9 %	0 0.0 %	6 11.8 %
<b>89.4 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.0 %	4 7.8 %	9 17.6 %	33 64.7 %	0 0.0 %	4 7.8 %
<b>82.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 3.9 %	6 11.8 %	7 13.7 %	30 58.8 %	1 2.0 %	5 9.8 %
<b>76.1 %</b> 6. Staff returned my calls within 24 hours	1 2.0 %	1 2.0 %	9 17.6 %	9 17.6 %	26 51.0 %	1 2.0 %	4 7.8 %
<b>91.3 %</b> 7. Services were available at times that were good for me	1 2.0 %	0 0.0 %	3 5.9 %	13 25.5 %	29 56.9 %	0 0.0 %	5 9.8 %
<b>90.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 2.0 %	3 5.9 %	14 27.5 %	26 51.0 %	1 2.0 %	6 11.8 %
<b>65.9 %</b> 9. I was able to see a psychiatrist when I wanted to	1 2.0 %	4 7.8 %	10 19.6 %	7 13.7 %	22 43.1 %	2 3.9 %	5 9.8 %
<b>93.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 5.9 %	13 25.5 %	29 56.9 %	1 2.0 %	5 9.8 %
<b>93.6 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 5.9 %	8 15.7 %	36 70.6 %	0 0.0 %	4 7.8 %
<b>84.4 %</b> 12. I felt free to complain	0 0.0 %	1 2.0 %	6 11.8 %	15 29.4 %	23 45.1 %	2 3.9 %	4 7.8 %
<b>88.6 %</b> 13. I was given information about my rights	0 0.0 %	2 3.9 %	3 5.9 %	8 15.7 %	31 60.8 %	0 0.0 %	7 13.7 %
<b>84.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	7 13.7 %	8 15.7 %	31 60.8 %	1 2.0 %	4 7.8 %
<b>81.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.0 %	7 13.7 %	9 17.6 %	27 52.9 %	3 5.9 %	4 7.8 %
<b>97.8 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 2.0 %	12 23.5 %	32 62.7 %	2 3.9 %	4 7.8 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	9 17.6 %	13 25.5 %	23 45.1 %	1 2.0 %	5 9.8 %
<b>97.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.0 %	0 0.0 %	11 21.6 %	29 56.9 %	3 5.9 %	7 13.7 %
<b>84.4 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 2.0 %	6 11.8 %	11 21.6 %	27 52.9 %	0 0.0 %	6 11.8 %
<b>85.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 3.9 %	4 7.8 %	17 33.3 %	17 33.3 %	6 11.8 %	5 9.8 %
<b>82.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	7 13.7 %	20 39.2 %	14 27.5 %	0 0.0 %	10 19.6 %
<b>75.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 2.0 %	10 19.6 %	20 39.2 %	14 27.5 %	1 2.0 %	5 9.8 %
<b>76.2 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 3.9 %	8 15.7 %	20 39.2 %	12 23.5 %	0 0.0 %	9 17.6 %
<b>87.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 2.0 %	4 7.8 %	21 41.2 %	13 25.5 %	1 2.0 %	11 21.6 %
<b>65.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 3.9 %	12 23.5 %	16 31.4 %	10 19.6 %	2 3.9 %	9 17.6 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>73.5 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 2.0 %	8 15.7 %	18 35.3 %	7 13.7 %	6 11.8 %	11 21.6 %
<b>57.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 2.0 %	14 27.5 %	7 13.7 %	13 25.5 %	6 11.8 %	10 19.6 %
<b>82.1 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 3.9 %	5 9.8 %	21 41.2 %	11 21.6 %	2 3.9 %	10 19.6 %
<b>85.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	6 11.8 %	22 43.1 %	12 23.5 %	1 2.0 %	10 19.6 %
<b>87.8 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	5 9.8 %	26 51.0 %	10 19.6 %	1 2.0 %	9 17.6 %
<b>73.2 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	11 21.6 %	20 39.2 %	10 19.6 %	1 2.0 %	9 17.6 %
<b>68.3 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	13 25.5 %	18 35.3 %	10 19.6 %	1 2.0 %	9 17.6 %
<b>64.1 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 3.9 %	12 23.5 %	13 25.5 %	12 23.5 %	2 3.9 %	10 19.6 %
<b>73.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	11 21.6 %	17 33.3 %	14 27.5 %	1 2.0 %	8 15.7 %
<b>59.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 2.0 %	2 3.9 %	13 25.5 %	15 29.4 %	8 15.7 %	1 2.0 %	11 21.6 %
<b>84.6 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2.0 %	0 0.0 %	5 9.8 %	14 27.5 %	19 37.2 %	2 3.9 %	10 19.6 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	3 5.9 %	0 0 %	3 5.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2 %	0 0 %	1 2 %
Completed Survey	47 92.2 %	0 0 %	47 92.2 %
<b>Total</b>	<b>51</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>51</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 113 clients; surveys were returned for 51 clients (51/113 = 45.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**OTTP-FMP**

Program Code(s): 38GB4

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**91.7%**

Overall satisfaction<sup>3</sup> mean score for OTTP-FMP: **4.64** (youth), **4.88** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 4. The people helping me stuck with me no matter what

100.0% 9. Services were available at times that were convenient for me

100.0% 12. Staff treated me with respect

**Lowest Agreement Items**

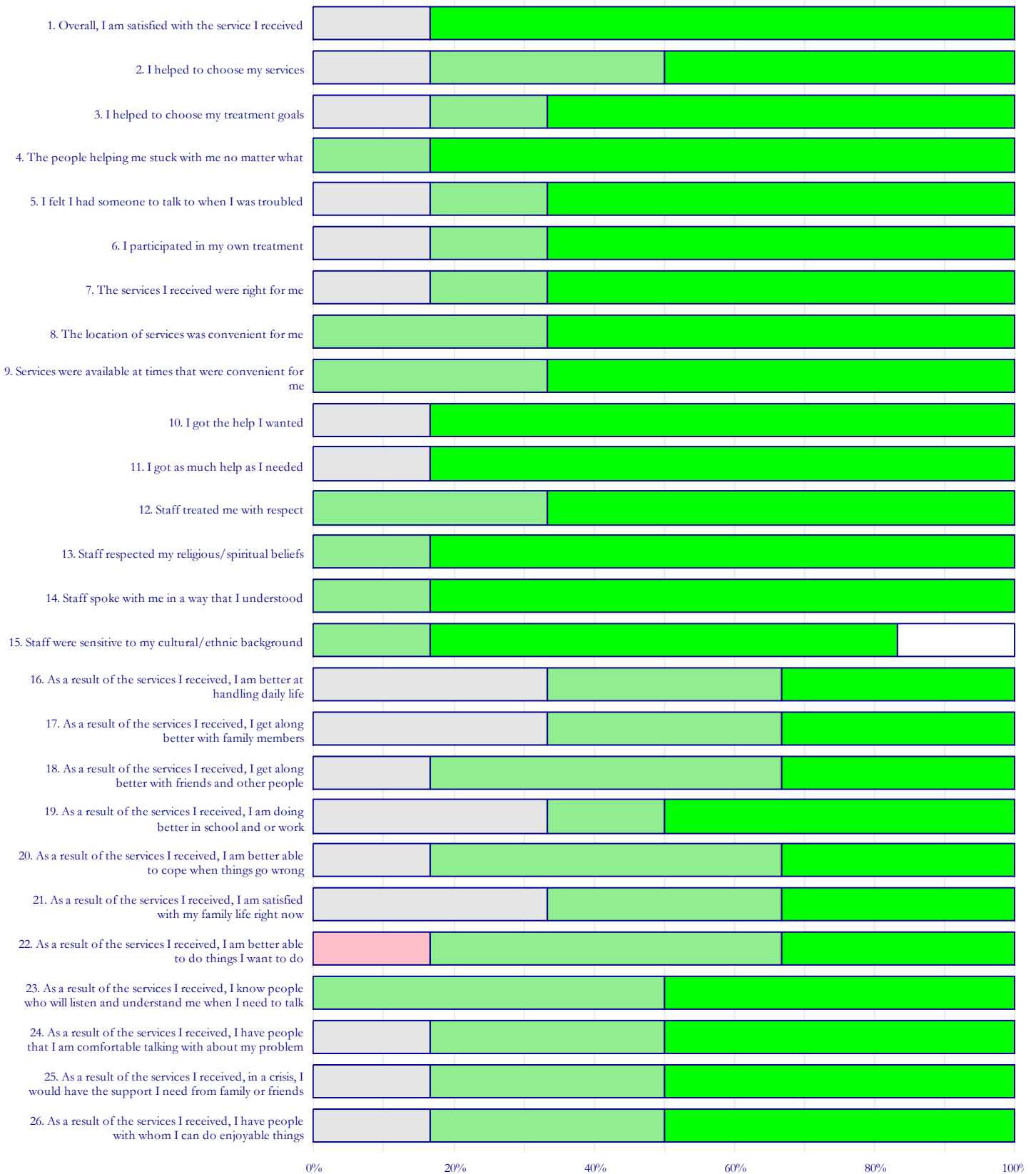
88.9% 1. Overall, I am satisfied with the service I received

88.9% 2. I helped to choose my services

88.9% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

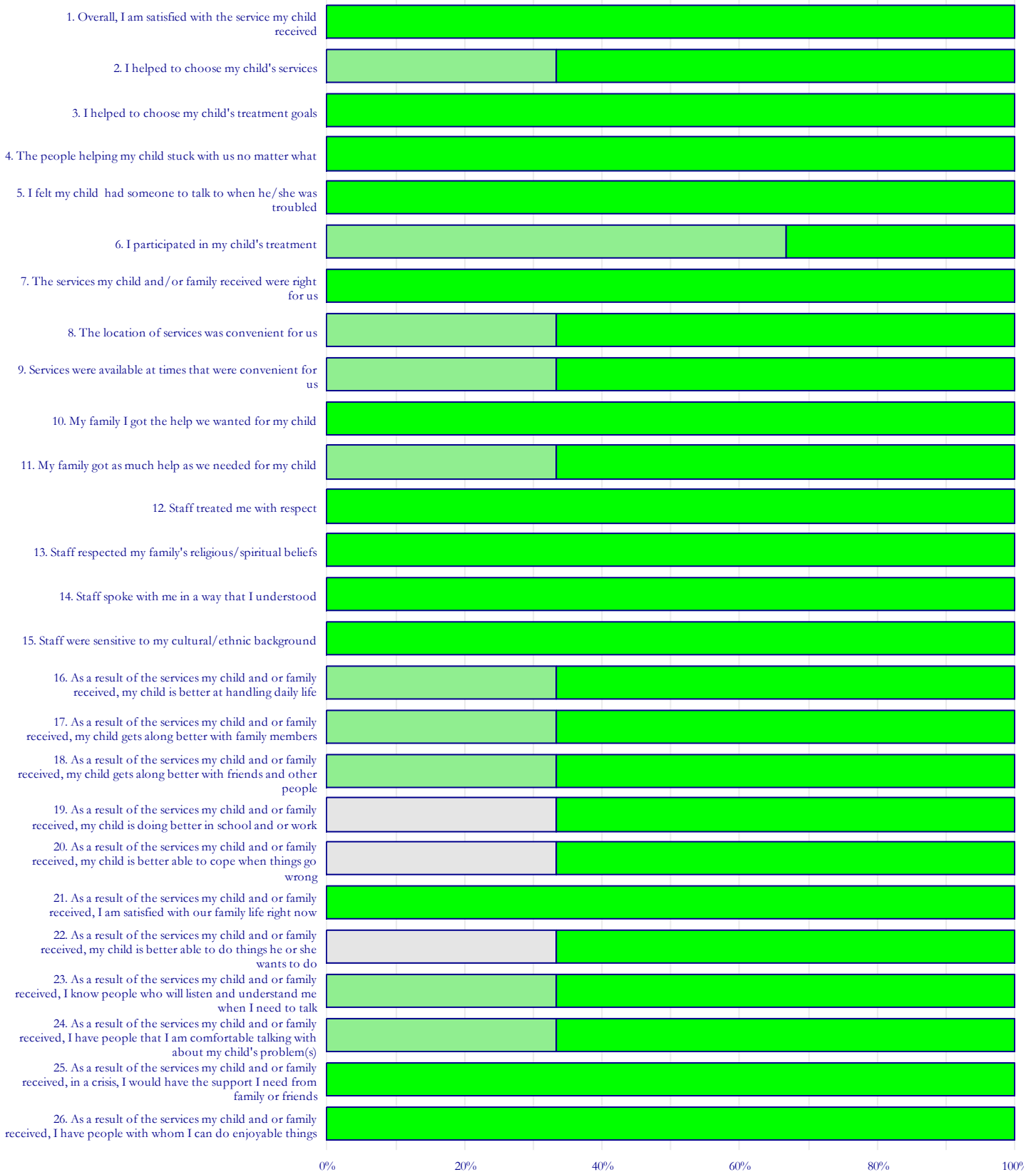
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>83.3 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	1 14.3 %
<b>66.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %

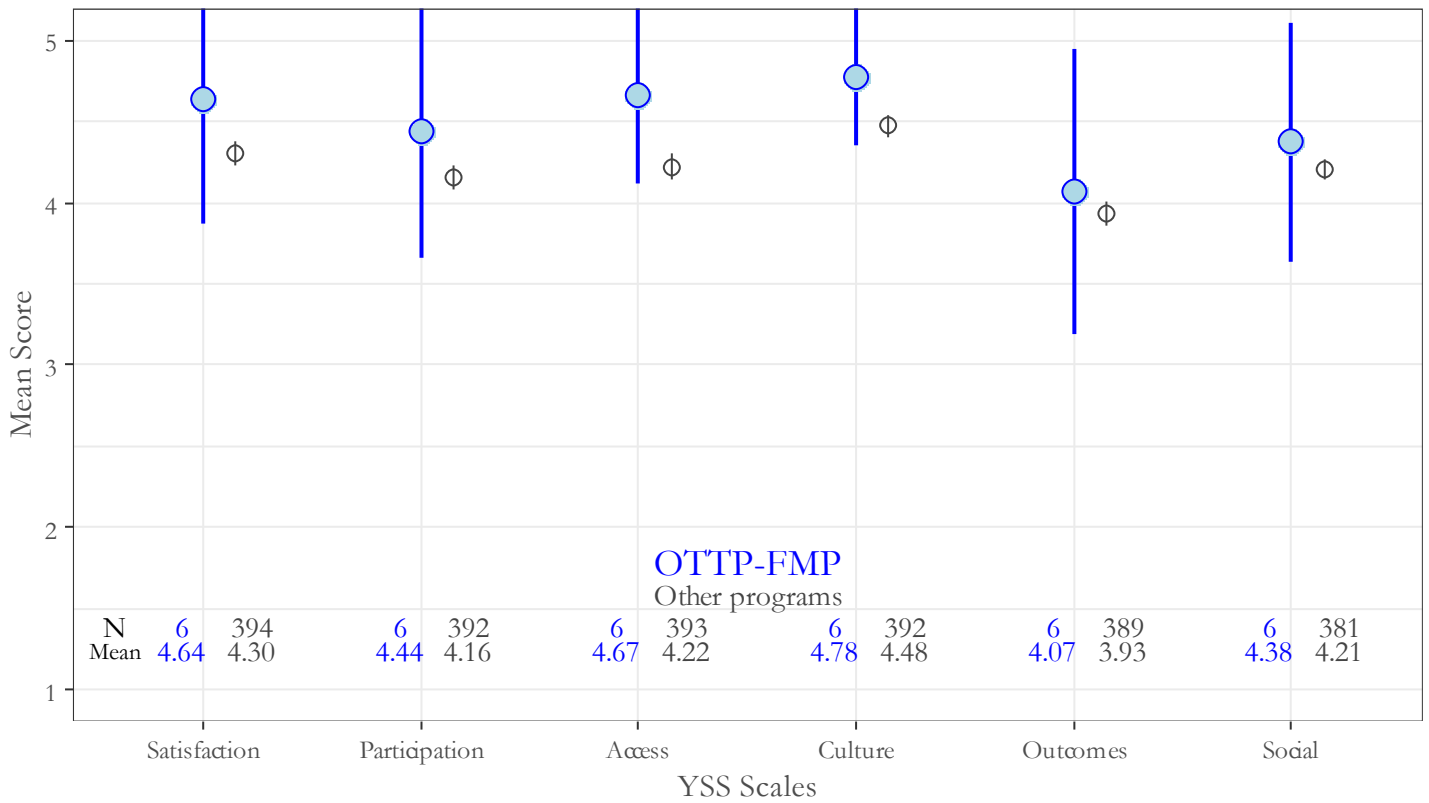
# Youth Services Survey for Families



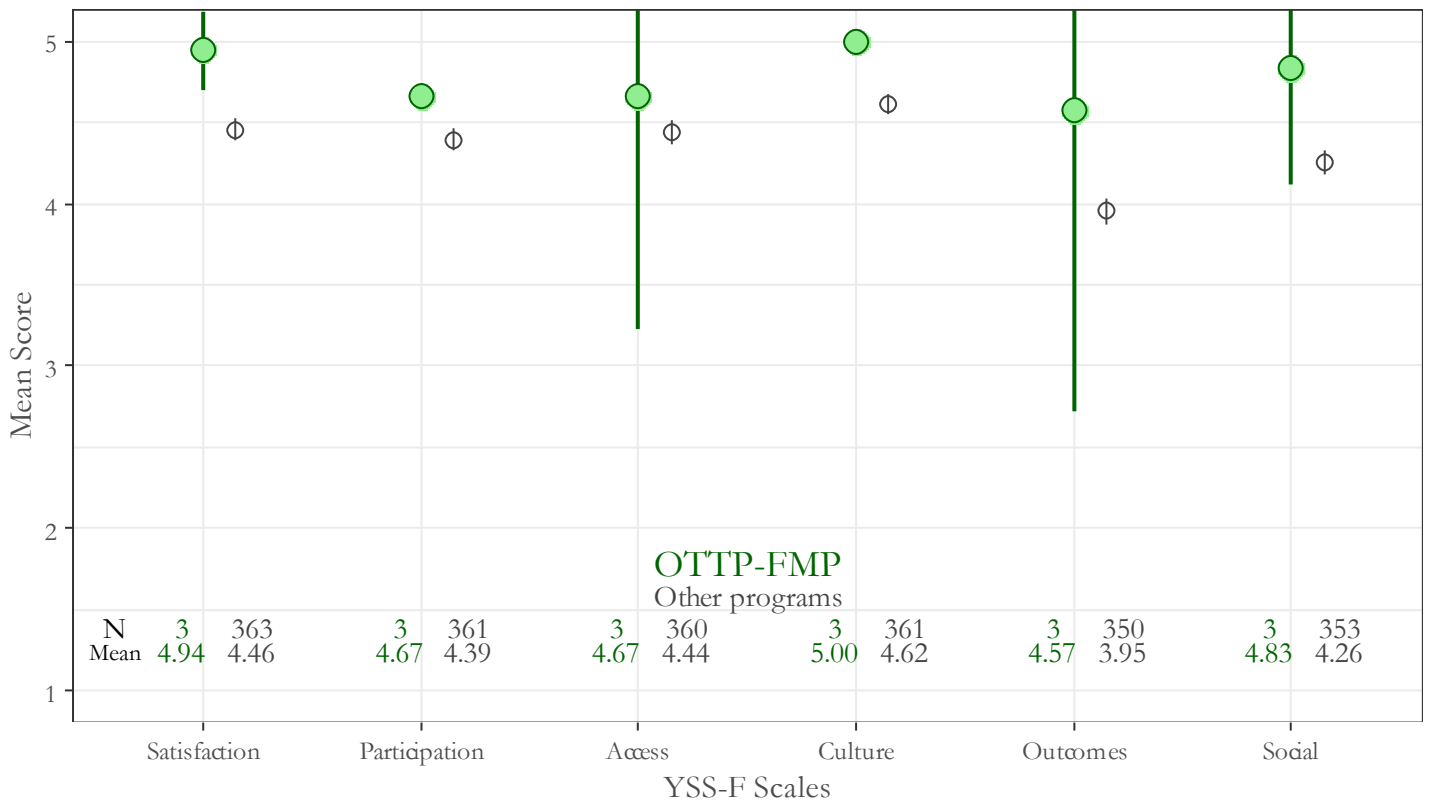
## Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>





<b>Survey Compliance</b>			
<b>OTTP-FMP Completion</b>			
<b>Completion Status</b>	<b>by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	1 25 %	1 14.3 %	2 18.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 75 %	6 85.7 %	9 81.8 %
<b>Total</b>	4 100 %	7 100 %	11 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 12 clients; surveys were returned for 11 clients (11 / 12 = 91.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Ashbury House**

Program Code(s): 89841

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for PF Ashbury House: **4.69**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

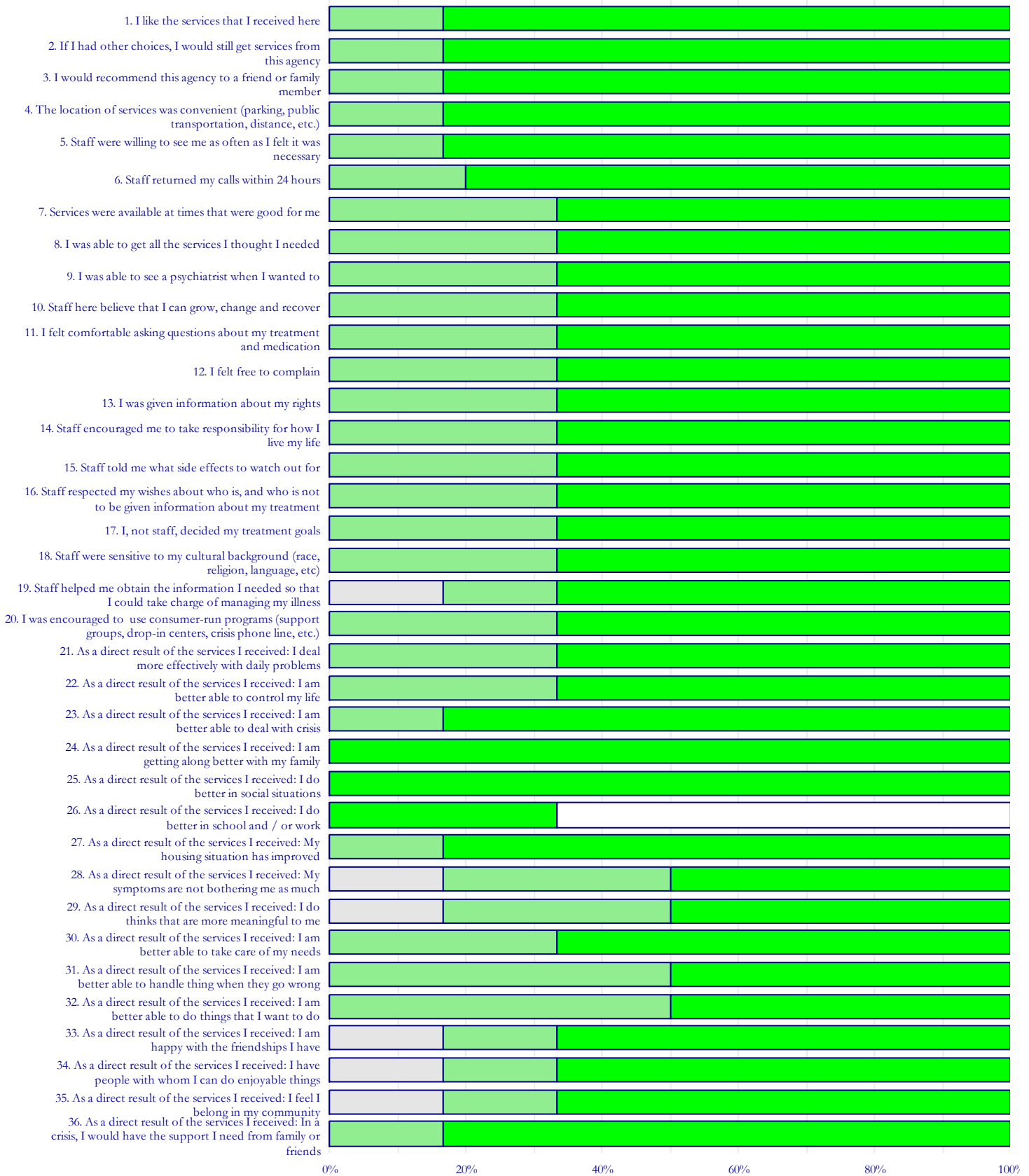
83.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



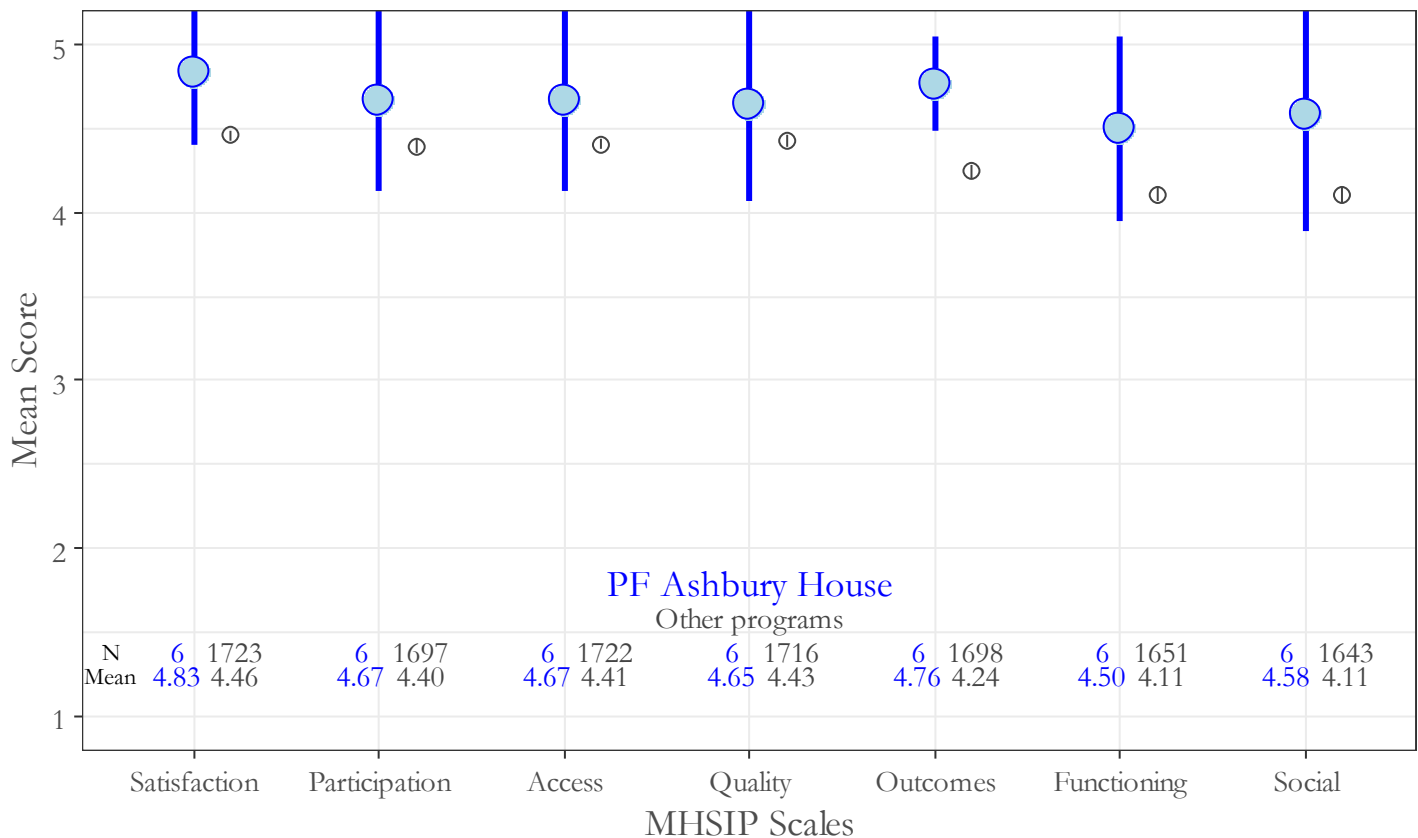
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 100.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 100 %	0 0 %	6 100 %
<b>Total</b>	6 100 %	0 100 %	6 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 6 clients; surveys were returned for 6 clients (6/6 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Avenues**

Program Code(s): 38A41

Overall Satisfaction<sup>1</sup>

**91.7%**

Return Rate<sup>2</sup>

**85.7%**

Overall satisfaction<sup>3</sup> mean score for PF Avenues: **4.29**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 3. I would recommend this agency to a friend or family member

100.0% 8. I was able to get all the services I thought I needed

91.7% 1. I like the services that I received here

**Lowest Agreement Items**

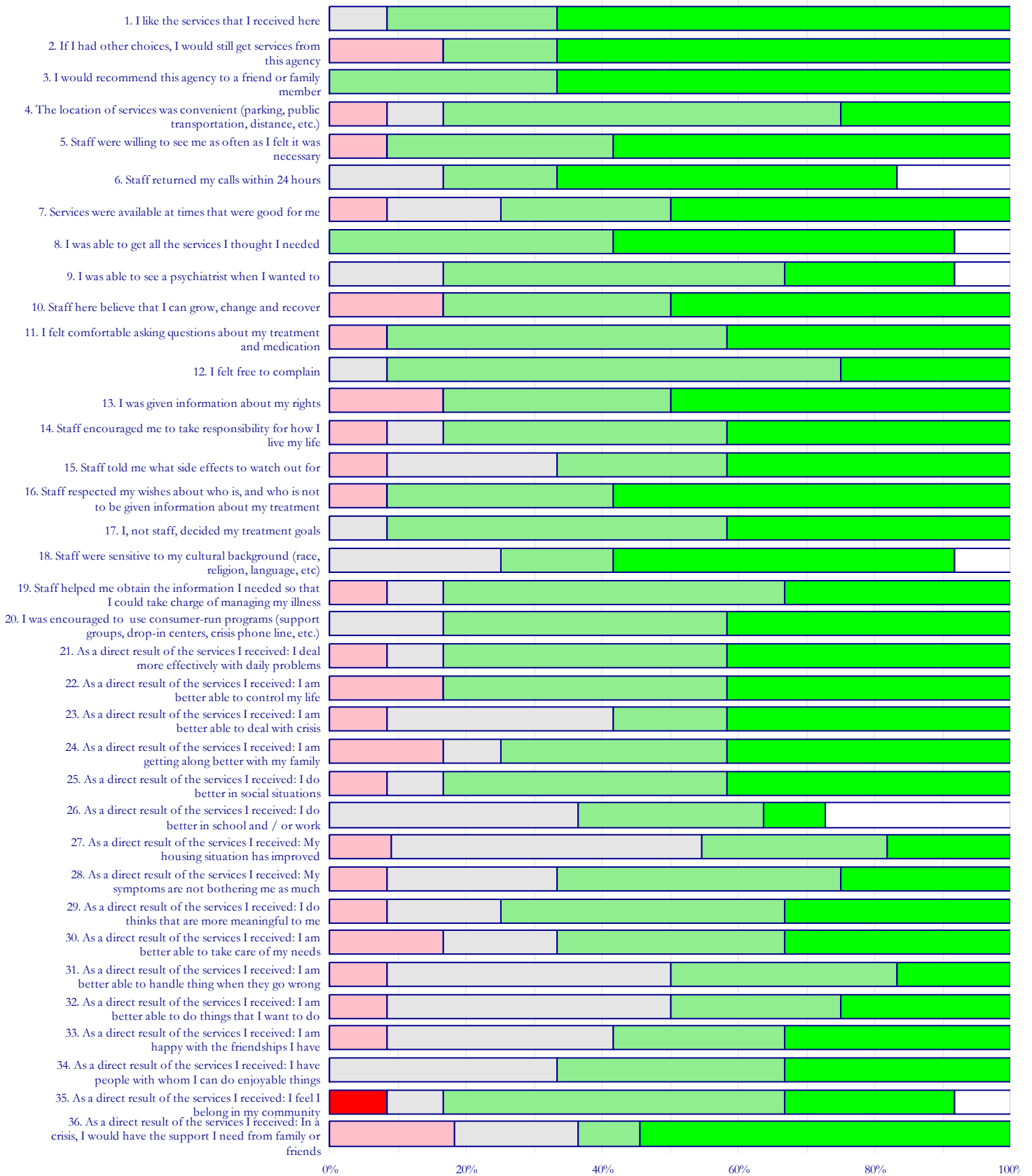
66.7% 15. Staff told me what side effects to watch out for

72.7% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

75.0% 7. Services were available at times that were good for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





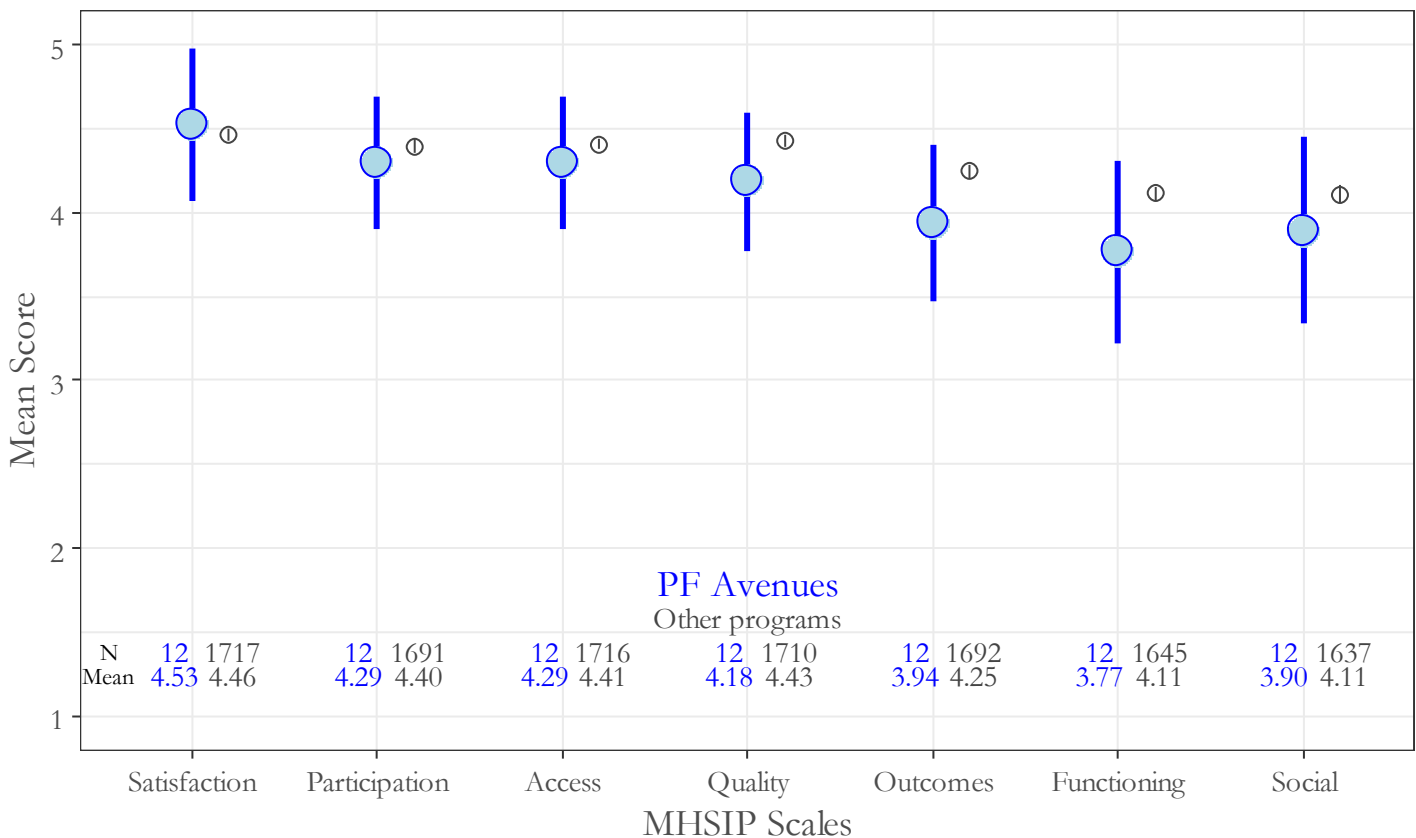
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>91.7 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 16.7 %	0 0.0 %	2 16.7 %	8 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 8.3 %	1 8.3 %	7 58.3 %	3 25.0 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 8.3 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	6 50.0 %	2 16.7 %	0 0.0 %
<b>75.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	6 50.0 %	1 8.3 %	0 0.0 %
<b>81.8 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	3 25.0 %	1 8.3 %	0 0.0 %
<b>83.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 8.3 %	0 0.0 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 8.3 %	8 66.7 %	3 25.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 13. I was given information about my rights	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 8.3 %	3 25.0 %	3 25.0 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 8.3 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	6 50.0 %	1 8.3 %	0 0.0 %
<b>83.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 8.3 %	1 8.3 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 16.7 %	0 0.0 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>58.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 8.3 %	4 33.3 %	2 16.7 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 16.7 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	1 8.3 %	3 25.0 %	1 8.3 %
<b>45.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 8.3 %	5 41.7 %	3 25.0 %	2 16.7 %	0 0.0 %	1 8.3 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 8.3 %	3 25.0 %	5 41.7 %	3 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 8.3 %	2 16.7 %	5 41.7 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 16.7 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 8.3 %	5 41.7 %	4 33.3 %	2 16.7 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 8.3 %	5 41.7 %	3 25.0 %	3 25.0 %	0 0.0 %	0 0.0 %
<b>58.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 8.3 %	4 33.3 %	3 25.0 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	4 33.3 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 8.3 %	0 0.0 %	1 8.3 %	6 50.0 %	3 25.0 %	1 8.3 %	0 0.0 %
<b>63.6 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 16.7 %	2 16.7 %	1 8.3 %	6 50.0 %	0 0.0 %	1 8.3 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	1 100 %	12 100 %
<b>Total</b>	11 100 %	1 100 %	12 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 12 clients (12/14 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Clay Street Residential**

Program Code(s): 89851

Overall Satisfaction<sup>1</sup>

**69.2%**

Return Rate<sup>2</sup>

**86.7%**

Overall satisfaction<sup>3</sup> mean score for PF Clay Street Residential: **4.13**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**91.7%** 10. Staff here believe that I can grow, change and recover

**84.6%** 11. I felt comfortable asking questions about my treatment and medication

**83.3%** 1. I like the services that I received here

**Lowest Agreement Items**

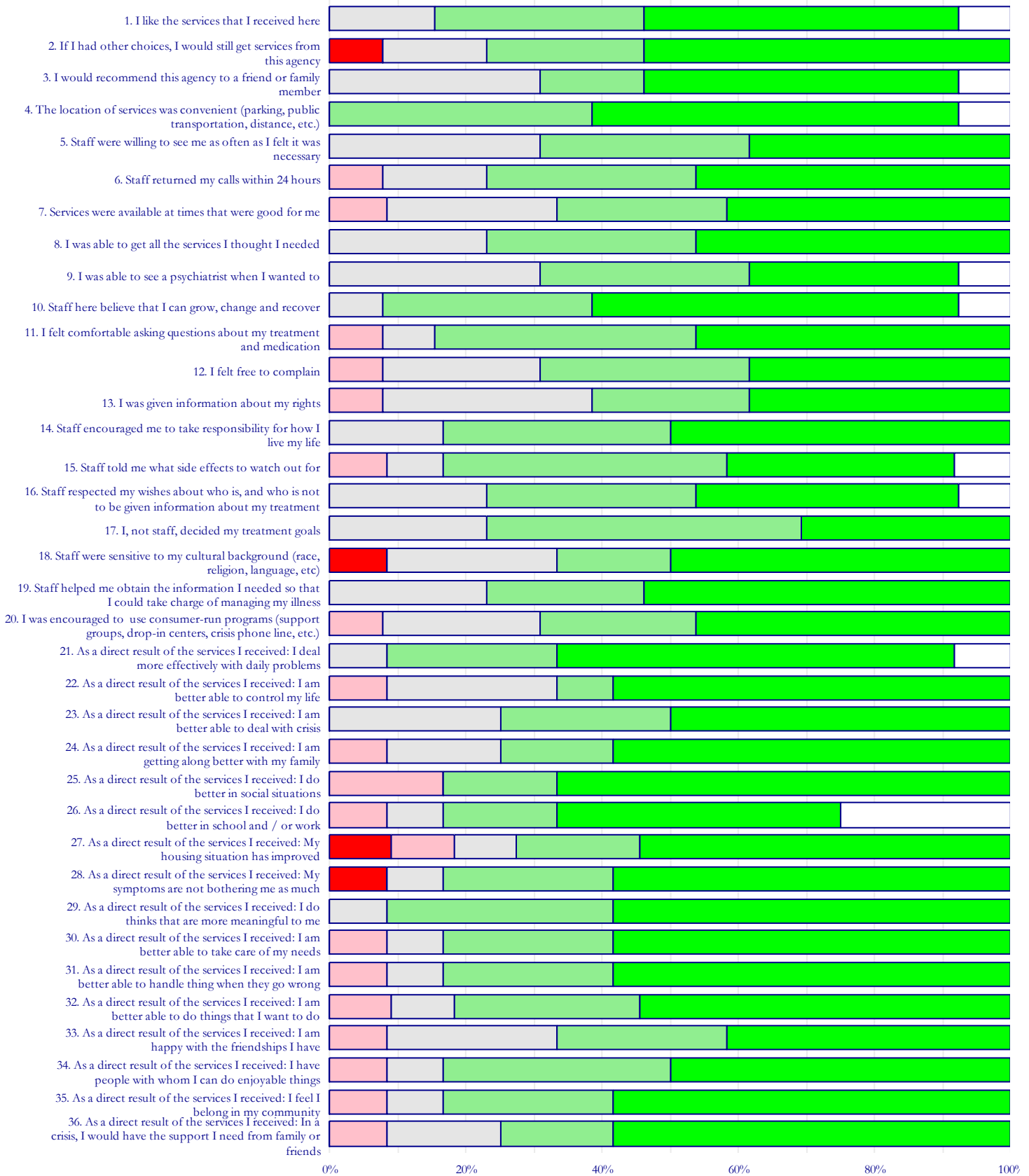
**61.5%** 13. I was given information about my rights

**66.7%** 3. I would recommend this agency to a friend or family member

**66.7%** 7. Services were available at times that were good for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

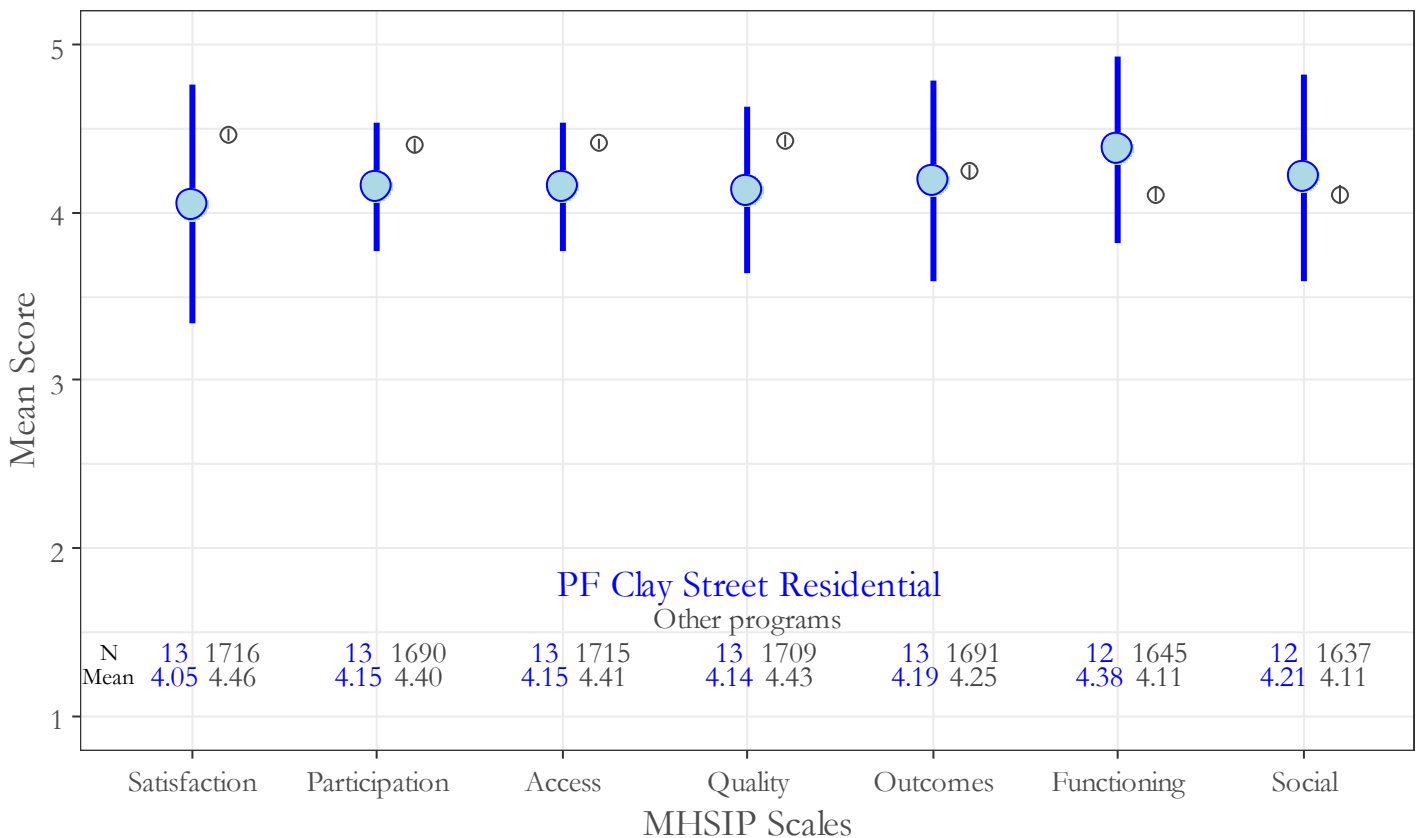
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>83.3 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	1 7.7 %	0 0.0 %
<b>76.9 %</b> 2. If I had other choices, I would still get services from this agency	1 7.7 %	0 0.0 %	2 15.4 %	3 23.1 %	7 53.8 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 30.8 %	2 15.4 %	6 46.2 %	1 7.7 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	7 53.8 %	1 7.7 %	0 0.0 %
<b>69.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	4 30.8 %	4 30.8 %	5 38.5 %	0 0.0 %	0 0.0 %
<b>76.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 7.7 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>76.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 30.8 %	4 30.8 %	4 30.8 %	1 7.7 %	0 0.0 %
<b>91.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	1 7.7 %	0 0.0 %
<b>84.6 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	6 46.2 %	0 0.0 %	0 0.0 %
<b>69.2 %</b> 12. I felt free to complain	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	5 38.5 %	0 0.0 %	0 0.0 %
<b>61.5 %</b> 13. I was given information about my rights	0 0.0 %	1 7.7 %	4 30.8 %	3 23.1 %	5 38.5 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>81.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %
<b>75.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	5 38.5 %	1 7.7 %	0 0.0 %
<b>76.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	4 30.8 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 7.7 %	0 0.0 %	3 23.1 %	2 15.4 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>76.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	7 53.8 %	0 0.0 %	0 0.0 %
<b>69.2 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	6 46.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	1 7.7 %	1 7.7 %
<b>66.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 7.7 %	3 23.1 %	1 7.7 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 15.4 %	0 0.0 %	2 15.4 %	8 61.5 %	0 0.0 %	1 7.7 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	5 38.5 %	3 23.1 %	1 7.7 %
<b>72.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 7.7 %	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	2 15.4 %
<b>83.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>81.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	6 46.2 %	0 0.0 %	2 15.4 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 7.7 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	7 53.8 %	0 0.0 %	1 7.7 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 7.7 %	0 0 %	1 7.7 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 92.3 %	0 0 %	12 92.3 %
<b>Total</b>	13 100 %	0 100 %	13 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 13 clients (13/15 = 86.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Cortland House Residential**

Program Code(s): 38631

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**77.8%**

Overall satisfaction<sup>3</sup> mean score for PF Cortland House Residential: **3.85**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

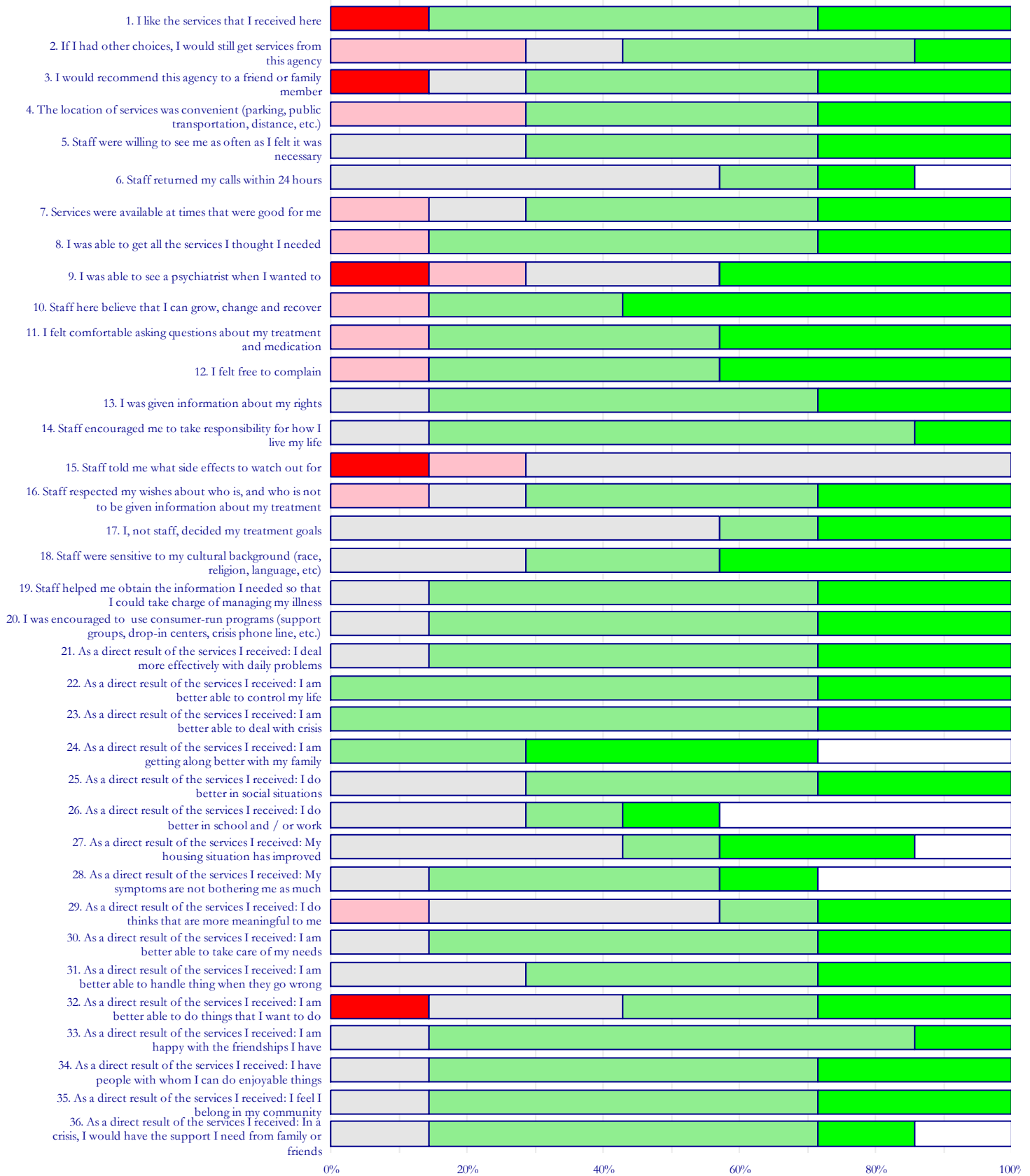
- 85.7% 1. I like the services that I received here
- 85.7% 8. I was able to get all the services I thought I needed
- 85.7% 10. Staff here believe that I can grow, change and recover

#### **Lowest Agreement Items**

- 0.0% 15. Staff told me what side effects to watch out for
- 33.3% 6. Staff returned my calls within 24 hours
- 42.9% 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



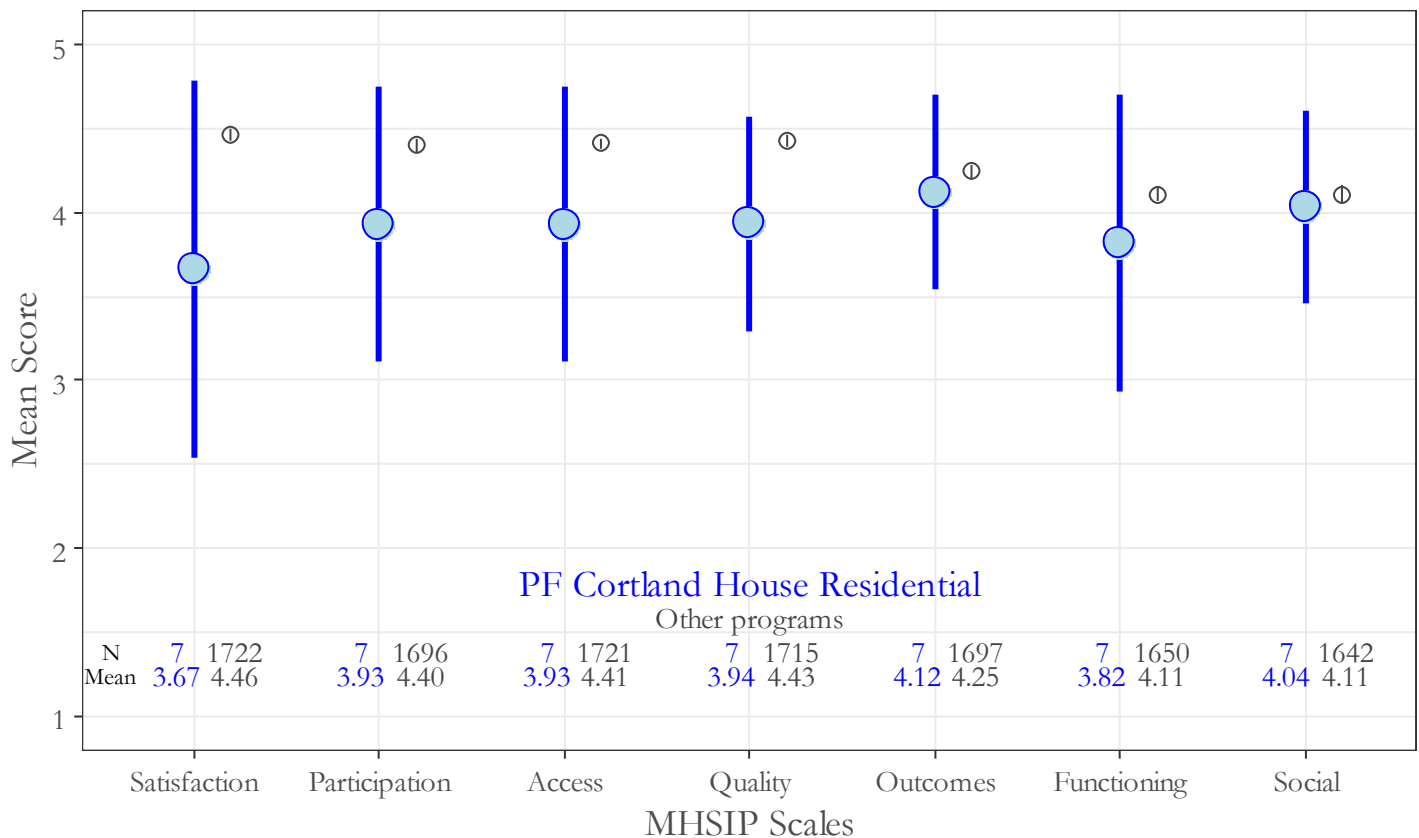
**MHSIP Items 1-25**  
**Percent Agree**

		<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>85.7 %</b>	1. I like the services that I received here	1 14.3 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>57.1 %</b>	2. If I had other choices, I would still get services from this agency	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b>	3. I would recommend this agency to a friend or family member	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b>	4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 28.6 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b>	5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>33.3 %</b>	6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	1 14.3 %	1 14.3 %	0 0.0 %
<b>71.4 %</b>	7. Services were available at times that were good for me	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	8. I was able to get all the services I thought I needed	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>42.9 %</b>	9. I was able to see a psychiatrist when I wanted to	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	10. Staff here believe that I can grow, change and recover	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	12. I felt free to complain	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	13. I was given information about my rights	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>0.0 %</b>	15. Staff told me what side effects to watch out for	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</b>	16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>42.9 %</b>	17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b>	18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b>	21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b>	22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b>	23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b>	24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %
<b>71.4 %</b>	25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %

## MHSIP Items 26-36 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %
<b>50.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %
<b>80.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %
<b>42.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>57.1 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	1 14.3 %	0 0.0 %

## MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 100 %	0 0 %	7 100 %
<b>Total</b>	7 100 %	0 100 %	7 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 9 clients; surveys were returned for 7 clients (7/9 = 77.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Dore House Crisis Residential Program and Outpatient**

Program Code(s): 38GM1

Overall Satisfaction<sup>1</sup>

**75.0%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for PF Dore House Crisis Residential Program and Outpatient: **4.29**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

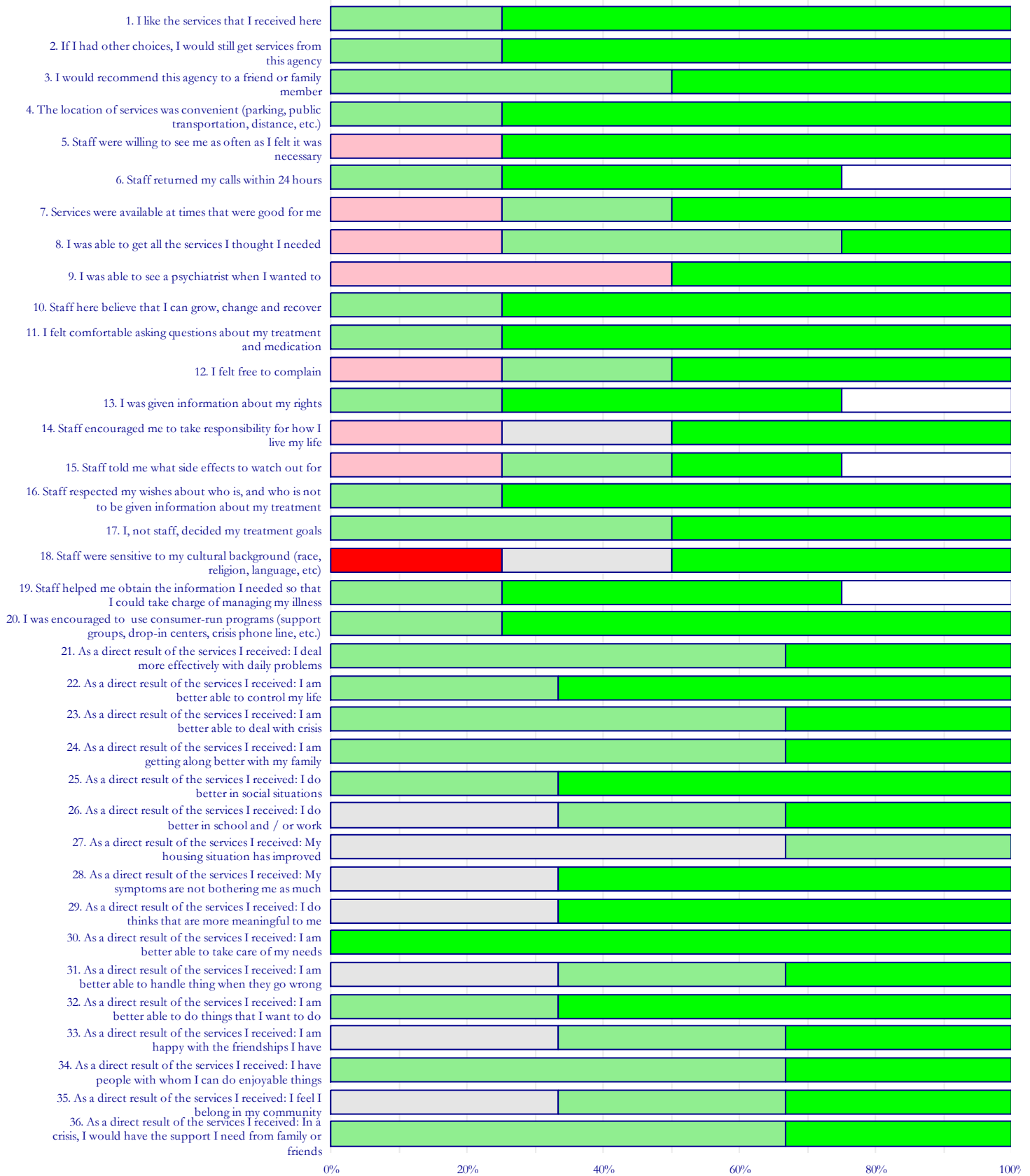
50.0% 9. I was able to see a psychiatrist when I wanted to

50.0% 14. Staff encouraged me to take responsibility for how I live my life

50.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

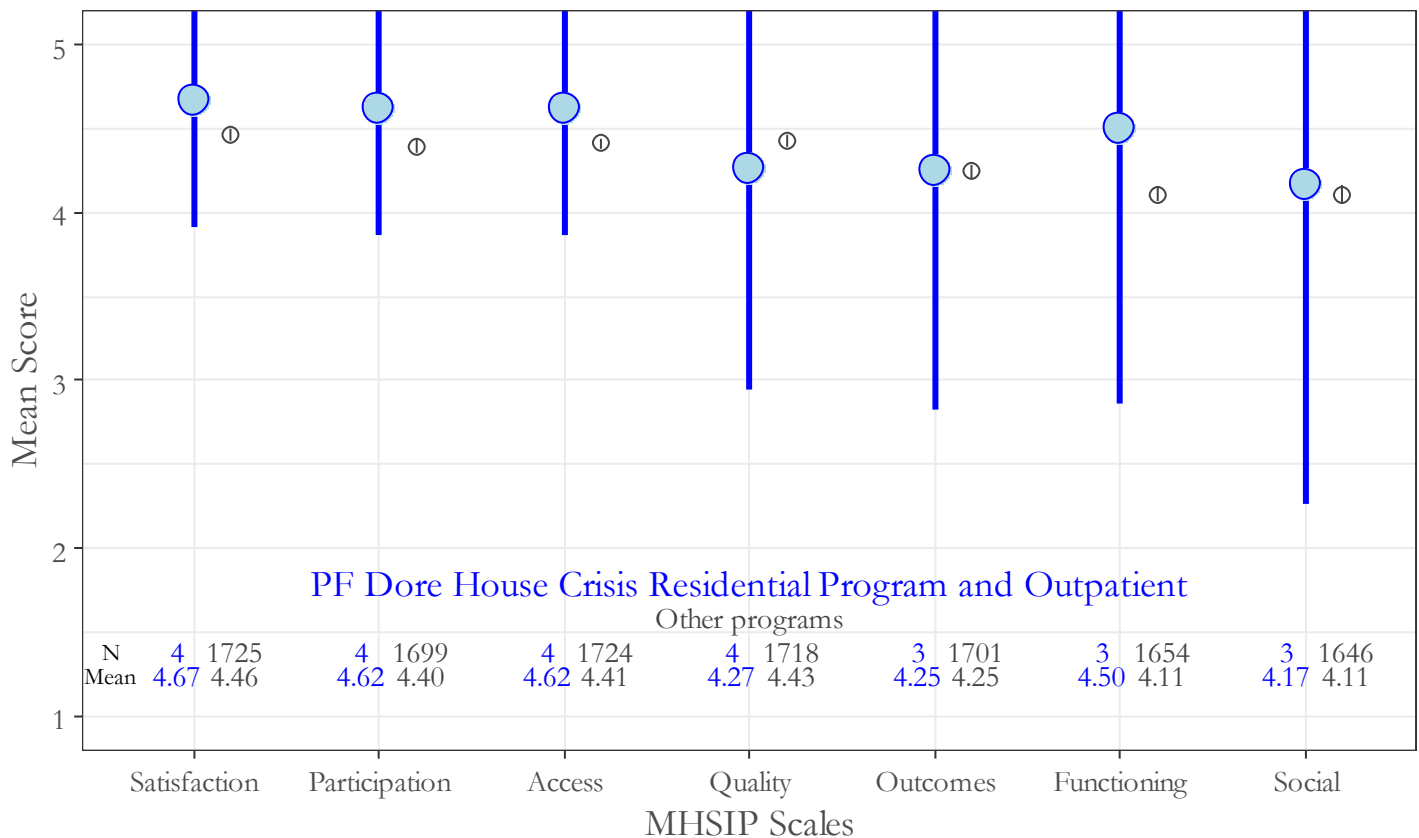
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>75.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	4 50.0 %
<b>75.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	4 50.0 %
<b>50.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 25.0 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>75.0 %</b> 12. I felt free to complain	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	4 50.0 %
<b>50.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>66.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	4 50.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>50.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 12.5 %	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	4 50.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>33.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	0 0.0 %	5 62.5 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	0 0.0 %	5 62.5 %
<b>66.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	0 0.0 %	5 62.5 %
<b>66.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	0 0.0 %	5 62.5 %
<b>100.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	4 50 %	0 0 %	4 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 50 %	0 0 %	4 50 %
<b>Total</b>	8 100 %	0 100 %	8 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 16 clients; surveys were returned for 8 clients (8/16 = 50.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Dorine Loso House**  
Program Code(s): 38GH1

Overall Satisfaction<sup>1</sup>  
**91.7%**

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for PF Dorine Loso House: **4.16**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

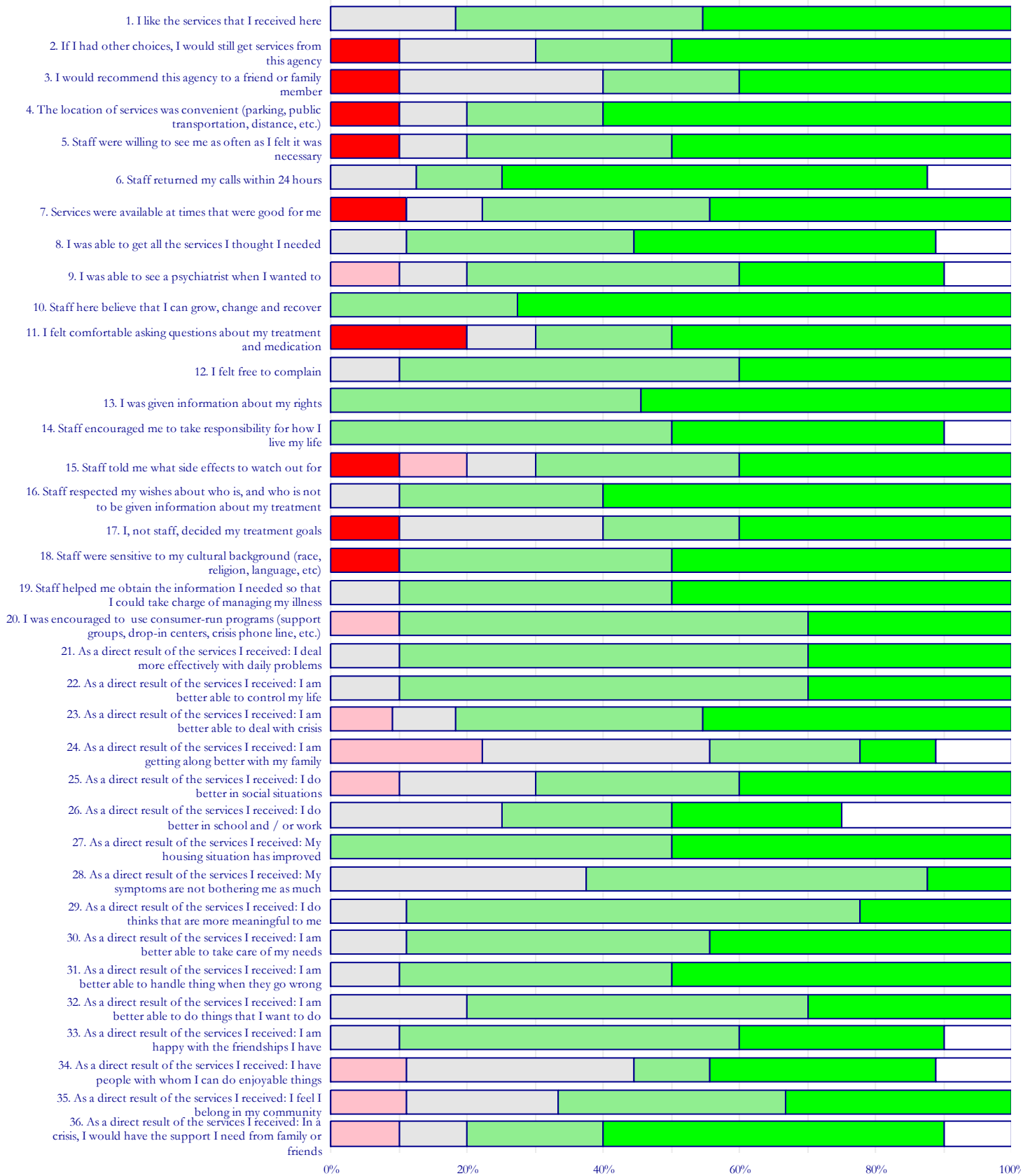
- 100.0% 10. Staff here believe that I can grow, change and recover
- 100.0% 13. I was given information about my rights
- 100.0% 14. Staff encouraged me to take responsibility for how I live my life

**Lowest Agreement Items**

- 60.0% 3. I would recommend this agency to a friend or family member
- 60.0% 17. I, not staff, decided my treatment goals
- 70.0% 2. If I had other choices, I would still get services from this agency

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

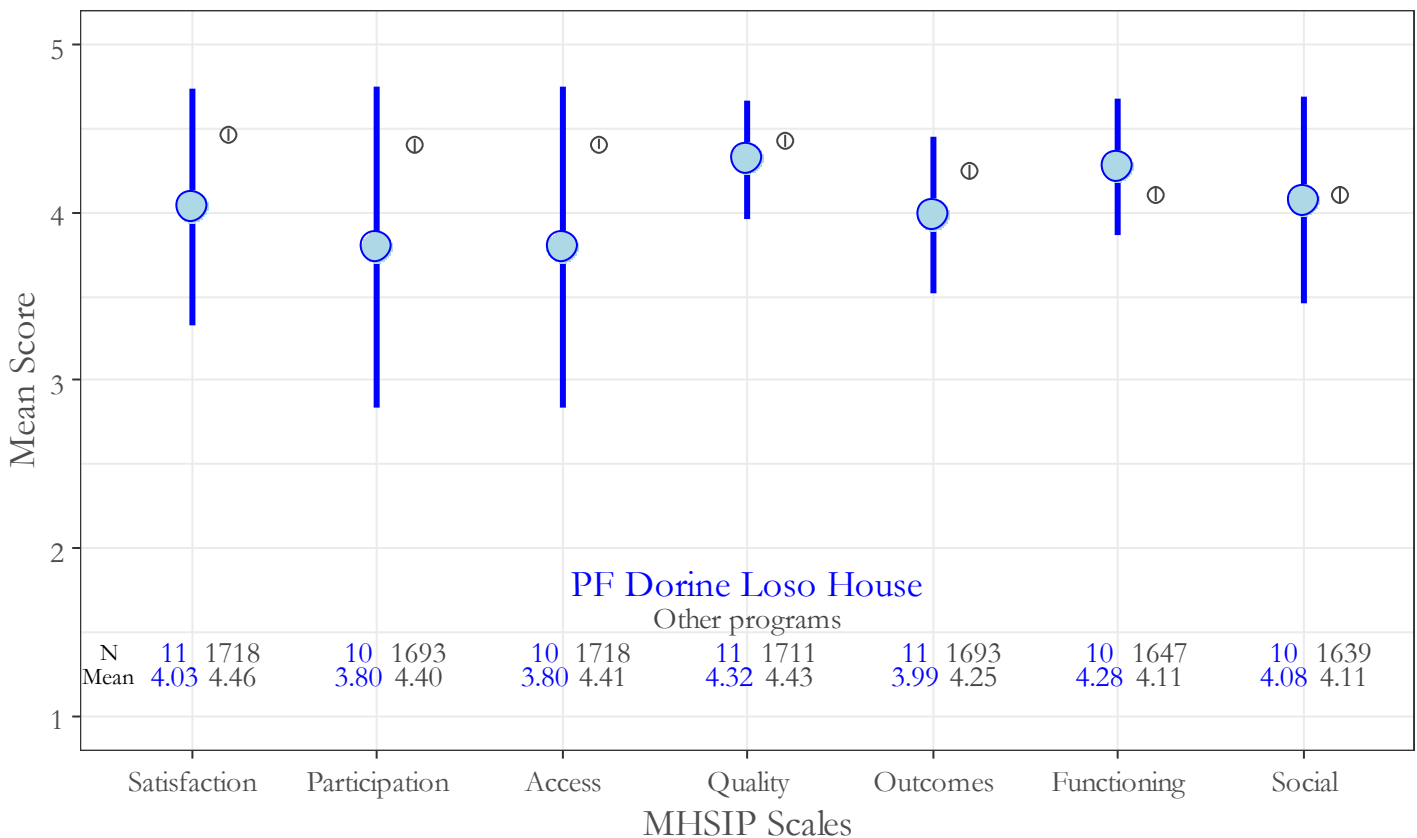
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>81.8 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>70.0 %</b> 2. If I had other choices, I would still get services from this agency	1 7.1 %	0 0.0 %	2 14.3 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>60.0 %</b> 3. I would recommend this agency to a friend or family member	1 7.1 %	0 0.0 %	3 21.4 %	2 14.3 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 7.1 %	0 0.0 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>85.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	5 35.7 %	1 7.1 %	6 42.9 %
<b>77.8 %</b> 7. Services were available at times that were good for me	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>87.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	1 7.1 %	5 35.7 %
<b>77.8 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	3 21.4 %	1 7.1 %	4 28.6 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	8 57.1 %	0 0.0 %	3 21.4 %
<b>70.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	2 14.3 %	0 0.0 %	1 7.1 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	4 28.6 %	1 7.1 %	4 28.6 %
<b>70.0 %</b> 15. Staff told me what side effects to watch out for	1 7.1 %	1 7.1 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>60.0 %</b> 17. I, not staff, decided my treatment goals	1 7.1 %	0 0.0 %	3 21.4 %	2 14.3 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 7.1 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 7.1 %	0 0.0 %	6 42.9 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>81.8 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>37.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	1 7.1 %	1 7.1 %	5 35.7 %
<b>70.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	4 28.6 %	0 0.0 %	4 28.6 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	2 14.3 %	2 14.3 %	6 42.9 %
<b>100.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>62.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	1 7.1 %	0 0.0 %	6 42.9 %
<b>88.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	2 14.3 %	0 0.0 %	5 35.7 %
<b>88.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>90.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>88.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	3 21.4 %	1 7.1 %	4 28.6 %
<b>50.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 7.1 %	3 21.4 %	1 7.1 %	3 21.4 %	1 7.1 %	5 35.7 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	3 21.4 %	0 0.0 %	5 35.7 %
<b>77.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	5 35.7 %	1 7.1 %	4 28.6 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	4 30.8 %	0 0 %	4 28.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 69.2 %	1 100 %	10 71.4 %
<b>Total</b>	13 100 %	1 100 %	14 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 14 clients (14/14 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF La Amistad**

Program Code(s): 38091

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for PF La Amistad: **4.69**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

76.9% 17. I, not staff, decided my treatment goals

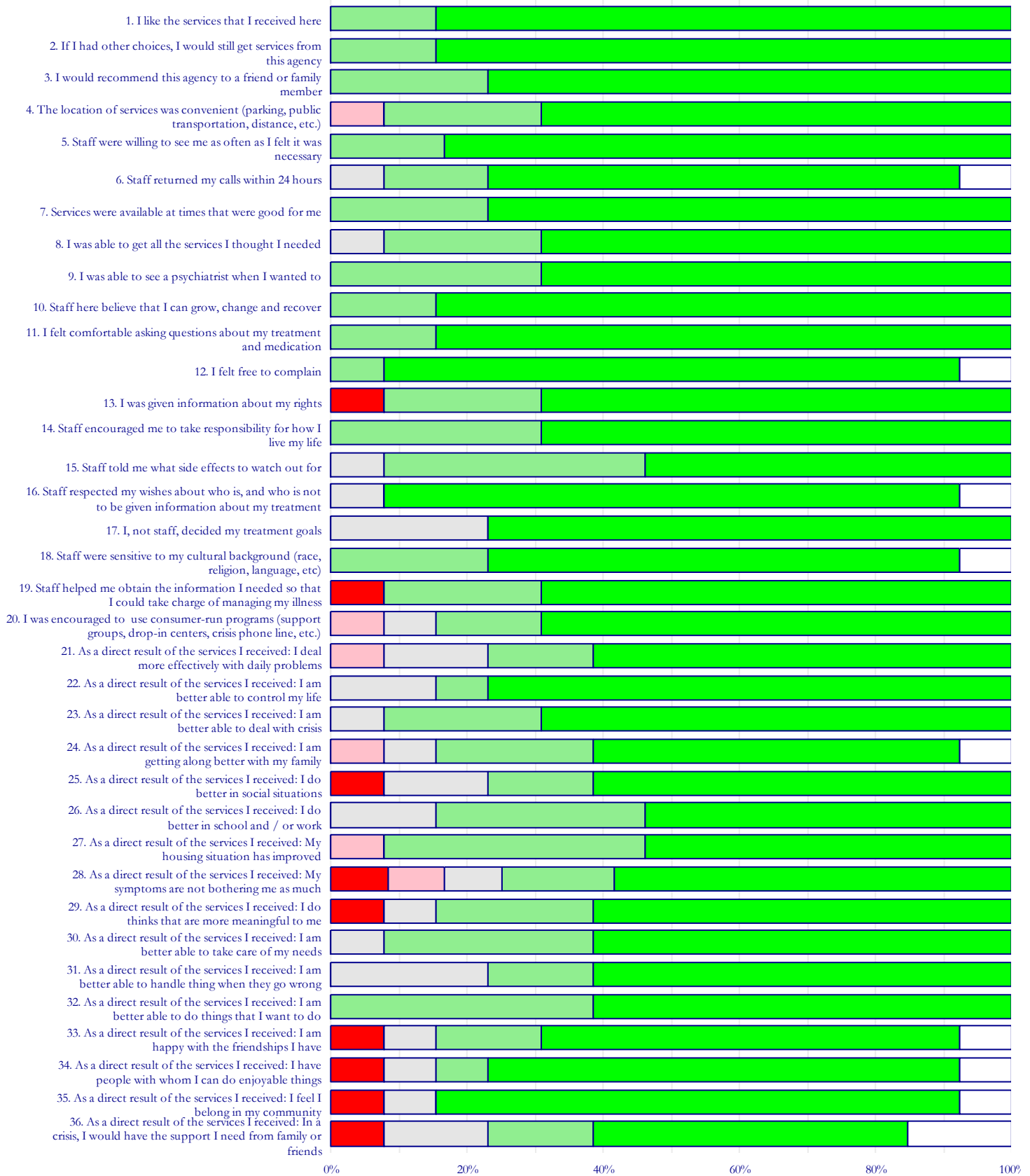
84.6% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

91.7% 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



# MHSIP Items



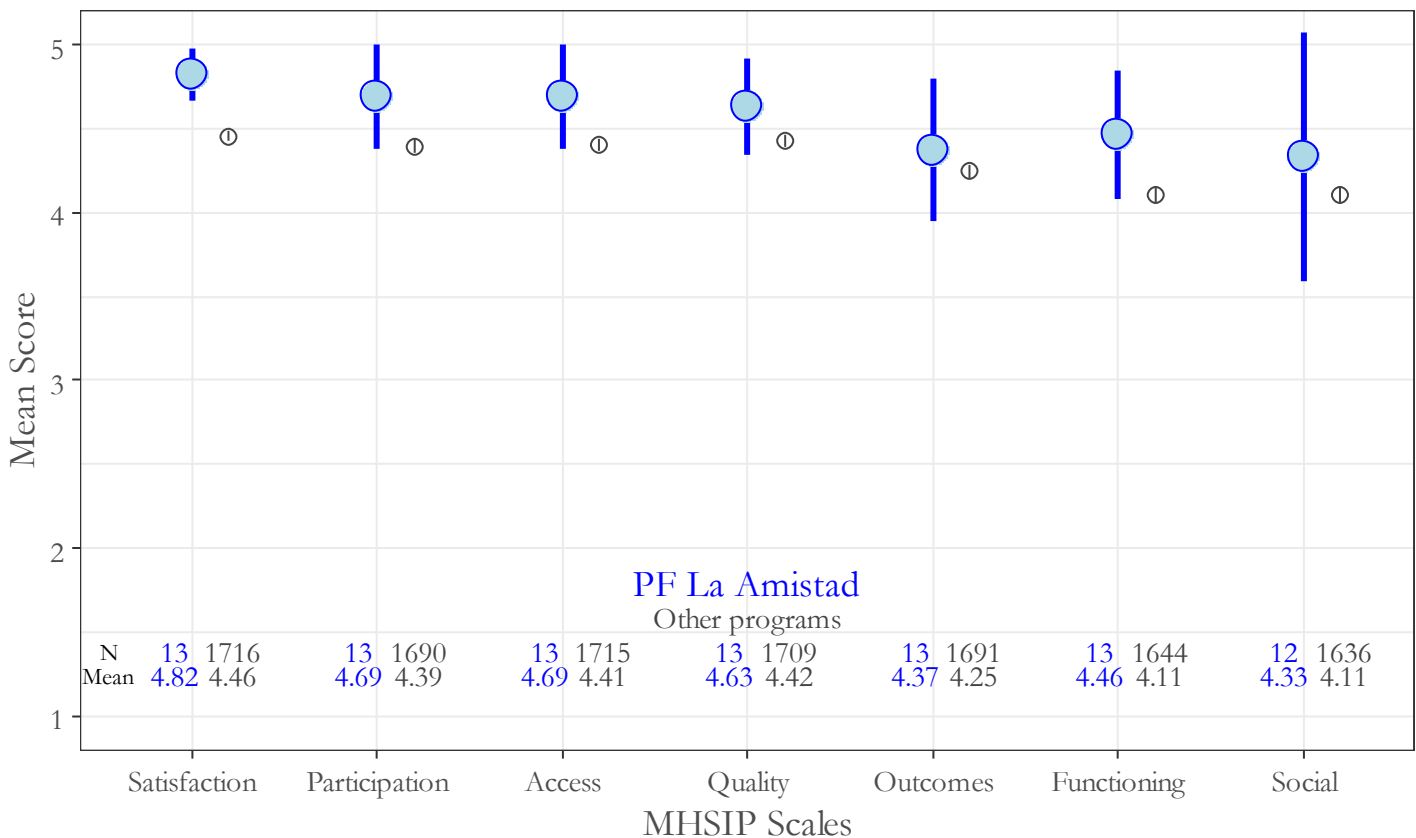
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 7.7 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	1 7.7 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	11 84.6 %	1 7.7 %	0 0.0 %
<b>92.3 %</b> 13. I was given information about my rights	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	7 53.8 %	0 0.0 %	0 0.0 %
<b>91.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 7.7 %	0 0.0 %	11 84.6 %	1 7.7 %	0 0.0 %
<b>76.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 23.1 %	0 0.0 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	1 7.7 %	0 0.0 %
<b>92.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>84.6 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>76.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>84.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	7 53.8 %	1 7.7 %	0 0.0 %
<b>76.9 %</b> 25. As a direct result of the services I received: I do better in social situations	1 7.7 %	0 0.0 %	2 15.4 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>84.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 7.7 %	0 0.0 %	5 38.5 %	7 53.8 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 7.7 %	1 7.7 %	1 7.7 %	2 15.4 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>84.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>76.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	8 61.5 %	1 7.7 %	0 0.0 %
<b>83.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 7.7 %	0 0.0 %	1 7.7 %	1 7.7 %	9 69.2 %	1 7.7 %	0 0.0 %
<b>83.3 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 7.7 %	0 0.0 %	1 7.7 %	0 0.0 %	10 76.9 %	1 7.7 %	0 0.0 %
<b>72.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 7.7 %	0 0.0 %	2 15.4 %	2 15.4 %	6 46.2 %	2 15.4 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 7.7 %	0 0 %	1 7.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 92.3 %	0 0 %	12 92.3 %
<b>Total</b>	13 100 %	0 100 %	13 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 13 clients; surveys were returned for 13 clients (13/13 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **PF La Posada Residential Adult**

Program Code(s): 38081

Overall Satisfaction<sup>1</sup>

**66.7%**

Return Rate<sup>2</sup>

**92.9%**

Overall satisfaction<sup>3</sup> mean score for PF La Posada Residential Adult: **4.03**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

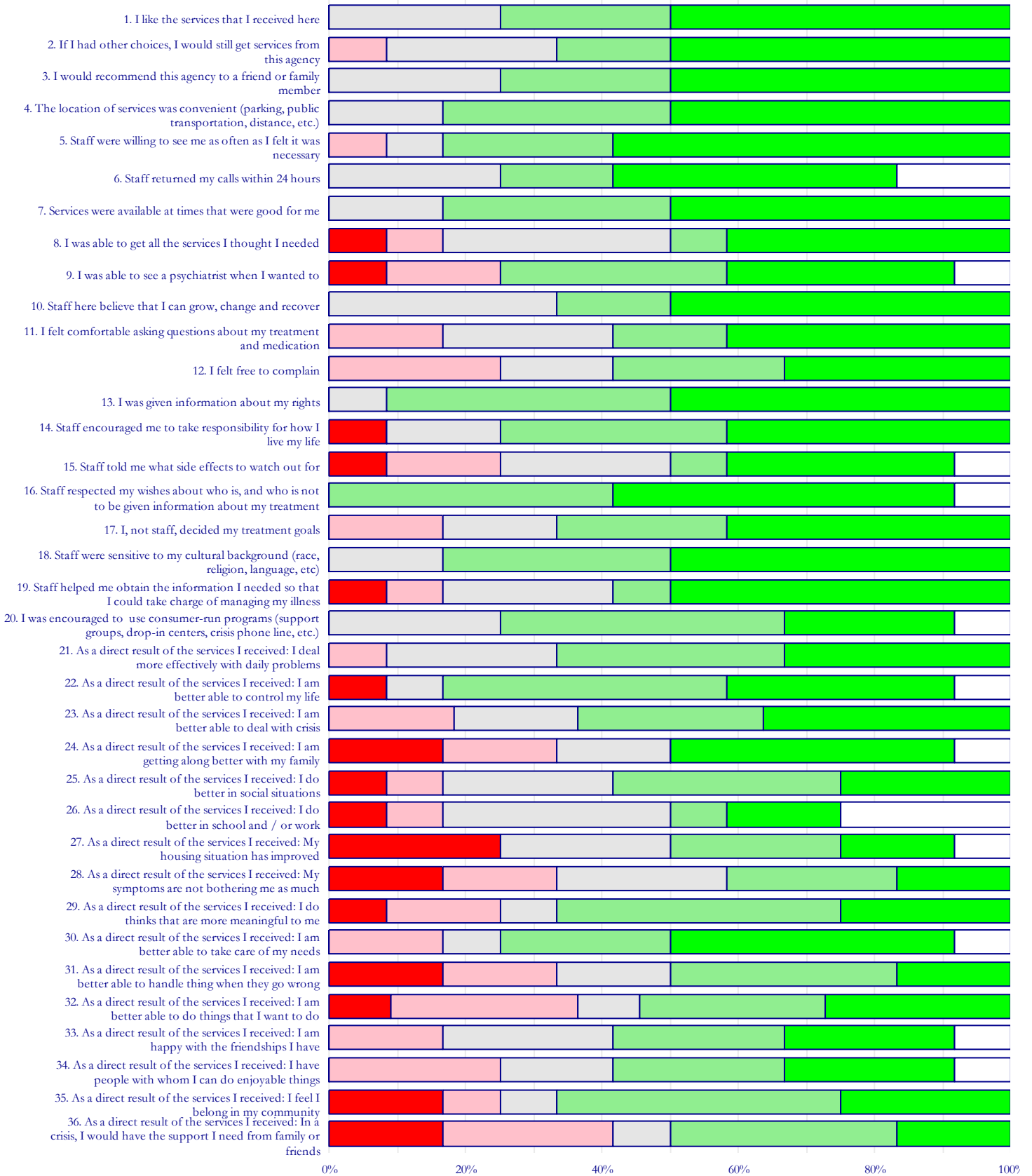
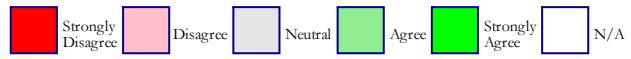
- 100.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 91.7% 13. I was given information about my rights
- 83.3% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

- 45.5% 15. Staff told me what side effects to watch out for
- 50.0% 8. I was able to get all the services I thought I needed
- 58.3% 11. I felt comfortable asking questions about my treatment and medication

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

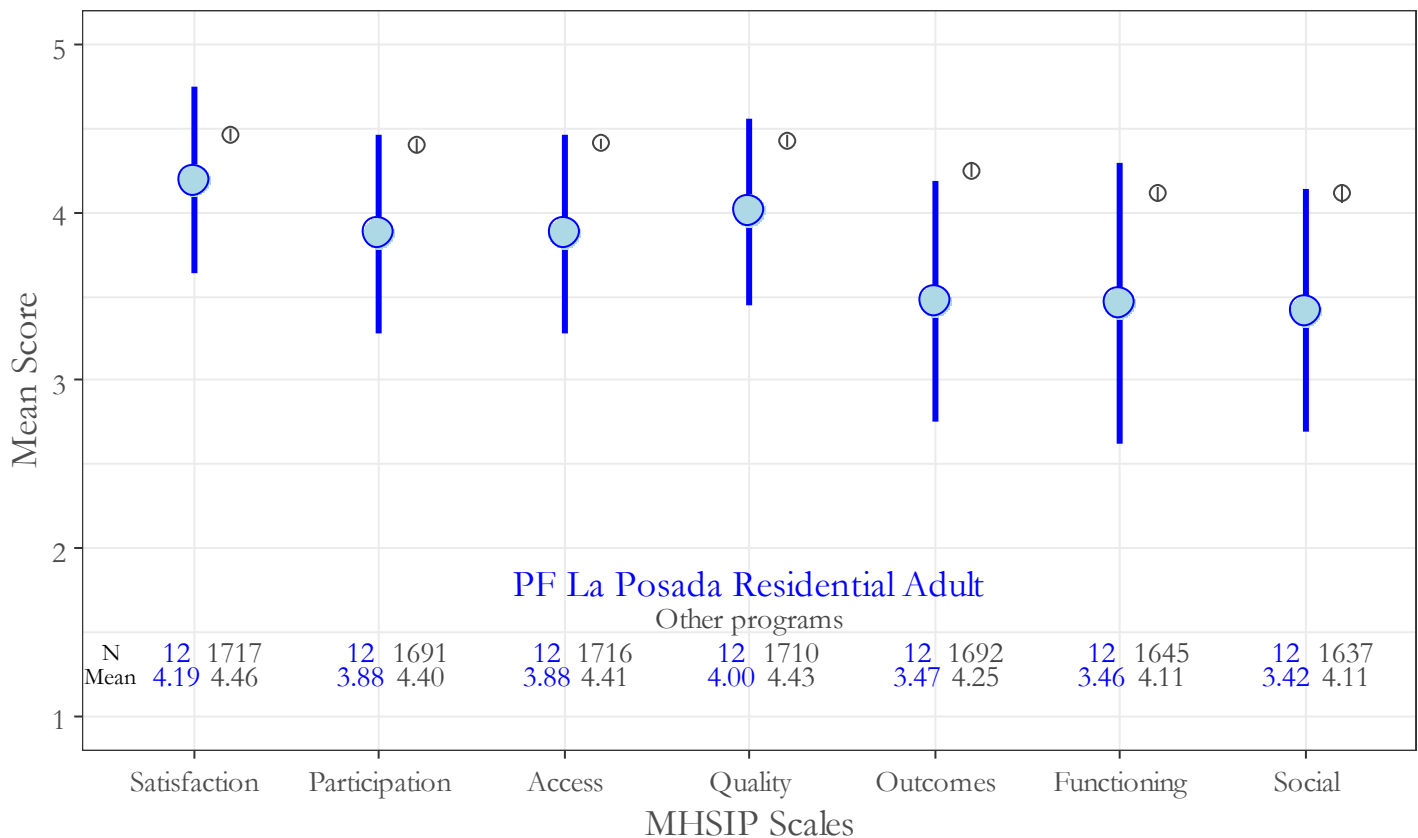
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>75.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>66.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 7.7 %	3 23.1 %	2 15.4 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>70.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	5 38.5 %	2 15.4 %	1 7.7 %
<b>83.3 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>50.0 %</b> 8. I was able to get all the services I thought I needed	1 7.7 %	1 7.7 %	4 30.8 %	1 7.7 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>72.7 %</b> 9. I was able to see a psychiatrist when I wanted to	1 7.7 %	2 15.4 %	0 0.0 %	4 30.8 %	4 30.8 %	1 7.7 %	1 7.7 %
<b>66.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 30.8 %	2 15.4 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>58.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 15.4 %	3 23.1 %	2 15.4 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>58.3 %</b> 12. I felt free to complain	0 0.0 %	3 23.1 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 7.7 %	0 0.0 %	2 15.4 %	4 30.8 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>45.5 %</b> 15. Staff told me what side effects to watch out for	1 7.7 %	2 15.4 %	3 23.1 %	1 7.7 %	4 30.8 %	1 7.7 %	1 7.7 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	1 7.7 %	1 7.7 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 15.4 %	2 15.4 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>58.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 7.7 %	1 7.7 %	3 23.1 %	1 7.7 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>72.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	3 23.1 %	1 7.7 %	1 7.7 %
<b>66.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>81.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 7.7 %	0 0.0 %	1 7.7 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %
<b>63.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 15.4 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	2 15.4 %
<b>45.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 15.4 %	2 15.4 %	2 15.4 %	0 0.0 %	5 38.5 %	1 7.7 %	1 7.7 %
<b>58.3 %</b> 25. As a direct result of the services I received: I do better in social situations	1 7.7 %	1 7.7 %	3 23.1 %	4 30.8 %	3 23.1 %	0 0.0 %	1 7.7 %

## MHSIP Items 26-36 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>33.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 7.7 %	1 7.7 %	4 30.8 %	1 7.7 %	2 15.4 %	3 23.1 %	1 7.7 %
<b>45.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 23.1 %	0 0.0 %	3 23.1 %	3 23.1 %	2 15.4 %	1 7.7 %	1 7.7 %
<b>41.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 15.4 %	2 15.4 %	3 23.1 %	3 23.1 %	2 15.4 %	0 0.0 %	1 7.7 %
<b>66.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 7.7 %	2 15.4 %	1 7.7 %	5 38.5 %	3 23.1 %	0 0.0 %	1 7.7 %
<b>72.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 15.4 %	1 7.7 %	3 23.1 %	5 38.5 %	1 7.7 %	1 7.7 %
<b>50.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 15.4 %	2 15.4 %	2 15.4 %	4 30.8 %	2 15.4 %	0 0.0 %	1 7.7 %
<b>54.5 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 7.7 %	3 23.1 %	1 7.7 %	3 23.1 %	3 23.1 %	0 0.0 %	2 15.4 %
<b>54.5 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	3 23.1 %	1 7.7 %	1 7.7 %
<b>54.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	3 23.1 %	2 15.4 %	3 23.1 %	3 23.1 %	1 7.7 %	1 7.7 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 15.4 %	1 7.7 %	1 7.7 %	5 38.5 %	3 23.1 %	0 0.0 %	1 7.7 %
<b>50.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 15.4 %	3 23.1 %	1 7.7 %	4 30.8 %	2 15.4 %	0 0.0 %	1 7.7 %

## MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>





**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	1 7.7 %	0 0 %	1 7.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 92.3 %	0 0 %	12 92.3 %
<b>Total</b>	13 100 %	0 100 %	13 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 13 clients (13/14 = 92.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Progress House**

Program Code(s): 38371MH

Overall Satisfaction<sup>1</sup>

**87.5%**

Return Rate<sup>2</sup>

**88.9%**

Overall satisfaction<sup>3</sup> mean score for PF Progress House: **4.03**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 5. Staff were willing to see me as often as I felt it was necessary

100.0% 7. Services were available at times that were good for me

100.0% 10. Staff here believe that I can grow, change and recover

**Lowest Agreement Items**

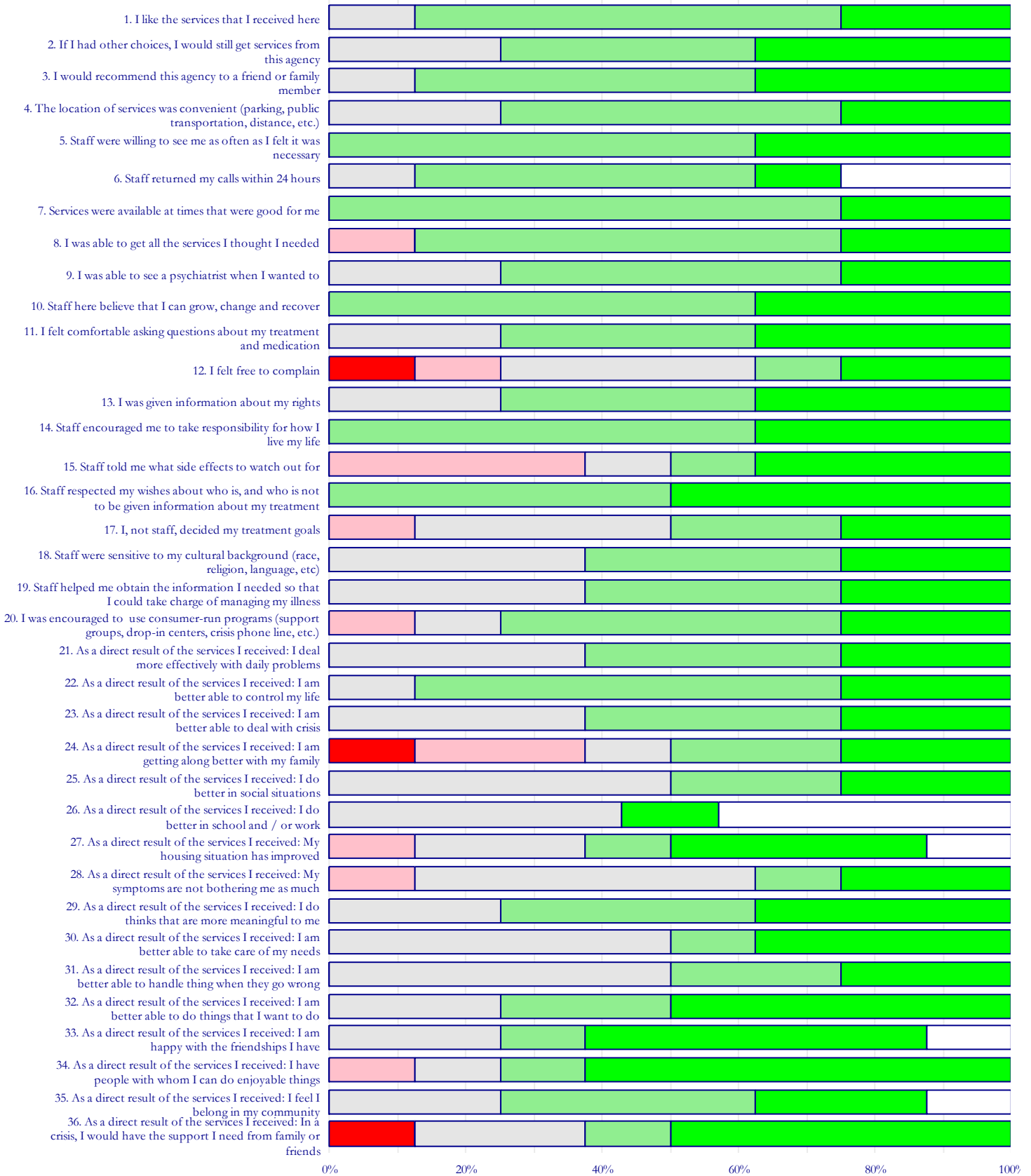
37.5% 12. I felt free to complain

50.0% 15. Staff told me what side effects to watch out for

50.0% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

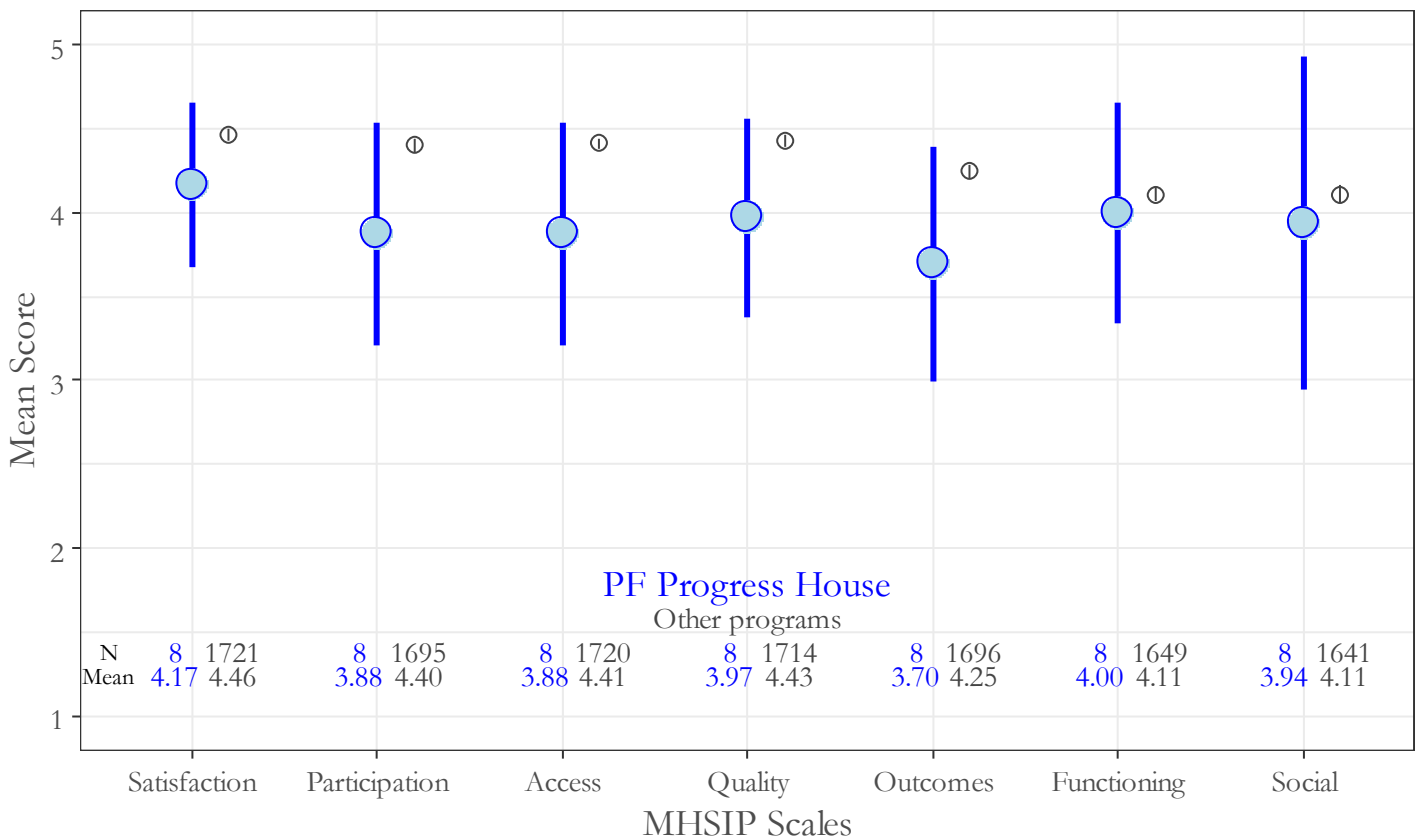
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>87.5 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	2 25.0 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>37.5 %</b> 12. I felt free to complain	1 12.5 %	1 12.5 %	3 37.5 %	1 12.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	3 37.5 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 12.5 %	2 25.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>25.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 37.5 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %
<b>57.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %
<b>37.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>75.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	1 12.5 %	0 0.0 %
<b>62.5 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 12.5 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	0 0 %	8 100 %
<b>Total</b>	8 100 %	0 100 %	8 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 9 clients; surveys were returned for 8 clients (8/9 = 88.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Progress Supportive Living Program**

Program Code(s): 3838OP

Overall Satisfaction<sup>1</sup>

**92.9%**

Return Rate<sup>2</sup>

**95.9%**

Overall satisfaction<sup>3</sup> mean score for PF Progress Supportive Living Program: **4.27**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

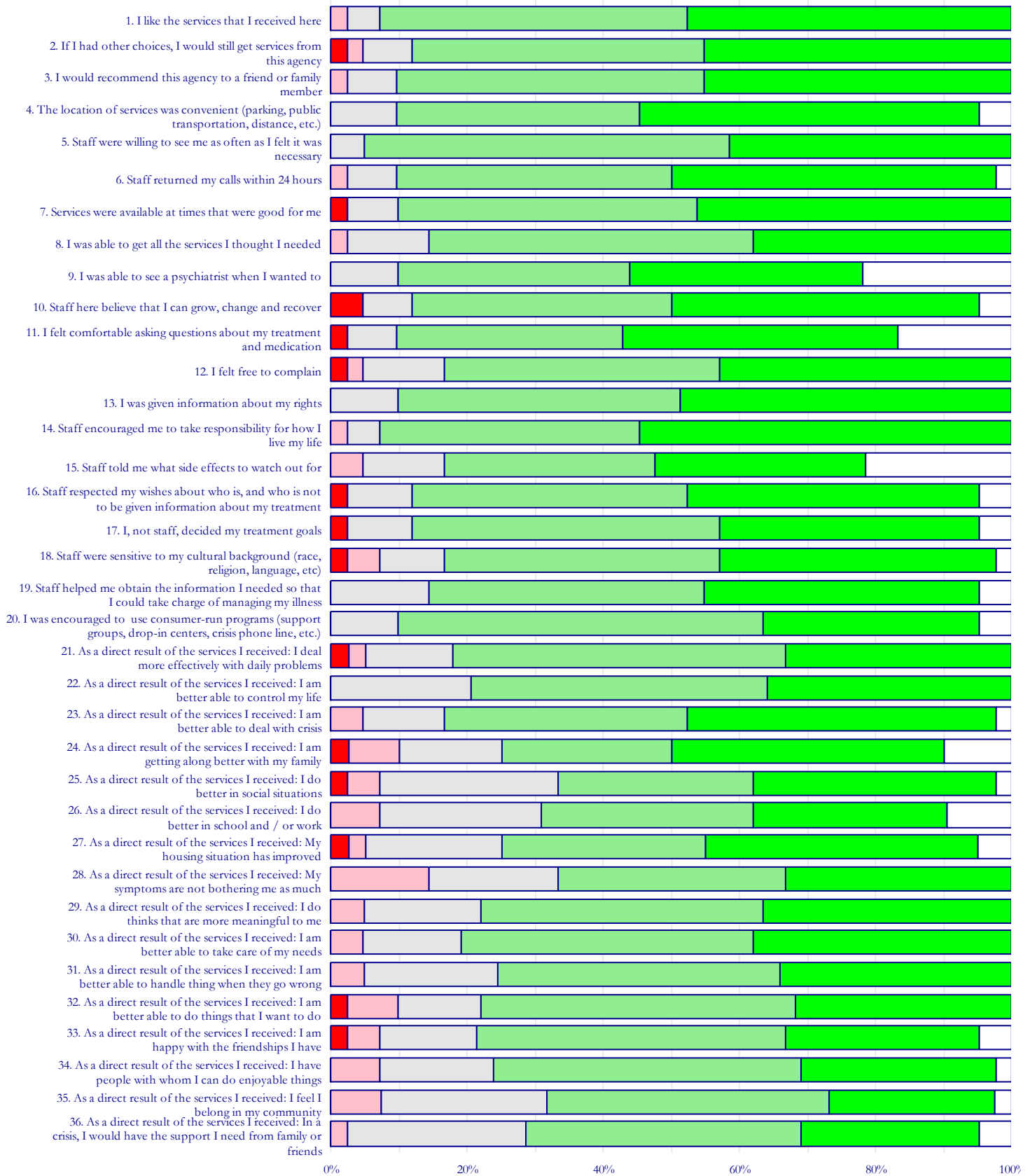
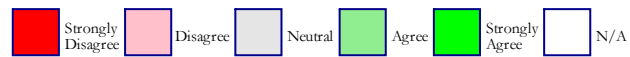
- 95.1% 5. Staff were willing to see me as often as I felt it was necessary
- 92.9% 1. I like the services that I received here
- 92.9% 14. Staff encouraged me to take responsibility for how I live my life

#### **Lowest Agreement Items**

- 78.8% 15. Staff told me what side effects to watch out for
- 82.9% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 83.3% 12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





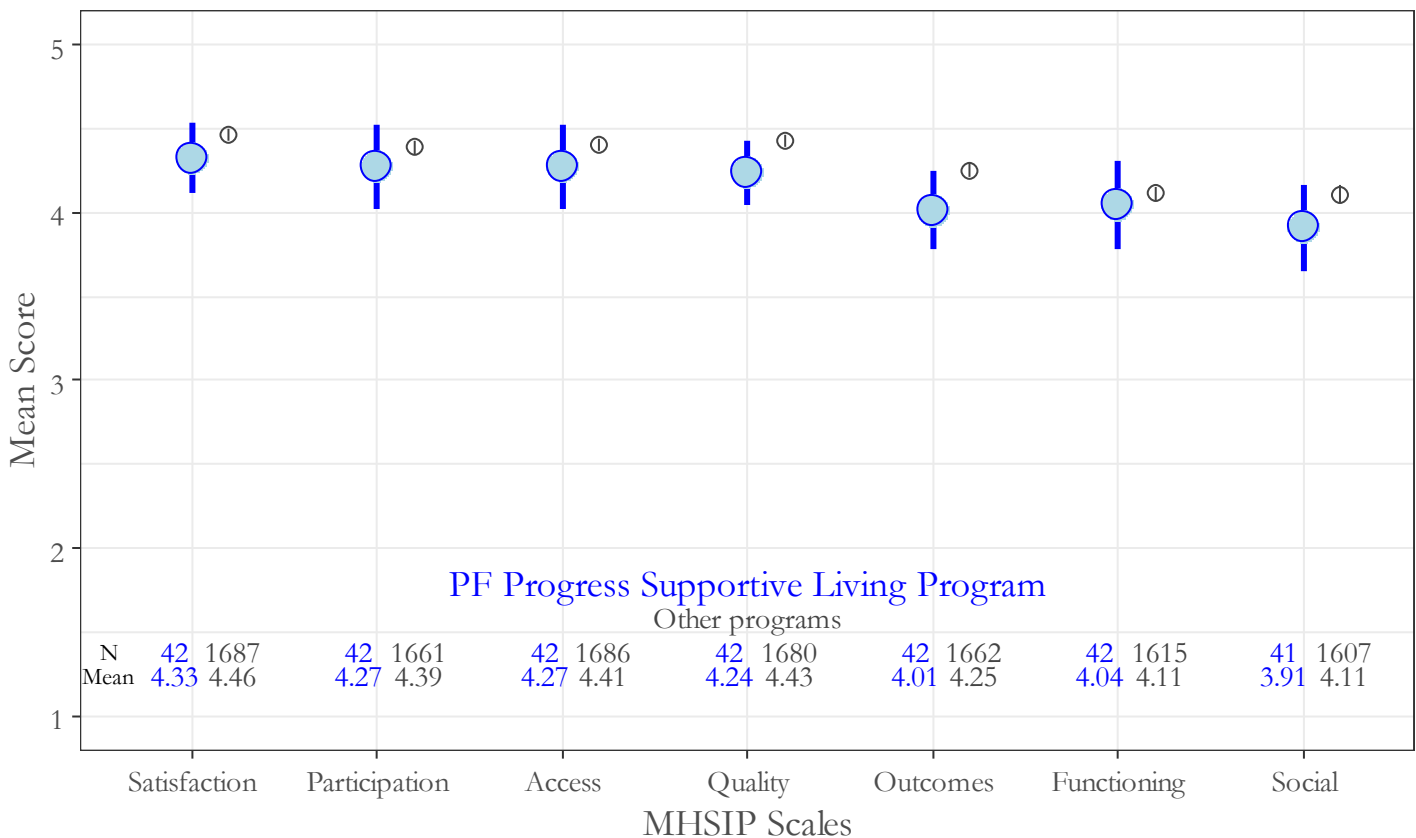
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>92.9 %</b> 1. I like the services that I received here	0 0.0 %	1 2.1 %	2 4.3 %	19 40.4 %	20 42.5 %	0 0.0 %	5 10.6 %
<b>88.1 %</b> 2. If I had other choices, I would still get services from this agency	1 2.1 %	1 2.1 %	3 6.4 %	18 38.3 %	19 40.4 %	0 0.0 %	5 10.6 %
<b>90.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 2.1 %	3 6.4 %	19 40.4 %	19 40.4 %	0 0.0 %	5 10.6 %
<b>90.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 8.5 %	15 31.9 %	21 44.7 %	2 4.3 %	5 10.6 %
<b>95.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.3 %	22 46.8 %	17 36.2 %	0 0.0 %	6 12.8 %
<b>90.2 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.1 %	3 6.4 %	17 36.2 %	20 42.5 %	1 2.1 %	5 10.6 %
<b>90.2 %</b> 7. Services were available at times that were good for me	1 2.1 %	0 0.0 %	3 6.4 %	18 38.3 %	19 40.4 %	0 0.0 %	6 12.8 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 2.1 %	5 10.6 %	20 42.5 %	16 34.0 %	0 0.0 %	5 10.6 %
<b>87.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 8.5 %	14 29.8 %	14 29.8 %	9 19.1 %	6 12.8 %
<b>87.5 %</b> 10. Staff here believe that I can grow, change and recover	2 4.3 %	0 0.0 %	3 6.4 %	16 34.0 %	19 40.4 %	2 4.3 %	5 10.6 %
<b>88.6 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 2.1 %	0 0.0 %	3 6.4 %	14 29.8 %	17 36.2 %	7 14.9 %	5 10.6 %
<b>83.3 %</b> 12. I felt free to complain	1 2.1 %	1 2.1 %	5 10.6 %	17 36.2 %	18 38.3 %	0 0.0 %	5 10.6 %
<b>90.2 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 8.5 %	17 36.2 %	20 42.5 %	0 0.0 %	6 12.8 %
<b>92.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.1 %	2 4.3 %	16 34.0 %	23 48.9 %	0 0.0 %	5 10.6 %
<b>78.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 4.3 %	5 10.6 %	13 27.7 %	13 27.7 %	9 19.1 %	5 10.6 %
<b>87.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2.1 %	0 0.0 %	4 8.5 %	17 36.2 %	18 38.3 %	2 4.3 %	5 10.6 %
<b>87.5 %</b> 17. I, not staff, decided my treatment goals	1 2.1 %	0 0.0 %	4 8.5 %	19 40.4 %	16 34.0 %	2 4.3 %	5 10.6 %
<b>82.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 2.1 %	2 4.3 %	4 8.5 %	17 36.2 %	17 36.2 %	1 2.1 %	5 10.6 %
<b>85.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	6 12.8 %	17 36.2 %	17 36.2 %	2 4.3 %	5 10.6 %
<b>89.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	4 8.5 %	22 46.8 %	13 27.7 %	2 4.3 %	6 12.8 %
<b>82.1 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.1 %	1 2.1 %	5 10.6 %	19 40.4 %	13 27.7 %	0 0.0 %	8 17.0 %
<b>79.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	8 17.0 %	17 36.2 %	14 29.8 %	0 0.0 %	8 17.0 %
<b>82.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 4.3 %	5 10.6 %	15 31.9 %	19 40.4 %	1 2.1 %	5 10.6 %
<b>72.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 2.1 %	3 6.4 %	6 12.8 %	10 21.3 %	16 34.0 %	4 8.5 %	7 14.9 %
<b>65.9 %</b> 25. As a direct result of the services I received: I do better in social situations	1 2.1 %	2 4.3 %	11 23.4 %	12 25.5 %	15 31.9 %	1 2.1 %	5 10.6 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>65.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 6.4 %	10 21.3 %	13 27.7 %	12 25.5 %	4 8.5 %	5 10.6 %
<b>73.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 2.1 %	1 2.1 %	8 17.0 %	12 25.5 %	16 34.0 %	2 4.3 %	7 14.9 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	6 12.8 %	8 17.0 %	14 29.8 %	14 29.8 %	0 0.0 %	5 10.6 %
<b>78.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 4.3 %	7 14.9 %	17 36.2 %	15 31.9 %	0 0.0 %	6 12.8 %
<b>81.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 4.3 %	6 12.8 %	18 38.3 %	16 34.0 %	0 0.0 %	5 10.6 %
<b>75.6 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 4.3 %	8 17.0 %	17 36.2 %	14 29.8 %	0 0.0 %	6 12.8 %
<b>78.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 2.1 %	3 6.4 %	5 10.6 %	19 40.4 %	13 27.7 %	0 0.0 %	6 12.8 %
<b>77.5 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.1 %	2 4.3 %	6 12.8 %	19 40.4 %	12 25.5 %	2 4.3 %	5 10.6 %
<b>75.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	3 6.4 %	7 14.9 %	19 40.4 %	12 25.5 %	1 2.1 %	5 10.6 %
<b>67.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	3 6.4 %	10 21.3 %	17 36.2 %	10 21.3 %	1 2.1 %	6 12.8 %
<b>70.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 2.1 %	11 23.4 %	17 36.2 %	11 23.4 %	2 4.3 %	5 10.6 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	2 5.7 %	0 0 %	2 4.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 5.7 %	1 8.3 %	3 6.4 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	31 88.6 %	11 91.7 %	42 89.4 %
<b>Total</b>	35 100 %	12 100 %	47 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 49 clients; surveys were returned for 47 clients (47/49 = 95.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Rypins House Residential Seniors Program**

Program Code(s): 38532

Overall Satisfaction<sup>1</sup>

**96.3%**

Return Rate<sup>2</sup>

**92.9%**

Overall satisfaction<sup>3</sup> mean score for PF Rypins House Residential Seniors Program: **4.32**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 7. Services were available at times that were good for me

**100.0%** 18. Staff were sensitive to my cultural background (race, religion, language, etc)

**96.3%** 1. I like the services that I received here

#### **Lowest Agreement Items**

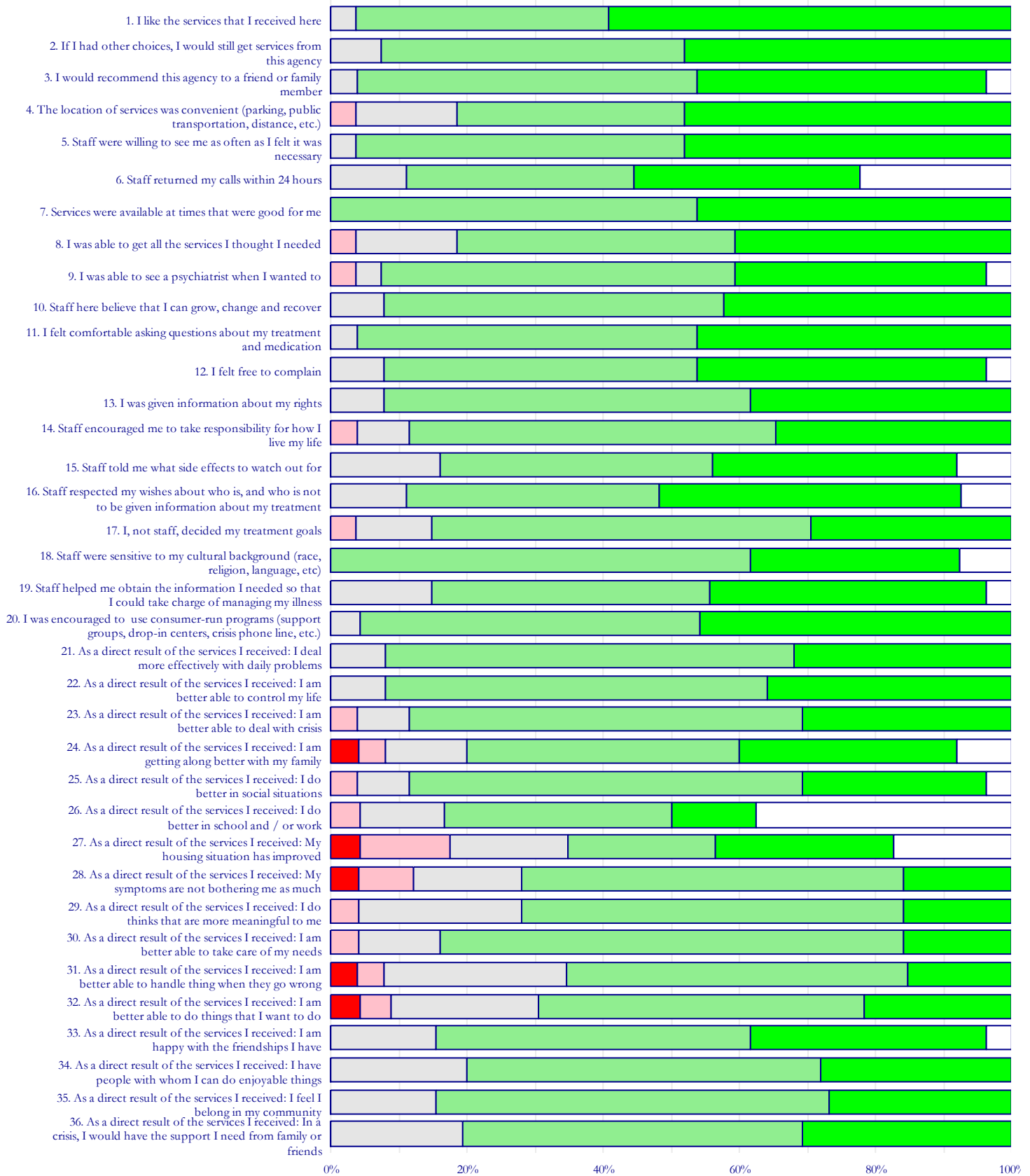
**81.5%** 8. I was able to get all the services I thought I needed

**82.6%** 15. Staff told me what side effects to watch out for

**84.6%** 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



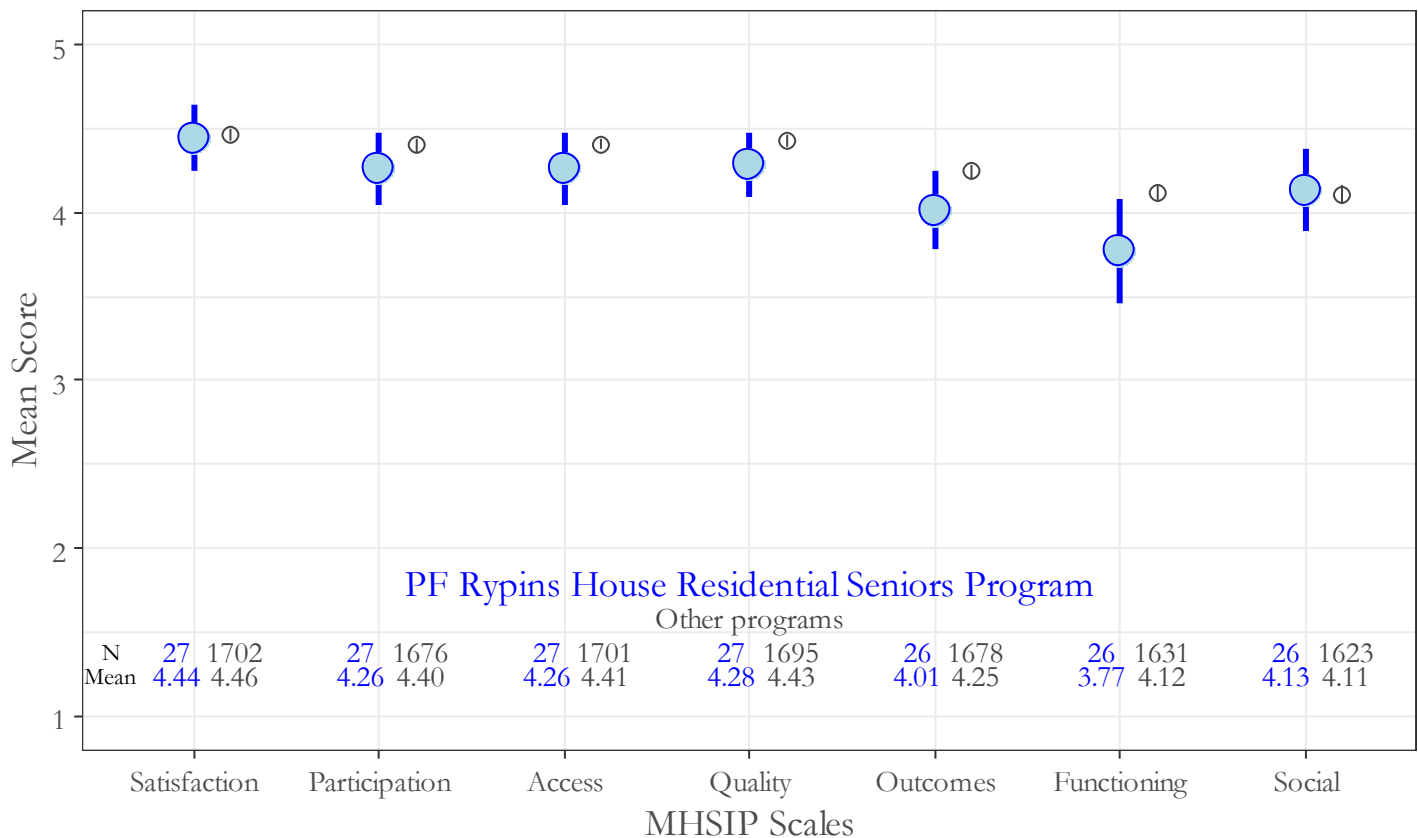
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>96.3 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 3.7 %	10 37.0 %	16 59.3 %	0 0.0 %	0 0.0 %
<b>92.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 7.4 %	12 44.4 %	13 48.1 %	0 0.0 %	0 0.0 %
<b>96.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.7 %	13 48.1 %	11 40.7 %	1 3.7 %	1 3.7 %
<b>81.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.7 %	4 14.8 %	9 33.3 %	13 48.1 %	0 0.0 %	0 0.0 %
<b>96.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 3.7 %	13 48.1 %	13 48.1 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 11.1 %	9 33.3 %	9 33.3 %	6 22.2 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	14 51.8 %	12 44.4 %	0 0.0 %	1 3.7 %
<b>81.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.7 %	4 14.8 %	11 40.7 %	11 40.7 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.7 %	1 3.7 %	14 51.8 %	10 37.0 %	1 3.7 %	0 0.0 %
<b>92.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 7.4 %	13 48.1 %	11 40.7 %	0 0.0 %	1 3.7 %
<b>96.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.7 %	13 48.1 %	12 44.4 %	0 0.0 %	1 3.7 %
<b>92.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 7.4 %	12 44.4 %	11 40.7 %	1 3.7 %	1 3.7 %
<b>92.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 7.4 %	14 51.8 %	10 37.0 %	0 0.0 %	1 3.7 %
<b>88.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 3.7 %	2 7.4 %	14 51.8 %	9 33.3 %	0 0.0 %	1 3.7 %
<b>82.6 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	4 14.8 %	10 37.0 %	9 33.3 %	2 7.4 %	2 7.4 %
<b>88.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 11.1 %	10 37.0 %	12 44.4 %	2 7.4 %	0 0.0 %
<b>85.2 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.7 %	3 11.1 %	15 55.6 %	8 29.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	16 59.3 %	8 29.6 %	2 7.4 %	1 3.7 %
<b>84.6 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 14.8 %	11 40.7 %	11 40.7 %	1 3.7 %	0 0.0 %
<b>95.8 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 3.7 %	12 44.4 %	11 40.7 %	0 0.0 %	3 11.1 %
<b>92.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 7.4 %	15 55.6 %	8 29.6 %	0 0.0 %	2 7.4 %
<b>92.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 7.4 %	14 51.8 %	9 33.3 %	0 0.0 %	2 7.4 %
<b>88.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.7 %	2 7.4 %	15 55.6 %	8 29.6 %	0 0.0 %	1 3.7 %
<b>78.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 3.7 %	1 3.7 %	3 11.1 %	10 37.0 %	8 29.6 %	2 7.4 %	2 7.4 %
<b>88.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 3.7 %	2 7.4 %	15 55.6 %	7 25.9 %	1 3.7 %	1 3.7 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>73.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.7 %	3 11.1 %	8 29.6 %	3 11.1 %	9 33.3 %	3 11.1 %
<b>57.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 3.7 %	3 11.1 %	4 14.8 %	5 18.5 %	6 22.2 %	4 14.8 %	4 14.8 %
<b>72.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.7 %	2 7.4 %	4 14.8 %	14 51.8 %	4 14.8 %	0 0.0 %	2 7.4 %
<b>72.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 3.7 %	6 22.2 %	14 51.8 %	4 14.8 %	0 0.0 %	2 7.4 %
<b>84.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 3.7 %	3 11.1 %	17 63.0 %	4 14.8 %	0 0.0 %	2 7.4 %
<b>65.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 3.7 %	1 3.7 %	7 25.9 %	13 48.1 %	4 14.8 %	0 0.0 %	1 3.7 %
<b>69.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 3.7 %	1 3.7 %	5 18.5 %	11 40.7 %	5 18.5 %	0 0.0 %	4 14.8 %
<b>84.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 14.8 %	12 44.4 %	9 33.3 %	1 3.7 %	1 3.7 %
<b>80.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	5 18.5 %	13 48.1 %	7 25.9 %	0 0.0 %	2 7.4 %
<b>84.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	4 14.8 %	15 55.6 %	7 25.9 %	0 0.0 %	1 3.7 %
<b>80.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	5 18.5 %	13 48.1 %	8 29.6 %	0 0.0 %	1 3.7 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



<b>Survey Compliance</b>			
<b>Completion Status</b>	<b>Survey Completion by</b>		<b>Total</b>
	<b>Adult/Older Adult</b>		
	<b>Adult</b>	<b>Older Adult</b>	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 100 %	14 100 %	27 100 %
<b>Total</b>	13 100 %	14 100 %	27 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 28 clients; surveys were returned for 26 clients (26/28 = 92.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**PF Shrader House**

Program Code(s): 89661

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**114.3%**

Overall satisfaction<sup>3</sup> mean score for PF Shrader House: **4.40**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

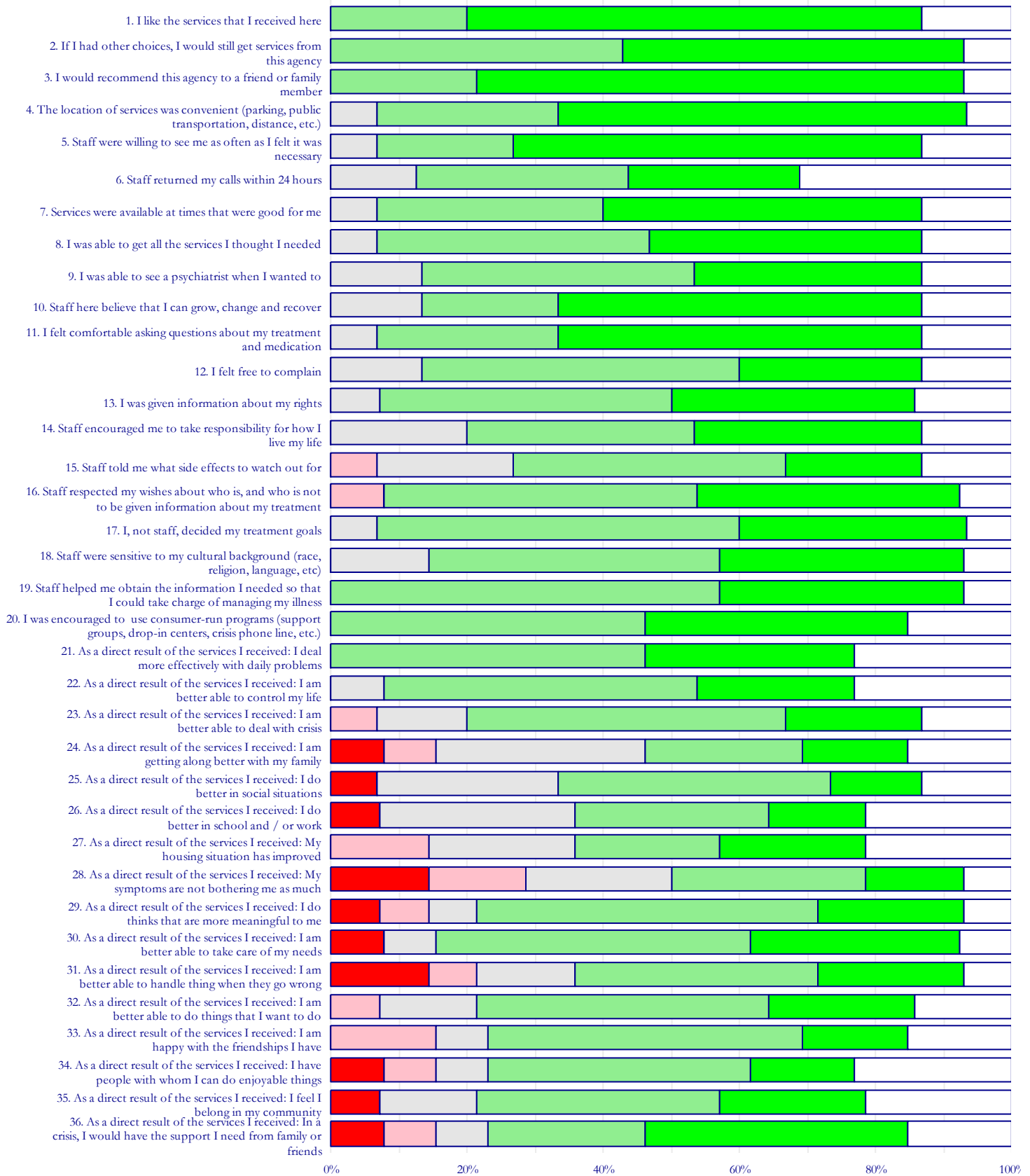
69.2% 15. Staff told me what side effects to watch out for

76.9% 14. Staff encouraged me to take responsibility for how I live my life

81.8% 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

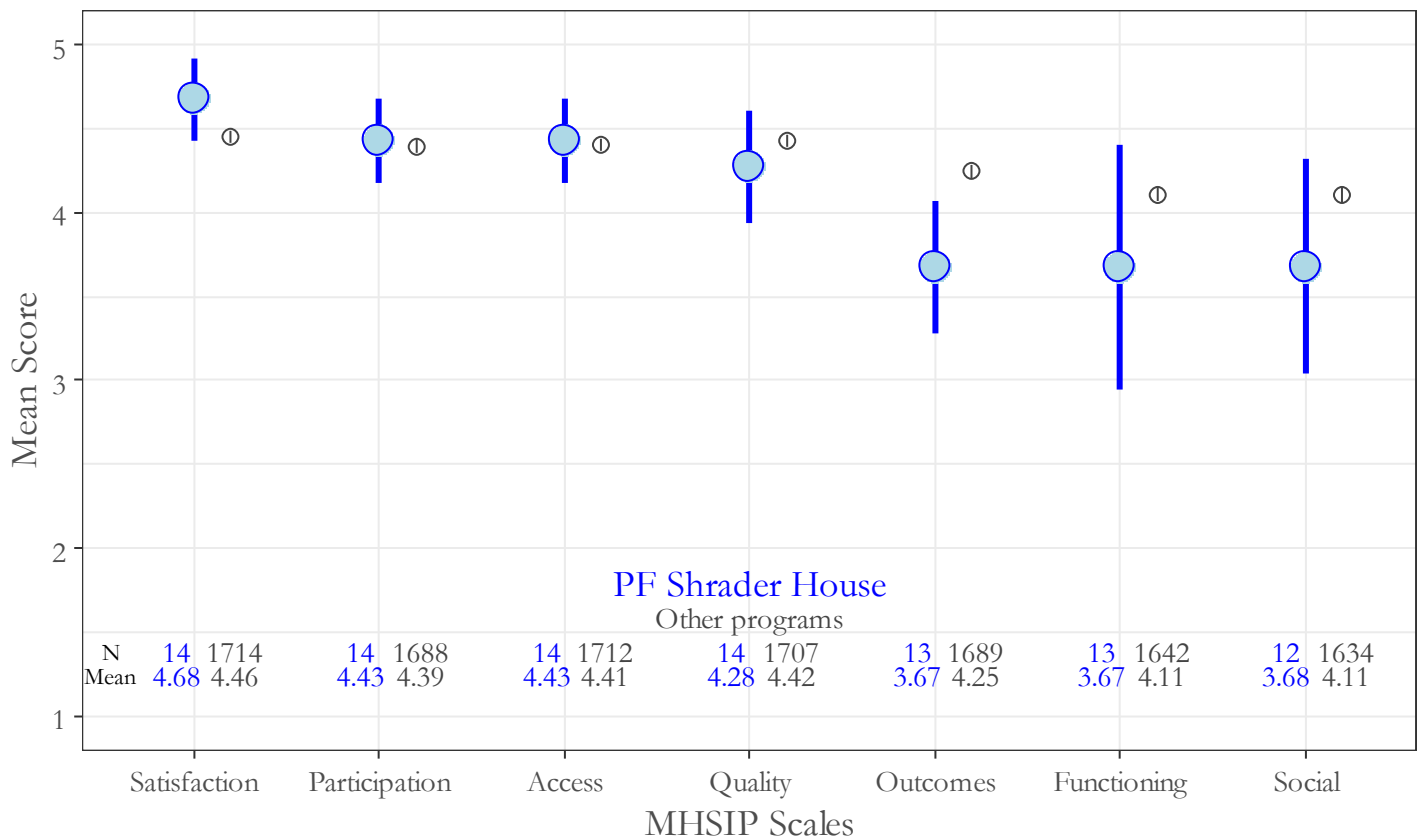
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 18.8 %	10 62.5 %	2 12.5 %	1 6.2 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	7 43.8 %	1 6.2 %	2 12.5 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 18.8 %	10 62.5 %	1 6.2 %	2 12.5 %
<b>92.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	9 56.2 %	1 6.2 %	1 6.2 %
<b>92.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 6.2 %	3 18.8 %	9 56.2 %	2 12.5 %	1 6.2 %
<b>81.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 12.5 %	5 31.2 %	4 25.0 %	5 31.2 %	0 0.0 %
<b>92.3 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 6.2 %	5 31.2 %	7 43.8 %	2 12.5 %	1 6.2 %
<b>92.3 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	6 37.5 %	2 12.5 %	1 6.2 %
<b>84.6 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 12.5 %	6 37.5 %	5 31.2 %	2 12.5 %	1 6.2 %
<b>84.6 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 12.5 %	3 18.8 %	8 50.0 %	2 12.5 %	1 6.2 %
<b>92.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	8 50.0 %	2 12.5 %	1 6.2 %
<b>84.6 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 12.5 %	7 43.8 %	4 25.0 %	2 12.5 %	1 6.2 %
<b>91.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	5 31.2 %	2 12.5 %	2 12.5 %
<b>76.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 18.8 %	5 31.2 %	5 31.2 %	2 12.5 %	1 6.2 %
<b>69.2 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 6.2 %	3 18.8 %	6 37.5 %	3 18.8 %	2 12.5 %	1 6.2 %
<b>91.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 6.2 %	0 0.0 %	6 37.5 %	5 31.2 %	1 6.2 %	3 18.8 %
<b>92.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 6.2 %	8 50.0 %	5 31.2 %	1 6.2 %	1 6.2 %
<b>84.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 12.5 %	6 37.5 %	5 31.2 %	1 6.2 %	2 12.5 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	8 50.0 %	5 31.2 %	1 6.2 %	2 12.5 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	5 31.2 %	2 12.5 %	3 18.8 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	4 25.0 %	3 18.8 %	3 18.8 %
<b>90.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	3 18.8 %	3 18.8 %	3 18.8 %
<b>76.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 6.2 %	2 12.5 %	7 43.8 %	3 18.8 %	2 12.5 %	1 6.2 %
<b>45.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 6.2 %	1 6.2 %	4 25.0 %	3 18.8 %	2 12.5 %	2 12.5 %	3 18.8 %
<b>61.5 %</b> 25. As a direct result of the services I received: I do better in social situations	1 6.2 %	0 0.0 %	4 25.0 %	6 37.5 %	2 12.5 %	2 12.5 %	1 6.2 %

## MHSIP Items 26-36 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>54.5 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 6.2 %	0 0.0 %	4 25.0 %	4 25.0 %	2 12.5 %	3 18.8 %	2 12.5 %
<b>54.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 12.5 %	3 18.8 %	3 18.8 %	3 18.8 %	3 18.8 %	2 12.5 %
<b>46.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 12.5 %	2 12.5 %	3 18.8 %	4 25.0 %	2 12.5 %	1 6.2 %	2 12.5 %
<b>76.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 6.2 %	1 6.2 %	1 6.2 %	7 43.8 %	3 18.8 %	1 6.2 %	2 12.5 %
<b>83.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 6.2 %	0 0.0 %	1 6.2 %	6 37.5 %	4 25.0 %	1 6.2 %	3 18.8 %
<b>61.5 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 12.5 %	1 6.2 %	2 12.5 %	5 31.2 %	3 18.8 %	1 6.2 %	2 12.5 %
<b>75.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 6.2 %	2 12.5 %	6 37.5 %	3 18.8 %	2 12.5 %	2 12.5 %
<b>72.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 12.5 %	1 6.2 %	6 37.5 %	2 12.5 %	2 12.5 %	3 18.8 %
<b>70.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 6.2 %	1 6.2 %	1 6.2 %	5 31.2 %	2 12.5 %	3 18.8 %	3 18.8 %
<b>72.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 6.2 %	0 0.0 %	2 12.5 %	5 31.2 %	3 18.8 %	3 18.8 %	2 12.5 %
<b>72.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 6.2 %	1 6.2 %	1 6.2 %	3 18.8 %	5 31.2 %	2 12.5 %	3 18.8 %

## MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	15 100 %	1 100 %	16 100 %
<b>Total</b>	15 100 %	1 100 %	16 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 16 clients (16/14 = 114.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **RAMS Adult Older Adult Outpatient Services**

Program Code(s): 38943

Overall Satisfaction<sup>1</sup>

**96.2%**

Return Rate<sup>2</sup>

**56.1%**

Overall satisfaction<sup>3</sup> mean score for RAMS Adult Older Adult Outpatient Services: **4.52**.

Overall satisfaction mean score for all other programs: **4.41**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**97.5%** 3. I would recommend this agency to a friend or family member

**97.5%** 1. I like the services that I received here

**97.4%** 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

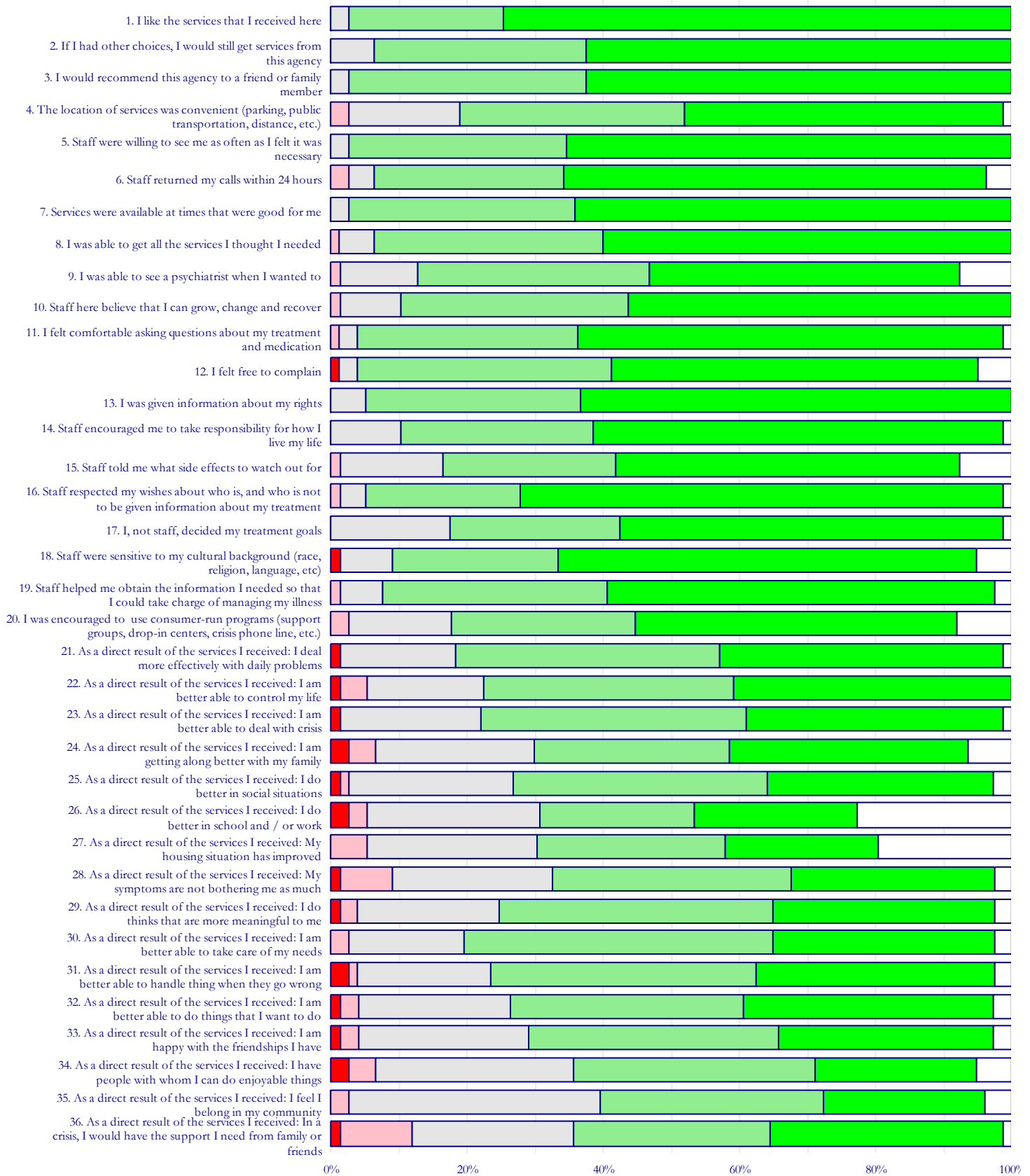
**80.9%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**82.2%** 15. Staff told me what side effects to watch out for

**82.3%** 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

### Percent Agree

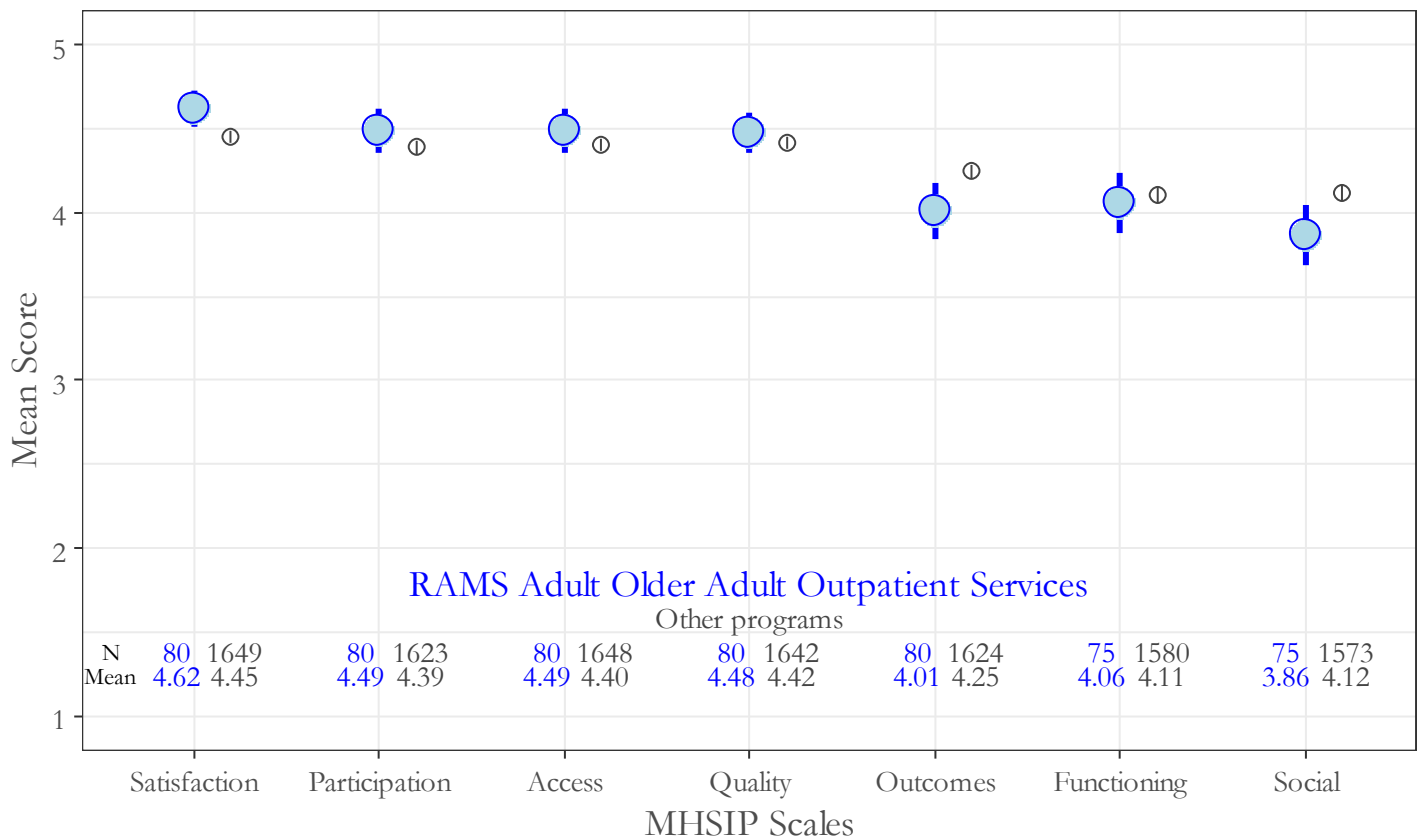
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
97.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 1.9 %	18 17.0 %	59 55.7 %	0 0.0 %	27 25.5 %
93.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	5 4.7 %	25 23.6 %	50 47.2 %	0 0.0 %	26 24.5 %
97.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 1.9 %	28 26.4 %	50 47.2 %	0 0.0 %	26 24.5 %
80.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 1.9 %	13 12.3 %	26 24.5 %	37 34.9 %	1 0.9 %	27 25.5 %
97.4 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 1.9 %	25 23.6 %	51 48.1 %	0 0.0 %	28 26.4 %
93.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 1.9 %	3 2.8 %	22 20.8 %	49 46.2 %	3 2.8 %	27 25.5 %
97.4 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 1.9 %	26 24.5 %	50 47.2 %	0 0.0 %	28 26.4 %
93.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 0.9 %	4 3.8 %	27 25.5 %	48 45.3 %	0 0.0 %	26 24.5 %
86.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 0.9 %	9 8.5 %	27 25.5 %	36 34.0 %	6 5.7 %	27 25.5 %
89.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 0.9 %	7 6.6 %	26 24.5 %	44 41.5 %	0 0.0 %	28 26.4 %
96.2 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 0.9 %	2 1.9 %	26 24.5 %	50 47.2 %	1 0.9 %	26 24.5 %
96.1 % 12. I felt free to complain	1 0.9 %	0 0.0 %	2 1.9 %	30 28.3 %	43 40.6 %	4 3.8 %	26 24.5 %
94.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 3.8 %	25 23.6 %	50 47.2 %	0 0.0 %	27 25.5 %
89.6 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	8 7.5 %	22 20.8 %	47 44.3 %	1 0.9 %	28 26.4 %
82.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 0.9 %	12 11.3 %	20 18.9 %	40 37.7 %	6 5.7 %	27 25.5 %
94.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 0.9 %	3 2.8 %	18 17.0 %	56 52.8 %	1 0.9 %	27 25.5 %
82.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	14 13.2 %	20 18.9 %	45 42.4 %	1 0.9 %	26 24.5 %
90.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.9 %	0 0.0 %	6 5.7 %	19 17.9 %	48 45.3 %	4 3.8 %	28 26.4 %
92.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 0.9 %	5 4.7 %	26 24.5 %	45 42.4 %	2 1.9 %	27 25.5 %
80.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 1.9 %	11 10.4 %	20 18.9 %	35 33.0 %	6 5.7 %	32 30.2 %
81.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.9 %	0 0.0 %	13 12.3 %	30 28.3 %	32 30.2 %	1 0.9 %	29 27.4 %
77.6 % 22. As a direct result of the services I received: I am better able to control my life	1 0.9 %	3 2.8 %	13 12.3 %	28 26.4 %	31 29.2 %	0 0.0 %	30 28.3 %
77.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.9 %	0 0.0 %	16 15.1 %	30 28.3 %	29 27.4 %	1 0.9 %	29 27.4 %
68.1 % 24. As a direct result of the services I received: I am getting along better with my family	2 1.9 %	3 2.8 %	18 17.0 %	22 20.8 %	27 25.5 %	5 4.7 %	29 27.4 %
72.6 % 25. As a direct result of the services I received: I do better in social situations	1 0.9 %	1 0.9 %	18 17.0 %	28 26.4 %	25 23.6 %	2 1.9 %	31 29.2 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>60.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 1.9 %	2 1.9 %	19 17.9 %	17 16.0 %	18 17.0 %	17 16.0 %	31 29.2 %
<b>62.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	4 3.8 %	19 17.9 %	21 19.8 %	17 16.0 %	15 14.1 %	30 28.3 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 0.9 %	6 5.7 %	18 17.0 %	27 25.5 %	23 21.7 %	2 1.9 %	29 27.4 %
<b>74.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.9 %	2 1.9 %	16 15.1 %	31 29.2 %	25 23.6 %	2 1.9 %	29 27.4 %
<b>80.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 1.9 %	13 12.3 %	35 33.0 %	25 23.6 %	2 1.9 %	29 27.4 %
<b>76.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.9 %	1 0.9 %	15 14.1 %	30 28.3 %	27 25.5 %	2 1.9 %	29 27.4 %
<b>73.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.9 %	2 1.9 %	17 16.0 %	26 24.5 %	28 26.4 %	2 1.9 %	30 28.3 %
<b>70.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.9 %	2 1.9 %	19 17.9 %	28 26.4 %	24 22.6 %	2 1.9 %	30 28.3 %
<b>62.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.9 %	3 2.8 %	22 20.8 %	27 25.5 %	18 17.0 %	4 3.8 %	30 28.3 %
<b>58.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 1.9 %	28 26.4 %	25 23.6 %	18 17.0 %	3 2.8 %	30 28.3 %
<b>64.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 0.9 %	8 7.5 %	18 17.0 %	22 20.8 %	26 24.5 %	1 0.9 %	30 28.3 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	10 10.4 %	2 20 %	12 11.3 %
Impaired	2 2.1 %	0 0 %	2 1.9 %
Language	0 0 %	0 0 %	0 0 %
Other	11 11.5 %	0 0 %	11 10.4 %
No Data	1 1 %	0 0 %	1 0.9 %
Completed Survey	72 75 %	8 80 %	80 75.5 %
<b>Total</b>	96 100 %	10 100 %	106 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 189 clients; surveys were returned for 106 clients (106/189 = 56.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**RAMS Child, Youth & Family Services**

Program Code(s): 38945 38946 38947 3894MC 3894SD

Overall Satisfaction<sup>1</sup>

**89.7%**

Return Rate<sup>2</sup>

**59.6%**

Overall satisfaction<sup>3</sup> mean score for RAMS Child, Youth & Family Services: **4.24** (youth), **4.38** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

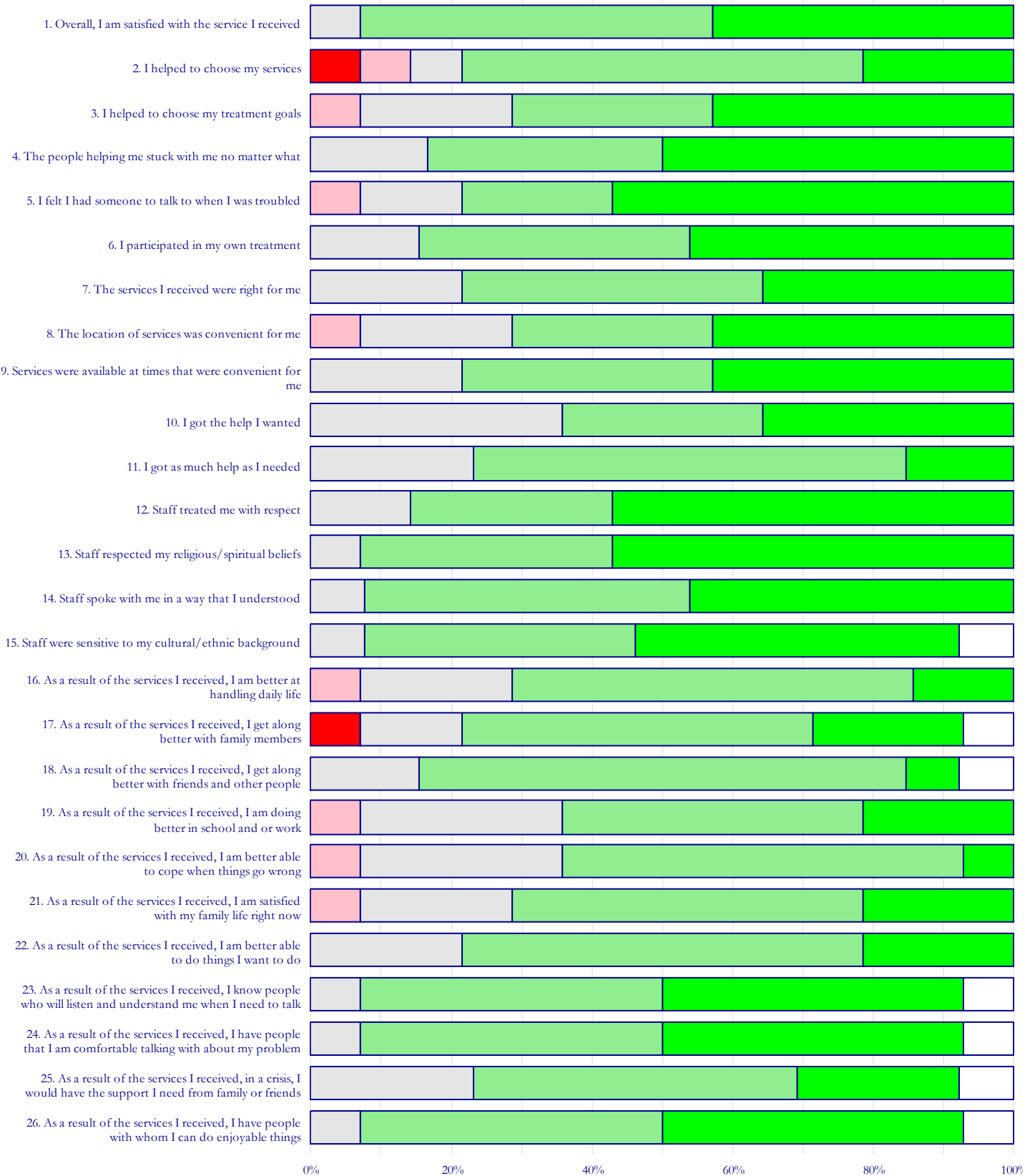
- 94.7% 14. Staff spoke with me in a way that I understood
- 92.3% 1. Overall, I am satisfied with the service I received
- 92.1% 12. Staff treated me with respect

**Lowest Agreement Items**

- 71.8% 10. I got the help I wanted
- 76.3% 11. I got as much help as I needed
- 81.6% 7. The services I received were right for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

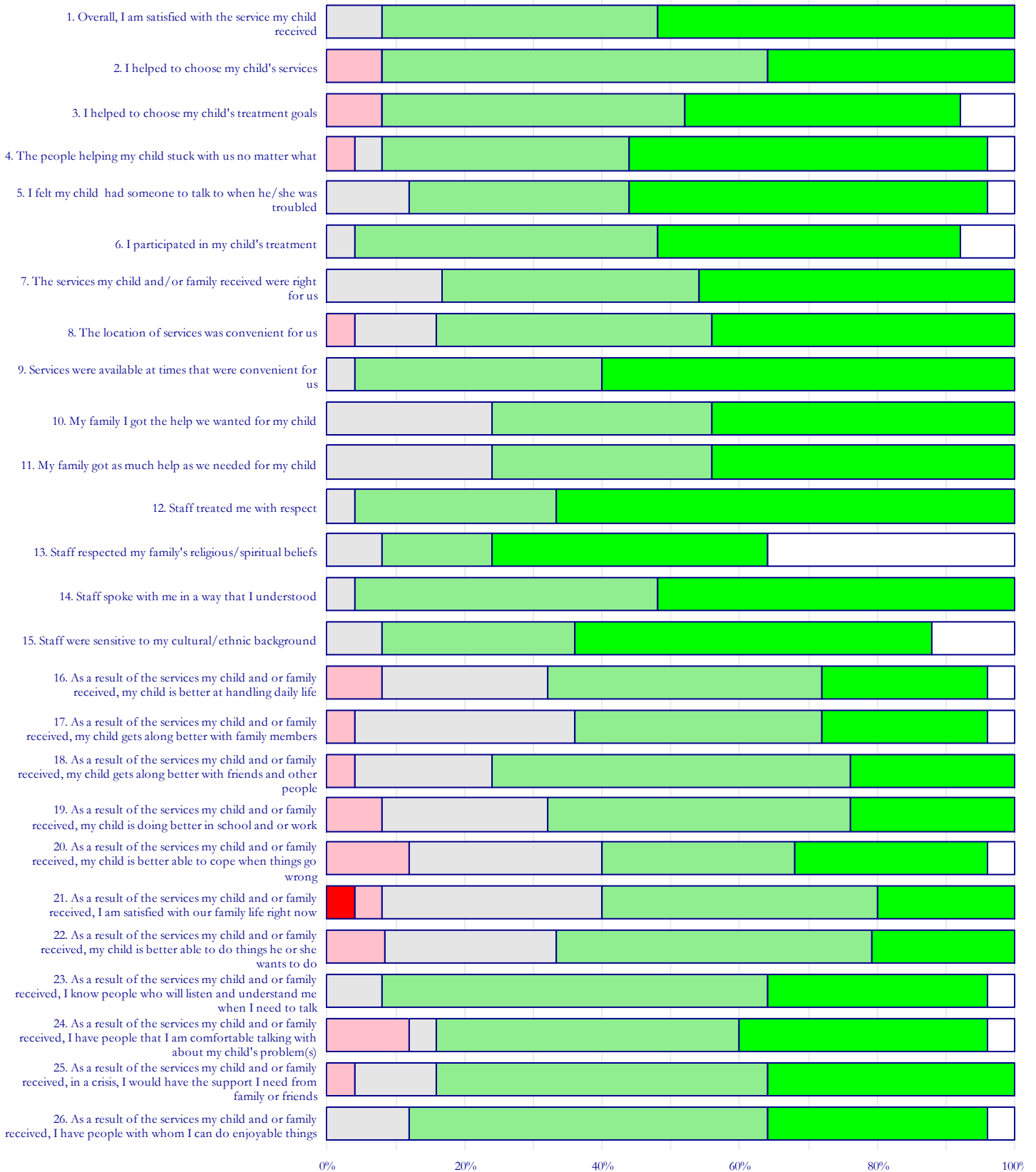
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 44

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.9 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 2.3 %	7 15.9 %	6 13.6 %	0 0.0 %	30 68.2 %
<b>78.6 %</b> 2. I helped to choose my services	1 2.3 %	1 2.3 %	1 2.3 %	8 18.2 %	3 6.8 %	0 0.0 %	30 68.2 %
<b>71.4 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 2.3 %	3 6.8 %	4 9.1 %	6 13.6 %	0 0.0 %	30 68.2 %
<b>83.3 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 4.5 %	4 9.1 %	6 13.6 %	0 0.0 %	32 72.7 %
<b>78.6 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 2.3 %	2 4.5 %	3 6.8 %	8 18.2 %	0 0.0 %	30 68.2 %
<b>84.6 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 4.5 %	5 11.4 %	6 13.6 %	0 0.0 %	31 70.5 %
<b>78.6 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 6.8 %	6 13.6 %	5 11.4 %	0 0.0 %	30 68.2 %
<b>71.4 %</b> 8. The location of services was convenient for me	0 0.0 %	1 2.3 %	3 6.8 %	4 9.1 %	6 13.6 %	0 0.0 %	30 68.2 %
<b>78.6 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	3 6.8 %	5 11.4 %	6 13.6 %	0 0.0 %	30 68.2 %
<b>64.3 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	5 11.4 %	4 9.1 %	5 11.4 %	0 0.0 %	30 68.2 %
<b>76.9 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 6.8 %	8 18.2 %	2 4.5 %	0 0.0 %	31 70.5 %
<b>85.7 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 4.5 %	4 9.1 %	8 18.2 %	0 0.0 %	30 68.2 %
<b>92.9 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 2.3 %	5 11.4 %	8 18.2 %	0 0.0 %	30 68.2 %
<b>92.3 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 2.3 %	6 13.6 %	6 13.6 %	0 0.0 %	31 70.5 %
<b>91.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 2.3 %	5 11.4 %	6 13.6 %	1 2.3 %	31 70.5 %
<b>71.4 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 2.3 %	3 6.8 %	8 18.2 %	2 4.5 %	0 0.0 %	30 68.2 %
<b>76.9 %</b> 17. As a result of the services I received, I get along better with family members	1 2.3 %	0 0.0 %	2 4.5 %	7 15.9 %	3 6.8 %	1 2.3 %	30 68.2 %
<b>83.3 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 4.5 %	9 20.4 %	1 2.3 %	1 2.3 %	31 70.5 %
<b>64.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 2.3 %	4 9.1 %	6 13.6 %	3 6.8 %	0 0.0 %	30 68.2 %
<b>64.3 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 2.3 %	4 9.1 %	8 18.2 %	1 2.3 %	0 0.0 %	30 68.2 %
<b>71.4 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 2.3 %	3 6.8 %	7 15.9 %	3 6.8 %	0 0.0 %	30 68.2 %
<b>78.6 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	3 6.8 %	8 18.2 %	3 6.8 %	0 0.0 %	30 68.2 %
<b>92.3 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 2.3 %	6 13.6 %	6 13.6 %	1 2.3 %	30 68.2 %
<b>92.3 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 2.3 %	6 13.6 %	6 13.6 %	1 2.3 %	30 68.2 %
<b>75.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 6.8 %	6 13.6 %	3 6.8 %	1 2.3 %	31 70.5 %
<b>92.3 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 2.3 %	6 13.6 %	6 13.6 %	1 2.3 %	30 68.2 %

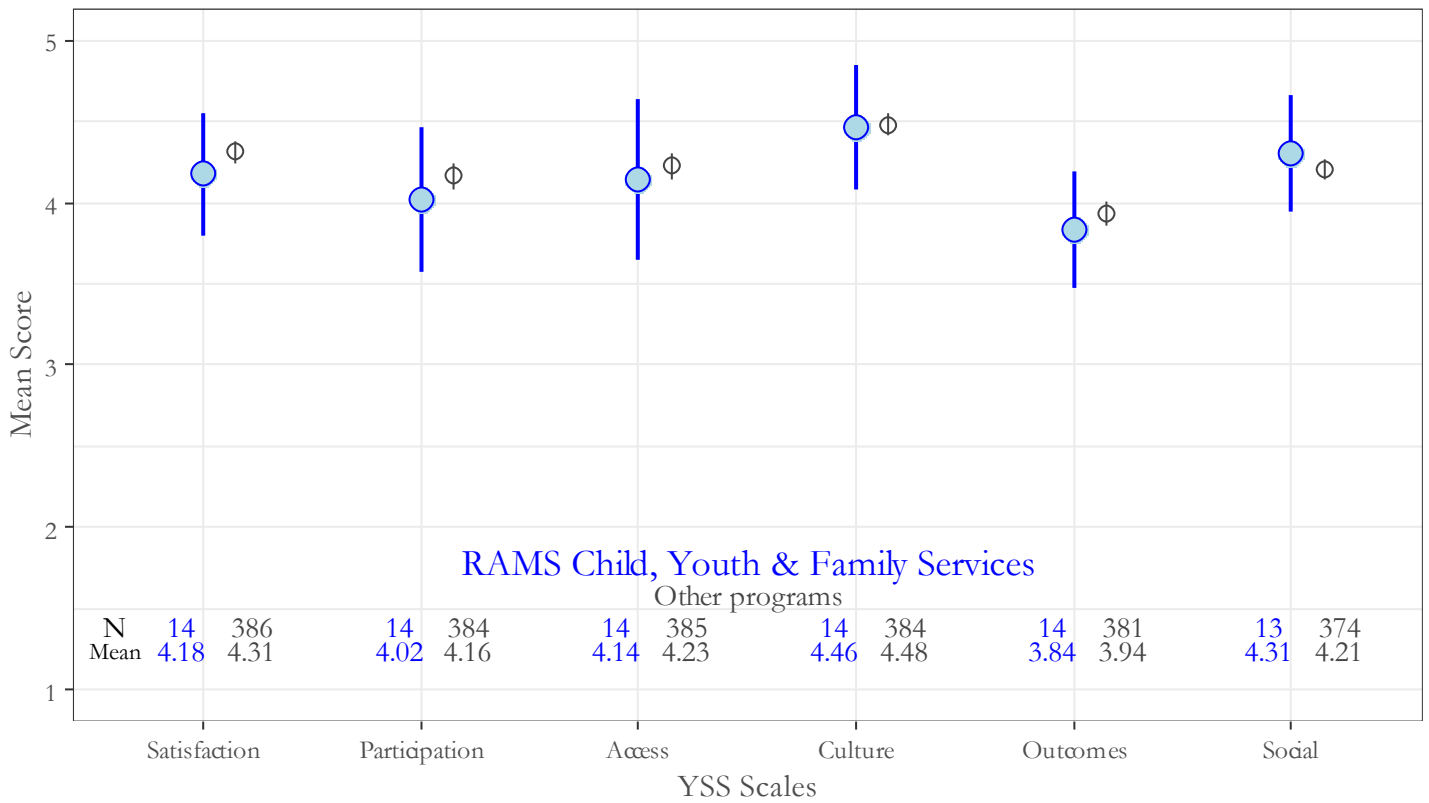
# Youth Services Survey for Families



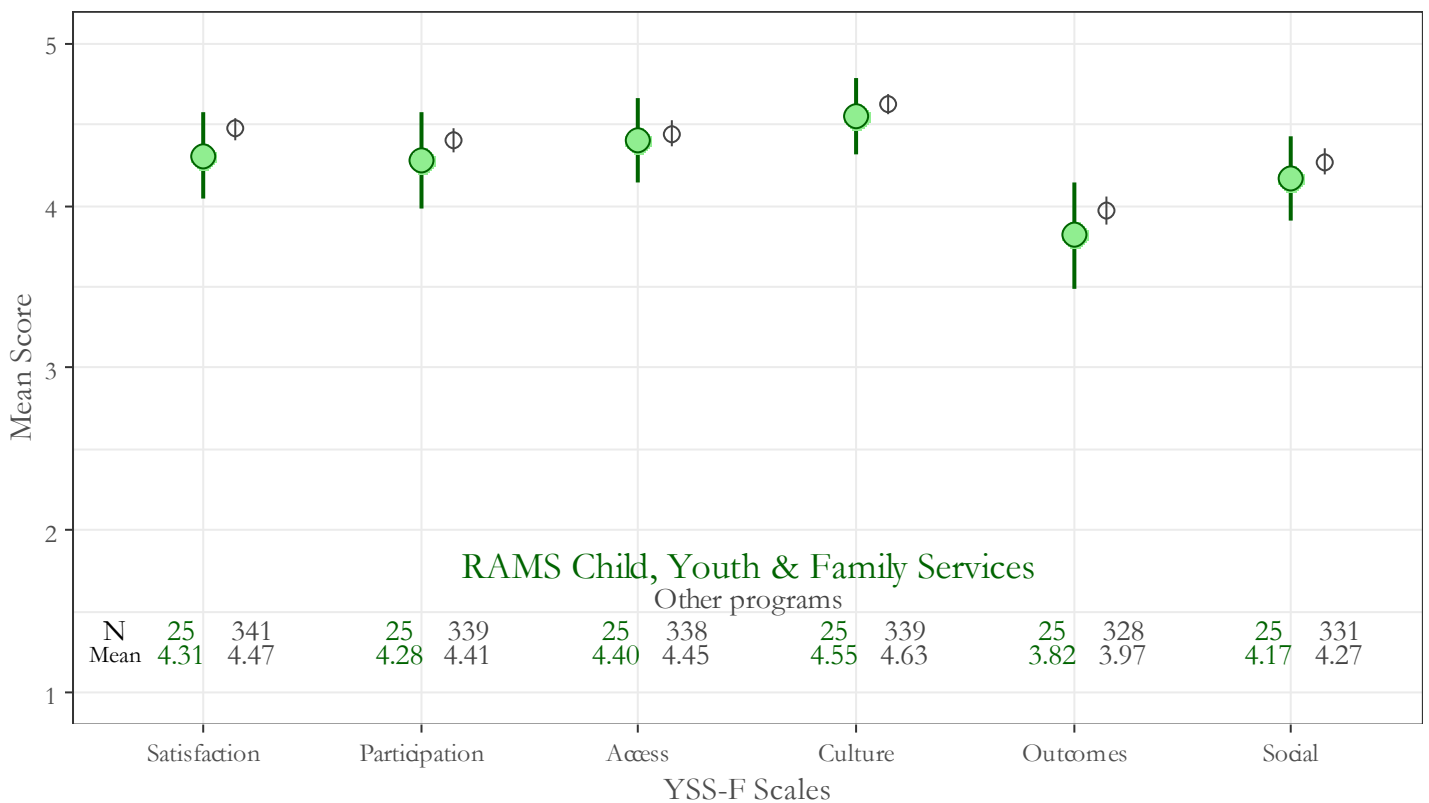
## Youth Services Survey for Families N = 32

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	2 6.2 %	10 31.2 %	13 40.6 %	0 0.0 %	7 21.9 %
<b>92.0 %</b> 2. I helped to choose my child's services	0 0.0 %	2 6.2 %	0 0.0 %	14 43.8 %	9 28.1 %	0 0.0 %	7 21.9 %
<b>91.3 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	2 6.2 %	0 0.0 %	11 34.4 %	10 31.2 %	2 6.2 %	7 21.9 %
<b>91.7 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 3.1 %	1 3.1 %	9 28.1 %	13 40.6 %	1 3.1 %	7 21.9 %
<b>87.5 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	3 9.4 %	8 25.0 %	13 40.6 %	1 3.1 %	7 21.9 %
<b>95.7 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 3.1 %	11 34.4 %	11 34.4 %	2 6.2 %	7 21.9 %
<b>83.3 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	4 12.5 %	9 28.1 %	11 34.4 %	0 0.0 %	8 25.0 %
<b>84.0 %</b> 8. The location of services was convenient for us	0 0.0 %	1 3.1 %	3 9.4 %	10 31.2 %	11 34.4 %	0 0.0 %	7 21.9 %
<b>96.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 3.1 %	9 28.1 %	15 46.9 %	0 0.0 %	7 21.9 %
<b>76.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	6 18.8 %	8 25.0 %	11 34.4 %	0 0.0 %	7 21.9 %
<b>76.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	6 18.8 %	8 25.0 %	11 34.4 %	0 0.0 %	7 21.9 %
<b>95.8 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.1 %	7 21.9 %	16 50.0 %	0 0.0 %	8 25.0 %
<b>87.5 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 6.2 %	4 12.5 %	10 31.2 %	9 28.1 %	7 21.9 %
<b>96.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.1 %	11 34.4 %	13 40.6 %	0 0.0 %	7 21.9 %
<b>90.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 6.2 %	7 21.9 %	13 40.6 %	3 9.4 %	7 21.9 %
<b>66.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	2 6.2 %	6 18.8 %	10 31.2 %	6 18.8 %	1 3.1 %	7 21.9 %
<b>62.5 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 3.1 %	8 25.0 %	9 28.1 %	6 18.8 %	1 3.1 %	7 21.9 %
<b>76.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 3.1 %	5 15.6 %	13 40.6 %	6 18.8 %	0 0.0 %	7 21.9 %
<b>68.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	2 6.2 %	6 18.8 %	11 34.4 %	6 18.8 %	0 0.0 %	7 21.9 %
<b>58.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	3 9.4 %	7 21.9 %	7 21.9 %	7 21.9 %	1 3.1 %	7 21.9 %
<b>60.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 3.1 %	1 3.1 %	8 25.0 %	10 31.2 %	5 15.6 %	0 0.0 %	7 21.9 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	2 6.2 %	6 18.8 %	11 34.4 %	5 15.6 %	0 0.0 %	8 25.0 %
<b>91.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 6.2 %	14 43.8 %	8 25.0 %	1 3.1 %	7 21.9 %
<b>83.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	3 9.4 %	1 3.1 %	11 34.4 %	9 28.1 %	1 3.1 %	7 21.9 %
<b>84.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 3.1 %	3 9.4 %	12 37.5 %	9 28.1 %	0 0.0 %	7 21.9 %
<b>87.5 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 9.4 %	13 40.6 %	8 25.0 %	1 3.1 %	7 21.9 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>





**Survey Compliance**  
**RAMS Child, Youth &**  
**Family Services**

<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	4 12.5 %	18 40.9 %	22 28.9 %
Impaired	0 0 %	2 4.5 %	2 2.6 %
Language	1 3.1 %	0 0 %	1 1.3 %
Other	2 6.2 %	9 20.5 %	11 14.5 %
No Data	0 0 %	1 2.3 %	1 1.3 %
Completed Survey	25 78.1 %	14 31.8 %	39 51.3 %
<b>Total</b>	32 100 %	44 100 %	76 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 109 clients; surveys were returned for 65 clients (65 / 109 = 59.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Safe and Sound**

Program Code(s): 38HROP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for Safe and Sound: No YSS (youth) data for this program, **4.80** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

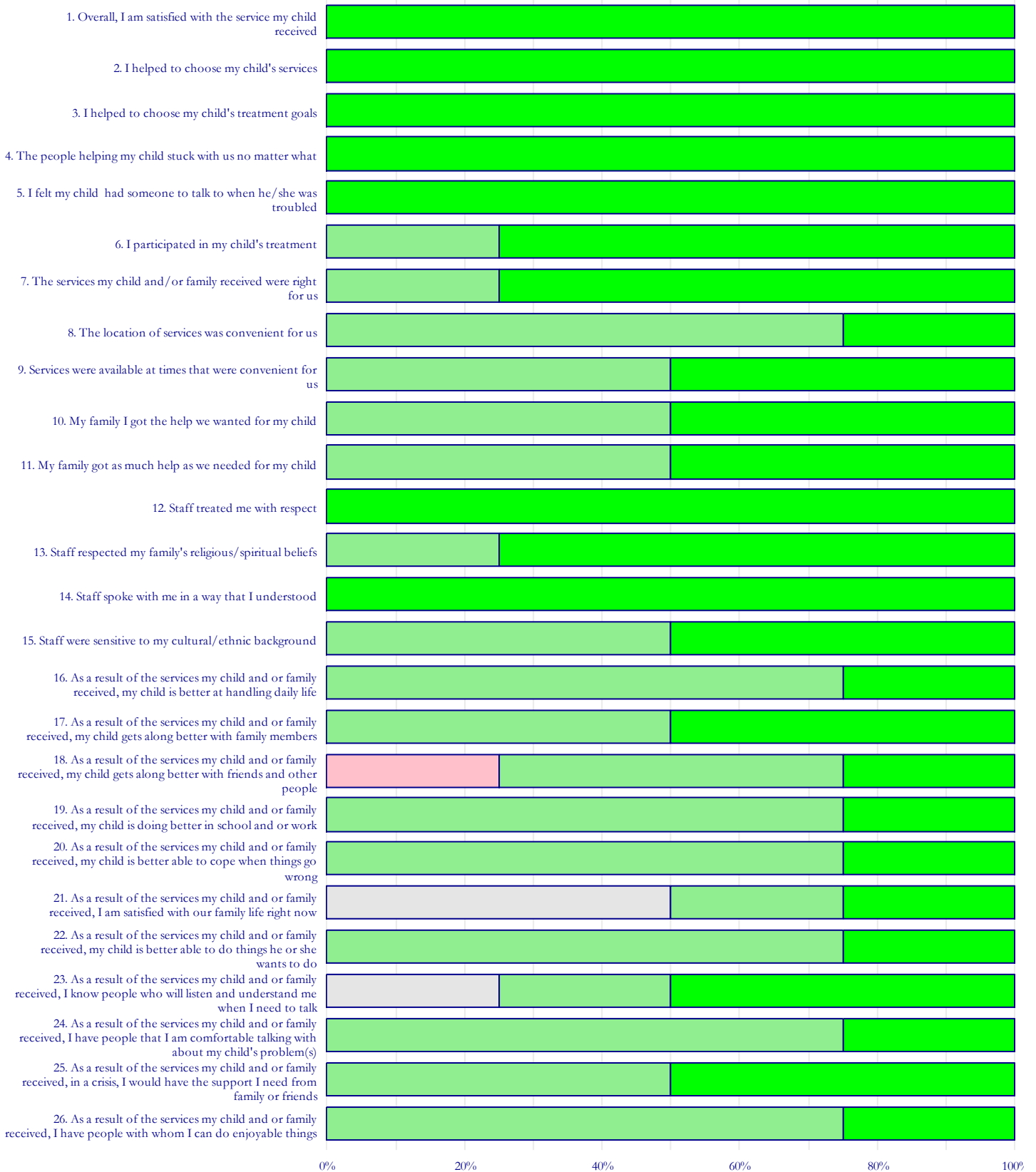
100.0% 3. I helped to choose my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

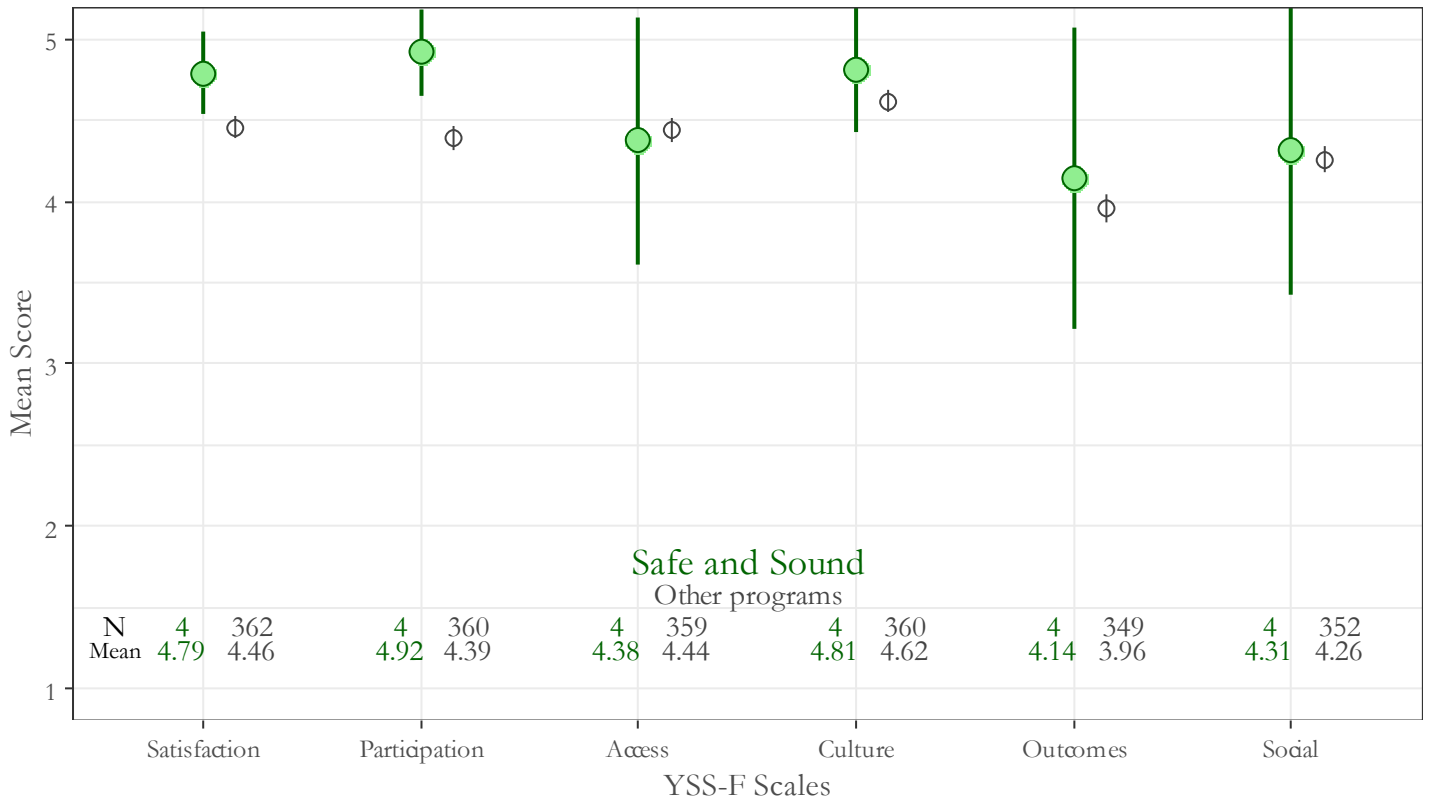


## Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Survey Compliance		Total
	Safe and Sound		
	Completion by Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	0 0 %	4 100 %
<b>Total</b>	<b>4</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>4</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 12 clients; surveys were returned for 4 clients (4 / 12 = 33.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### Seneca Connections Placement

Program Code(s): 38CQ6

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**114.3%**

Overall satisfaction<sup>3</sup> mean score for Seneca Connections Placement: **4.15** (youth), **4.74** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### Highest Agreement Items

**100.0%** 1. Overall, I am satisfied with the service I received

**100.0%** 4. The people helping me stuck with me no matter what

**100.0%** 5. I felt I had someone to talk to when I was troubled

#### Lowest Agreement Items

**81.8%** 2. I helped to choose my services

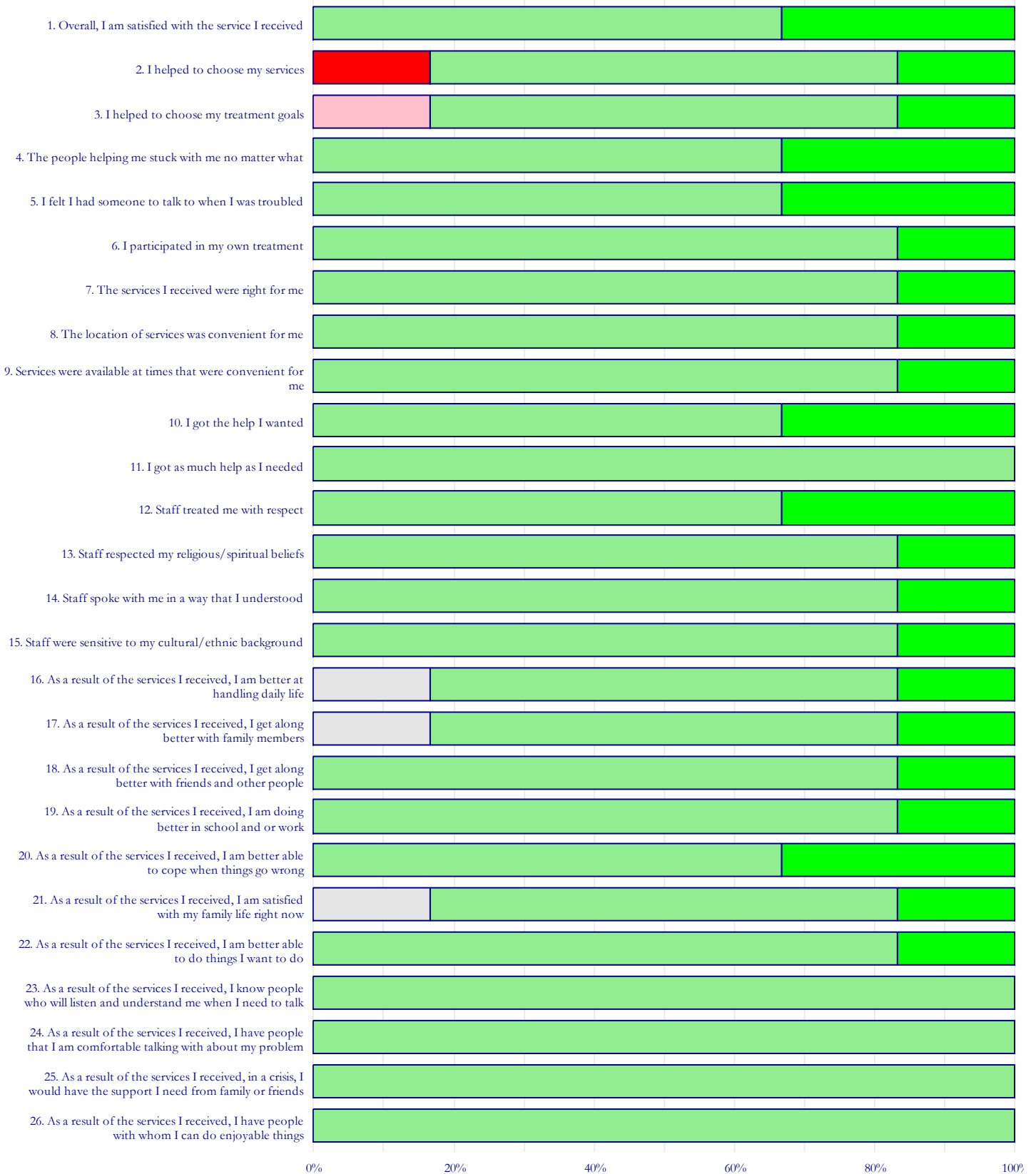
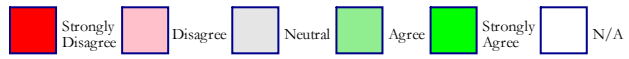
**92.3%** 3. I helped to choose my treatment goals

**100.0%** 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



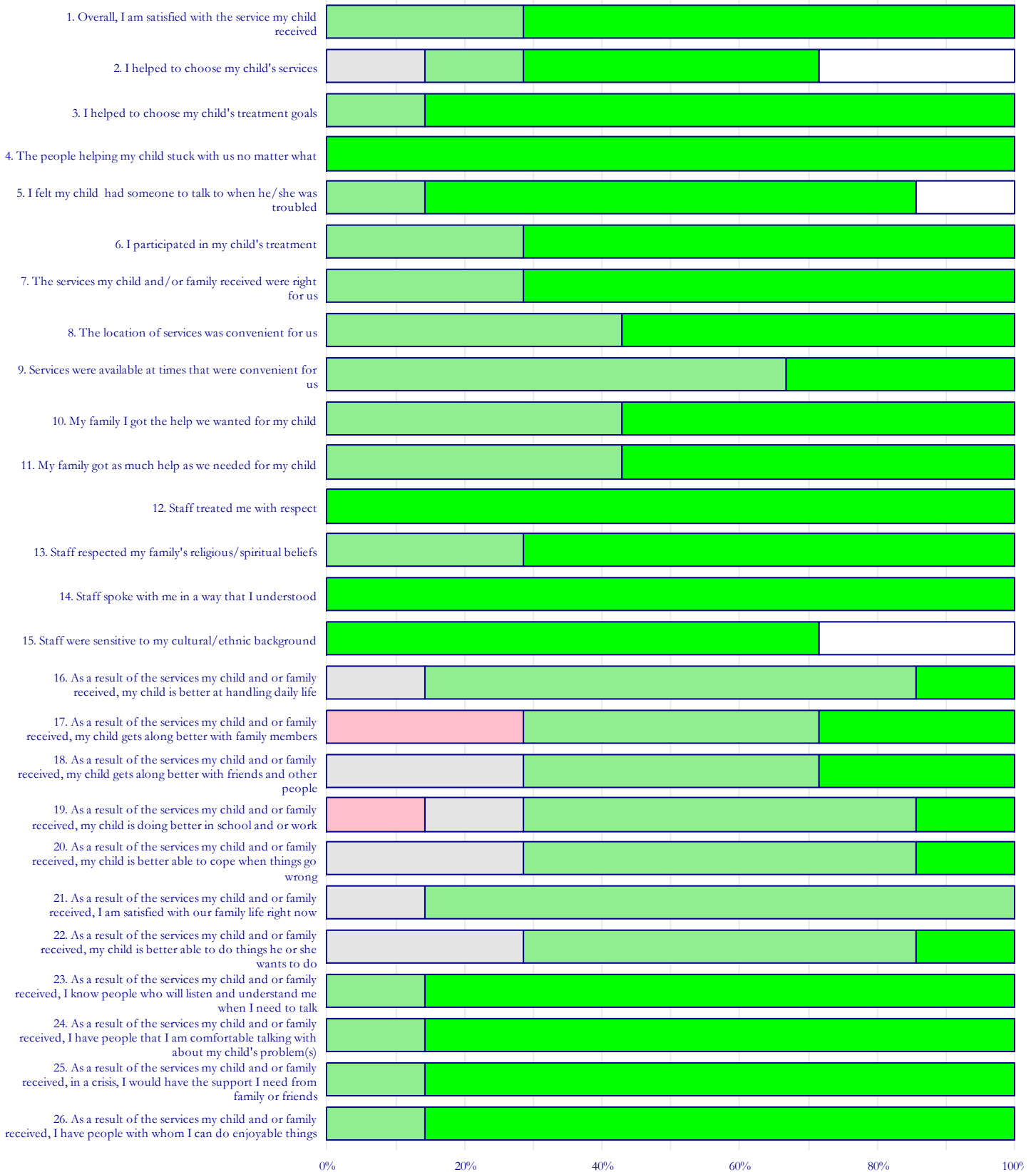
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 2. I helped to choose my services	1 14.3 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %	1 14.3 %

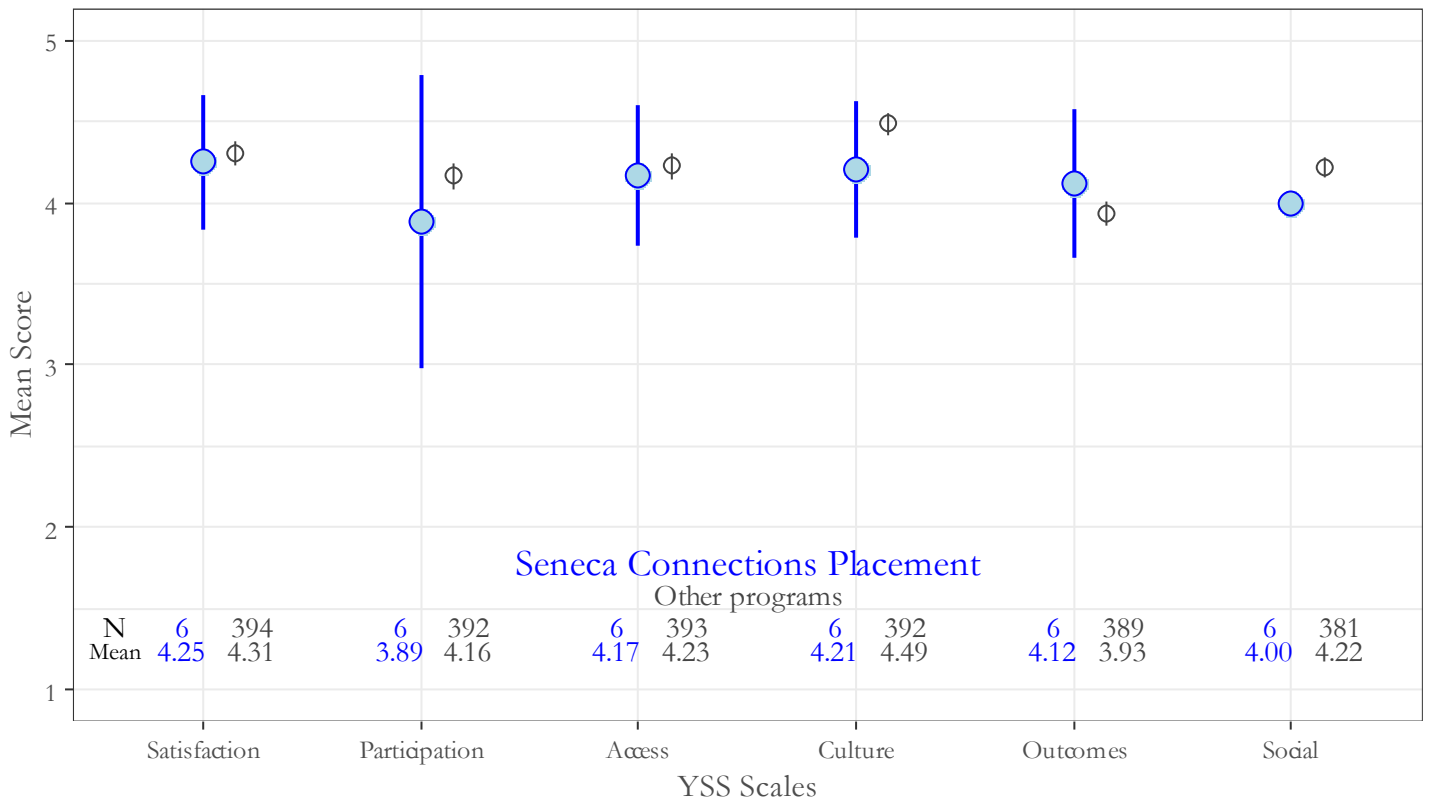
# Youth Services Survey for Families



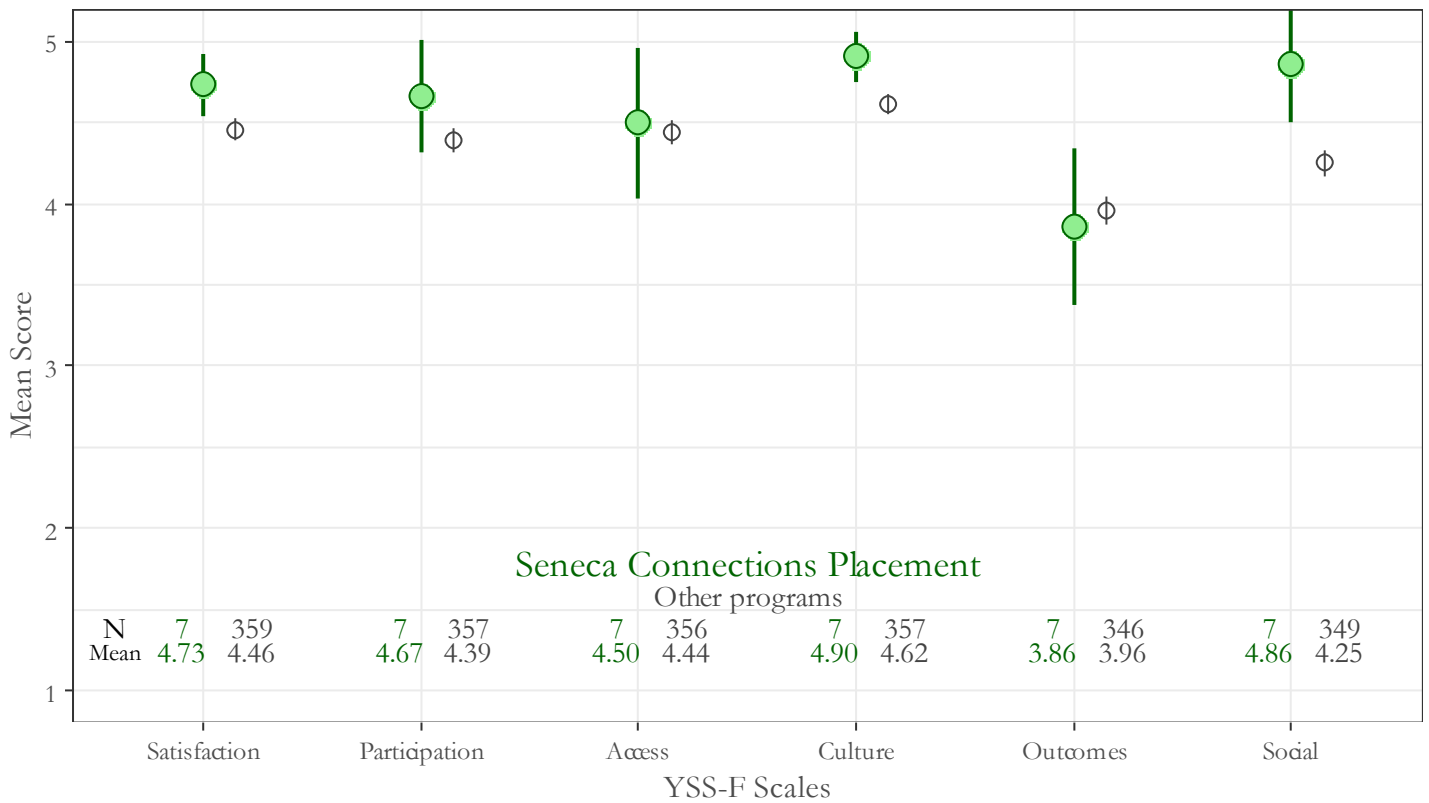
## Youth Services Survey for Families N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	2 28.6 %	0 0.0 %
<b>85.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	2 28.6 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Seneca Connections		Total
	Placement Completion		
	by Respondent Type		
	Family	Youth	
Refused	0 0 %	1 14.3 %	1 7.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 100 %	6 85.7 %	13 92.9 %
<b>Total</b>	7 100 %	7 100 %	14 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 8 clients (8 / 7 = 114.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Connections TBS**

Program Code(s): 38CQ5

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for Seneca Connections TBS: **4.31** (youth), **4.12** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 4. The people helping me stuck with me no matter what

**100.0%** 6. I participated in my own treatment

**100.0%** 12. Staff treated me with respect

**Lowest Agreement Items**

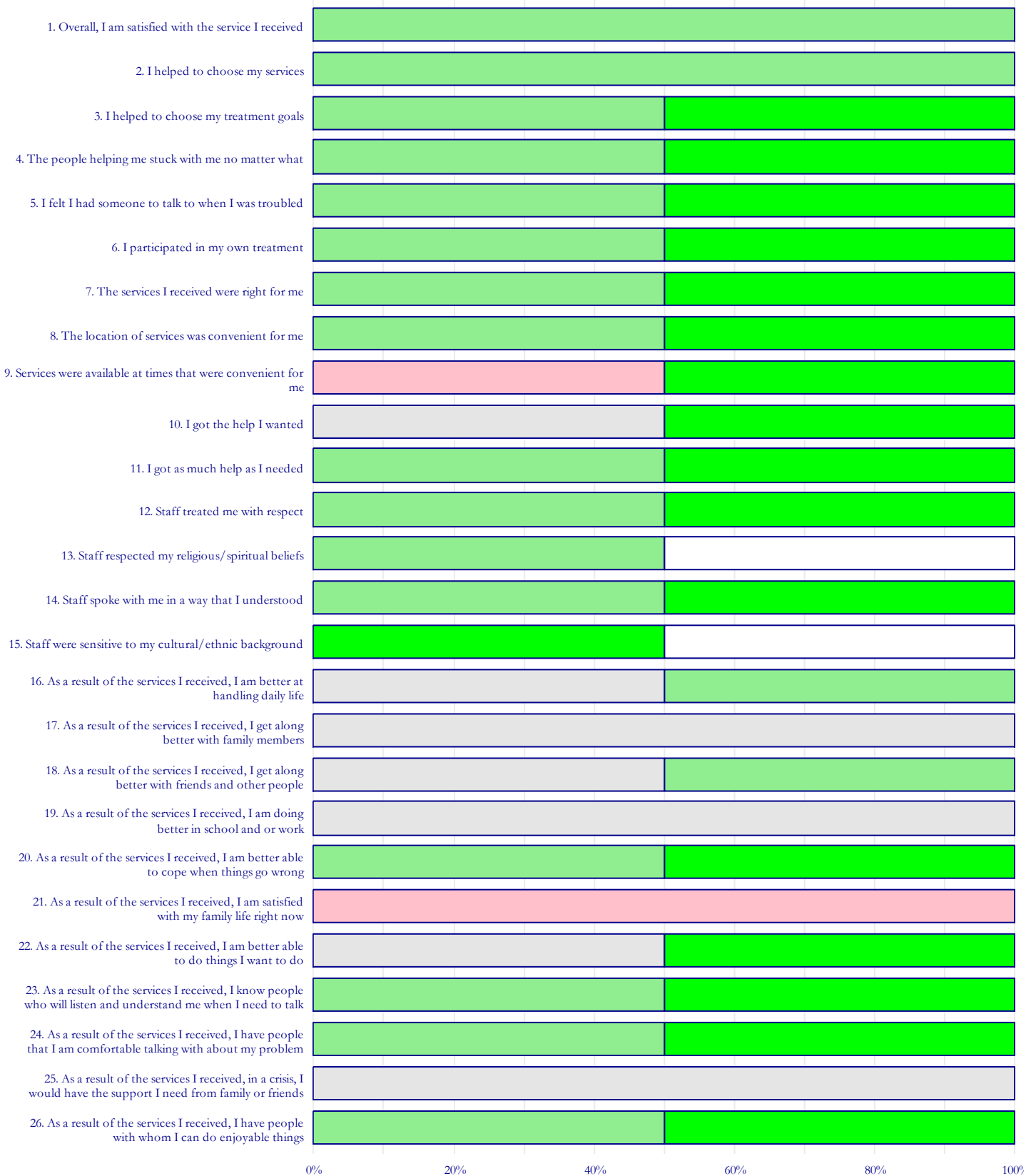
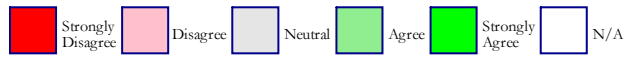
**62.5%** 7. The services I received were right for me

**62.5%** 10. I got the help I wanted

**62.5%** 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

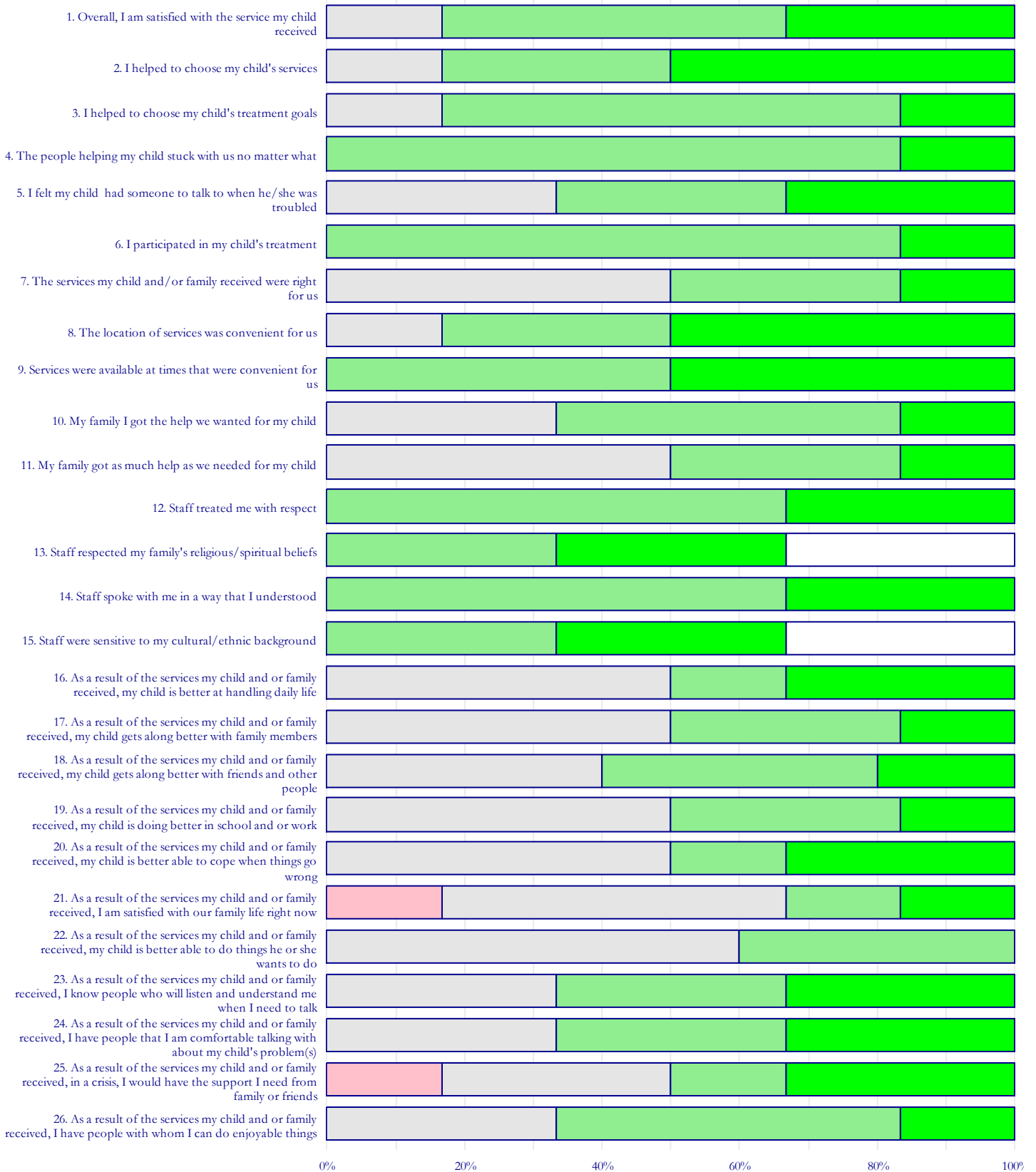




## Youth Services Survey for Youth N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 14.3 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>50.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	5 71.4 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %
<b>50.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>0.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>50.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>0.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>0.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>50.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
<b>0.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %

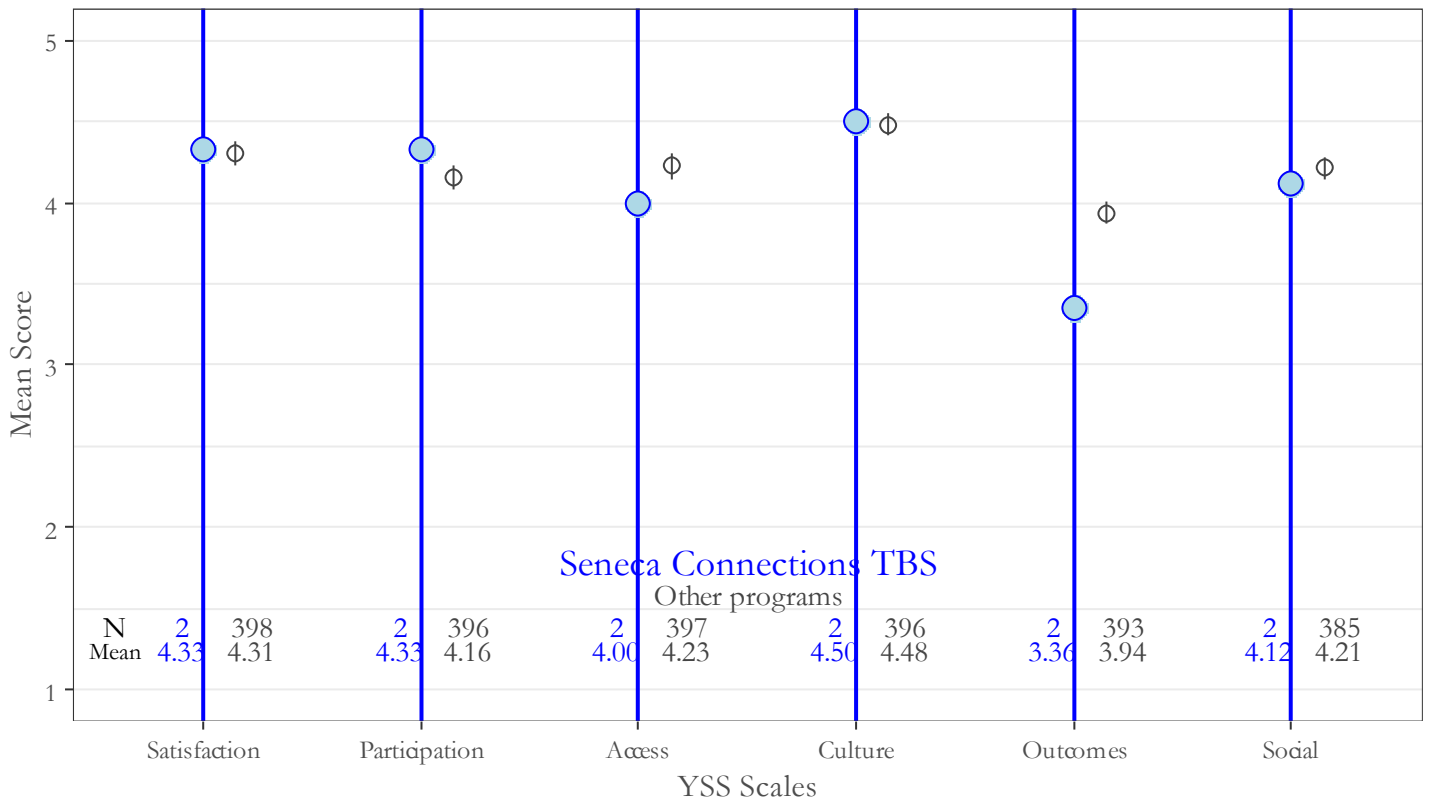
# Youth Services Survey for Families



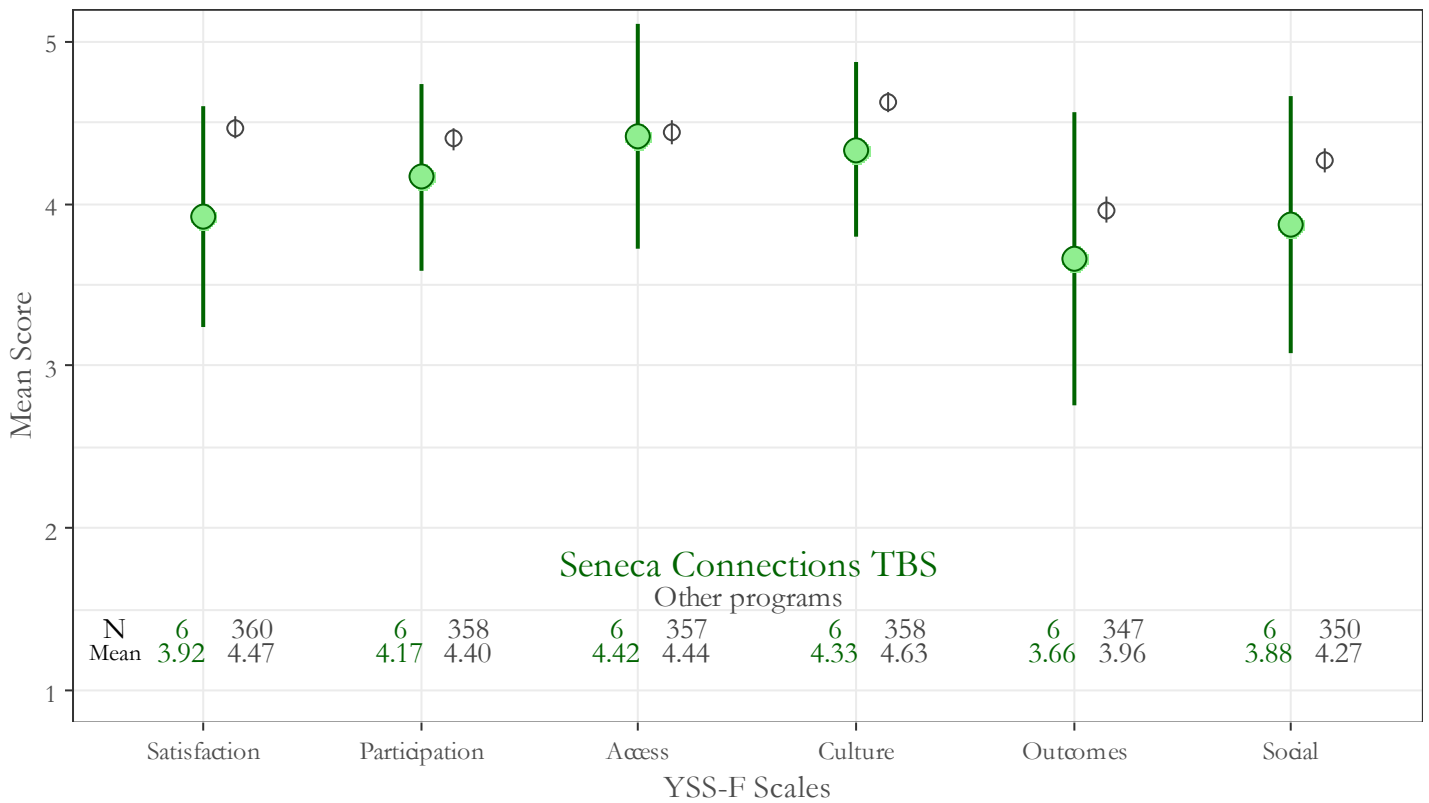
## Youth Services Survey for Families N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>83.3 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>50.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>50.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	1 14.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	1 14.3 %
<b>50.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>50.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>60.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %
<b>50.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>33.3 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	1 14.3 %	0 0.0 %	1 14.3 %
<b>40.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %	2 28.6 %
<b>66.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>50.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	1 14.3 %
<b>66.7 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	1 14.3 %	0 0.0 %	1 14.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



Completion Status	Seneca Connections		<i>Total</i>
	TBS Completion by		
	Family	Youth	
Refused	1 14.3 %	3 42.9 %	4 28.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	2 28.6 %	2 14.3 %
Completed Survey	6 85.7 %	2 28.6 %	8 57.1 %
<b><i>Total</i></b>	7 100 %	7 100 %	14 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 16 clients; surveys were returned for 8 clients (8 / 16 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction<sup>1</sup>

**83.3%**

Return Rate<sup>2</sup>

**38.8%**

Overall satisfaction<sup>3</sup> mean score for Seneca Connections Wraparound: **4.13** (youth), **4.62** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### Highest Agreement Items

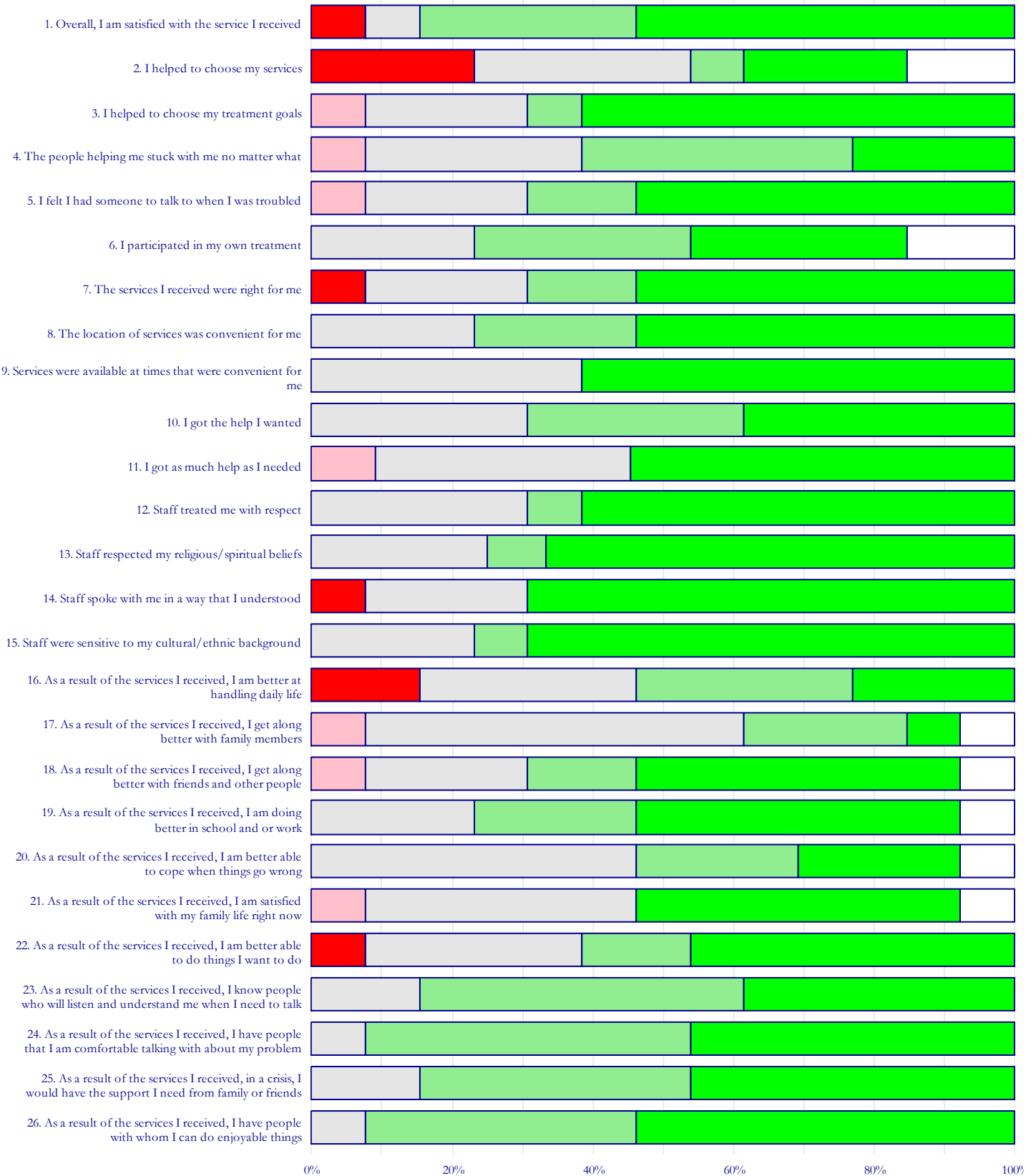
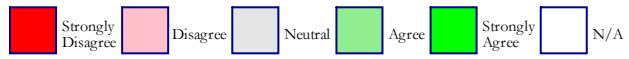
- 91.7% 1. Overall, I am satisfied with the service I received
- 87.5% 15. Staff were sensitive to my cultural/ethnic background
- 85.7% 13. Staff respected my religious/spiritual beliefs

#### Lowest Agreement Items

- 61.9% 2. I helped to choose my services
- 70.8% 10. I got the help I wanted
- 72.7% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

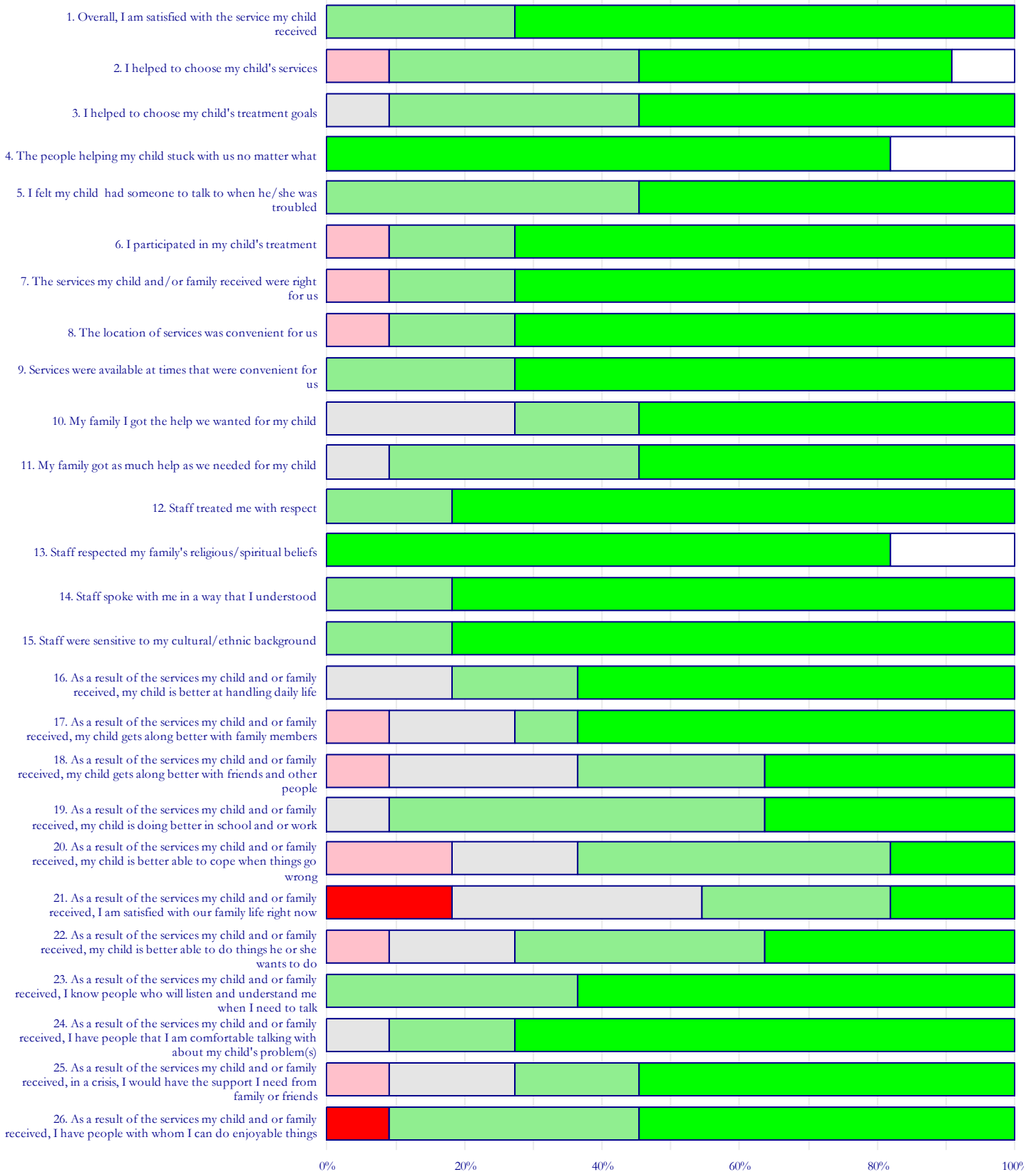


## Youth Services Survey for Youth N = 19

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>84.6 %</b> 1. Overall, I am satisfied with the service I received	1 5.3 %	0 0.0 %	1 5.3 %	4 21.1 %	7 36.8 %	0 0.0 %	6 31.6 %
<b>36.4 %</b> 2. I helped to choose my services	3 15.8 %	0 0.0 %	4 21.1 %	1 5.3 %	3 15.8 %	2 10.5 %	6 31.6 %
<b>69.2 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 5.3 %	3 15.8 %	1 5.3 %	8 42.1 %	0 0.0 %	6 31.6 %
<b>61.5 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 5.3 %	4 21.1 %	5 26.3 %	3 15.8 %	0 0.0 %	6 31.6 %
<b>69.2 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 5.3 %	3 15.8 %	2 10.5 %	7 36.8 %	0 0.0 %	6 31.6 %
<b>72.7 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	4 21.1 %	2 10.5 %	6 31.6 %
<b>69.2 %</b> 7. The services I received were right for me	1 5.3 %	0 0.0 %	3 15.8 %	2 10.5 %	7 36.8 %	0 0.0 %	6 31.6 %
<b>76.9 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	3 15.8 %	3 15.8 %	7 36.8 %	0 0.0 %	6 31.6 %
<b>61.5 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	5 26.3 %	0 0.0 %	8 42.1 %	0 0.0 %	6 31.6 %
<b>69.2 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	4 21.1 %	4 21.1 %	5 26.3 %	0 0.0 %	6 31.6 %
<b>54.5 %</b> 11. I got as much help as I needed	0 0.0 %	1 5.3 %	4 21.1 %	0 0.0 %	6 31.6 %	0 0.0 %	8 42.1 %
<b>69.2 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	4 21.1 %	1 5.3 %	8 42.1 %	0 0.0 %	6 31.6 %
<b>75.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	3 15.8 %	1 5.3 %	8 42.1 %	0 0.0 %	7 36.8 %
<b>69.2 %</b> 14. Staff spoke with me in a way that I understood	1 5.3 %	0 0.0 %	3 15.8 %	0 0.0 %	9 47.4 %	0 0.0 %	6 31.6 %
<b>76.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	3 15.8 %	1 5.3 %	9 47.4 %	0 0.0 %	6 31.6 %
<b>53.8 %</b> 16. As a result of the services I received, I am better at handling daily life	2 10.5 %	0 0.0 %	4 21.1 %	4 21.1 %	3 15.8 %	0 0.0 %	6 31.6 %
<b>33.3 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 5.3 %	7 36.8 %	3 15.8 %	1 5.3 %	1 5.3 %	6 31.6 %
<b>66.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 5.3 %	3 15.8 %	2 10.5 %	6 31.6 %	1 5.3 %	6 31.6 %
<b>75.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	3 15.8 %	3 15.8 %	6 31.6 %	1 5.3 %	6 31.6 %
<b>50.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	6 31.6 %	3 15.8 %	3 15.8 %	1 5.3 %	6 31.6 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 5.3 %	5 26.3 %	0 0.0 %	6 31.6 %	1 5.3 %	6 31.6 %
<b>61.5 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 5.3 %	0 0.0 %	4 21.1 %	2 10.5 %	6 31.6 %	0 0.0 %	6 31.6 %
<b>84.6 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	5 26.3 %	0 0.0 %	6 31.6 %
<b>92.3 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	6 31.6 %	0 0.0 %	6 31.6 %
<b>84.6 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 10.5 %	5 26.3 %	6 31.6 %	0 0.0 %	6 31.6 %
<b>92.3 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	7 36.8 %	0 0.0 %	6 31.6 %



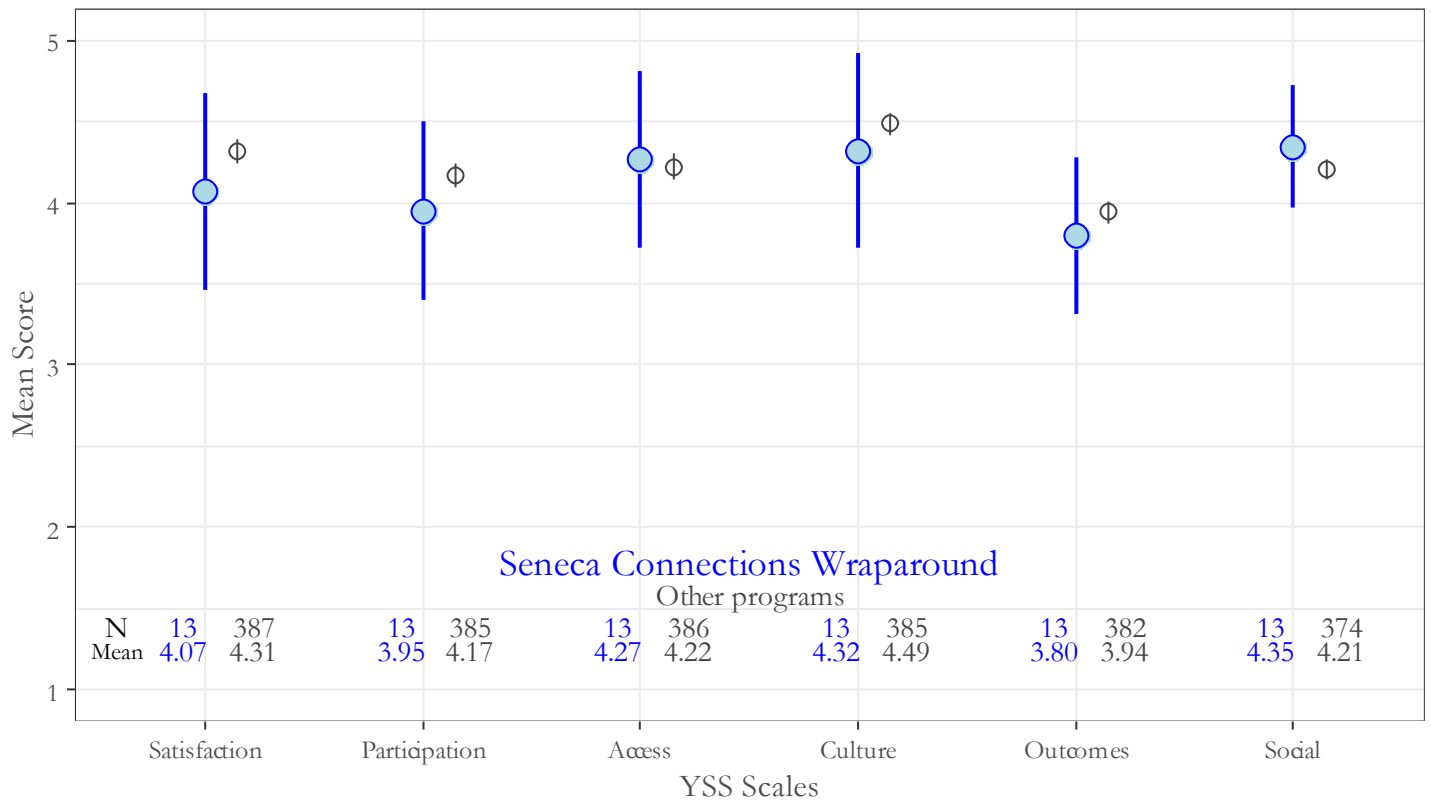
# Youth Services Survey for Families



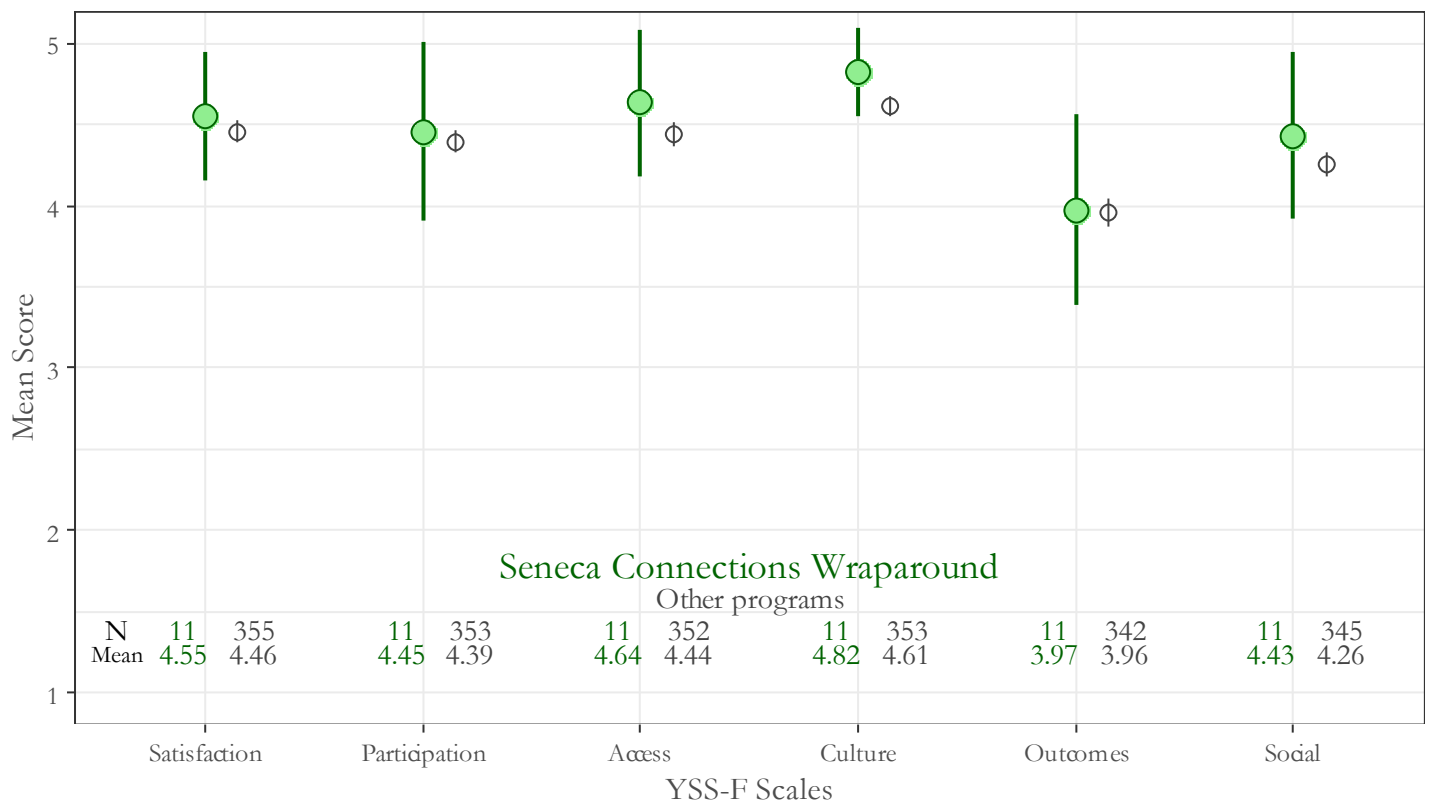
## Youth Services Survey for Families N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 2. I helped to choose my child's services	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	5 45.5 %	1 9.1 %	0 0.0 %
<b>90.9 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 6. I participated in my child's treatment	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 8. The location of services was convenient for us	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 81.8 %	2 18.2 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	2 18.2 %	2 18.2 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 9.1 %	2 18.2 %	1 9.1 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>63.6 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 9.1 %	3 27.3 %	3 27.3 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>63.6 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	2 18.2 %	2 18.2 %	5 45.5 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>45.5 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	2 18.2 %	0 0.0 %	4 36.4 %	3 27.3 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 9.1 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 9.1 %	2 18.2 %	2 18.2 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 9.1 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Seneca Connections</b>			
<b>Wraparound</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	0 0 %	4 21.1 %	4 13.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	2 10.5 %	2 6.7 %
Completed Survey	11 100 %	13 68.4 %	24 80 %
<b>Total</b>	11 100 %	19 100 %	30 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 49 clients; surveys were returned for 19 clients (19 / 49 = 38.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca DBT**

Program Code(s): 38KTDT

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**86.7%**

Overall satisfaction<sup>3</sup> mean score for Seneca DBT: **4.69** (youth), **4.57** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 4. The people helping me stuck with me no matter what

100.0% 6. I participated in my own treatment

**Lowest Agreement Items**

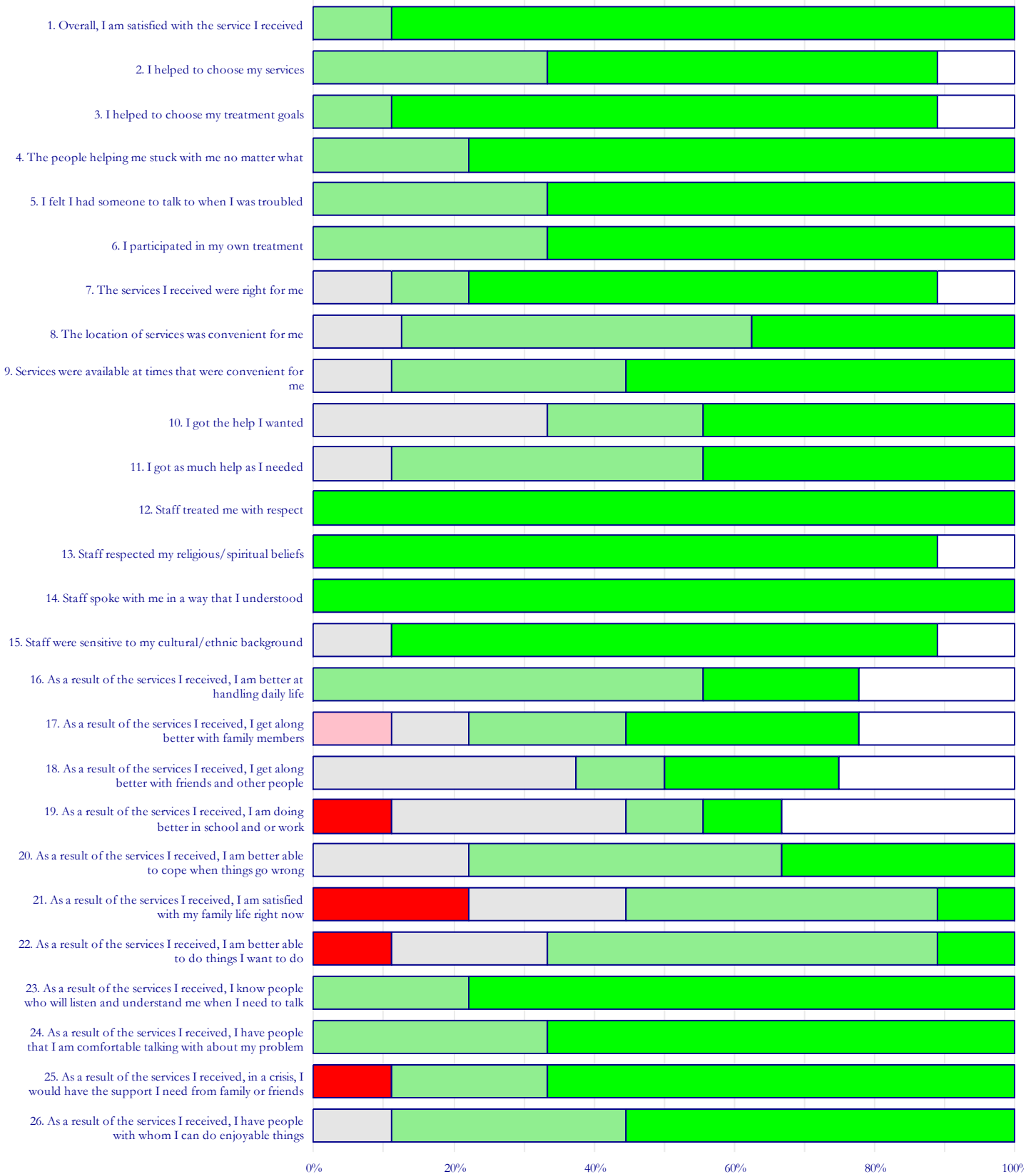
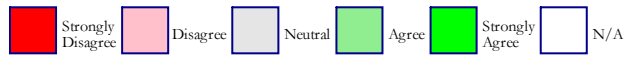
78.9% 10. I got the help I wanted

94.1% 15. Staff were sensitive to my cultural/ethnic background

94.4% 2. I helped to choose my services

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

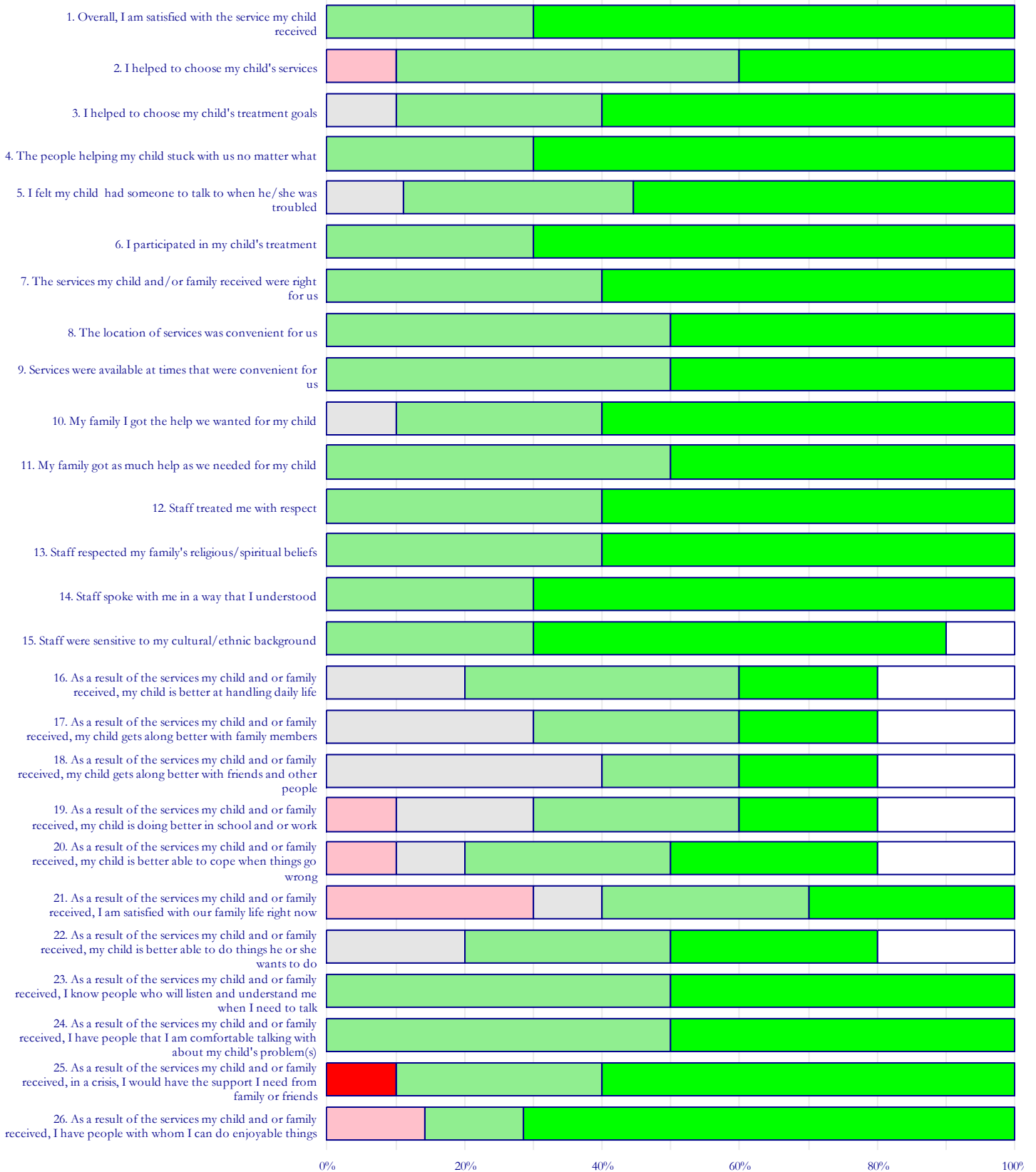
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	7 77.8 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	6 66.7 %	1 11.1 %	0 0.0 %
<b>87.5 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>88.9 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 88.9 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	7 77.8 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	2 22.2 %	2 22.2 %	0 0.0 %
<b>71.4 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %
<b>50.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	2 22.2 %	2 22.2 %	1 11.1 %
<b>33.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 11.1 %	0 0.0 %	3 33.3 %	1 11.1 %	1 11.1 %	3 33.3 %	0 0.0 %
<b>77.8 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>55.6 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	2 22.2 %	0 0.0 %	2 22.2 %	4 44.4 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %

# Youth Services Survey for Families

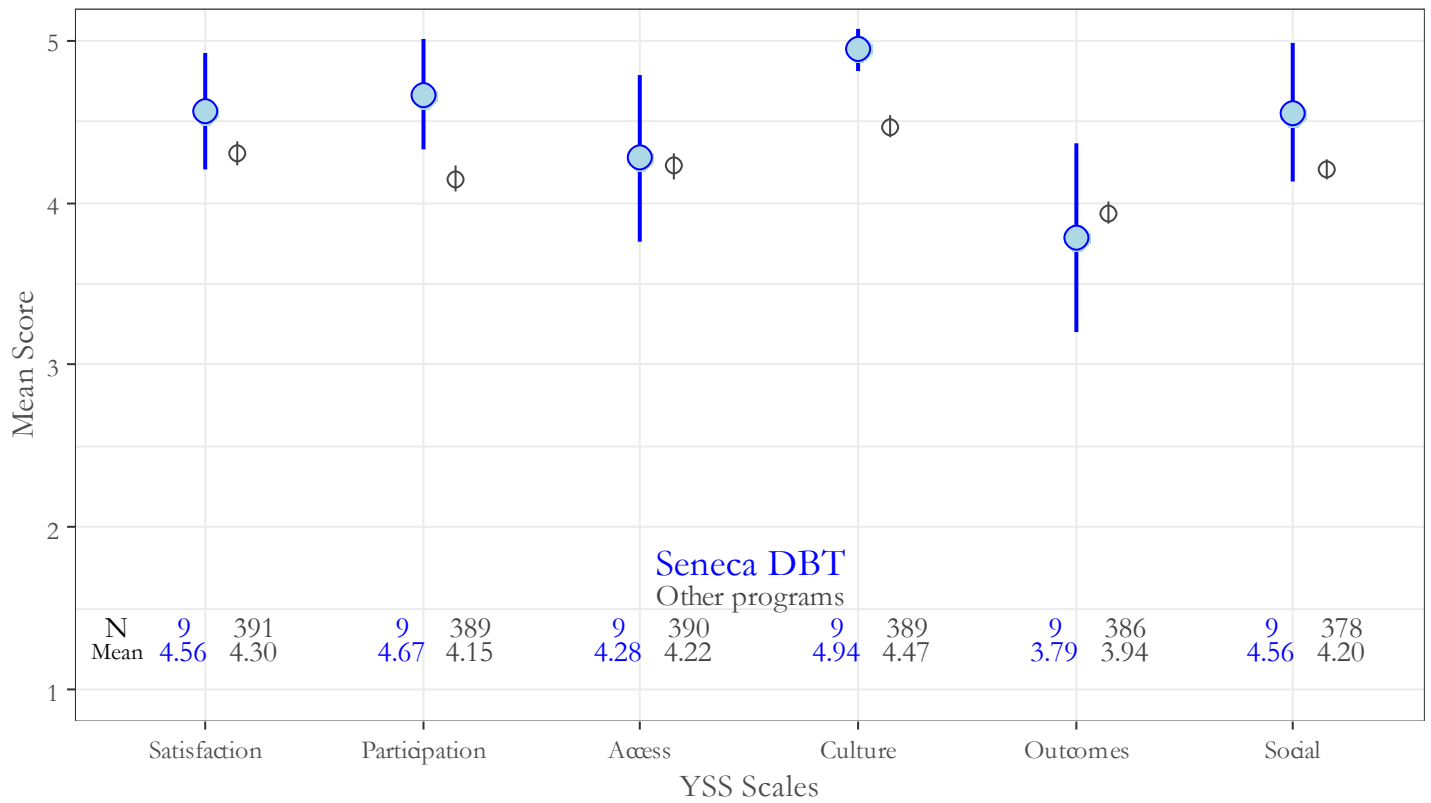




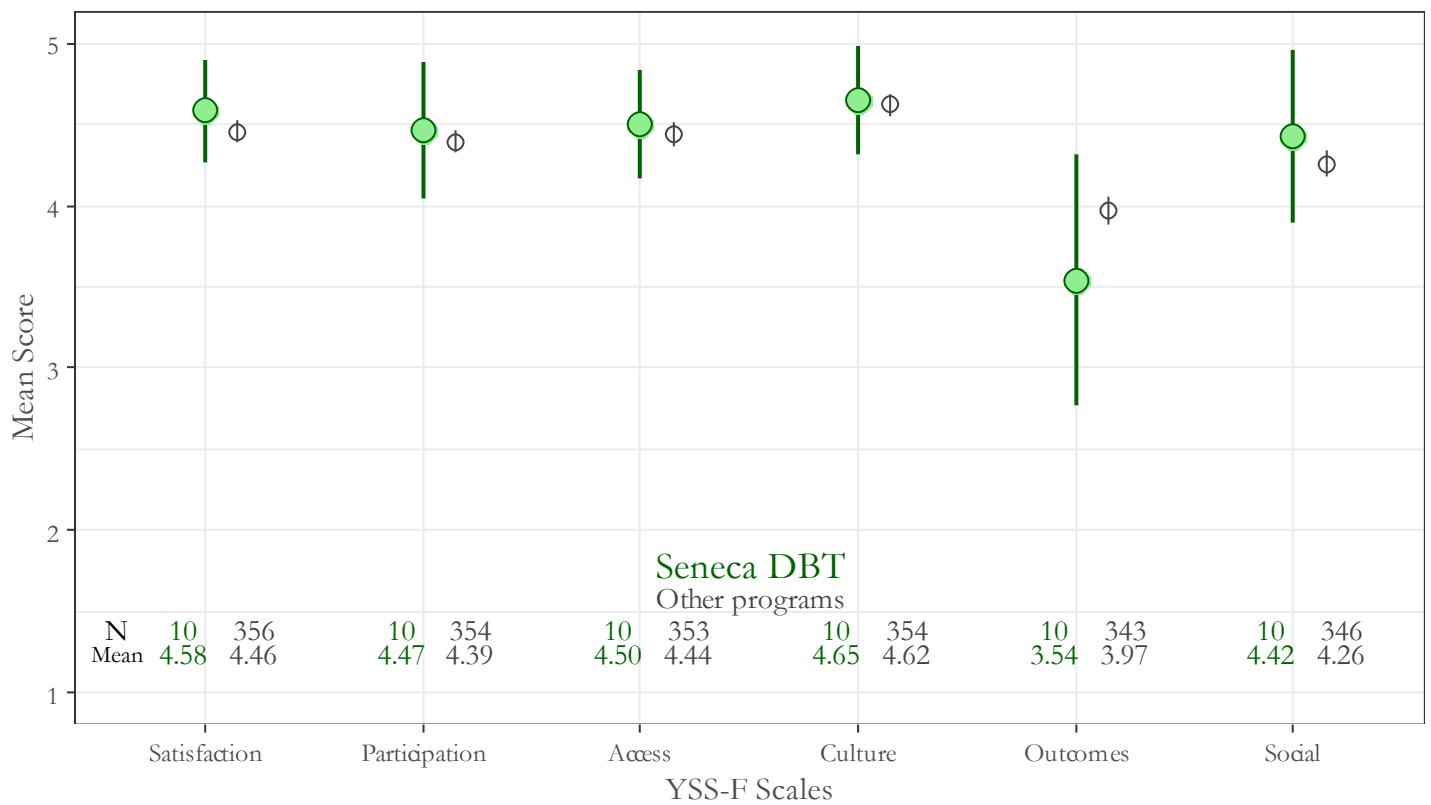
## Youth Services Survey for Families N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 2. I helped to choose my child's services	0 0.0 %	1 10.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	1 10.0 %	0 0.0 %
<b>75.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	2 20.0 %	2 20.0 %	0 0.0 %
<b>62.5 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	2 20.0 %	0 0.0 %
<b>50.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	4 40.0 %	2 20.0 %	2 20.0 %	2 20.0 %	0 0.0 %
<b>62.5 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	2 20.0 %	2 20.0 %	0 0.0 %
<b>75.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
<b>60.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	3 30.0 %	1 10.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 10.0 %	0 0.0 %	1 10.0 %	5 50.0 %	0 0.0 %	3 30.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Seneca DBT</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	9 100 %	19 100 %
<b>Total</b>	10 100 %	9 100 %	19 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 13 clients (13 / 15 = 86.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Youth Transitional Services**

Program Code(s): 38CQMST

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Seneca Youth Transitional Services: **4.79** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

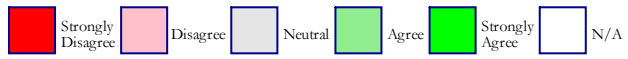
50.0% 10. I got the help I wanted

50.0% 11. I got as much help as I needed

100.0% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth



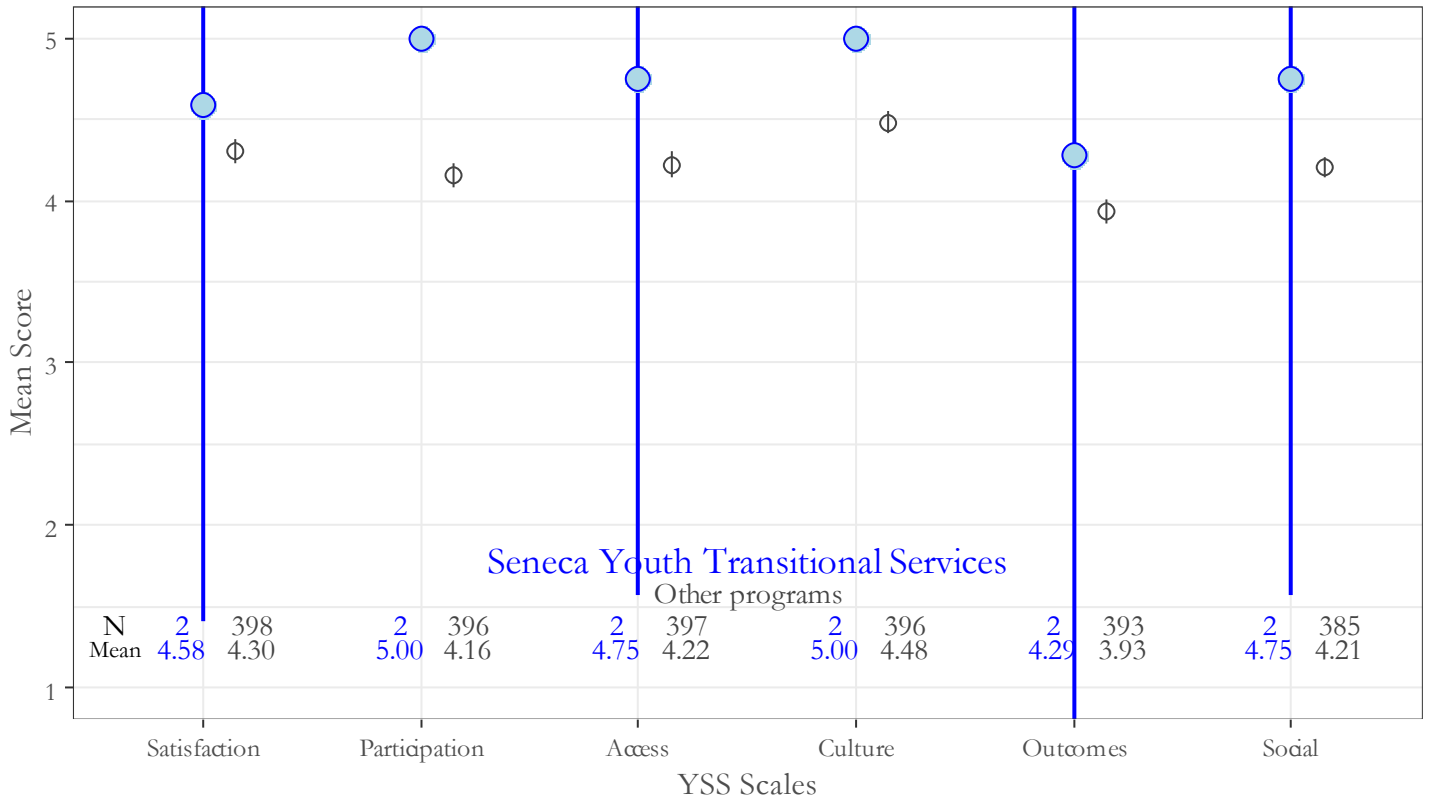
## Youth Services Survey for Youth N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>0.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

# Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Not enough Family data for scale means CI chart

**Survey Compliance**  
**Seneca Youth**  
**Transitional**  
**Completion Status Services Completion Total**  
**by Respondent Type**

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 33.3 %	1 33.3 %
Completed Survey	0 0 %	2 66.7 %	2 66.7 %
<b>Total</b>	0 100 %	3 100 %	3 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 3 clients; surveys were returned for 3 clients (3 / 3 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Services for Supportive Housing**

Program Code(s): 8911SH

Overall Satisfaction<sup>1</sup>

**83.0%**

Return Rate<sup>2</sup>

**81.1%**

Overall satisfaction<sup>3</sup> mean score for Services for Supportive Housing: **4.35**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**88.6%** 2. If I had other choices, I would still get services from this agency

**88.6%** 10. Staff here believe that I can grow, change and recover

**88.4%** 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

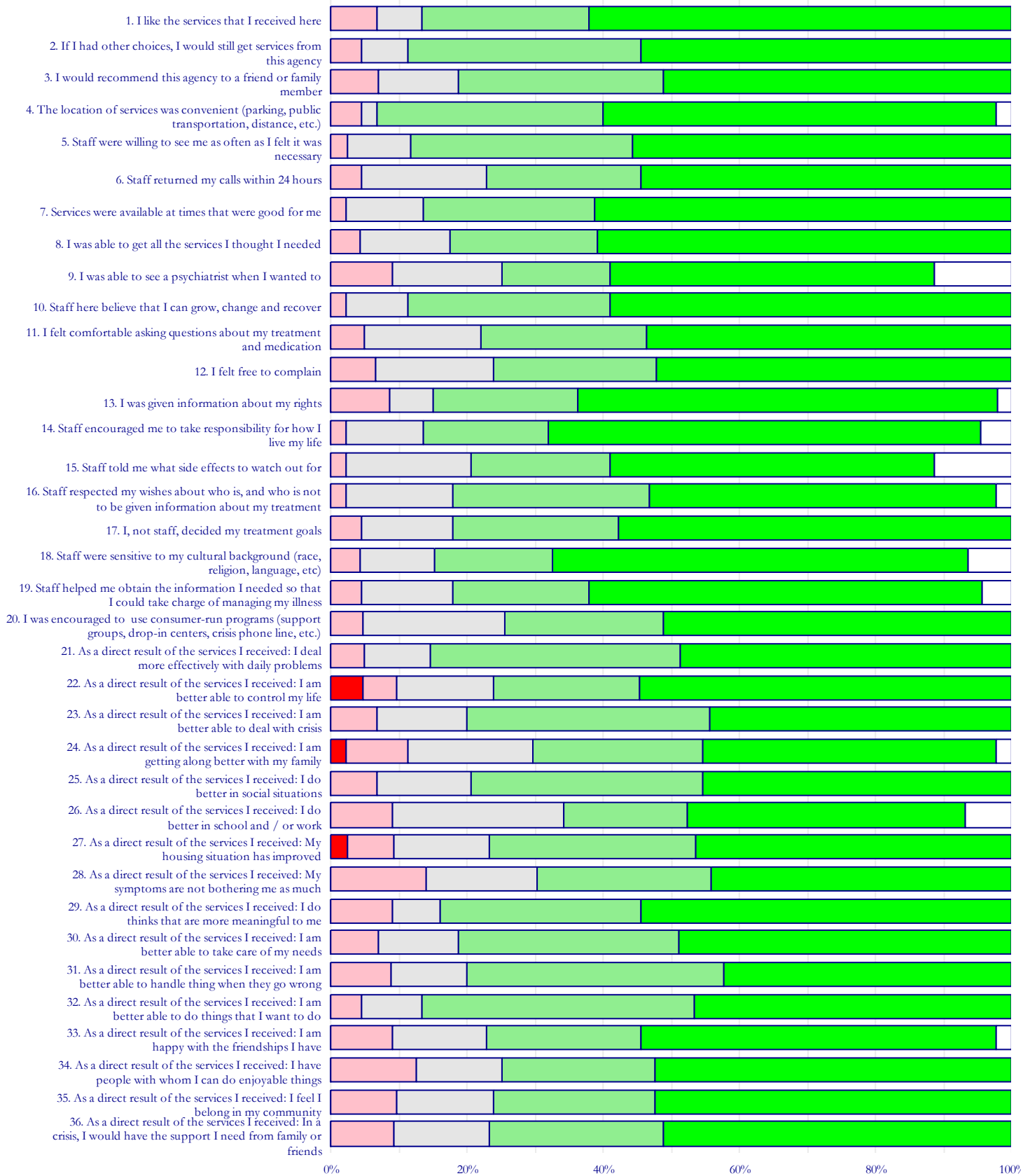
**71.8%** 9. I was able to see a psychiatrist when I wanted to

**74.4%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**76.1%** 12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

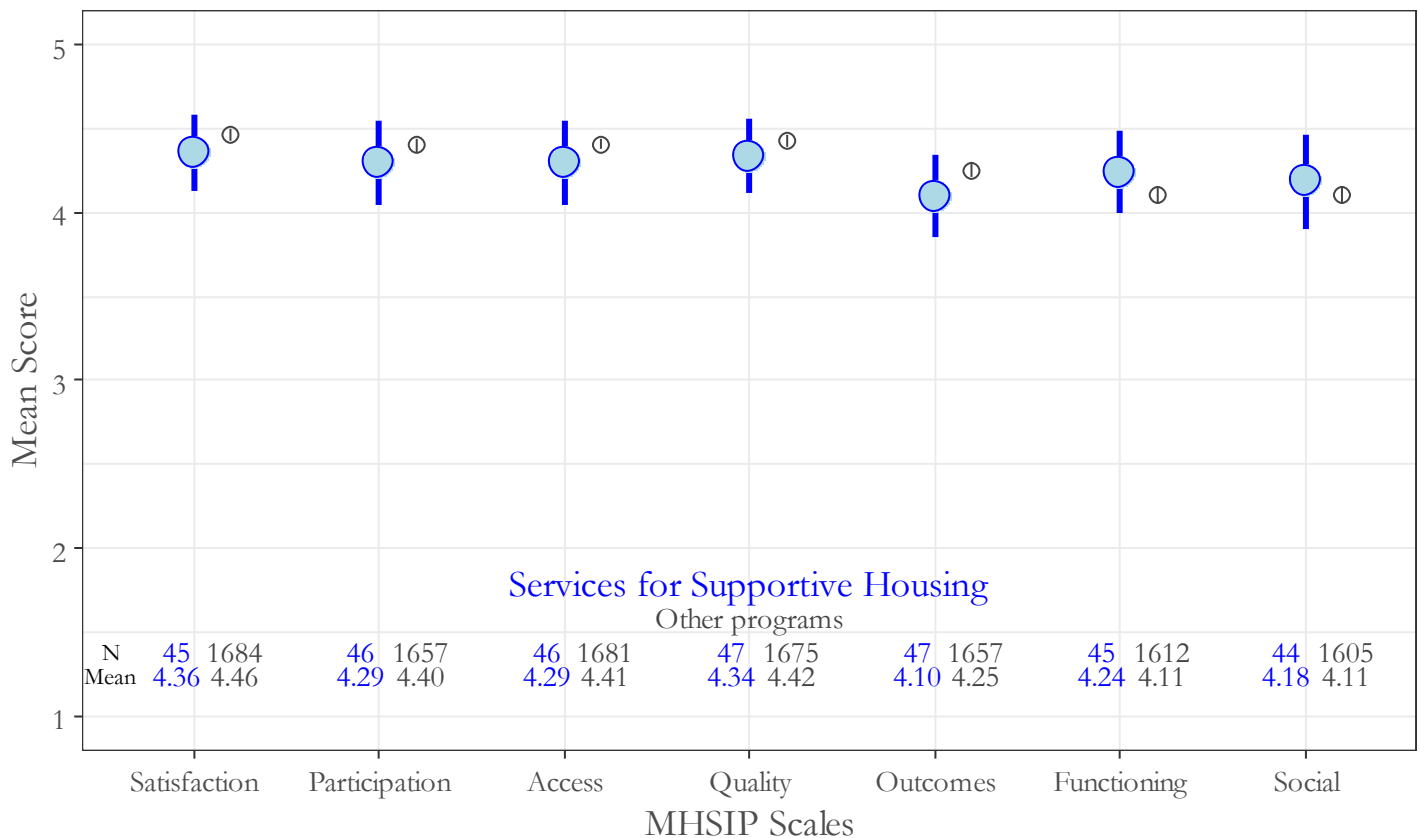
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>86.7 %</b> 1. I like the services that I received here	0 0.0 %	3 4.0 %	3 4.0 %	11 14.5 %	28 36.8 %	0 0.0 %	31 40.8 %
<b>88.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 2.6 %	3 4.0 %	15 19.7 %	24 31.6 %	0 0.0 %	32 42.1 %
<b>81.4 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	3 4.0 %	5 6.6 %	13 17.1 %	22 28.9 %	0 0.0 %	33 43.4 %
<b>93.2 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.6 %	1 1.3 %	15 19.7 %	26 34.2 %	1 1.3 %	31 40.8 %
<b>88.4 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 1.3 %	4 5.3 %	14 18.4 %	24 31.6 %	0 0.0 %	33 43.4 %
<b>77.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	2 2.6 %	8 10.5 %	10 13.2 %	24 31.6 %	0 0.0 %	32 42.1 %
<b>86.4 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 1.3 %	5 6.6 %	11 14.5 %	27 35.5 %	0 0.0 %	32 42.1 %
<b>82.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	2 2.6 %	6 7.9 %	10 13.2 %	28 36.8 %	0 0.0 %	30 39.5 %
<b>71.8 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	4 5.3 %	7 9.2 %	7 9.2 %	21 27.6 %	5 6.6 %	32 42.1 %
<b>88.6 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 1.3 %	4 5.3 %	13 17.1 %	26 34.2 %	0 0.0 %	32 42.1 %
<b>78.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 2.6 %	7 9.2 %	10 13.2 %	22 28.9 %	0 0.0 %	35 46.1 %
<b>76.1 %</b> 12. I felt free to complain	0 0.0 %	3 4.0 %	8 10.5 %	11 14.5 %	24 31.6 %	0 0.0 %	30 39.5 %
<b>84.8 %</b> 13. I was given information about my rights	0 0.0 %	4 5.3 %	3 4.0 %	10 13.2 %	29 38.2 %	1 1.3 %	29 38.2 %
<b>85.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.3 %	5 6.6 %	8 10.5 %	28 36.8 %	2 2.6 %	32 42.1 %
<b>76.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.3 %	8 10.5 %	9 11.8 %	21 27.6 %	5 6.6 %	32 42.1 %
<b>81.8 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 1.3 %	7 9.2 %	13 17.1 %	23 30.3 %	1 1.3 %	31 40.8 %
<b>82.2 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 2.6 %	6 7.9 %	11 14.5 %	26 34.2 %	0 0.0 %	31 40.8 %
<b>83.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 2.6 %	5 6.6 %	8 10.5 %	28 36.8 %	3 4.0 %	30 39.5 %
<b>81.4 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 2.6 %	6 7.9 %	9 11.8 %	26 34.2 %	2 2.6 %	31 40.8 %
<b>74.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 2.6 %	9 11.8 %	10 13.2 %	22 28.9 %	0 0.0 %	33 43.4 %
<b>85.4 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 2.6 %	4 5.3 %	15 19.7 %	20 26.3 %	0 0.0 %	35 46.1 %
<b>76.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	2 2.6 %	2 2.6 %	6 7.9 %	9 11.8 %	23 30.3 %	0 0.0 %	34 44.7 %
<b>80.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 4.0 %	6 7.9 %	16 21.1 %	20 26.3 %	0 0.0 %	31 40.8 %
<b>69.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 1.3 %	4 5.3 %	8 10.5 %	11 14.5 %	19 25.0 %	1 1.3 %	32 42.1 %
<b>79.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 4.0 %	6 7.9 %	15 19.7 %	20 26.3 %	0 0.0 %	32 42.1 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>63.4 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	4 5.3 %	11 14.5 %	8 10.5 %	18 23.7 %	3 4.0 %	32 42.1 %
<b>76.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.3 %	3 4.0 %	6 7.9 %	13 17.1 %	20 26.3 %	0 0.0 %	33 43.4 %
<b>69.8 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	6 7.9 %	7 9.2 %	11 14.5 %	19 25.0 %	0 0.0 %	33 43.4 %
<b>84.1 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	4 5.3 %	3 4.0 %	13 17.1 %	24 31.6 %	0 0.0 %	32 42.1 %
<b>81.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 4.0 %	5 6.6 %	14 18.4 %	21 27.6 %	0 0.0 %	33 43.4 %
<b>80.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	4 5.3 %	5 6.6 %	17 22.4 %	19 25.0 %	0 0.0 %	31 40.8 %
<b>86.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 2.6 %	4 5.3 %	18 23.7 %	21 27.6 %	0 0.0 %	31 40.8 %
<b>76.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	4 5.3 %	6 7.9 %	10 13.2 %	23 30.3 %	1 1.3 %	32 42.1 %
<b>75.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	5 6.6 %	5 6.6 %	9 11.8 %	21 27.6 %	0 0.0 %	36 47.4 %
<b>76.2 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 5.3 %	6 7.9 %	10 13.2 %	22 28.9 %	0 0.0 %	34 44.7 %
<b>76.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	4 5.3 %	6 7.9 %	11 14.5 %	22 28.9 %	0 0.0 %	33 43.4 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**

**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	17 26.2 %	0 0 %	17 22.4 %
Impaired	9 13.8 %	1 9.1 %	10 13.2 %
Language	1 1.5 %	0 0 %	1 1.3 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 1.5 %	0 0 %	1 1.3 %
Completed Survey	37 56.9 %	10 90.9 %	47 61.8 %
<b>Total</b>	65 100 %	11 100 %	76 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 90 clients; surveys were returned for 73 clients ( $73/90 = 81.1\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **South Van Ness HIV and Gender Services**

Program Code(s): 38BH02 38BH08

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**76.3%**

Overall satisfaction<sup>3</sup> mean score for South Van Ness HIV and Gender Services: **4.48**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 3. I would recommend this agency to a friend or family member

100.0% 13. I was given information about my rights

#### **Lowest Agreement Items**

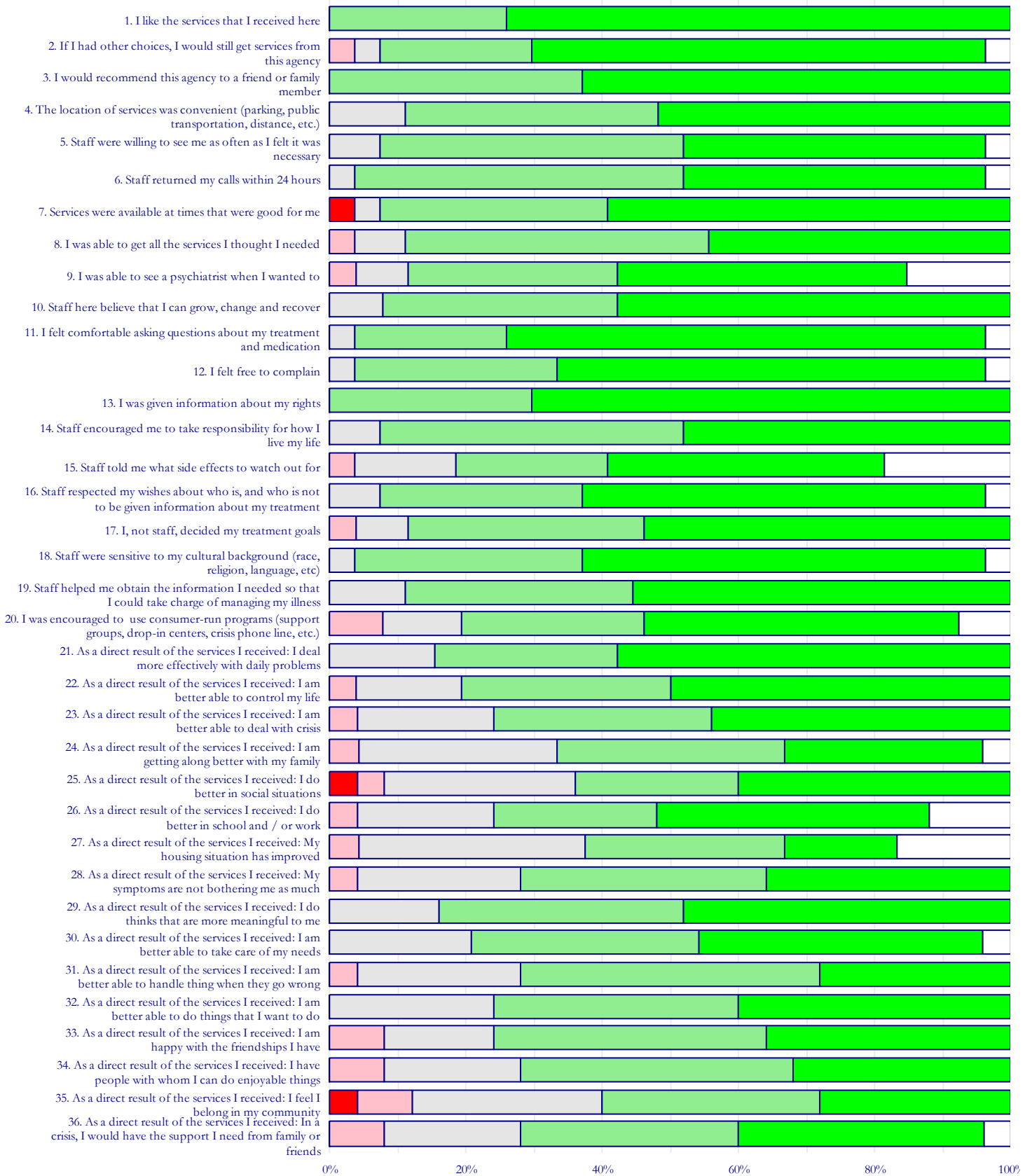
77.3% 15. Staff told me what side effects to watch out for

79.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

86.4% 9. I was able to see a psychiatrist when I wanted to

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

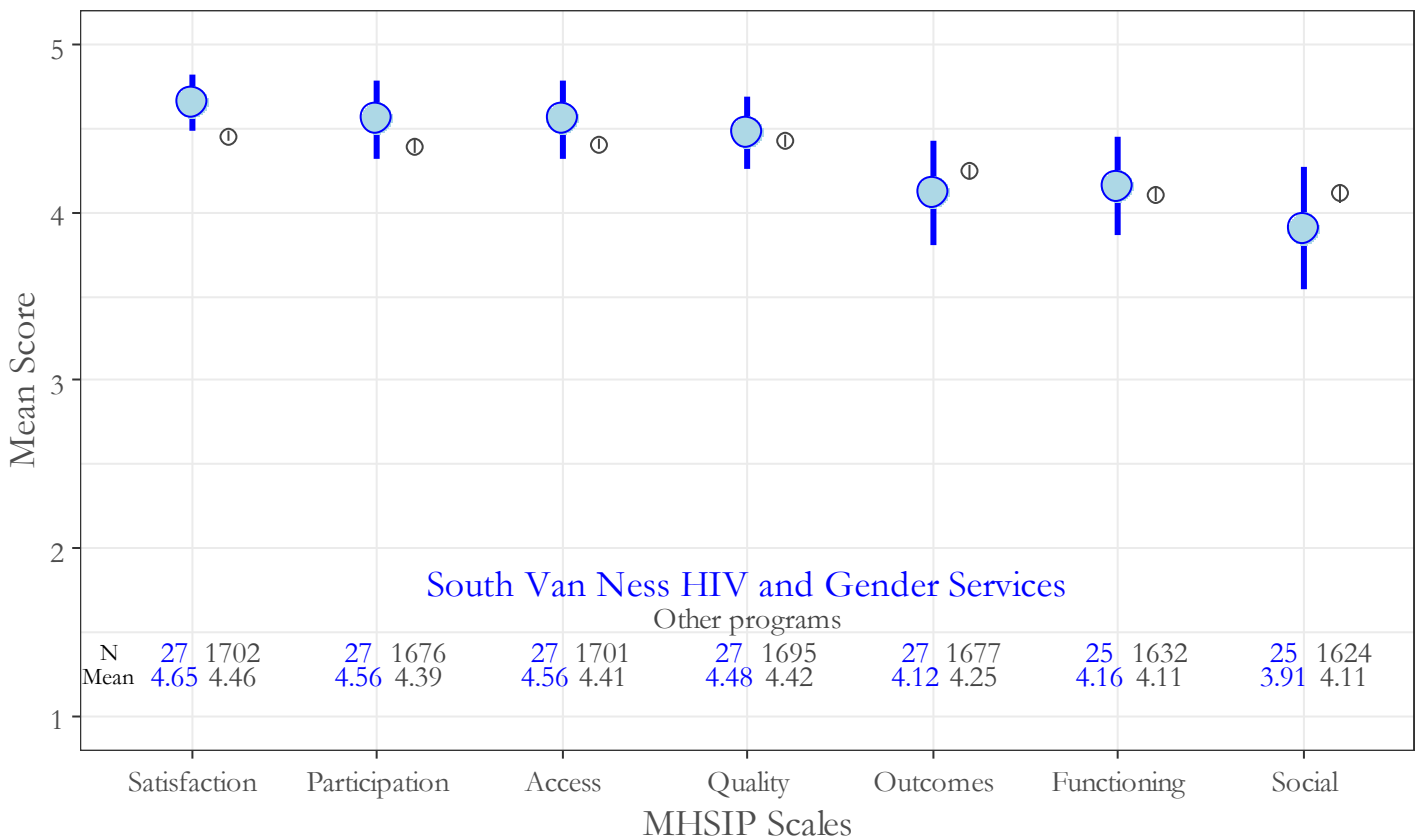
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	7 24.1 %	20 69.0 %	0 0.0 %	2 6.9 %
<b>92.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 3.4 %	1 3.4 %	6 20.7 %	18 62.1 %	1 3.4 %	2 6.9 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	10 34.5 %	17 58.6 %	0 0.0 %	2 6.9 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 10.3 %	10 34.5 %	14 48.3 %	0 0.0 %	2 6.9 %
<b>92.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 6.9 %	12 41.4 %	12 41.4 %	1 3.4 %	2 6.9 %
<b>96.2 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 3.4 %	13 44.8 %	12 41.4 %	1 3.4 %	2 6.9 %
<b>92.6 %</b> 7. Services were available at times that were good for me	1 3.4 %	0 0.0 %	1 3.4 %	9 31.0 %	16 55.2 %	0 0.0 %	2 6.9 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.4 %	2 6.9 %	12 41.4 %	12 41.4 %	0 0.0 %	2 6.9 %
<b>86.4 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.4 %	2 6.9 %	8 27.6 %	11 37.9 %	4 13.8 %	3 10.3 %
<b>92.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 6.9 %	9 31.0 %	15 51.7 %	0 0.0 %	3 10.3 %
<b>96.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.4 %	6 20.7 %	19 65.5 %	1 3.4 %	2 6.9 %
<b>96.2 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 3.4 %	8 27.6 %	17 58.6 %	1 3.4 %	2 6.9 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	8 27.6 %	19 65.5 %	0 0.0 %	2 6.9 %
<b>92.6 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 6.9 %	12 41.4 %	13 44.8 %	0 0.0 %	2 6.9 %
<b>77.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.4 %	4 13.8 %	6 20.7 %	11 37.9 %	5 17.2 %	2 6.9 %
<b>92.3 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 6.9 %	8 27.6 %	16 55.2 %	1 3.4 %	2 6.9 %
<b>88.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.4 %	2 6.9 %	9 31.0 %	14 48.3 %	0 0.0 %	3 10.3 %
<b>96.2 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.4 %	9 31.0 %	16 55.2 %	1 3.4 %	2 6.9 %
<b>88.9 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 10.3 %	9 31.0 %	15 51.7 %	0 0.0 %	2 6.9 %
<b>79.2 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 6.9 %	3 10.3 %	7 24.1 %	12 41.4 %	2 6.9 %	3 10.3 %
<b>84.6 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	4 13.8 %	7 24.1 %	15 51.7 %	0 0.0 %	3 10.3 %
<b>80.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 3.4 %	4 13.8 %	8 27.6 %	13 44.8 %	0 0.0 %	3 10.3 %
<b>76.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.4 %	5 17.2 %	8 27.6 %	11 37.9 %	0 0.0 %	4 13.8 %
<b>65.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 3.4 %	7 24.1 %	8 27.6 %	7 24.1 %	1 3.4 %	5 17.2 %
<b>64.0 %</b> 25. As a direct result of the services I received: I do better in social situations	1 3.4 %	1 3.4 %	7 24.1 %	6 20.7 %	10 34.5 %	0 0.0 %	4 13.8 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>72.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.4 %	5 17.2 %	6 20.7 %	10 34.5 %	3 10.3 %	4 13.8 %
<b>55.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 3.4 %	8 27.6 %	7 24.1 %	4 13.8 %	4 13.8 %	5 17.2 %
<b>72.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 3.4 %	6 20.7 %	9 31.0 %	9 31.0 %	0 0.0 %	4 13.8 %
<b>84.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	4 13.8 %	9 31.0 %	12 41.4 %	0 0.0 %	4 13.8 %
<b>78.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	5 17.2 %	8 27.6 %	10 34.5 %	1 3.4 %	5 17.2 %
<b>72.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 3.4 %	6 20.7 %	11 37.9 %	7 24.1 %	0 0.0 %	4 13.8 %
<b>76.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	6 20.7 %	9 31.0 %	10 34.5 %	0 0.0 %	4 13.8 %
<b>76.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 6.9 %	4 13.8 %	10 34.5 %	9 31.0 %	0 0.0 %	4 13.8 %
<b>72.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 6.9 %	5 17.2 %	10 34.5 %	8 27.6 %	0 0.0 %	4 13.8 %
<b>60.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 3.4 %	2 6.9 %	7 24.1 %	8 27.6 %	7 24.1 %	0 0.0 %	4 13.8 %
<b>70.8 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 6.9 %	5 17.2 %	8 27.6 %	9 31.0 %	1 3.4 %	4 13.8 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	1 4.3 %	1 16.7 %	2 6.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	22 95.7 %	5 83.3 %	27 93.1 %
<b>Total</b>	23 100 %	6 100 %	29 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 38 clients; surveys were returned for 29 clients (29/38 = 76.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Southeast Child and Family Therapy 1**

Program Code(s): 38456

Overall Satisfaction<sup>1</sup>

**90.0%**

Return Rate<sup>2</sup>

**38.6%**

Overall satisfaction<sup>3</sup> mean score for Southeast Child and Family Therapy 1: No YSS (youth) data for this program, **4.39** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

- 90.0% 3. I helped to choose my treatment goals
- 90.0% 4. The people helping me stuck with me no matter what
- 90.0% 5. I felt I had someone to talk to when I was troubled

#### **Lowest Agreement Items**

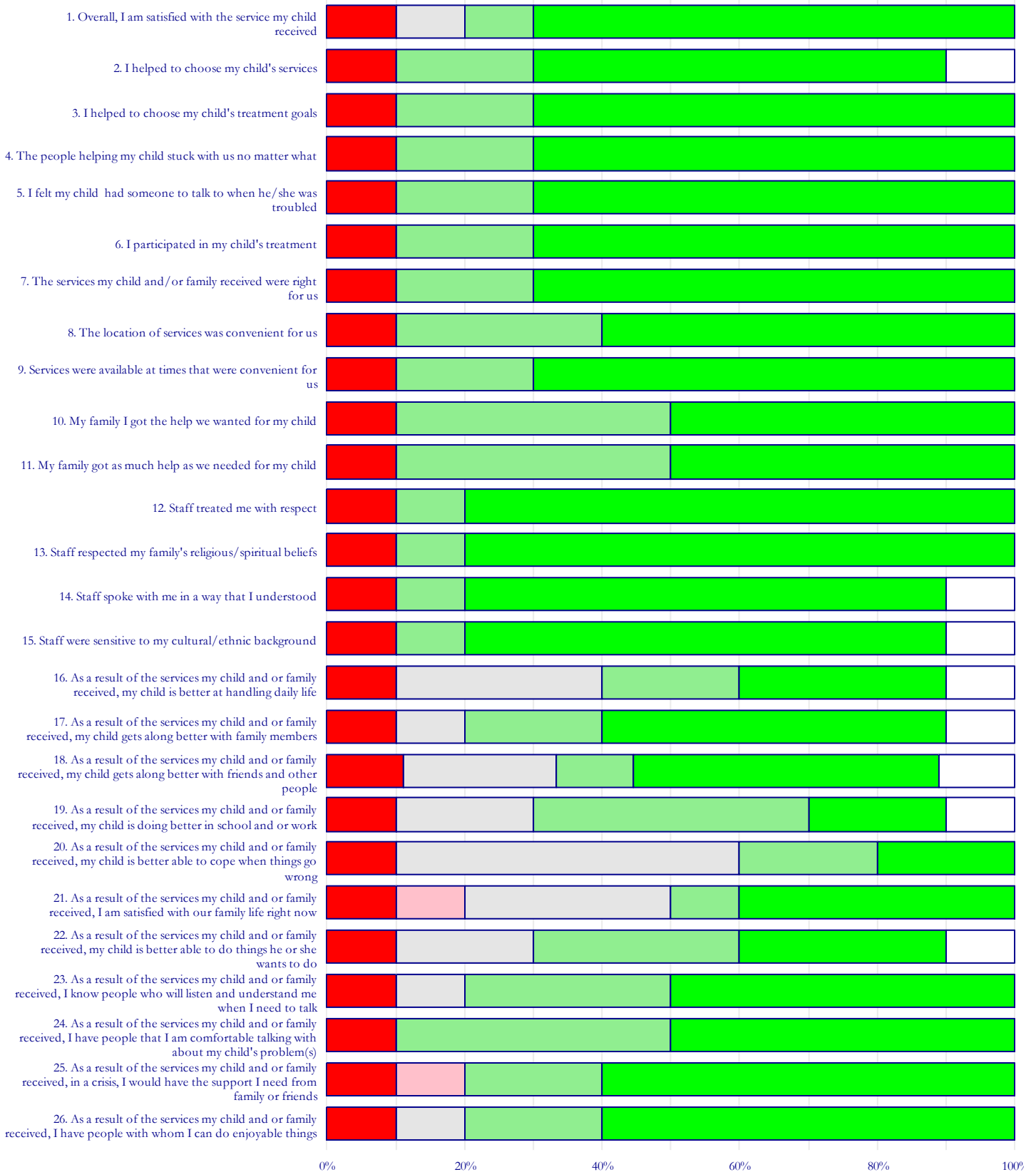
- 80.0% 1. Overall, I am satisfied with the service I received
- 88.9% 2. I helped to choose my services
- 88.9% 14. Staff spoke with me in a way that I understood

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

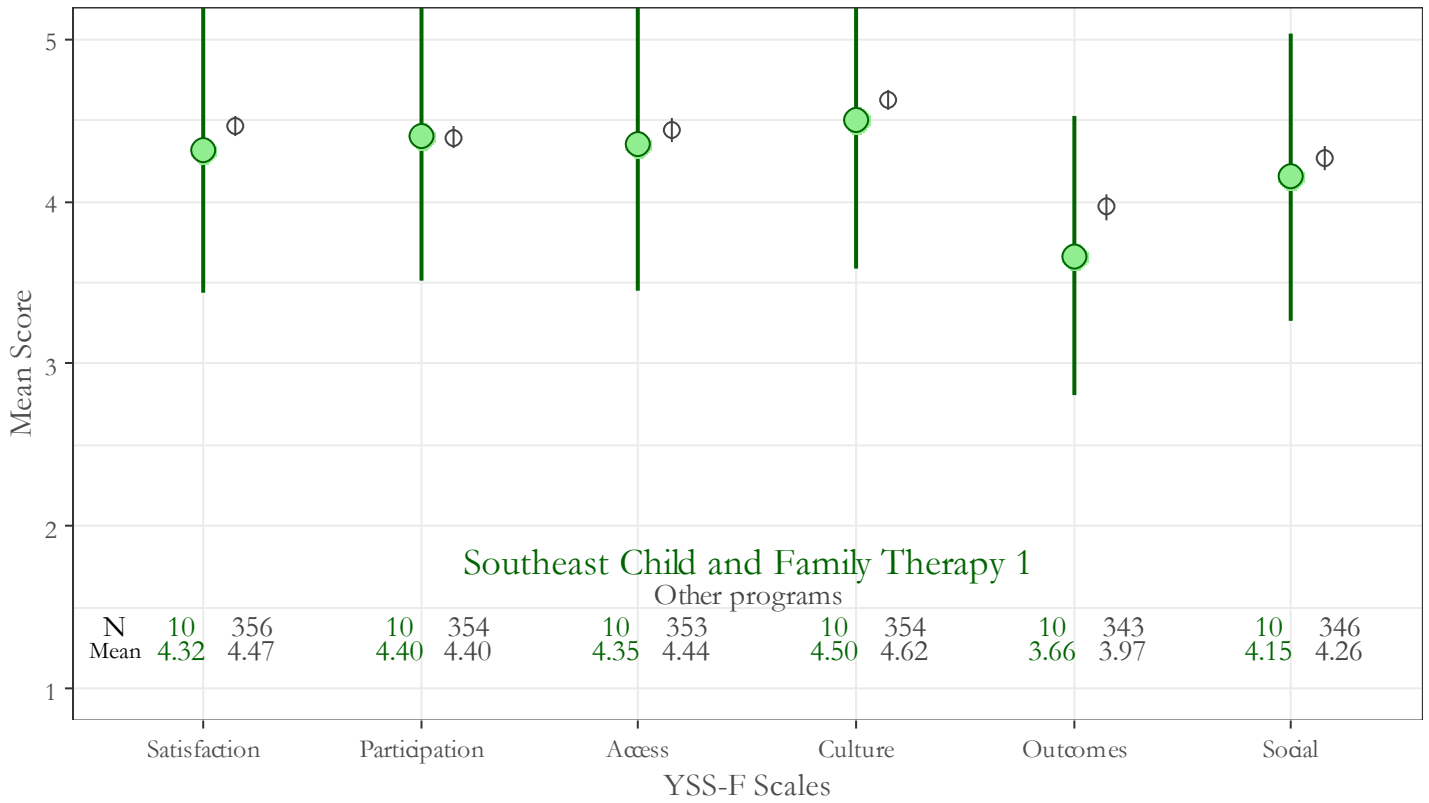


## Youth Services Survey for Families N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</b> 1. Overall, I am satisfied with the service my child received	1 7.7 %	0 0.0 %	1 7.7 %	1 7.7 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>88.9 %</b> 2. I helped to choose my child's services	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	1 7.7 %	3 23.1 %
<b>90.0 %</b> 3. I helped to choose my child's treatment goals	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 4. The people helping my child stuck with us no matter what	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 6. I participated in my child's treatment	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 7. The services my child and/or family received were right for us	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 8. The location of services was convenient for us	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 9. Services were available at times that were convenient for us	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 10. My family I got the help we wanted for my child	1 7.7 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 11. My family got as much help as we needed for my child	1 7.7 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 12. Staff treated me with respect	1 7.7 %	0 0.0 %	0 0.0 %	1 7.7 %	8 61.5 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	1 7.7 %	0 0.0 %	0 0.0 %	1 7.7 %	8 61.5 %	0 0.0 %	3 23.1 %
<b>88.9 %</b> 14. Staff spoke with me in a way that I understood	1 7.7 %	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	1 7.7 %	3 23.1 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 7.7 %	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	1 7.7 %	3 23.1 %
<b>55.6 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	1 7.7 %	0 0.0 %	3 23.1 %	2 15.4 %	3 23.1 %	1 7.7 %	3 23.1 %
<b>77.8 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	5 38.5 %	1 7.7 %	3 23.1 %
<b>62.5 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 7.7 %	0 0.0 %	2 15.4 %	1 7.7 %	4 30.8 %	1 7.7 %	4 30.8 %
<b>66.7 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 7.7 %	0 0.0 %	2 15.4 %	4 30.8 %	2 15.4 %	1 7.7 %	3 23.1 %
<b>40.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 7.7 %	0 0.0 %	5 38.5 %	2 15.4 %	2 15.4 %	0 0.0 %	3 23.1 %
<b>50.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 7.7 %	1 7.7 %	3 23.1 %	1 7.7 %	4 30.8 %	0 0.0 %	3 23.1 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 7.7 %	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	1 7.7 %	3 23.1 %
<b>80.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
<b>90.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 7.7 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
<b>80.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 7.7 %	1 7.7 %	0 0.0 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
<b>80.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Southeast Child and</b>			
<b>Family Therapy 1</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	2 15.4 %	3 75 %	5 29.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 7.7 %	1 25 %	2 11.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 76.9 %	0 0 %	10 58.8 %
<b>Total</b>	13 100 %	4 100 %	17 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 44 clients; surveys were returned for 17 clients (17 / 44 = 38.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Southeast Child and Family Therapy Center**

Program Code(s): 38484

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**72.0%**

Overall satisfaction<sup>3</sup> mean score for Southeast Child and Family Therapy Center: **4.46** (youth), **4.53** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 1. Overall, I am satisfied with the service I received

**100.0%** 4. The people helping me stuck with me no matter what

**100.0%** 5. I felt I had someone to talk to when I was troubled

#### **Lowest Agreement Items**

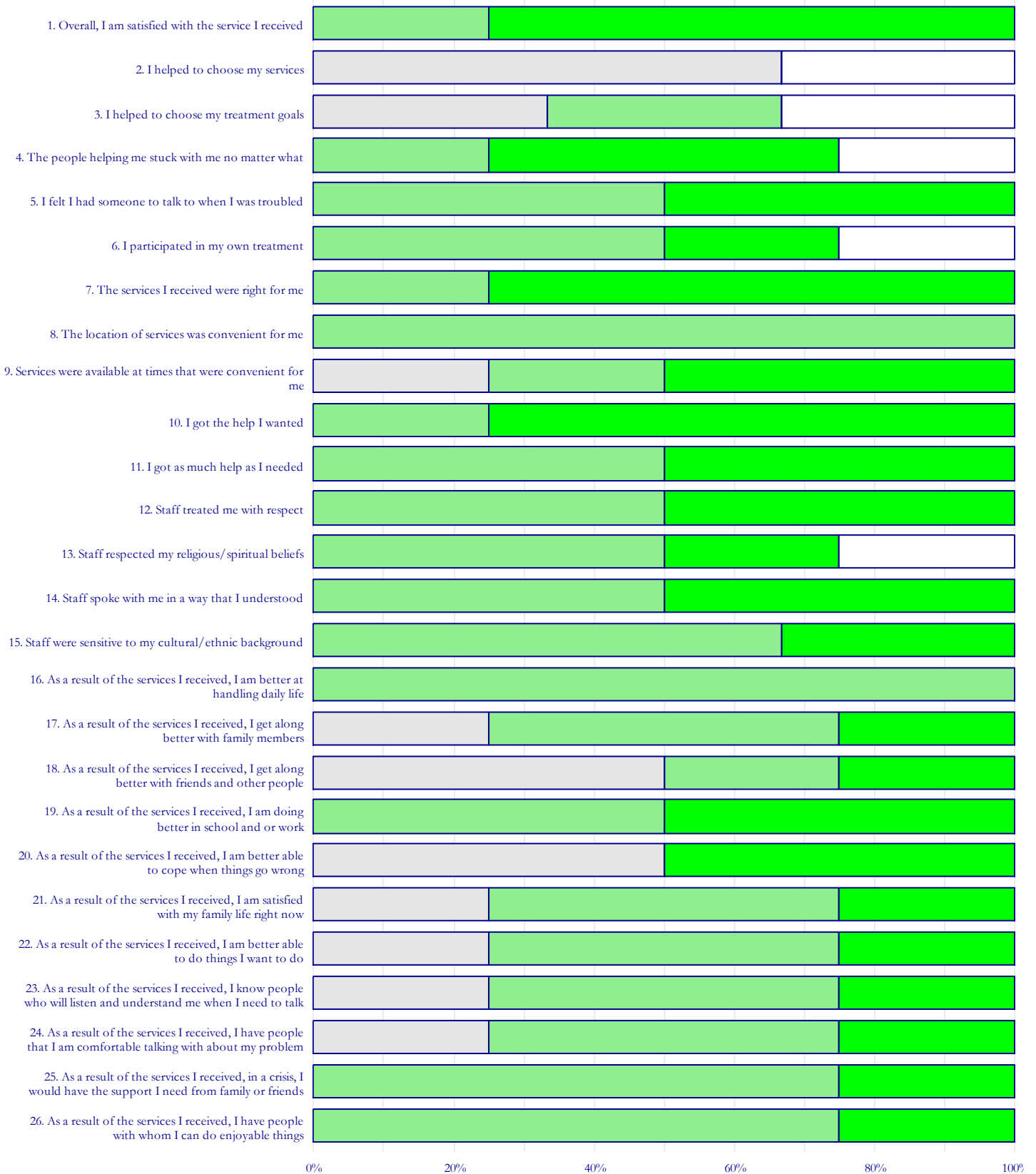
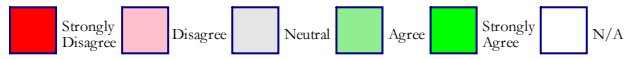
**85.7%** 2. I helped to choose my services

**92.3%** 3. I helped to choose my treatment goals

**93.8%** 9. Services were available at times that were convenient for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

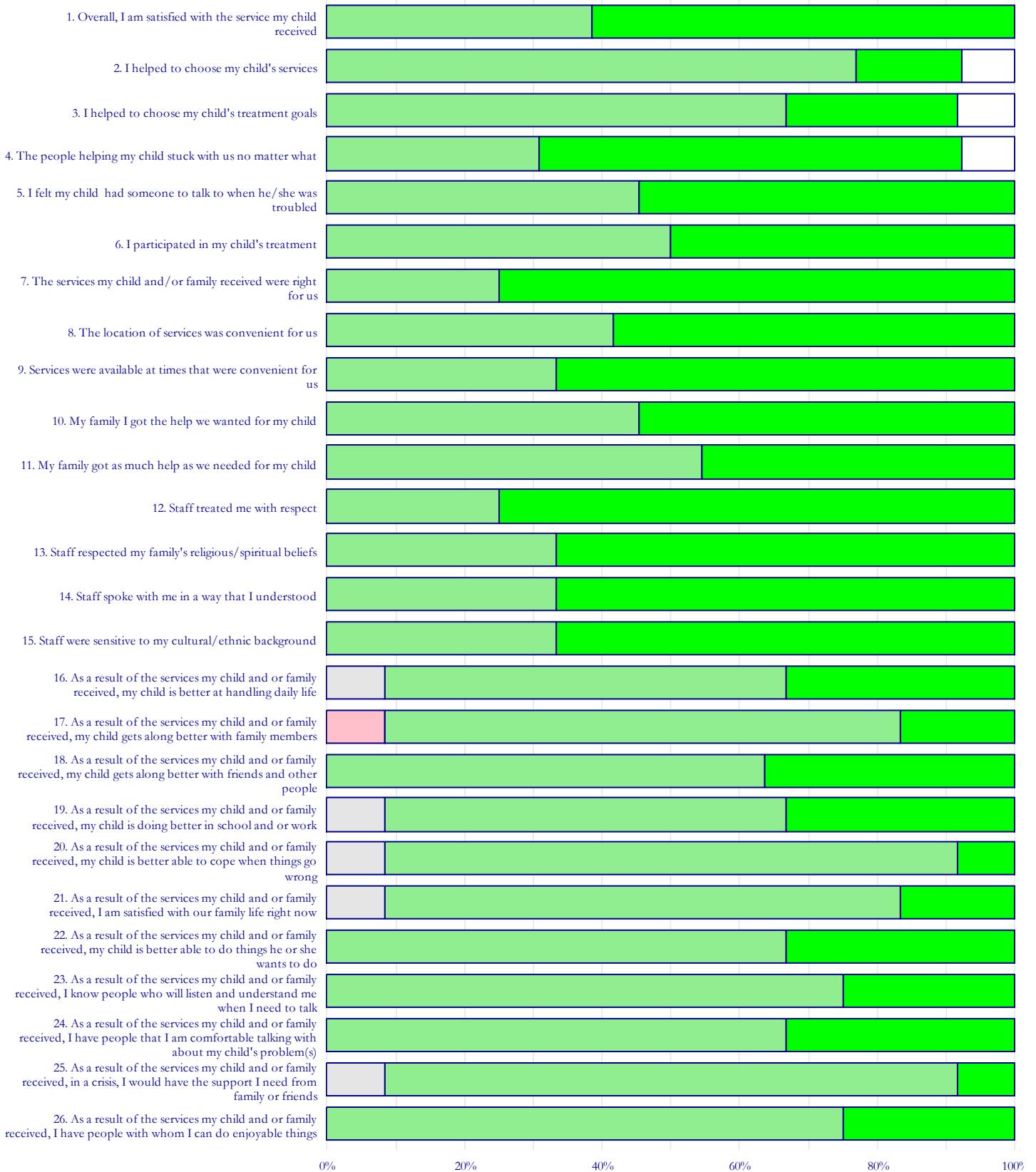
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %
<b>50.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>75.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>75.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %

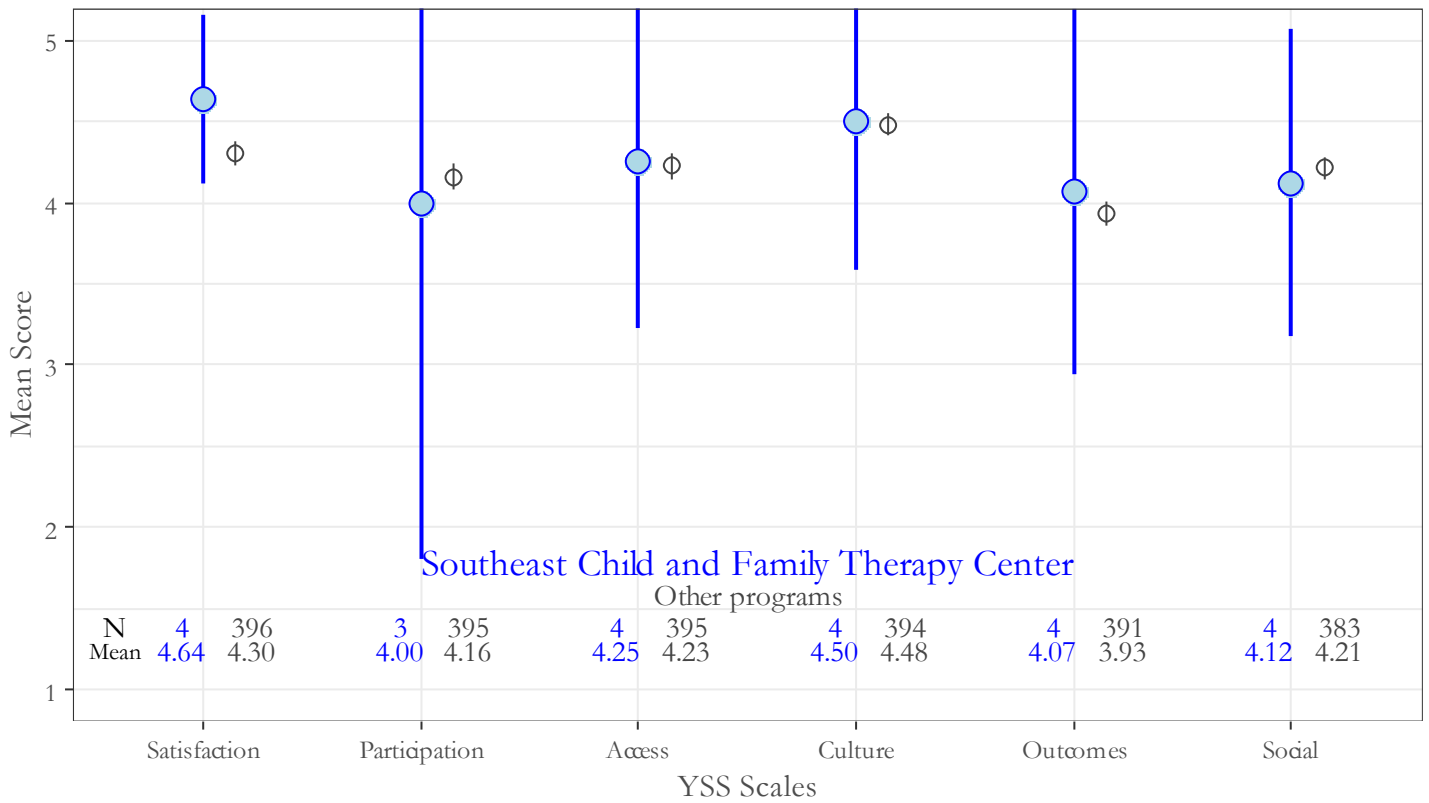
# Youth Services Survey for Families



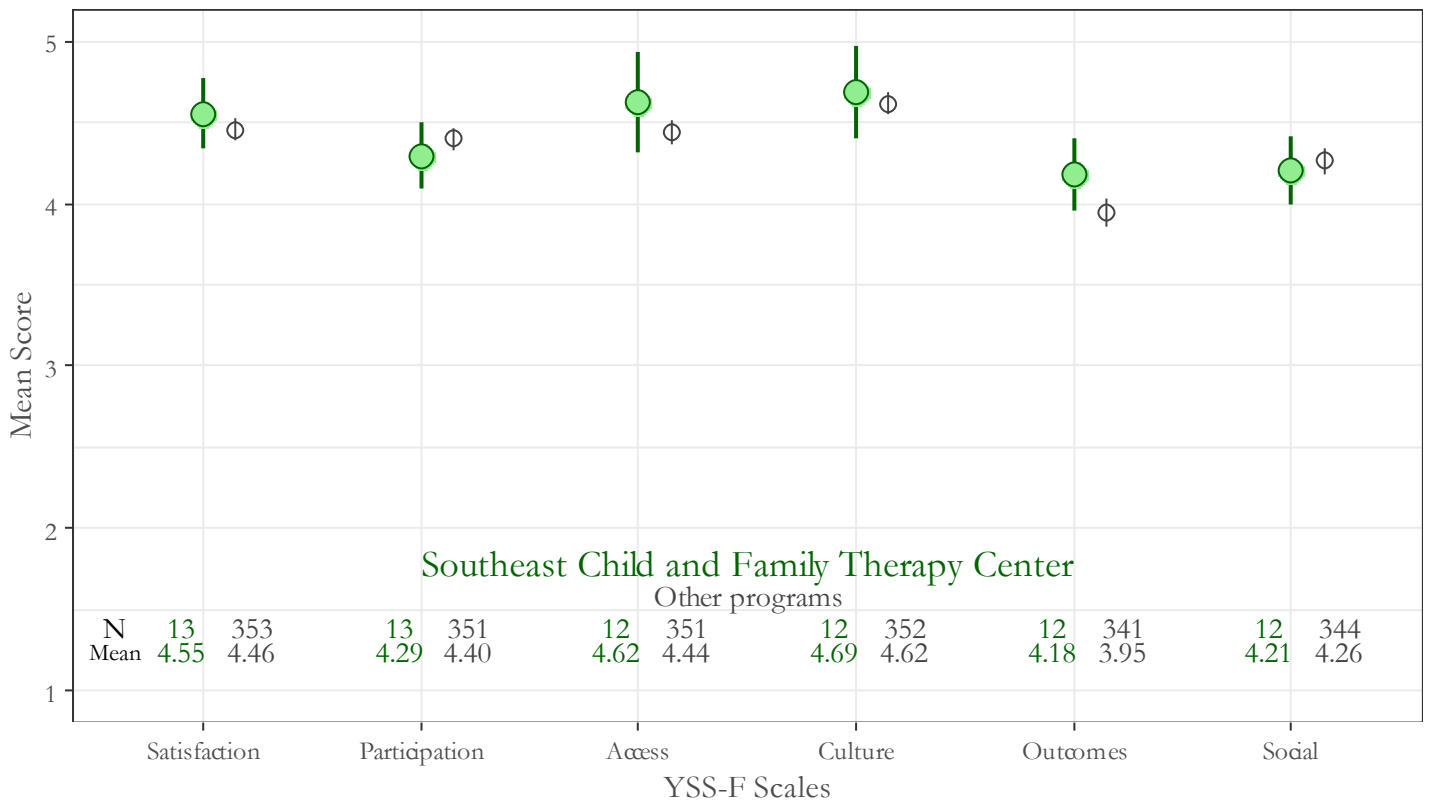
## Youth Services Survey for Families N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	8 47.1 %	0 0.0 %	4 23.5 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	10 58.8 %	2 11.8 %	1 5.9 %	4 23.5 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	3 17.6 %	1 5.9 %	5 29.4 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	1 5.9 %	4 23.5 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	0 0.0 %	6 35.3 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	6 35.3 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	9 52.9 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	7 41.2 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	0 0.0 %	6 35.3 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	5 29.4 %	0 0.0 %	6 35.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	9 52.9 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	4 23.5 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 5.9 %	0 0.0 %	9 52.9 %	2 11.8 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	7 41.2 %	4 23.5 %	0 0.0 %	6 35.3 %
<b>91.7 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	4 23.5 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 5.9 %	10 58.8 %	1 5.9 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 5.9 %	9 52.9 %	2 11.8 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	4 23.5 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	9 52.9 %	3 17.6 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	4 23.5 %	0 0.0 %	5 29.4 %
<b>91.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 5.9 %	10 58.8 %	1 5.9 %	0 0.0 %	5 29.4 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	9 52.9 %	3 17.6 %	0 0.0 %	5 29.4 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Southeast Child and**  
**Family Therapy**  
**Completion Status Center Completion by *Total***  
**Respondent Type**

	Family	Youth	
Refused	3 17.6 %	0 0 %	3 14.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 5.9 %	0 0 %	1 4.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 76.5 %	4 100 %	17 81 %
<b><i>Total</i></b>	<b>17</b> <b>100 %</b>	<b>4</b> <b>100 %</b>	<b>21</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 25 clients; surveys were returned for 18 clients (18 / 25 = 72.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Southeast Child and Family Therapy Center 2**

Program Code(s): 38BB3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**41.2%**

Overall satisfaction<sup>3</sup> mean score for Southeast Child and Family Therapy Center 2: **4.78** (youth), **4.70** (family).

Overall satisfaction mean score for all other programs: **4.31** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

#### **Lowest Agreement Items**

93.3% 5. I felt I had someone to talk to when I was troubled

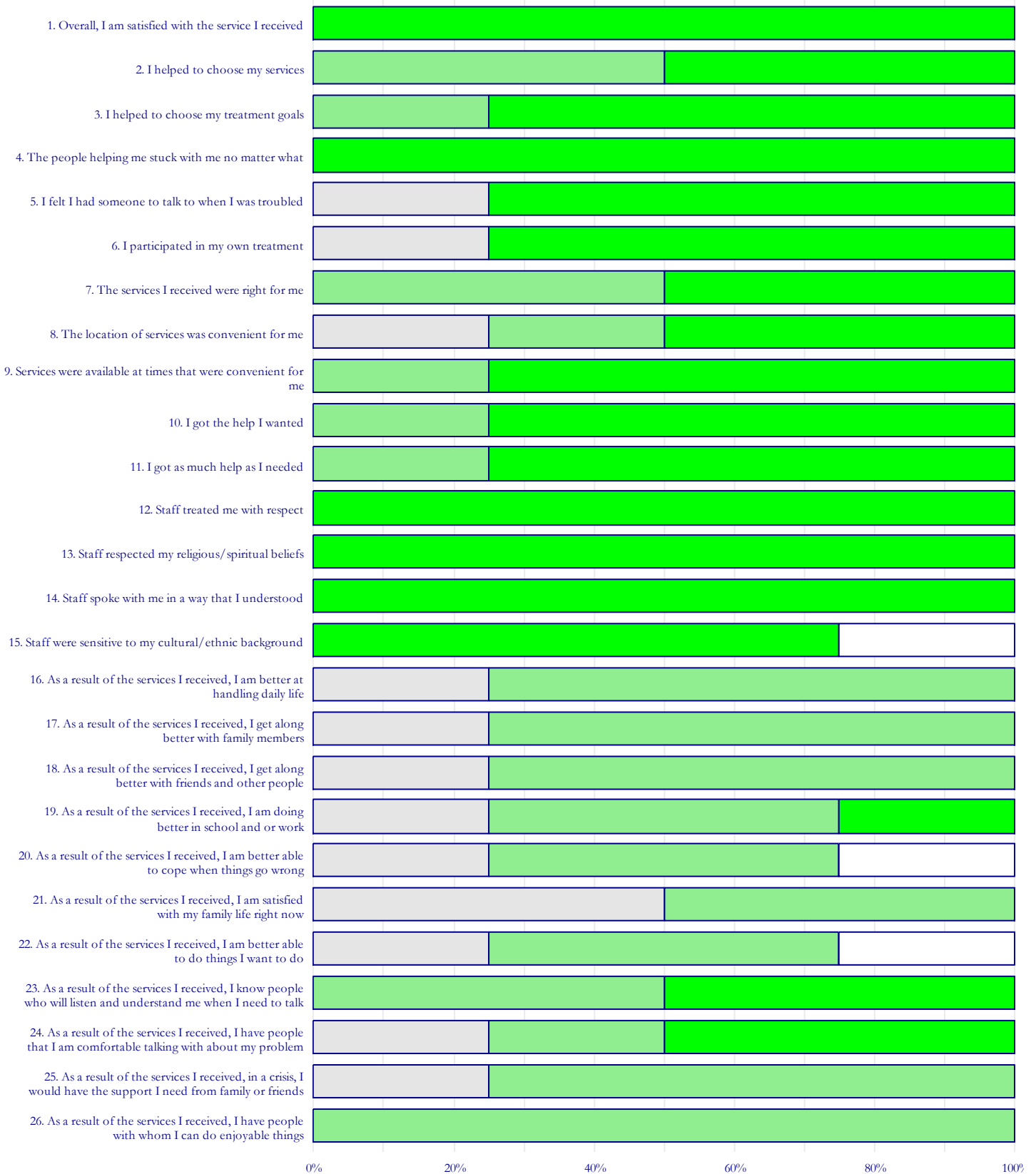
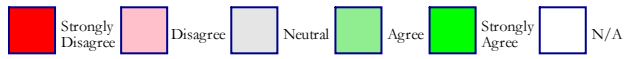
93.3% 6. I participated in my own treatment

100.0% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



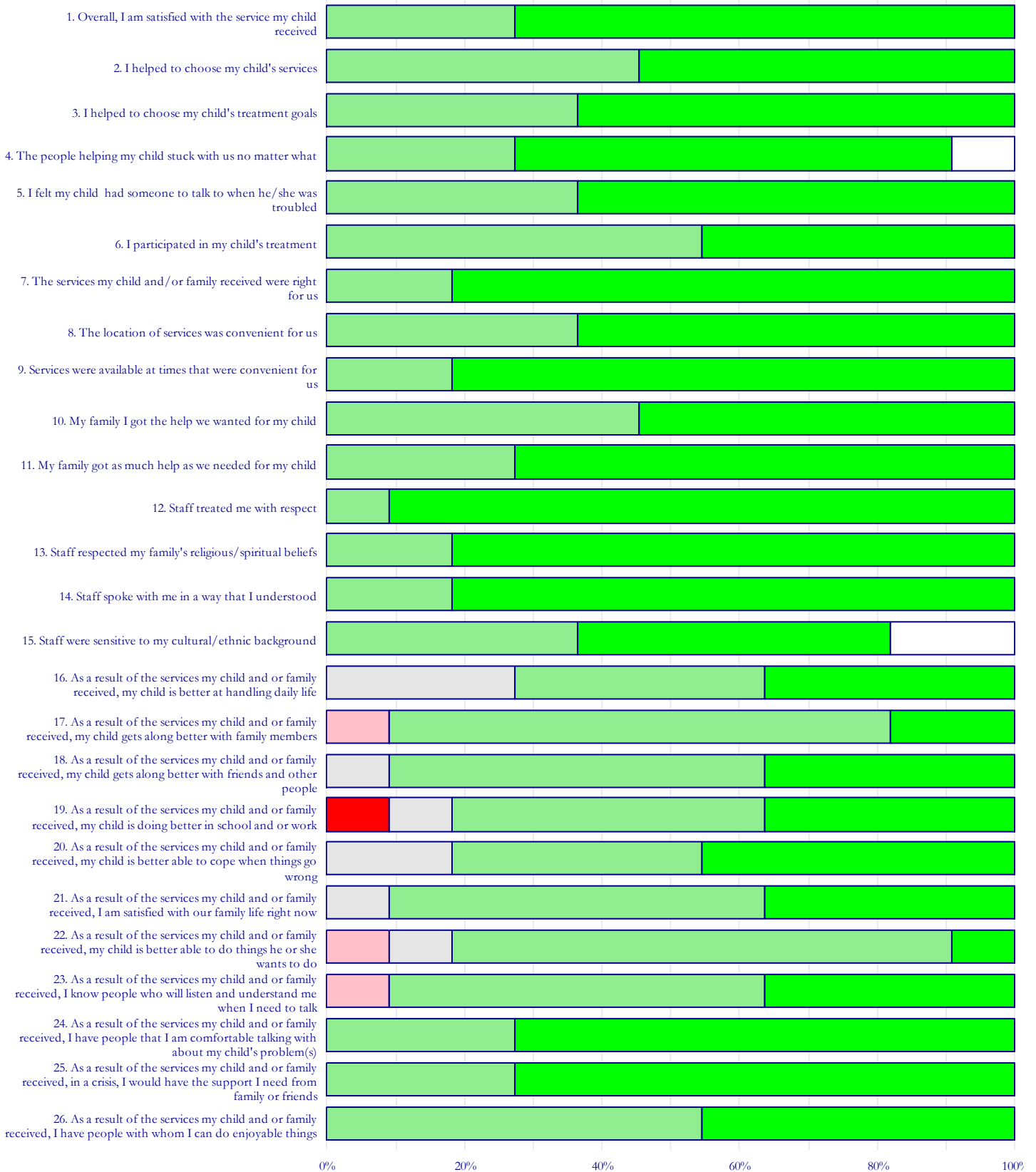
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	2 33.3 %
<b>75.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %	2 33.3 %
<b>66.7 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	1 16.7 %	2 33.3 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %	2 33.3 %
<b>66.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	1 16.7 %	2 33.3 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	2 33.3 %
<b>75.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	2 33.3 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %	2 33.3 %

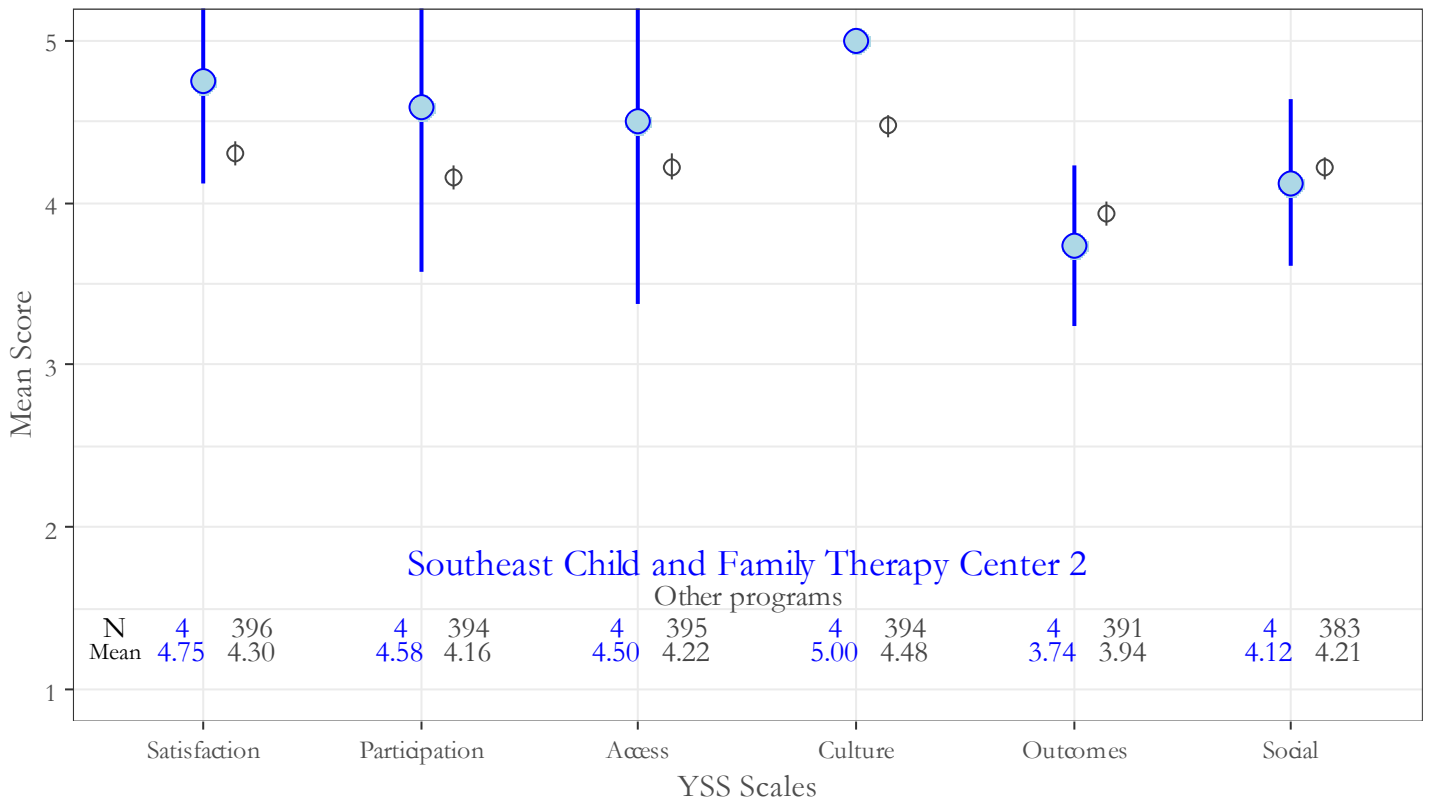
# Youth Services Survey for Families



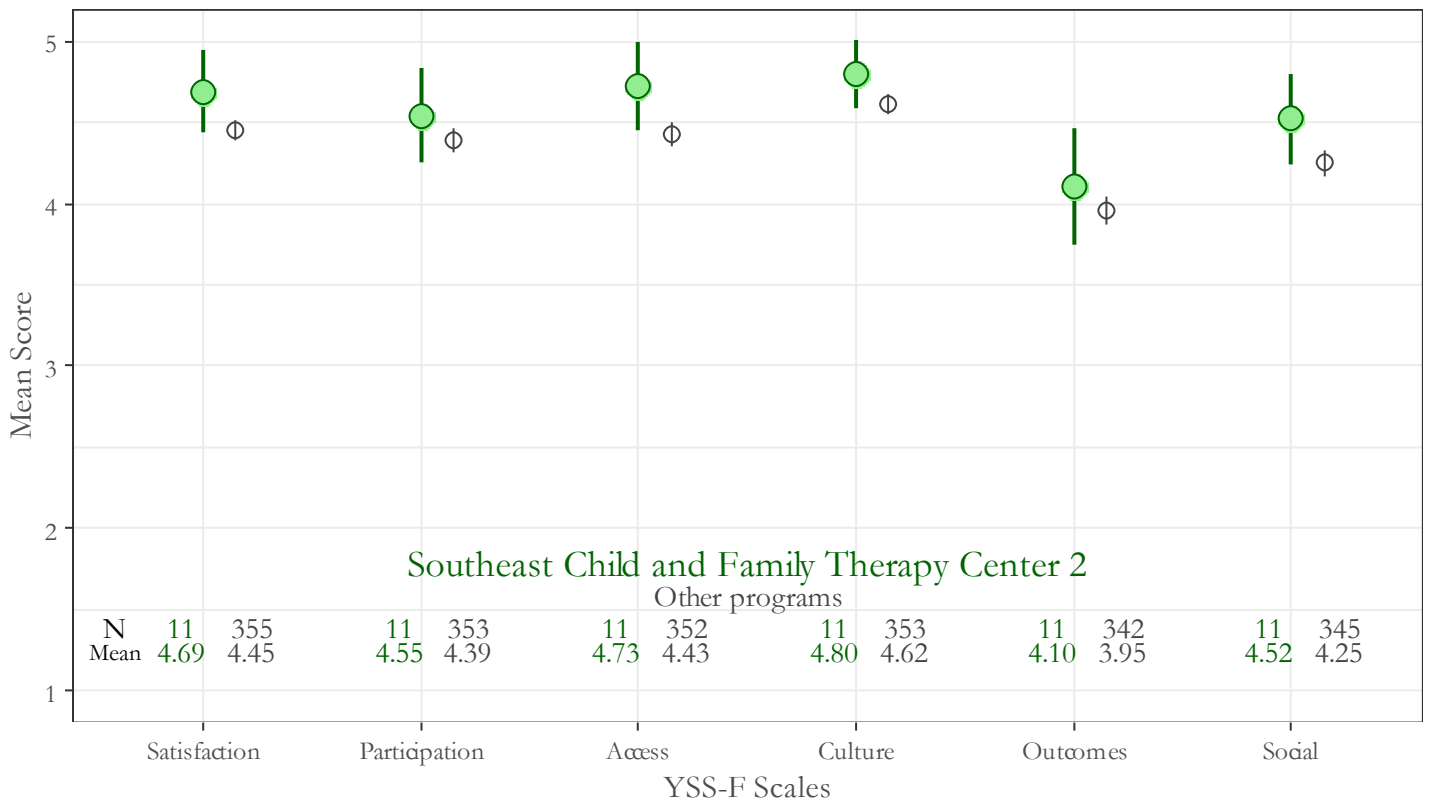
## Youth Services Survey for Families N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %	0 0.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	5 45.5 %	2 18.2 %	0 0.0 %
<b>72.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	3 27.3 %	4 36.4 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 9.1 %	0 0.0 %	8 72.7 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 9.1 %	0 0.0 %	1 9.1 %	5 45.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	5 45.5 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 9.1 %	1 9.1 %	8 72.7 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 9.1 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**Southeast Child and**  
**Family Therapy**  
**Completion Status Center 2 Completion Total**  
**by Respondent Type**

	Family	Youth	
Refused	0 0 %	1 16.7 %	1 5.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 16.7 %	1 5.9 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	4 66.7 %	15 88.2 %
<b>Total</b>	11 100 %	6 100 %	17 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 34 clients; surveys were returned for 14 clients (14 / 34 = 41.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**St Vincent Wrap**

Program Code(s): 38DD8

Overall Satisfaction<sup>1</sup>

**91.3%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for St Vincent Wrap: **4.13** (youth), **4.21** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

95.7% 5. I felt I had someone to talk to when I was troubled

95.5% 11. I got as much help as I needed

95.5% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

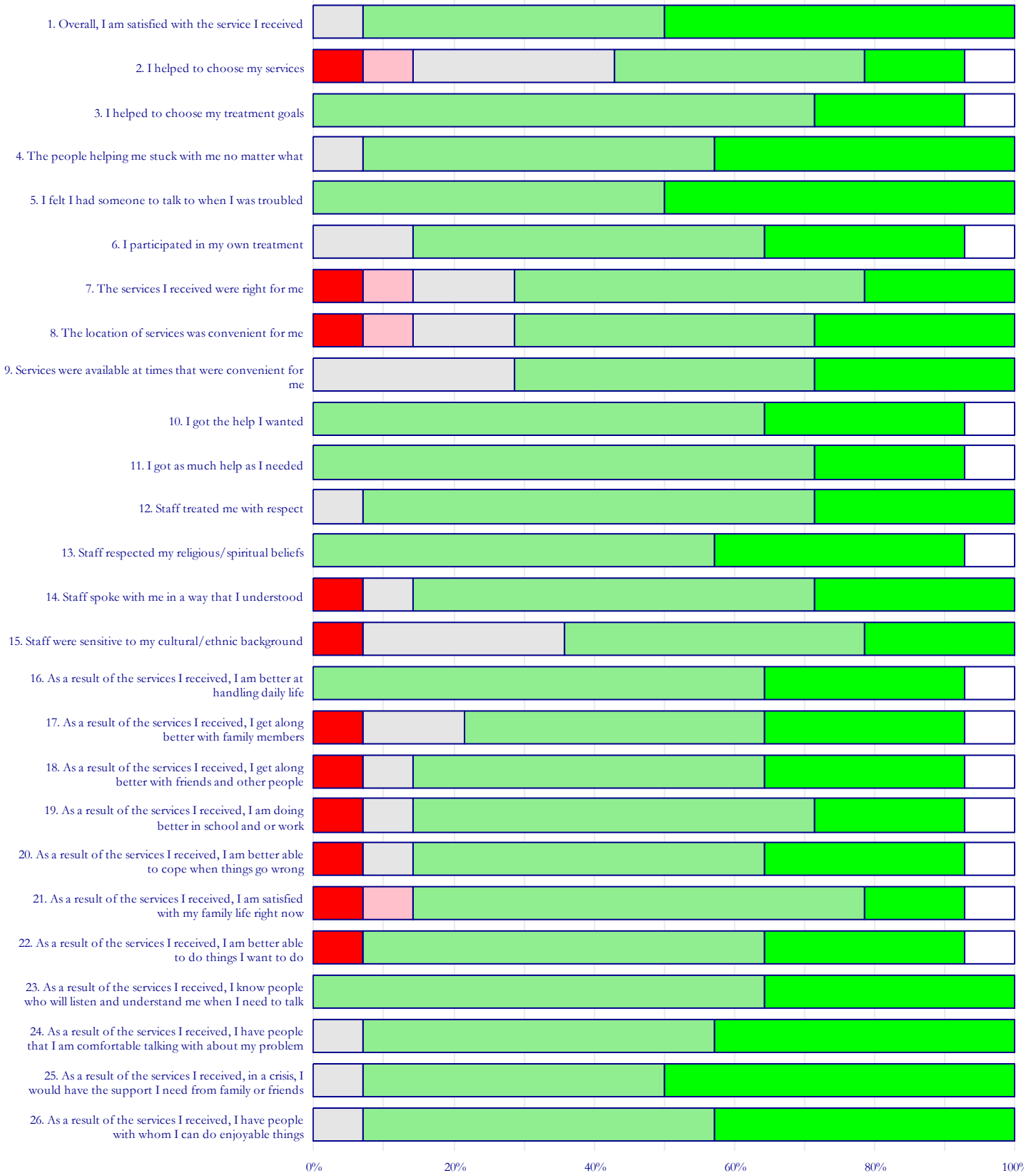
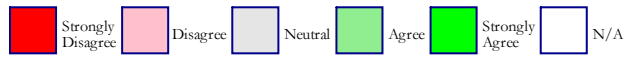
57.1% 2. I helped to choose my services

73.9% 7. The services I received were right for me

73.9% 9. Services were available at times that were convenient for me

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

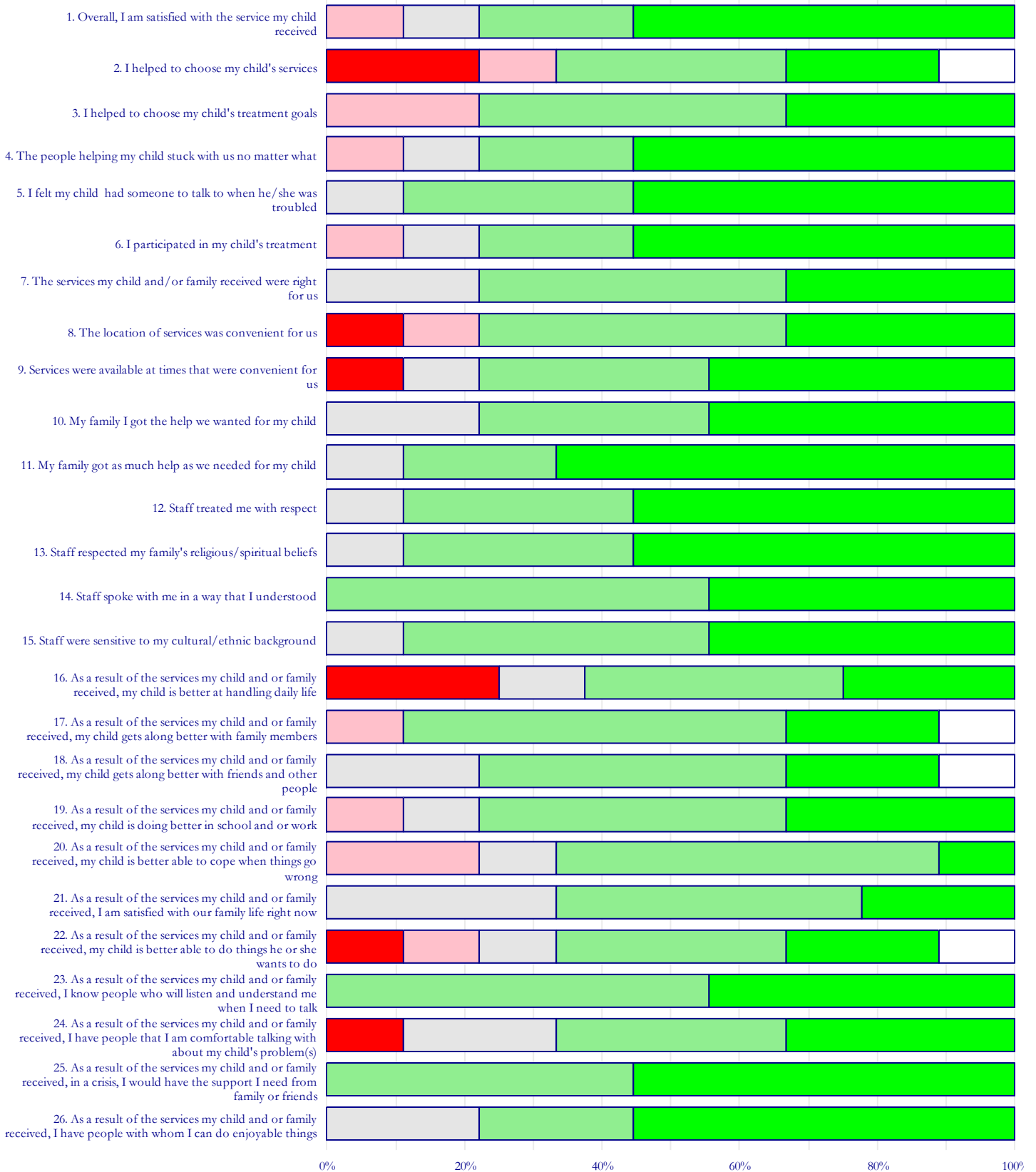




## Youth Services Survey for Youth N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.9 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	7 50.0 %	0 0.0 %	0 0.0 %
<b>53.8 %</b> 2. I helped to choose my services	1 7.1 %	1 7.1 %	4 28.6 %	5 35.7 %	2 14.3 %	1 7.1 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	10 71.4 %	3 21.4 %	1 7.1 %	0 0.0 %
<b>92.9 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	6 42.9 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	7 50.0 %	0 0.0 %	0 0.0 %
<b>84.6 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>71.4 %</b> 7. The services I received were right for me	1 7.1 %	1 7.1 %	2 14.3 %	7 50.0 %	3 21.4 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 8. The location of services was convenient for me	1 7.1 %	1 7.1 %	2 14.3 %	6 42.9 %	4 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	4 28.6 %	6 42.9 %	4 28.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	10 71.4 %	3 21.4 %	1 7.1 %	0 0.0 %
<b>92.9 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.1 %	9 64.3 %	4 28.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	8 57.1 %	5 35.7 %	1 7.1 %	0 0.0 %
<b>85.7 %</b> 14. Staff spoke with me in a way that I understood	1 7.1 %	0 0.0 %	1 7.1 %	8 57.1 %	4 28.6 %	0 0.0 %	0 0.0 %
<b>64.3 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 7.1 %	0 0.0 %	4 28.6 %	6 42.9 %	3 21.4 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>76.9 %</b> 17. As a result of the services I received, I get along better with family members	1 7.1 %	0 0.0 %	2 14.3 %	6 42.9 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>84.6 %</b> 18. As a result of the services I received, I get along better with friends and other people	1 7.1 %	0 0.0 %	1 7.1 %	7 50.0 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>84.6 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 7.1 %	0 0.0 %	1 7.1 %	8 57.1 %	3 21.4 %	1 7.1 %	0 0.0 %
<b>84.6 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	1 7.1 %	0 0.0 %	1 7.1 %	7 50.0 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>84.6 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 7.1 %	1 7.1 %	0 0.0 %	9 64.3 %	2 14.3 %	1 7.1 %	0 0.0 %
<b>92.3 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 7.1 %	0 0.0 %	0 0.0 %	8 57.1 %	4 28.6 %	1 7.1 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	5 35.7 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	6 42.9 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	7 50.0 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	6 42.9 %	0 0.0 %	0 0.0 %

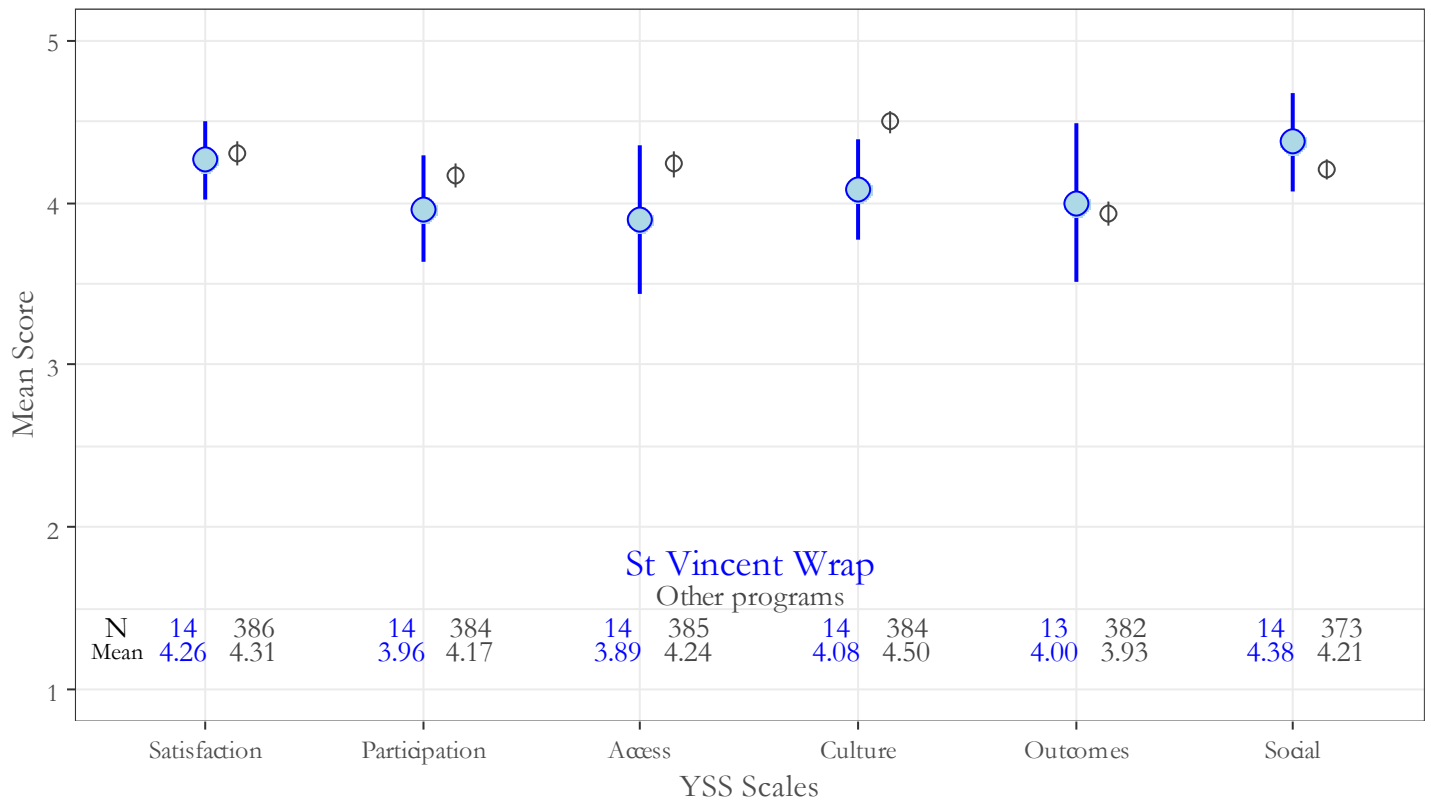
# Youth Services Survey for Families



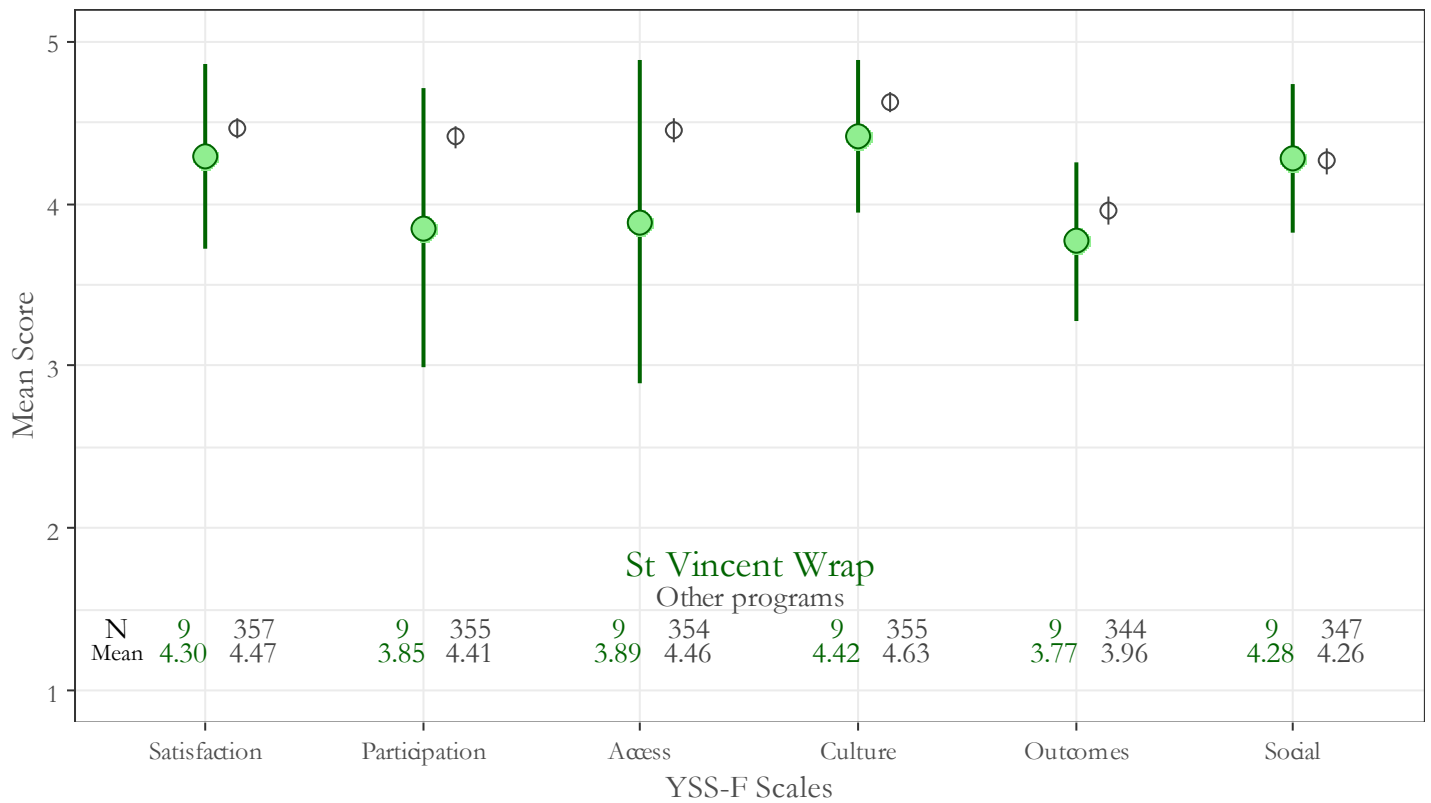
## Youth Services Survey for Families N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.8 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 2. I helped to choose my child's services	2 22.2 %	1 11.1 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	0 0.0 %
<b>77.8 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	2 22.2 %	0 0.0 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 6. I participated in my child's treatment	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 8. The location of services was convenient for us	1 11.1 %	1 11.1 %	0 0.0 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 9. Services were available at times that were convenient for us	1 11.1 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	2 22.2 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	2 22.2 %	1 11.1 %	0 0.0 %
<b>75.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	1 11.1 %	0 0.0 %
<b>77.8 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 11.1 %	1 11.1 %	1 11.1 %	3 33.3 %	2 22.2 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	1 11.1 %	0 0.0 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>St Vincent Wrap</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 100 %	14 100 %	23 100 %
<b>Total</b>	9 100 %	14 100 %	23 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 14 clients (14 / 14 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Stonewall Project Integrated and Full Service OP IFSO Services**  
Program Code(s): 38HSOP

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**60.0%**

Overall satisfaction<sup>3</sup> mean score for Stonewall Project Integrated and Full Service OP IFSO Services: **4.47**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 1. I like the services that I received here

100.0% 2. If I had other choices, I would still get services from this agency

100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

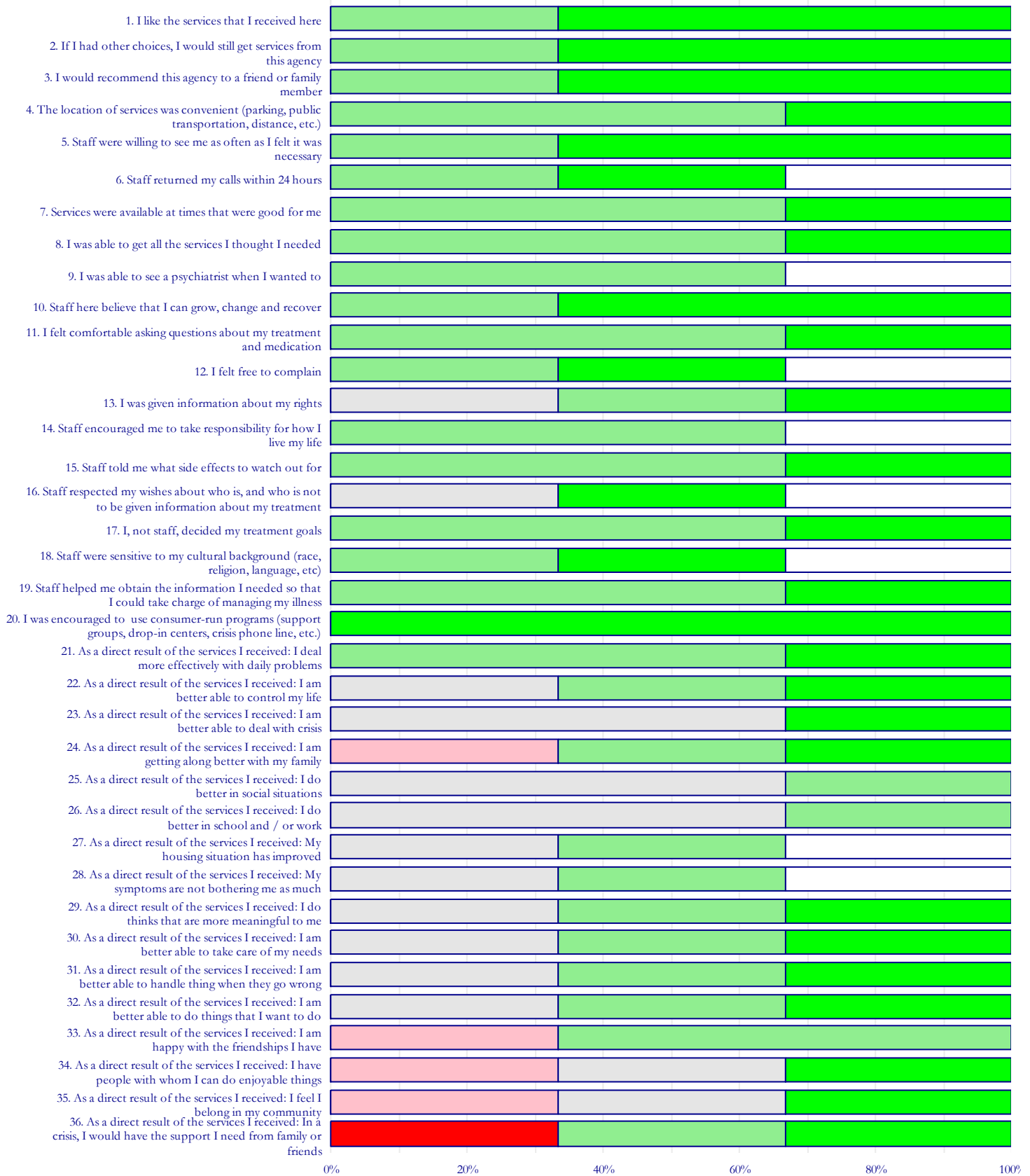
50.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

66.7% 13. I was given information about my rights

100.0% 1. I like the services that I received here

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



**MHSIP Items 1-25**  
**Percent Agree**

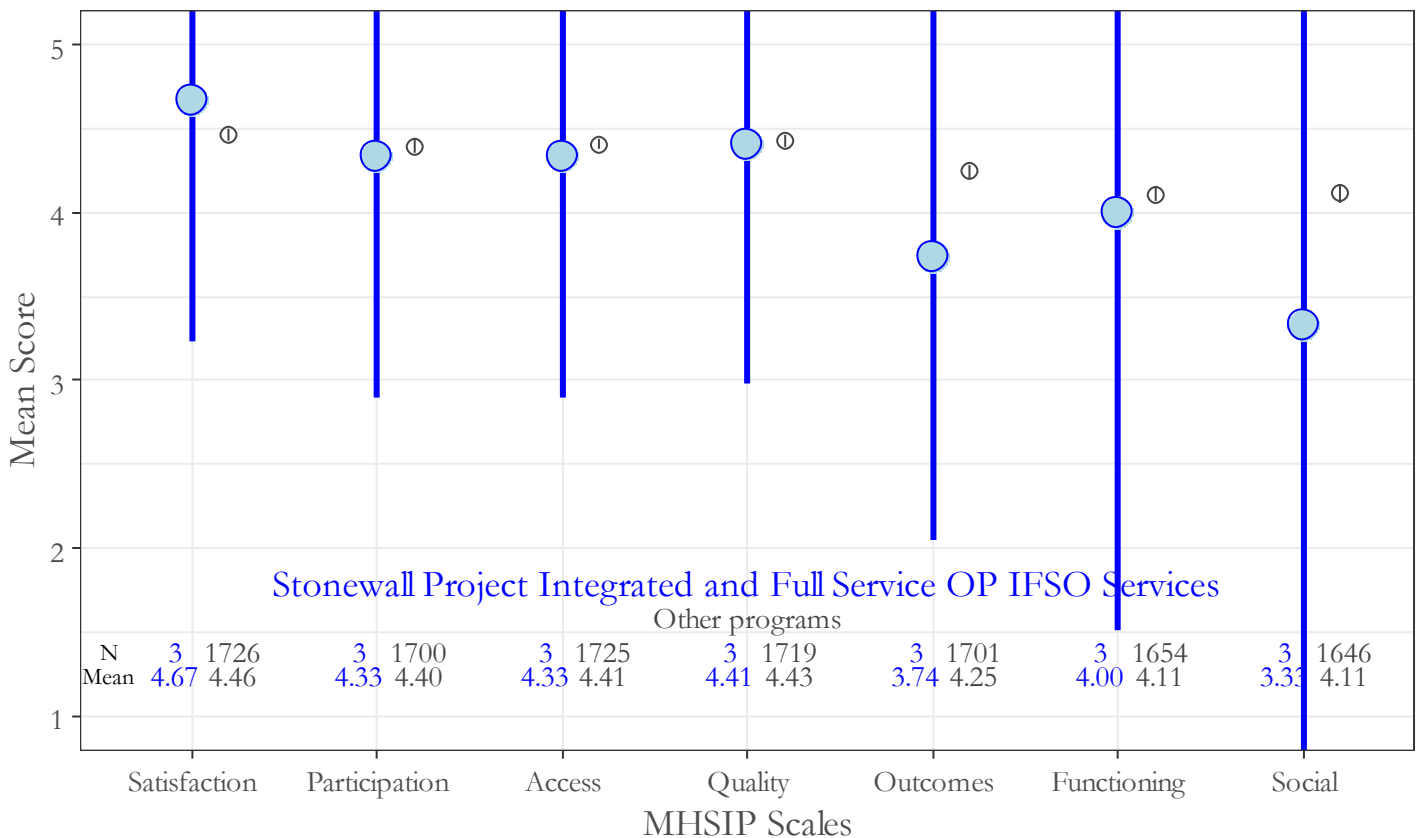
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>66.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %



**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>33.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>50.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>66.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



<b>Survey Compliance</b>			
<b>Survey Completion by</b>			
<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	1 100 %	3 100 %
<b>Total</b>	2 100 %	1 100 %	3 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 5 clients; surveys were returned for 3 clients (3/5 = 60.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Sunset Mental Health Services Adult**

Program Code(s): 38823

Overall Satisfaction<sup>1</sup>

**94.0%**

Return Rate<sup>2</sup>

**83.1%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Services Adult: **4.43**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**98.0%** 11. I felt comfortable asking questions about my treatment and medication

**95.9%** 1. I like the services that I received here

**93.9%** 13. I was given information about my rights

#### **Lowest Agreement Items**

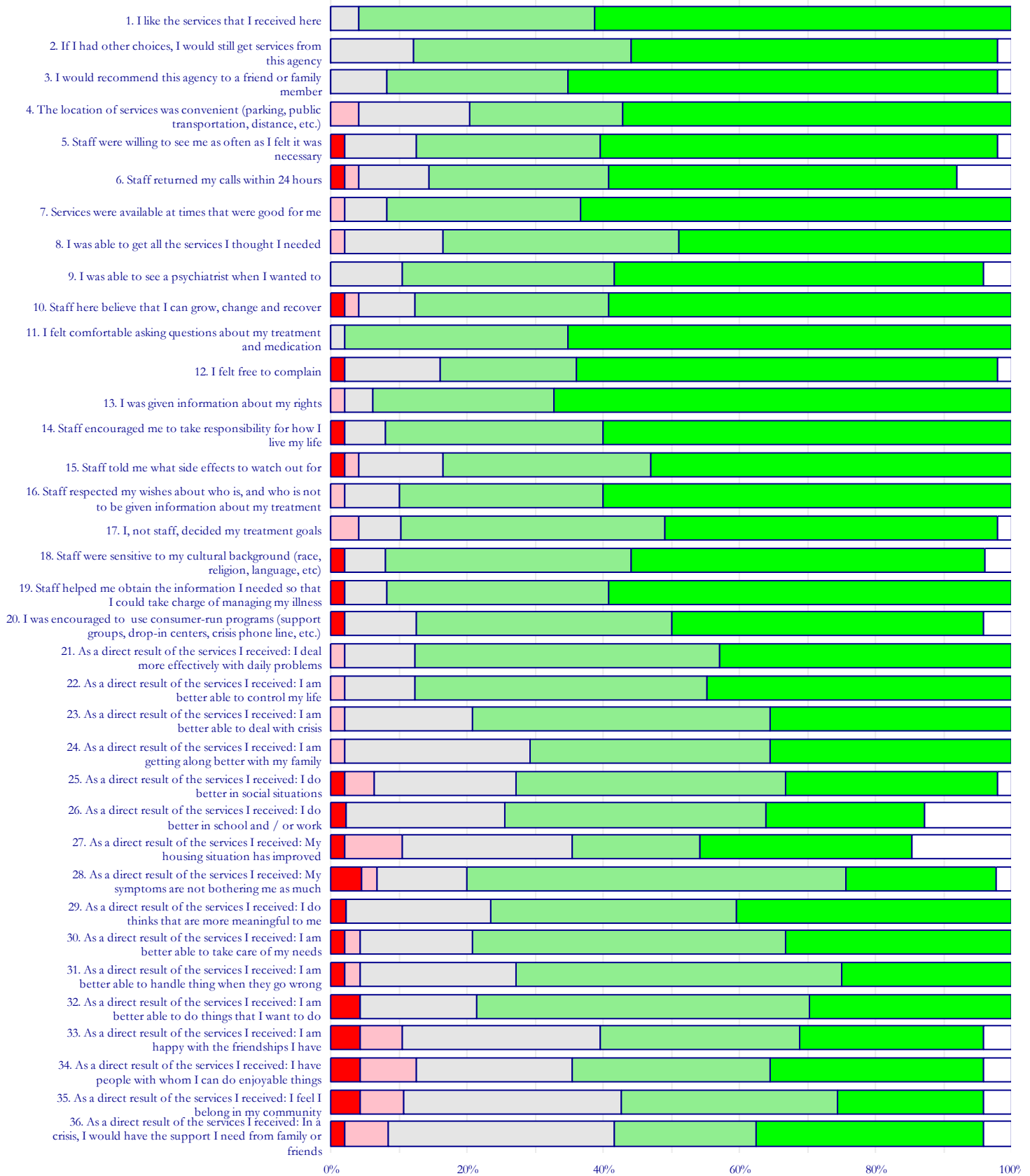
**83.7%** 8. I was able to get all the services I thought I needed

**83.7%** 12. I felt free to complain

**83.7%** 15. Staff told me what side effects to watch out for

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



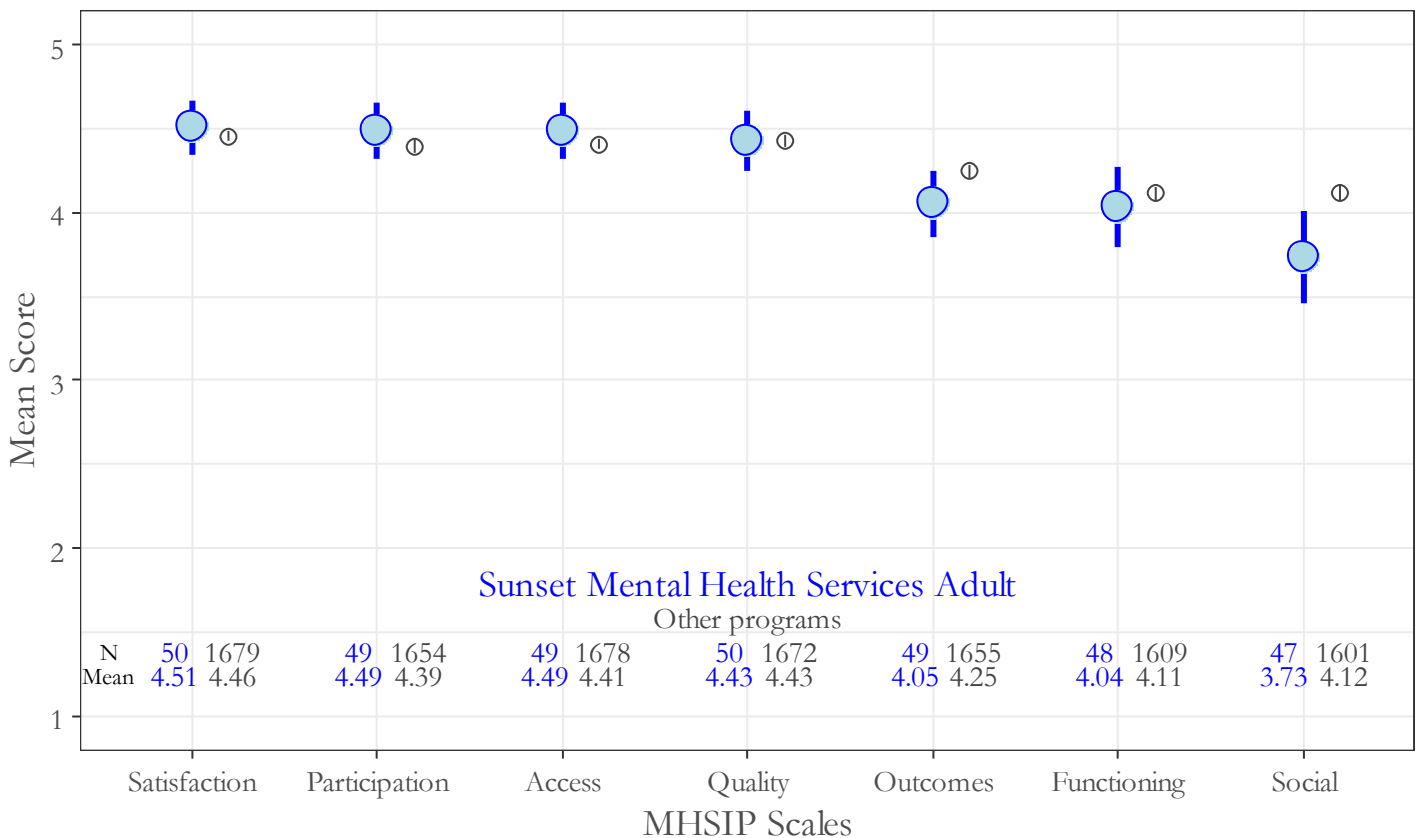
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>95.9 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 1.9 %	17 16.4 %	30 28.8 %	0 0.0 %	55 52.9 %
<b>87.8 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	6 5.8 %	16 15.4 %	27 26.0 %	1 1.0 %	54 51.9 %
<b>91.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 3.8 %	13 12.5 %	31 29.8 %	1 1.0 %	55 52.9 %
<b>79.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 1.9 %	8 7.7 %	11 10.6 %	28 26.9 %	0 0.0 %	55 52.9 %
<b>87.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 1.0 %	0 0.0 %	5 4.8 %	13 12.5 %	28 26.9 %	1 1.0 %	56 53.8 %
<b>84.4 %</b> 6. Staff returned my calls within 24 hours	1 1.0 %	1 1.0 %	5 4.8 %	13 12.5 %	25 24.0 %	4 3.8 %	55 52.9 %
<b>91.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 1.0 %	3 2.9 %	14 13.5 %	31 29.8 %	0 0.0 %	55 52.9 %
<b>83.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.0 %	7 6.7 %	17 16.4 %	24 23.1 %	0 0.0 %	55 52.9 %
<b>89.1 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	5 4.8 %	15 14.4 %	26 25.0 %	2 1.9 %	56 53.8 %
<b>87.8 %</b> 10. Staff here believe that I can grow, change and recover	1 1.0 %	1 1.0 %	4 3.8 %	14 13.5 %	29 27.9 %	0 0.0 %	55 52.9 %
<b>98.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 1.0 %	16 15.4 %	32 30.8 %	0 0.0 %	55 52.9 %
<b>83.7 %</b> 12. I felt free to complain	1 1.0 %	0 0.0 %	7 6.7 %	10 9.6 %	31 29.8 %	1 1.0 %	54 51.9 %
<b>93.9 %</b> 13. I was given information about my rights	0 0.0 %	1 1.0 %	2 1.9 %	13 12.5 %	33 31.7 %	0 0.0 %	55 52.9 %
<b>92.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 1.0 %	0 0.0 %	3 2.9 %	16 15.4 %	30 28.8 %	0 0.0 %	54 51.9 %
<b>83.7 %</b> 15. Staff told me what side effects to watch out for	1 1.0 %	1 1.0 %	6 5.8 %	15 14.4 %	26 25.0 %	0 0.0 %	55 52.9 %
<b>90.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 1.0 %	4 3.8 %	15 14.4 %	30 28.8 %	0 0.0 %	54 51.9 %
<b>89.6 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 1.9 %	3 2.9 %	19 18.3 %	24 23.1 %	1 1.0 %	55 52.9 %
<b>91.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.0 %	0 0.0 %	3 2.9 %	18 17.3 %	26 25.0 %	2 1.9 %	54 51.9 %
<b>91.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.0 %	0 0.0 %	3 2.9 %	16 15.4 %	29 27.9 %	0 0.0 %	55 52.9 %
<b>87.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.0 %	0 0.0 %	5 4.8 %	18 17.3 %	22 21.1 %	2 1.9 %	56 53.8 %
<b>87.8 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.0 %	5 4.8 %	22 21.1 %	21 20.2 %	0 0.0 %	55 52.9 %
<b>87.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 1.0 %	5 4.8 %	21 20.2 %	22 21.1 %	0 0.0 %	55 52.9 %
<b>79.2 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 1.0 %	9 8.6 %	21 20.2 %	17 16.4 %	0 0.0 %	56 53.8 %
<b>70.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 1.0 %	13 12.5 %	17 16.4 %	17 16.4 %	0 0.0 %	56 53.8 %
<b>72.3 %</b> 25. As a direct result of the services I received: I do better in social situations	1 1.0 %	2 1.9 %	10 9.6 %	19 18.3 %	15 14.4 %	1 1.0 %	56 53.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>70.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 1.0 %	0 0.0 %	11 10.6 %	18 17.3 %	11 10.6 %	6 5.8 %	57 54.8 %
<b>58.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.0 %	4 3.8 %	12 11.5 %	9 8.6 %	15 14.4 %	7 6.7 %	56 53.8 %
<b>79.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.9 %	1 1.0 %	6 5.8 %	25 24.0 %	10 9.6 %	1 1.0 %	59 56.7 %
<b>76.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.0 %	0 0.0 %	10 9.6 %	17 16.4 %	19 18.3 %	0 0.0 %	57 54.8 %
<b>79.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.0 %	1 1.0 %	8 7.7 %	22 21.1 %	16 15.4 %	0 0.0 %	56 53.8 %
<b>72.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 1.0 %	1 1.0 %	11 10.6 %	23 22.1 %	12 11.5 %	0 0.0 %	56 53.8 %
<b>78.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.9 %	0 0.0 %	8 7.7 %	23 22.1 %	14 13.5 %	0 0.0 %	57 54.8 %
<b>58.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.9 %	3 2.9 %	14 13.5 %	14 13.5 %	13 12.5 %	2 1.9 %	56 53.8 %
<b>63.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.9 %	4 3.8 %	11 10.6 %	14 13.5 %	15 14.4 %	2 1.9 %	56 53.8 %
<b>55.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.9 %	3 2.9 %	15 14.4 %	15 14.4 %	10 9.6 %	2 1.9 %	57 54.8 %
<b>56.5 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 1.0 %	3 2.9 %	16 15.4 %	10 9.6 %	16 15.4 %	2 1.9 %	56 53.8 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	38 42.7 %	6 40 %	44 42.3 %
Impaired	7 7.9 %	4 26.7 %	11 10.6 %
Language	0 0 %	2 13.3 %	2 1.9 %
Other	1 1.1 %	0 0 %	1 1 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	43 48.3 %	3 20 %	46 44.2 %
<b>Total</b>	89 100 %	15 100 %	104 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 124 clients; surveys were returned for 103 clients (103/124 = 83.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Sunset Mental Health Services CYF**

Program Code(s): 38826

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**46.7%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Services CYF: **3.77** (youth), **4.76** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 2. I helped to choose my services

**100.0%** 3. I helped to choose my treatment goals

**100.0%** 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

**80.0%** 1. Overall, I am satisfied with the service I received

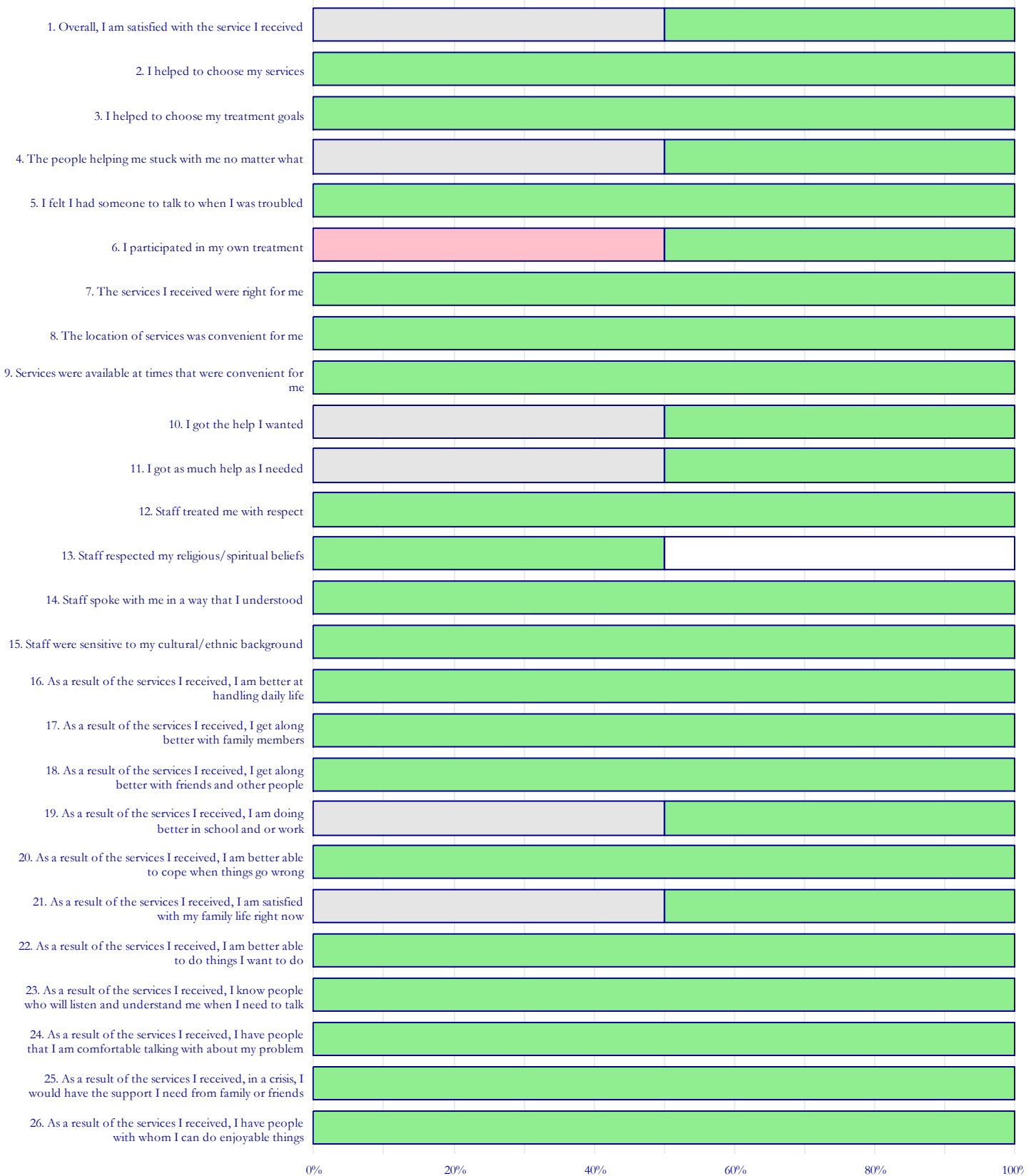
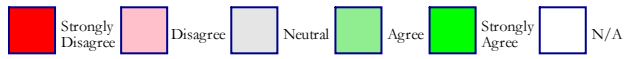
**80.0%** 4. The people helping me stuck with me no matter what

**80.0%** 6. I participated in my own treatment

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



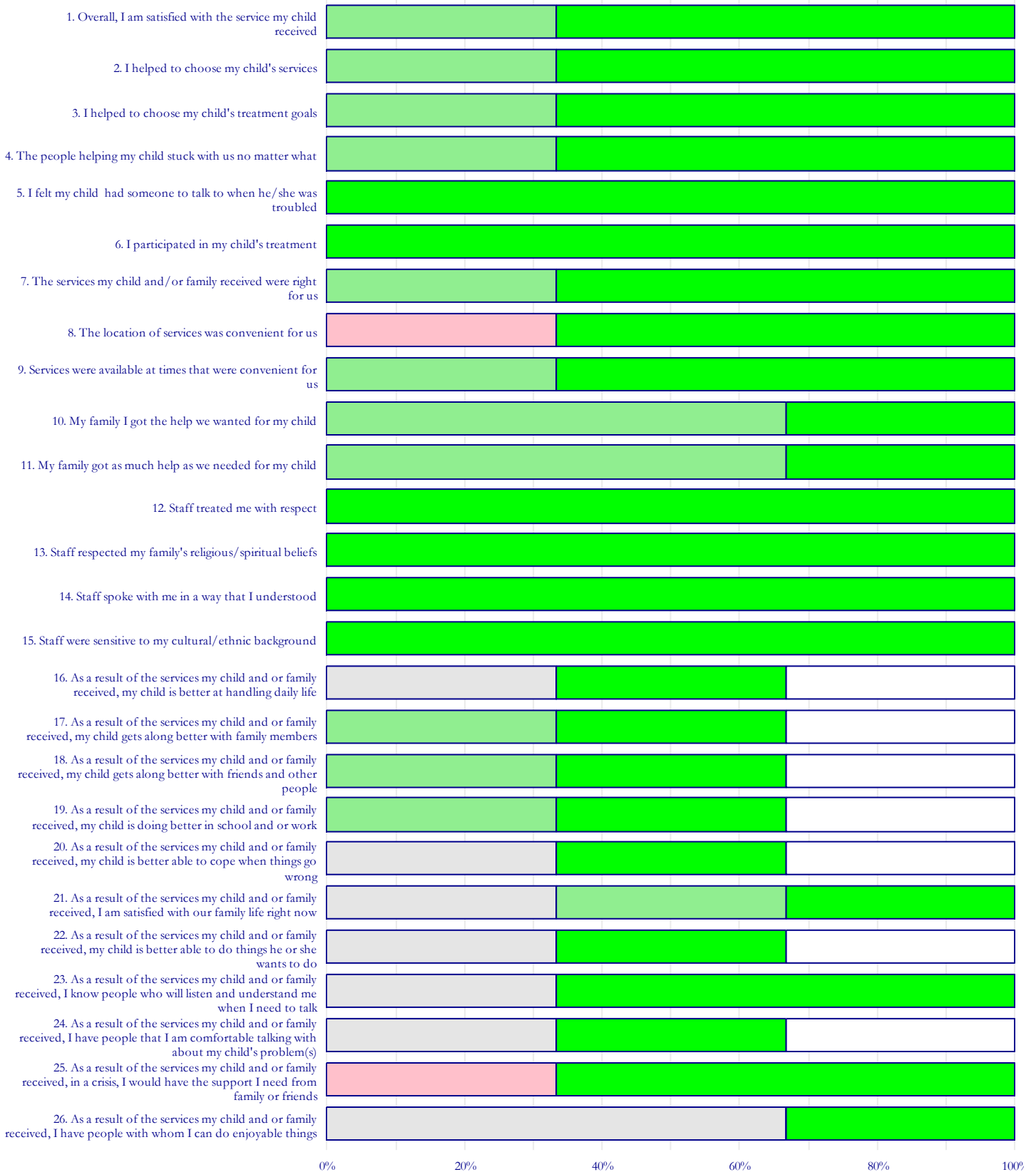
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 6. I participated in my own treatment	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %

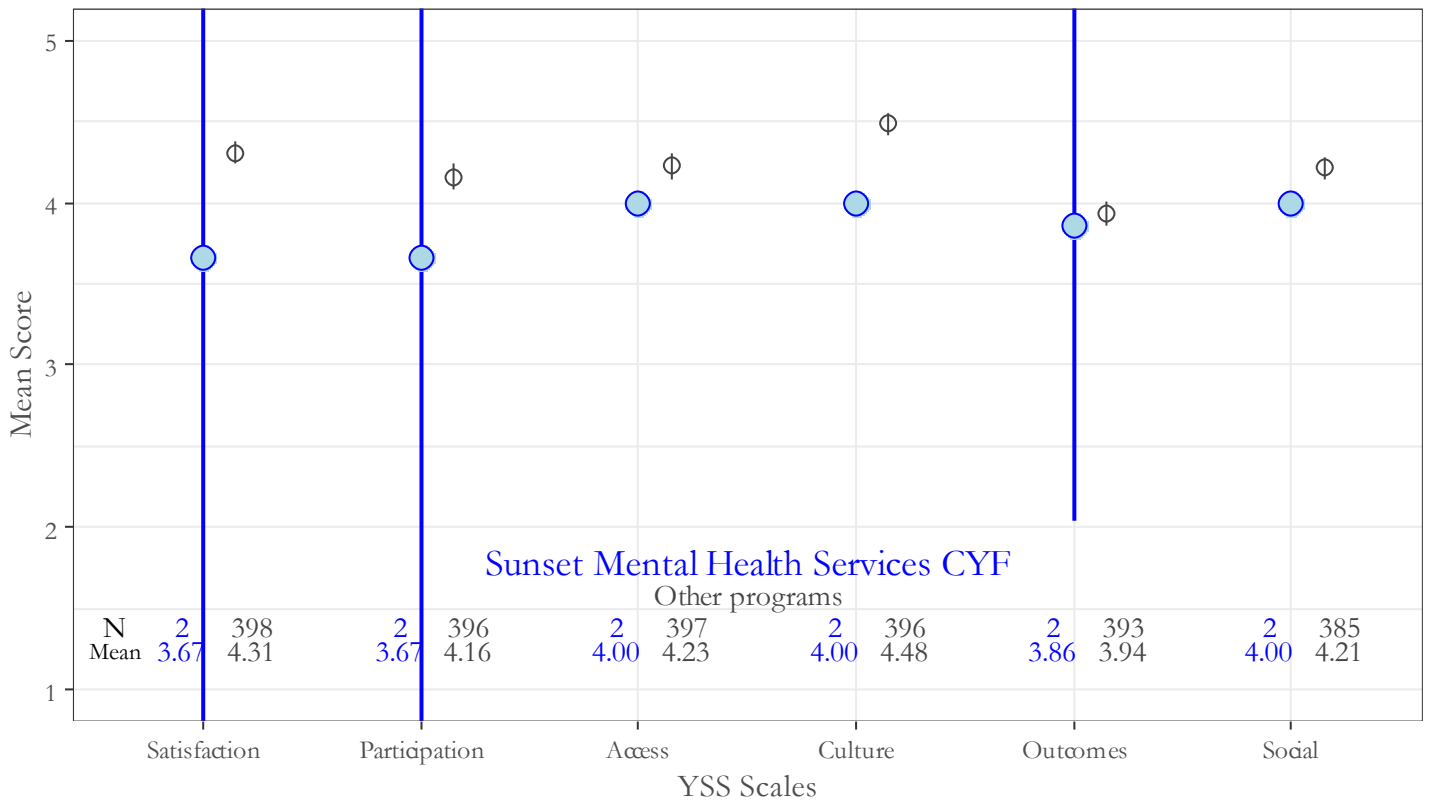
# Youth Services Survey for Families



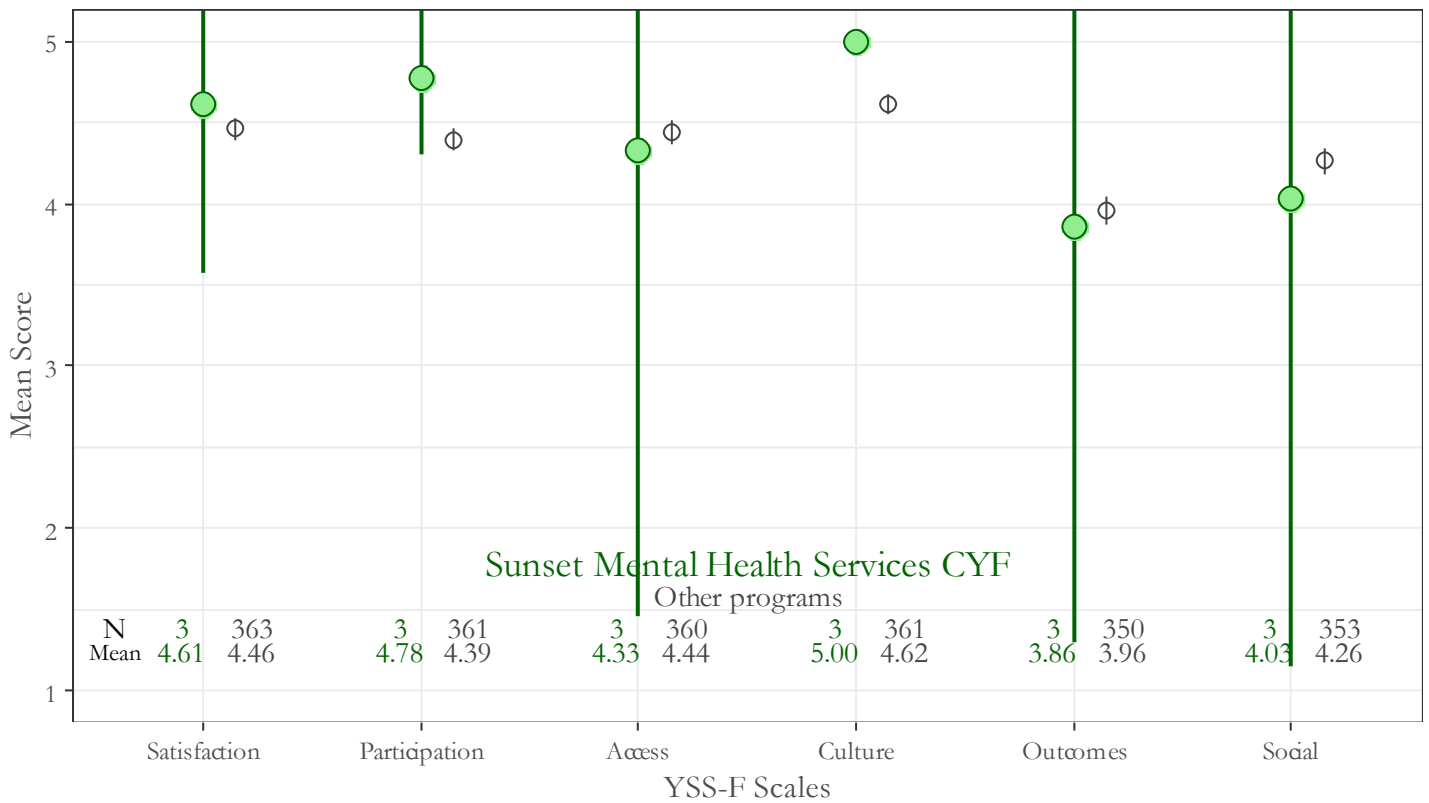
## Youth Services Survey for Families N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>66.7 %</b> 8. The location of services was convenient for us	0 0.0 %	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
<b>50.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>100.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>100.0 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>100.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>50.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>66.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
<b>50.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>66.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>50.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %
<b>66.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	3 50.0 %
<b>33.3 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Sunset Mental Health</b>			
<b>Services CYF</b>			
<b>Completion Status</b>	<b>Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	3 50 %	2 50 %	5 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 50 %	2 50 %	5 50 %
<b>Total</b>	<b>6</b> 100 %	<b>4</b> 100 %	<b>10</b> 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 7 clients (7 / 15 = 46.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Sunset Mental Health Team II**

Program Code(s): 38I9OP

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**70.0%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Team II: **4.17**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 7. Services were available at times that were good for me

**100.0%** 9. I was able to see a psychiatrist when I wanted to

**100.0%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

#### **Lowest Agreement Items**

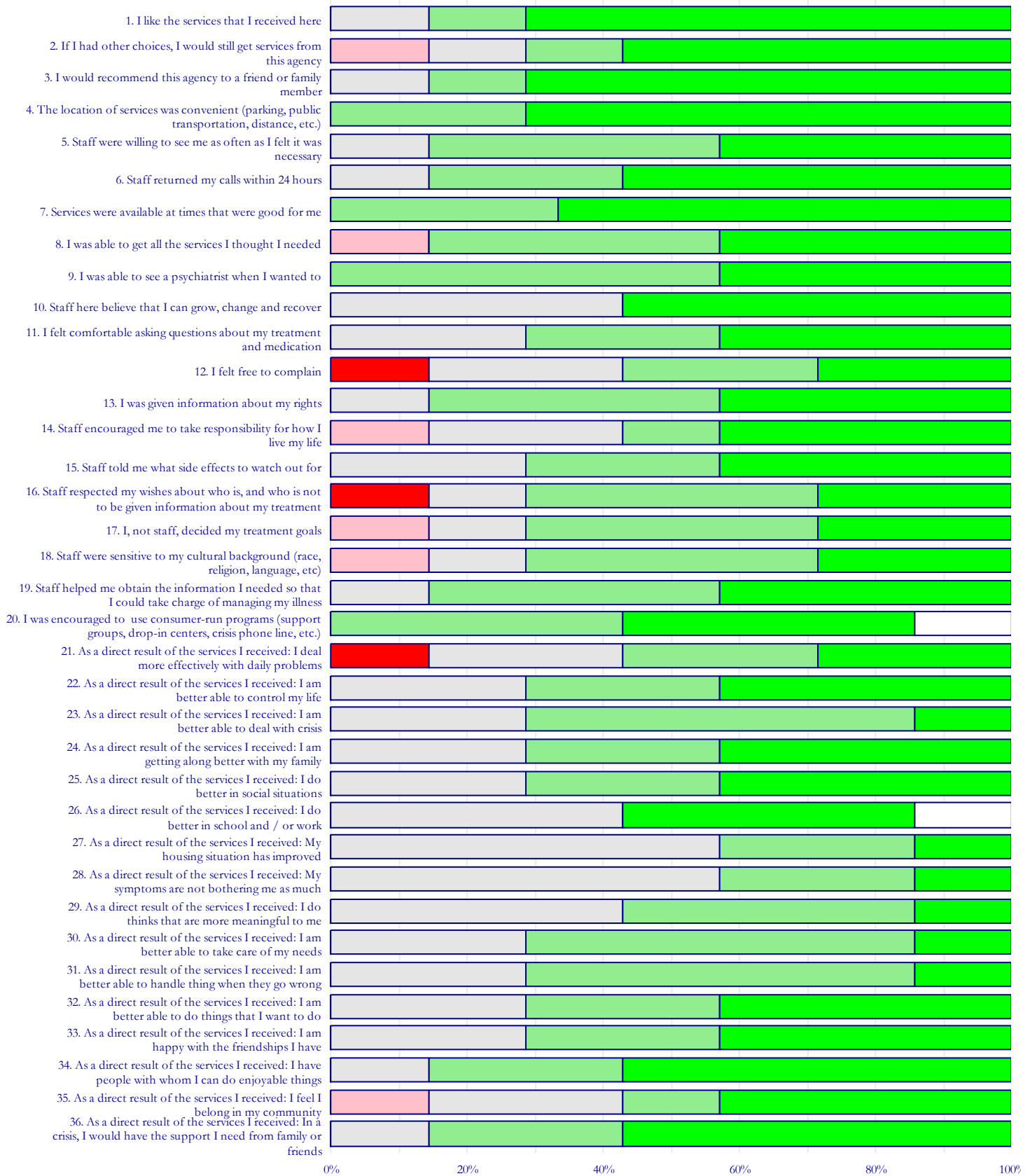
**57.1%** 10. Staff here believe that I can grow, change and recover

**57.1%** 12. I felt free to complain

**57.1%** 14. Staff encouraged me to take responsibility for how I live my life

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





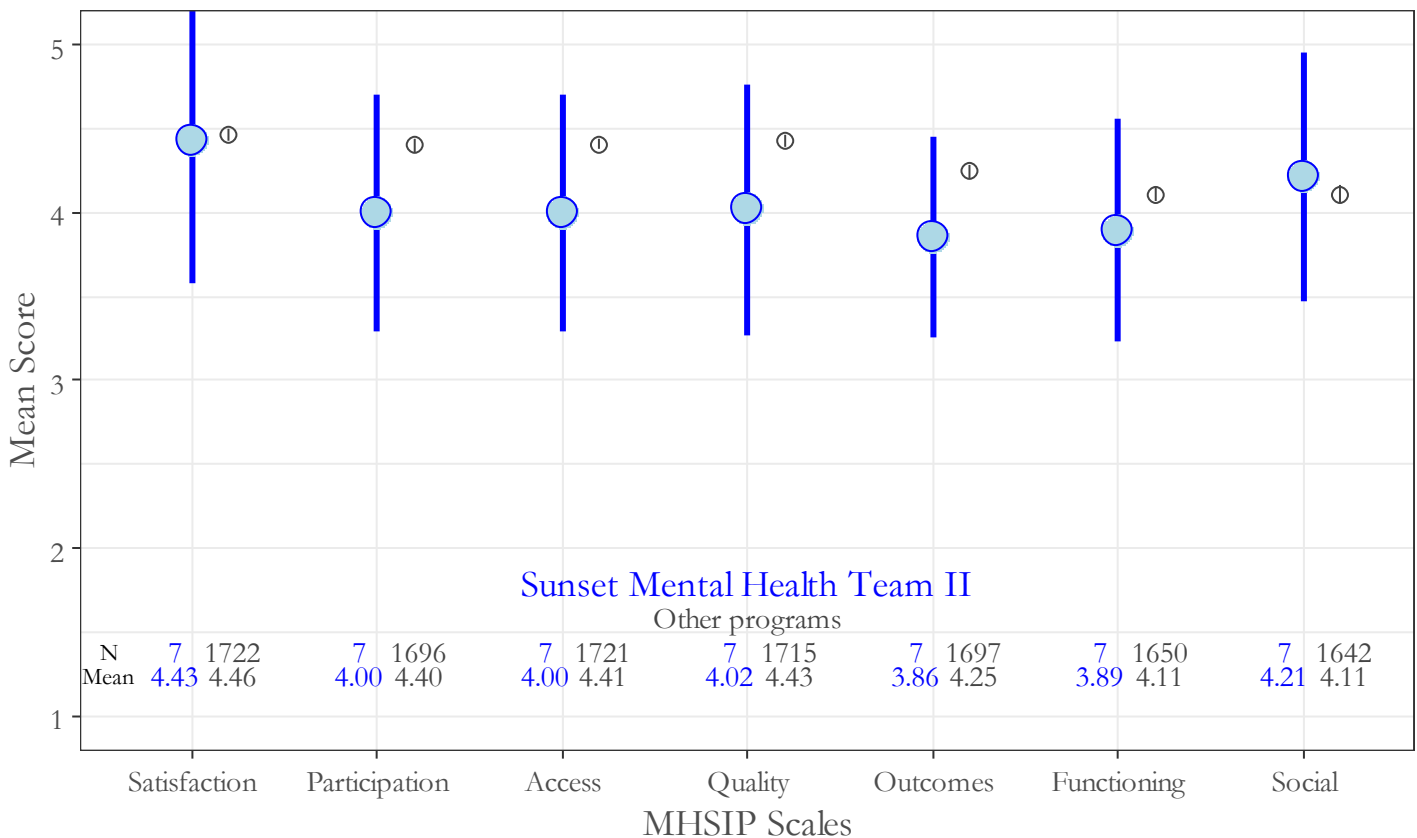
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>85.7 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	5 29.4 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 5.9 %	1 5.9 %	1 5.9 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	5 29.4 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 17.6 %	0 0.0 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 12. I felt free to complain	1 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	2 11.8 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 5.9 %	2 11.8 %	1 5.9 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 5.9 %	0 0.0 %	1 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	3 17.6 %	1 5.9 %	10 58.8 %
<b>57.1 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	2 11.8 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 17.6 %	0 0.0 %	3 17.6 %	1 5.9 %	10 58.8 %
<b>42.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	4 23.5 %	2 11.8 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>42.9 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	4 23.5 %	2 11.8 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	3 17.6 %	3 17.6 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	1 5.9 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.9 %	2 11.8 %	1 5.9 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>85.7 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	0 0.0 %	10 58.8 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	9 56.2 %	0 0 %	9 52.9 %
Impaired	0 0 %	1 100 %	1 5.9 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 43.8 %	0 0 %	7 41.2 %
<b>Total</b>	16 100 %	1 100 %	17 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 20 clients; surveys were returned for 14 clients (14/20 = 70.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Transitional Age Youth Service FSP**

Program Code(s): 38BH4 38BHT3

Overall Satisfaction<sup>1</sup>

**94.7%**

Return Rate<sup>2</sup>

**135.7%**

Overall satisfaction<sup>3</sup> mean score for Transitional Age Youth Service FSP: **4.17**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**94.4%** 2. If I had other choices, I would still get services from this agency

**94.1%** 13. I was given information about my rights

**93.8%** 10. Staff here believe that I can grow, change and recover

#### **Lowest Agreement Items**

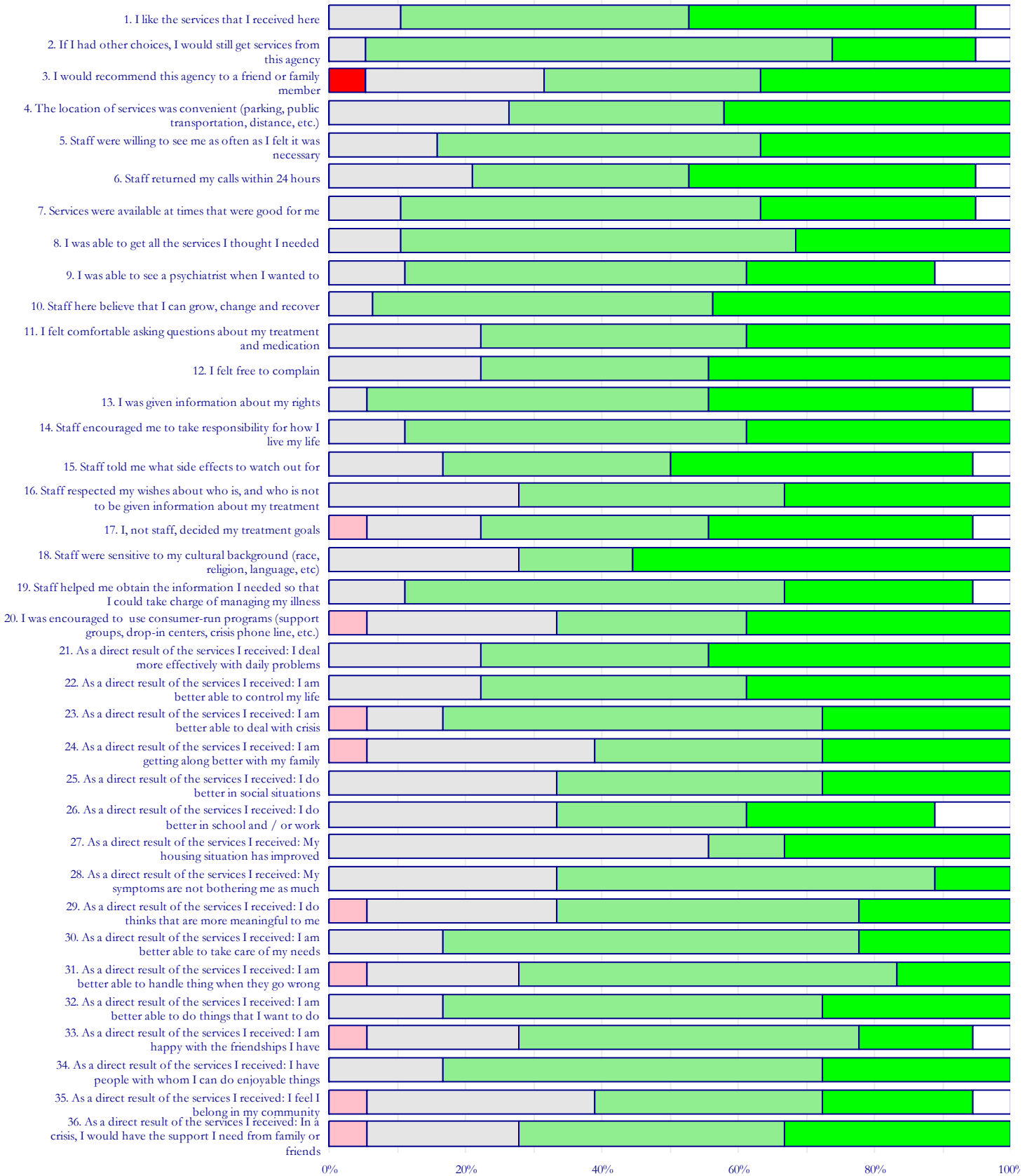
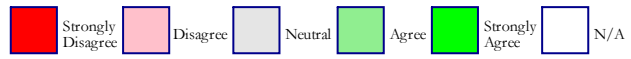
**66.7%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**68.4%** 3. I would recommend this agency to a friend or family member

**72.2%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



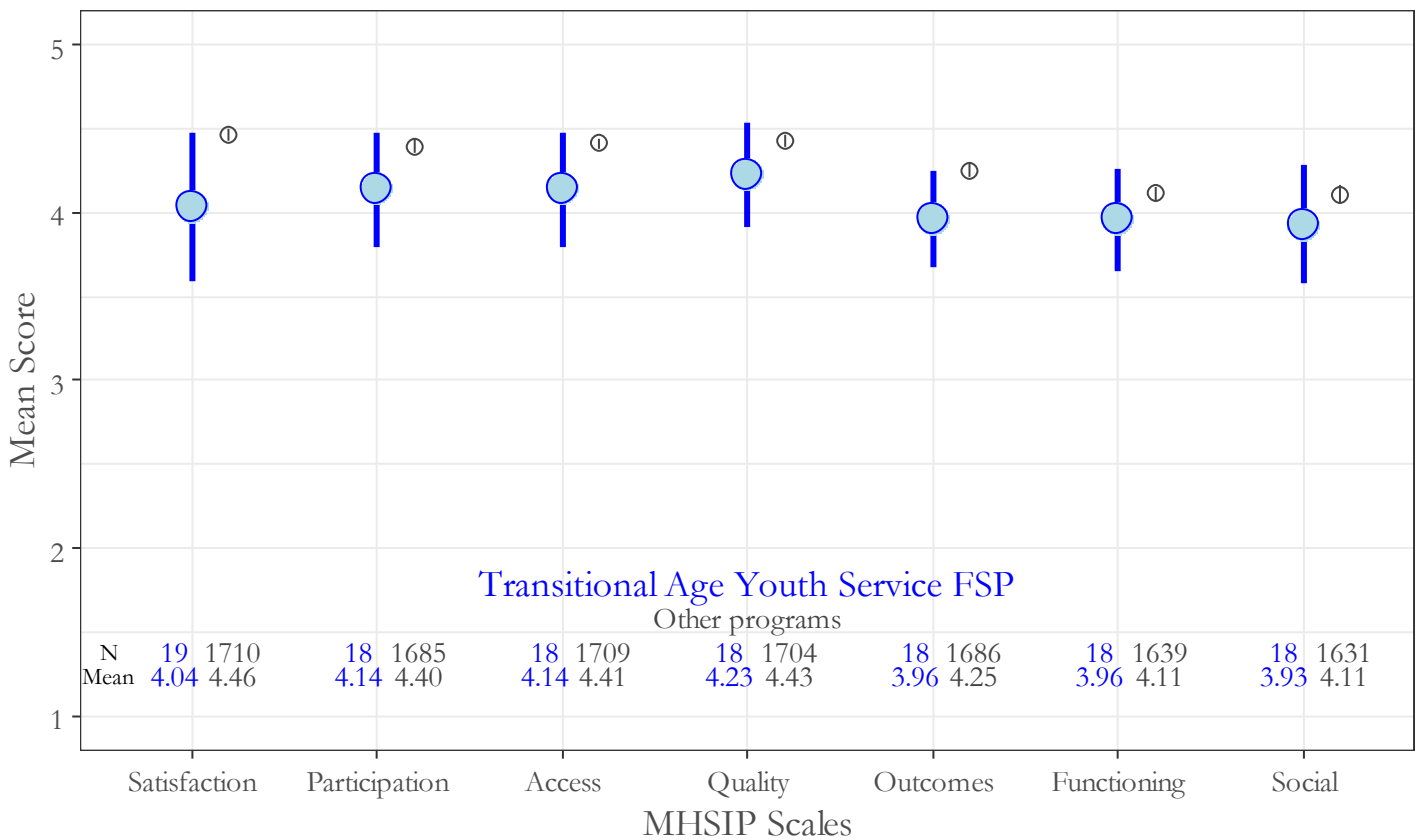
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.9 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 10.5 %	8 42.1 %	8 42.1 %	1 5.3 %	0 0.0 %
<b>94.4 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 5.3 %	13 68.4 %	4 21.1 %	1 5.3 %	0 0.0 %
<b>68.4 %</b> 3. I would recommend this agency to a friend or family member	1 5.3 %	0 0.0 %	5 26.3 %	6 31.6 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>73.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	5 26.3 %	6 31.6 %	8 42.1 %	0 0.0 %	0 0.0 %
<b>84.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 15.8 %	9 47.4 %	7 36.8 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 21.1 %	6 31.6 %	8 42.1 %	1 5.3 %	0 0.0 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	6 31.6 %	1 5.3 %	0 0.0 %
<b>89.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 10.5 %	11 57.9 %	6 31.6 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	5 26.3 %	2 10.5 %	1 5.3 %
<b>93.8 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 5.3 %	8 42.1 %	7 36.8 %	0 0.0 %	3 15.8 %
<b>77.8 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	4 21.1 %	7 36.8 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>77.8 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	4 21.1 %	6 31.6 %	8 42.1 %	0 0.0 %	1 5.3 %
<b>94.1 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	7 36.8 %	1 5.3 %	1 5.3 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>82.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 15.8 %	6 31.6 %	8 42.1 %	1 5.3 %	1 5.3 %
<b>72.2 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	5 26.3 %	7 36.8 %	6 31.6 %	0 0.0 %	1 5.3 %
<b>76.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 5.3 %	3 15.8 %	6 31.6 %	7 36.8 %	1 5.3 %	1 5.3 %
<b>72.2 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	5 26.3 %	3 15.8 %	10 52.6 %	0 0.0 %	1 5.3 %
<b>88.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	5 26.3 %	1 5.3 %	1 5.3 %
<b>66.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 5.3 %	5 26.3 %	5 26.3 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>77.8 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	4 21.1 %	6 31.6 %	8 42.1 %	0 0.0 %	1 5.3 %
<b>77.8 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 21.1 %	7 36.8 %	7 36.8 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 5.3 %	2 10.5 %	10 52.6 %	5 26.3 %	0 0.0 %	1 5.3 %
<b>61.1 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 5.3 %	6 31.6 %	6 31.6 %	5 26.3 %	0 0.0 %	1 5.3 %
<b>66.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	6 31.6 %	7 36.8 %	5 26.3 %	0 0.0 %	1 5.3 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>62.5 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	6 31.6 %	5 26.3 %	5 26.3 %	2 10.5 %	1 5.3 %
<b>44.4 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	10 52.6 %	2 10.5 %	6 31.6 %	0 0.0 %	1 5.3 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	6 31.6 %	10 52.6 %	2 10.5 %	0 0.0 %	1 5.3 %
<b>66.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.3 %	5 26.3 %	8 42.1 %	4 21.1 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 15.8 %	11 57.9 %	4 21.1 %	0 0.0 %	1 5.3 %
<b>72.2 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 5.3 %	4 21.1 %	10 52.6 %	3 15.8 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 15.8 %	10 52.6 %	5 26.3 %	0 0.0 %	1 5.3 %
<b>70.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 5.3 %	4 21.1 %	9 47.4 %	3 15.8 %	1 5.3 %	1 5.3 %
<b>83.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 15.8 %	10 52.6 %	5 26.3 %	0 0.0 %	1 5.3 %
<b>58.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.3 %	6 31.6 %	6 31.6 %	4 21.1 %	1 5.3 %	1 5.3 %
<b>72.2 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 5.3 %	4 21.1 %	7 36.8 %	6 31.6 %	0 0.0 %	1 5.3 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	1 5.3 %	0 0 %	1 5.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	18 94.7 %	0 0 %	18 94.7 %
<b>Total</b>	19 100 %	0 100 %	19 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 14 clients; surveys were returned for 19 clients (19/14 = 135.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **UCSF Alliance Health Project IFSO**

Program Code(s): 38A33

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**72.1%**

Overall satisfaction<sup>3</sup> mean score for UCSF Alliance Health Project IFSO: **4.37**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

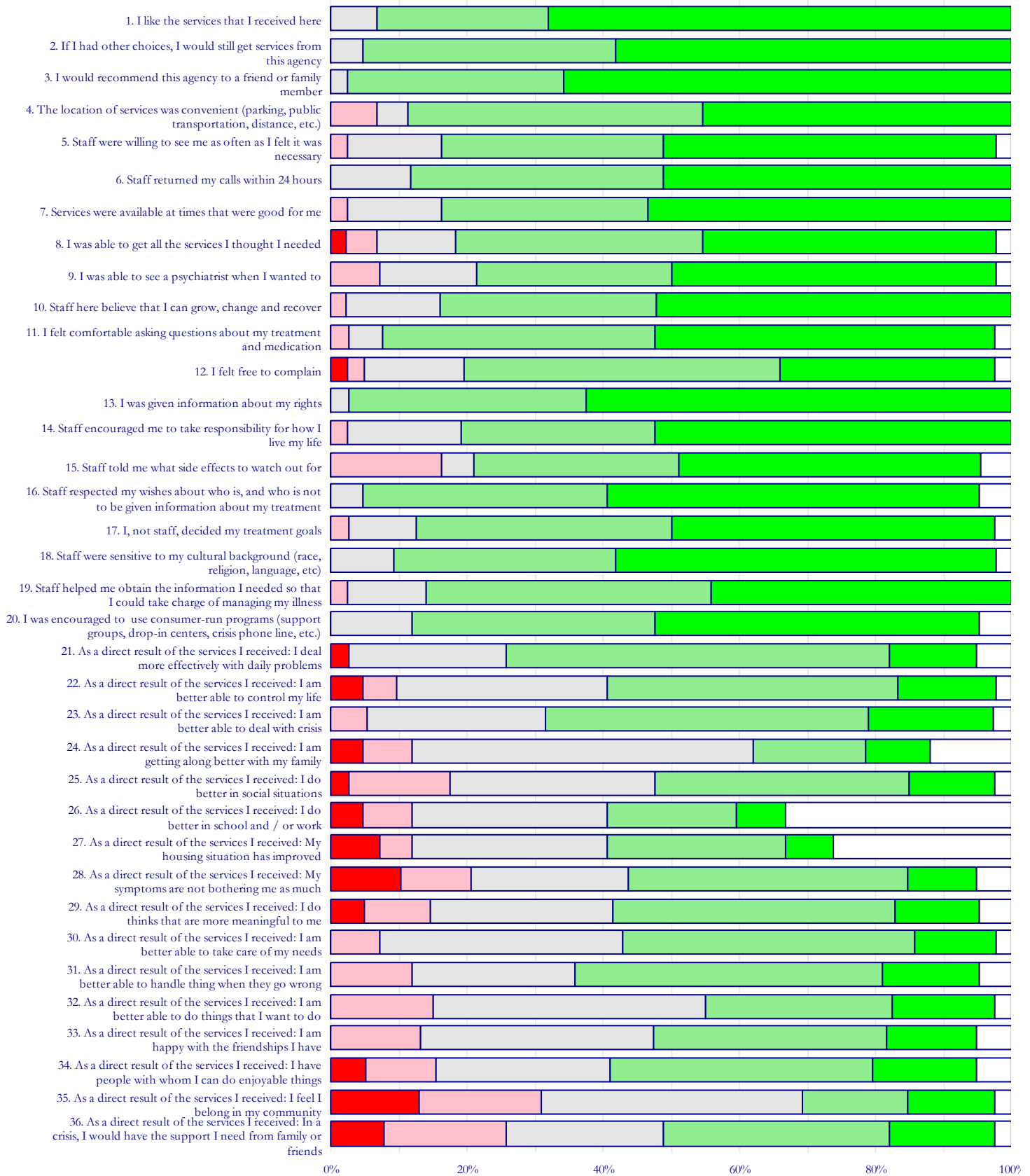
- 97.6% 3. I would recommend this agency to a friend or family member
- 97.5% 13. I was given information about my rights
- 95.3% 2. If I had other choices, I would still get services from this agency

#### **Lowest Agreement Items**

- 78.0% 9. I was able to see a psychiatrist when I wanted to
- 78.0% 15. Staff told me what side effects to watch out for
- 80.0% 12. I felt free to complain

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



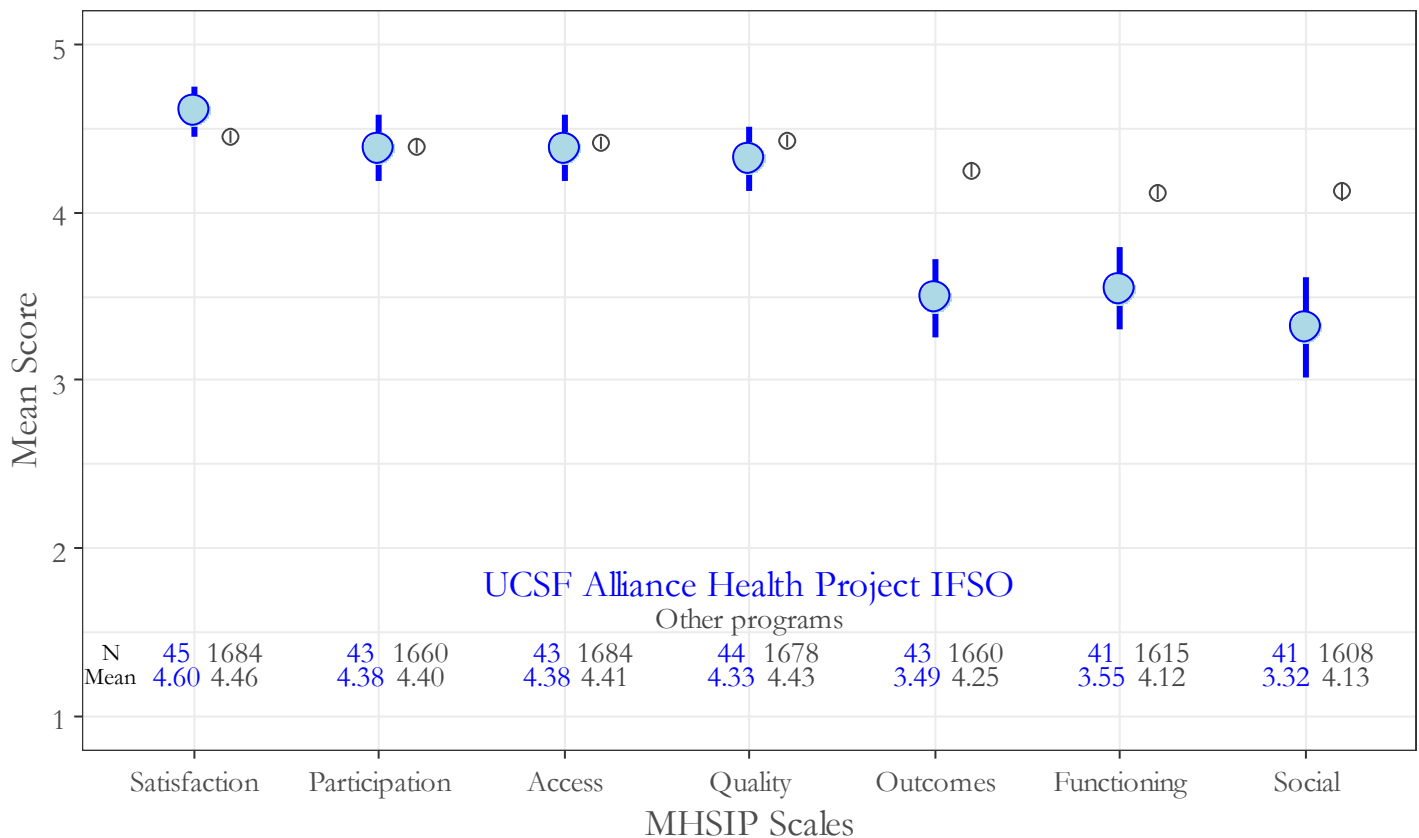
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>93.2 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 6.1 %	11 22.4 %	30 61.2 %	0 0.0 %	5 10.2 %
<b>95.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 4.1 %	16 32.6 %	25 51.0 %	0 0.0 %	6 12.2 %
<b>97.6 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.0 %	13 26.5 %	27 55.1 %	0 0.0 %	8 16.3 %
<b>88.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 6.1 %	2 4.1 %	19 38.8 %	20 40.8 %	0 0.0 %	5 10.2 %
<b>83.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 2.0 %	6 12.2 %	14 28.6 %	21 42.9 %	1 2.0 %	6 12.2 %
<b>88.4 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	5 10.2 %	16 32.6 %	22 44.9 %	0 0.0 %	6 12.2 %
<b>83.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 2.0 %	6 12.2 %	13 26.5 %	23 46.9 %	0 0.0 %	6 12.2 %
<b>81.4 %</b> 8. I was able to get all the services I thought I needed	1 2.0 %	2 4.1 %	5 10.2 %	16 32.6 %	19 38.8 %	1 2.0 %	5 10.2 %
<b>78.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 6.1 %	6 12.2 %	12 24.5 %	20 40.8 %	1 2.0 %	7 14.3 %
<b>84.1 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 2.0 %	6 12.2 %	14 28.6 %	23 46.9 %	0 0.0 %	5 10.2 %
<b>92.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 2.0 %	2 4.1 %	16 32.6 %	20 40.8 %	1 2.0 %	9 18.4 %
<b>80.0 %</b> 12. I felt free to complain	1 2.0 %	1 2.0 %	6 12.2 %	19 38.8 %	13 26.5 %	1 2.0 %	8 16.3 %
<b>97.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.0 %	14 28.6 %	25 51.0 %	0 0.0 %	9 18.4 %
<b>81.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.0 %	7 14.3 %	12 24.5 %	22 44.9 %	0 0.0 %	7 14.3 %
<b>78.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	7 14.3 %	2 4.1 %	13 26.5 %	19 38.8 %	2 4.1 %	6 12.2 %
<b>95.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 4.1 %	15 30.6 %	23 46.9 %	2 4.1 %	7 14.3 %
<b>87.2 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 2.0 %	4 8.2 %	15 30.6 %	19 38.8 %	1 2.0 %	9 18.4 %
<b>90.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 8.2 %	14 28.6 %	24 49.0 %	1 2.0 %	6 12.2 %
<b>86.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 2.0 %	5 10.2 %	18 36.7 %	19 38.8 %	0 0.0 %	6 12.2 %
<b>87.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	5 10.2 %	15 30.6 %	20 40.8 %	2 4.1 %	7 14.3 %
<b>73.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.0 %	0 0.0 %	9 18.4 %	22 44.9 %	5 10.2 %	2 4.1 %	10 20.4 %
<b>58.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	2 4.1 %	2 4.1 %	13 26.5 %	18 36.7 %	6 12.2 %	1 2.0 %	7 14.3 %
<b>67.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 4.1 %	10 20.4 %	18 36.7 %	7 14.3 %	1 2.0 %	11 22.4 %
<b>29.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 4.1 %	3 6.1 %	21 42.9 %	7 14.3 %	4 8.2 %	5 10.2 %	7 14.3 %
<b>51.3 %</b> 25. As a direct result of the services I received: I do better in social situations	1 2.0 %	6 12.2 %	12 24.5 %	15 30.6 %	5 10.2 %	1 2.0 %	9 18.4 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>39.3 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 4.1 %	3 6.1 %	12 24.5 %	8 16.3 %	3 6.1 %	14 28.6 %	7 14.3 %
<b>45.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 6.1 %	2 4.1 %	12 24.5 %	11 22.4 %	3 6.1 %	11 22.4 %	7 14.3 %
<b>54.1 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 8.2 %	4 8.2 %	9 18.4 %	16 32.6 %	4 8.2 %	2 4.1 %	10 20.4 %
<b>56.4 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 4.1 %	4 8.2 %	11 22.4 %	17 34.7 %	5 10.2 %	2 4.1 %	8 16.3 %
<b>56.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 6.1 %	15 30.6 %	18 36.7 %	5 10.2 %	1 2.0 %	7 14.3 %
<b>62.5 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	5 10.2 %	10 20.4 %	19 38.8 %	6 12.2 %	2 4.1 %	7 14.3 %
<b>43.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	6 12.2 %	16 32.6 %	11 22.4 %	6 12.2 %	1 2.0 %	9 18.4 %
<b>50.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	5 10.2 %	13 26.5 %	13 26.5 %	5 10.2 %	2 4.1 %	11 22.4 %
<b>56.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 4.1 %	4 8.2 %	10 20.4 %	15 30.6 %	6 12.2 %	2 4.1 %	10 20.4 %
<b>28.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	5 10.2 %	7 14.3 %	15 30.6 %	6 12.2 %	5 10.2 %	1 2.0 %	10 20.4 %
<b>50.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 6.1 %	7 14.3 %	9 18.4 %	13 26.5 %	6 12.2 %	1 2.0 %	10 20.4 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	<b>Adult</b>	<b>Older Adult</b>	
Refused	3 8.6 %	1 7.1 %	4 8.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2.9 %	0 0 %	1 2 %
Completed Survey	31 88.6 %	13 92.9 %	44 89.8 %
<b>Total</b>	35 100 %	14 100 %	49 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 68 clients; surveys were returned for 49 clients (49/68 = 72.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**UCSF Child and Adolescent Services- CAS**

Program Code(s): 38C72

Overall Satisfaction<sup>1</sup>

**95.5%**

Return Rate<sup>2</sup>

**63.8%**

Overall satisfaction<sup>3</sup> mean score for UCSF Child and Adolescent Services- CAS: **4.05** (youth), **4.47** (family).

Overall satisfaction mean score for all other programs: **4.33** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

97.7% 14. Staff spoke with me in a way that I understood

97.7% 12. Staff treated me with respect

97.4% 3. I helped to choose my treatment goals

**Lowest Agreement Items**

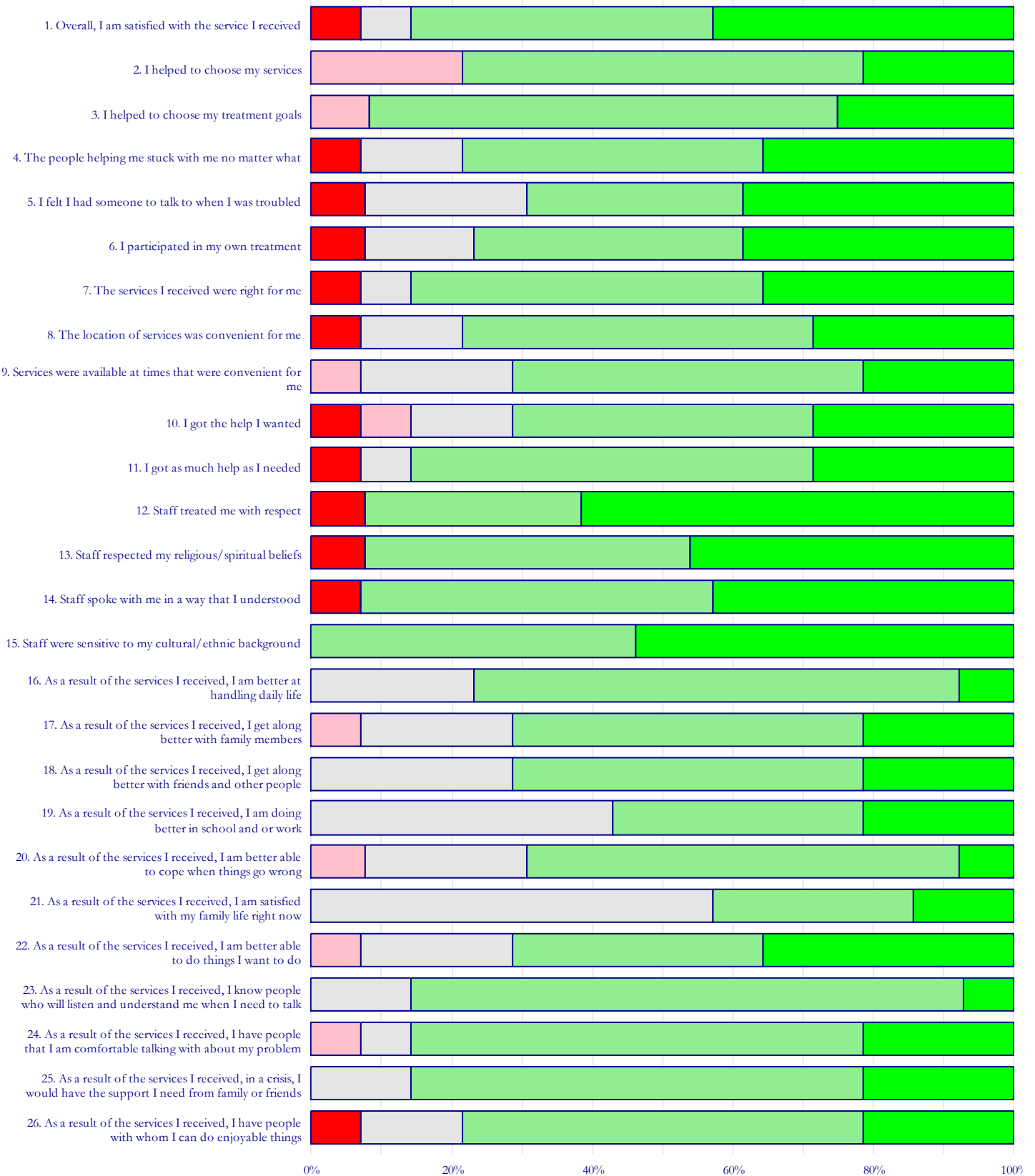
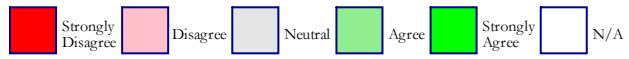
87.8% 5. I felt I had someone to talk to when I was troubled

88.1% 2. I helped to choose my services

88.4% 10. I got the help I wanted

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

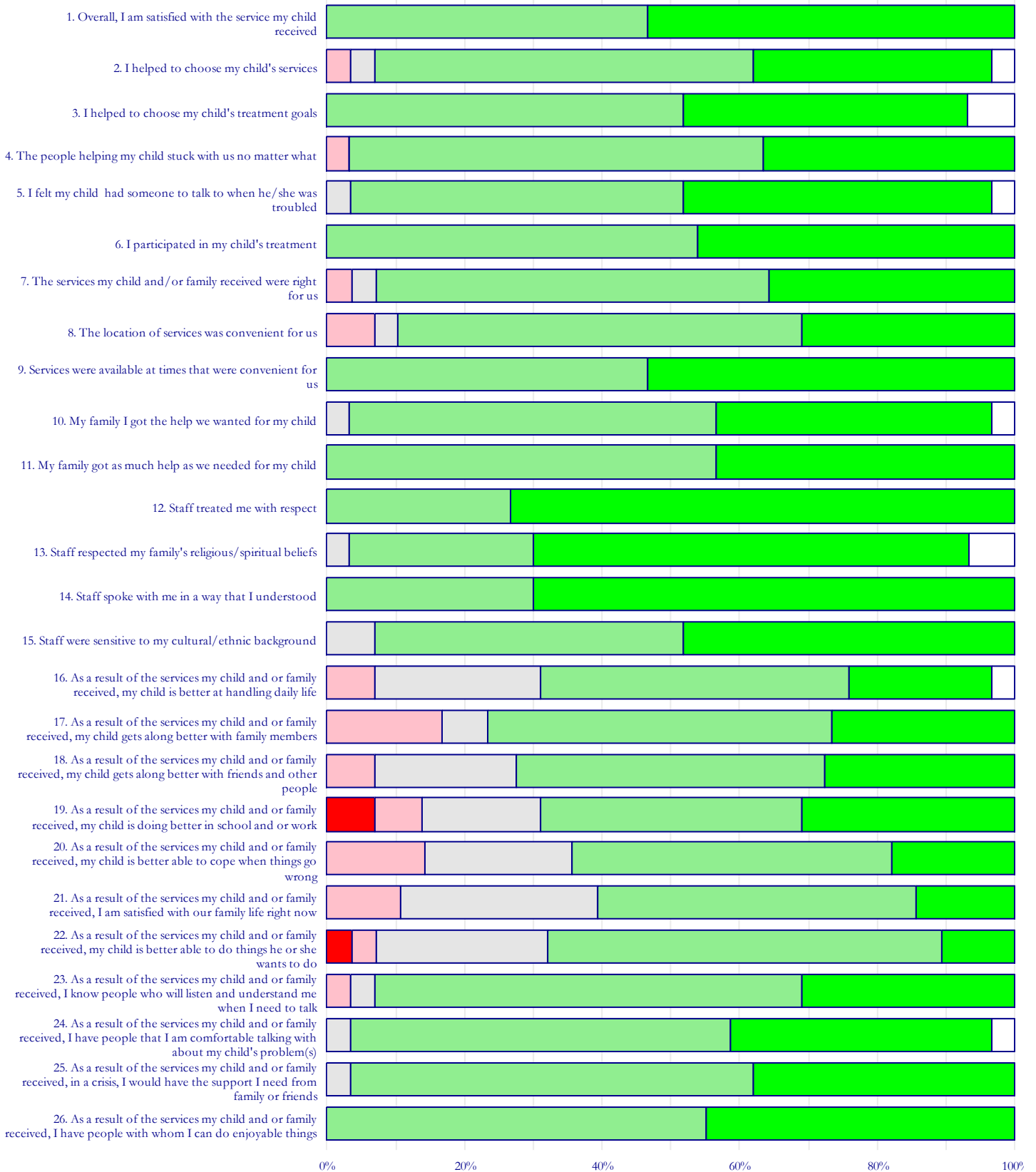


## Youth Services Survey for Youth N = 15

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service I received	1 6.7 %	0 0.0 %	1 6.7 %	6 40.0 %	6 40.0 %	0 0.0 %	1 6.7 %
78.6 % 2. I helped to choose my services	0 0.0 %	3 20.0 %	0 0.0 %	8 53.3 %	3 20.0 %	0 0.0 %	1 6.7 %
91.7 % 3. I helped to choose my treatment goals	0 0.0 %	1 6.7 %	0 0.0 %	8 53.3 %	3 20.0 %	0 0.0 %	3 20.0 %
78.6 % 4. The people helping me stuck with me no matter what	1 6.7 %	0 0.0 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %	1 6.7 %
69.2 % 5. I felt I had someone to talk to when I was troubled	1 6.7 %	0 0.0 %	3 20.0 %	4 26.7 %	5 33.3 %	0 0.0 %	2 13.3 %
76.9 % 6. I participated in my own treatment	1 6.7 %	0 0.0 %	2 13.3 %	5 33.3 %	5 33.3 %	0 0.0 %	2 13.3 %
85.7 % 7. The services I received were right for me	1 6.7 %	0 0.0 %	1 6.7 %	7 46.7 %	5 33.3 %	0 0.0 %	1 6.7 %
78.6 % 8. The location of services was convenient for me	1 6.7 %	0 0.0 %	2 13.3 %	7 46.7 %	4 26.7 %	0 0.0 %	1 6.7 %
71.4 % 9. Services were available at times that were convenient for me	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	3 20.0 %	0 0.0 %	1 6.7 %
71.4 % 10. I got the help I wanted	1 6.7 %	1 6.7 %	2 13.3 %	6 40.0 %	4 26.7 %	0 0.0 %	1 6.7 %
85.7 % 11. I got as much help as I needed	1 6.7 %	0 0.0 %	1 6.7 %	8 53.3 %	4 26.7 %	0 0.0 %	1 6.7 %
92.3 % 12. Staff treated me with respect	1 6.7 %	0 0.0 %	0 0.0 %	4 26.7 %	8 53.3 %	0 0.0 %	2 13.3 %
92.3 % 13. Staff respected my religious/spiritual beliefs	1 6.7 %	0 0.0 %	0 0.0 %	6 40.0 %	6 40.0 %	0 0.0 %	2 13.3 %
92.9 % 14. Staff spoke with me in a way that I understood	1 6.7 %	0 0.0 %	0 0.0 %	7 46.7 %	6 40.0 %	0 0.0 %	1 6.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	7 46.7 %	0 0.0 %	2 13.3 %
76.9 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 20.0 %	9 60.0 %	1 6.7 %	0 0.0 %	2 13.3 %
71.4 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	3 20.0 %	0 0.0 %	1 6.7 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	4 26.7 %	7 46.7 %	3 20.0 %	0 0.0 %	1 6.7 %
57.1 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	6 40.0 %	5 33.3 %	3 20.0 %	0 0.0 %	1 6.7 %
69.2 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 6.7 %	3 20.0 %	8 53.3 %	1 6.7 %	0 0.0 %	2 13.3 %
42.9 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	8 53.3 %	4 26.7 %	2 13.3 %	0 0.0 %	1 6.7 %
71.4 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 6.7 %	3 20.0 %	5 33.3 %	5 33.3 %	0 0.0 %	1 6.7 %
85.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 13.3 %	11 73.3 %	1 6.7 %	0 0.0 %	1 6.7 %
85.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 6.7 %	1 6.7 %	9 60.0 %	3 20.0 %	0 0.0 %	1 6.7 %
85.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 13.3 %	9 60.0 %	3 20.0 %	0 0.0 %	1 6.7 %
78.6 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 6.7 %	0 0.0 %	2 13.3 %	8 53.3 %	3 20.0 %	0 0.0 %	1 6.7 %



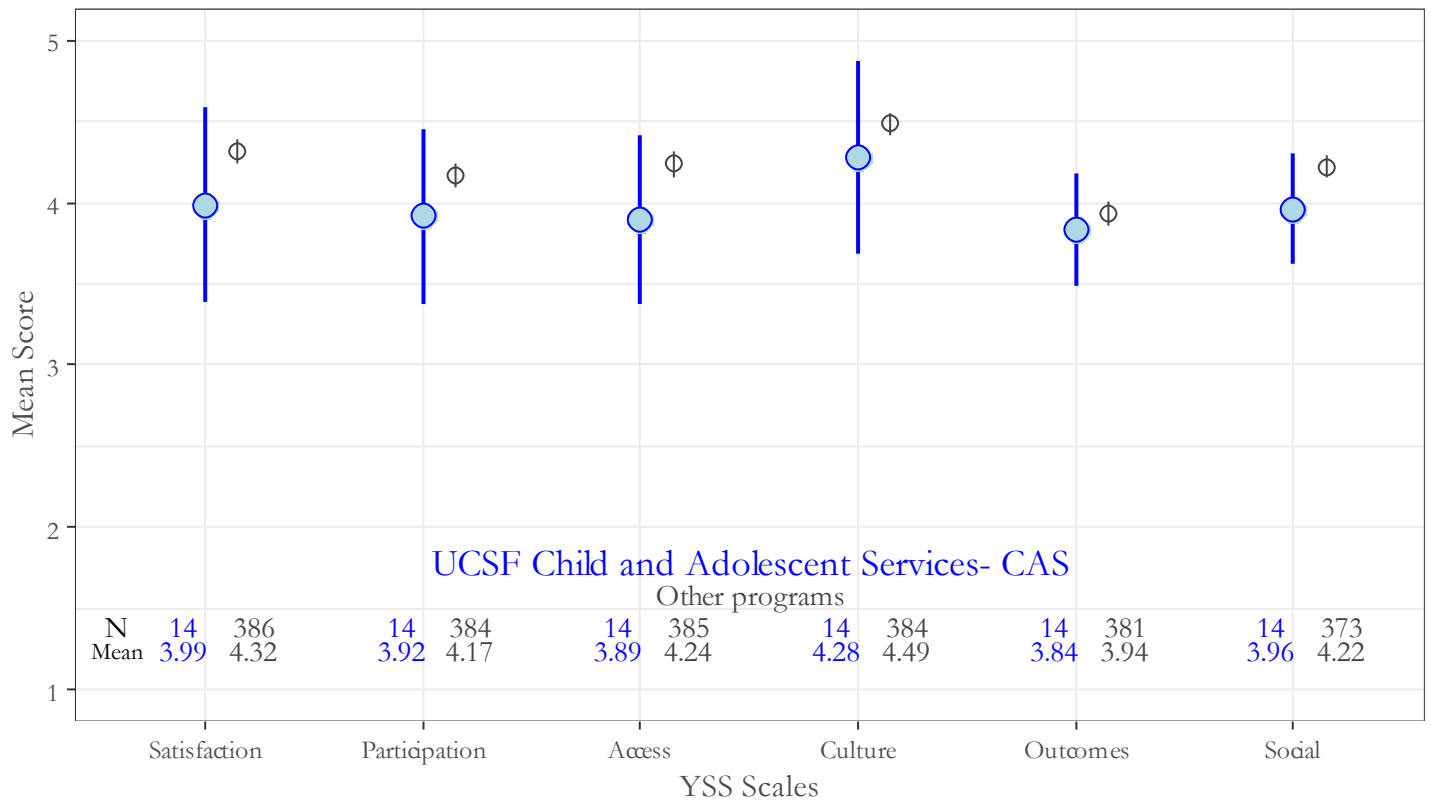
# Youth Services Survey for Families



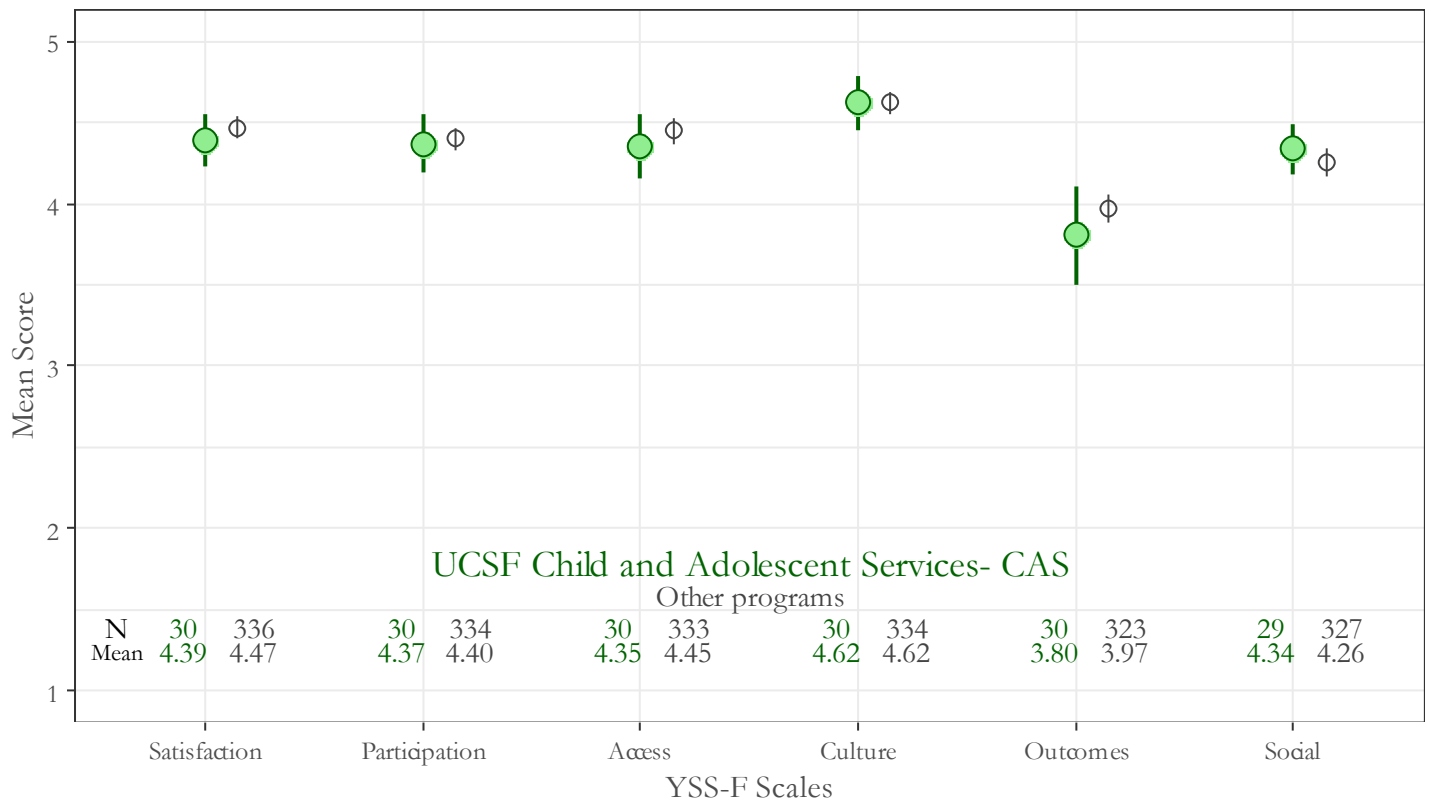
## Youth Services Survey for Families N = 30

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	14 46.7 %	16 53.3 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 2. I helped to choose my child's services	0 0.0 %	1 3.3 %	1 3.3 %	16 53.3 %	10 33.3 %	1 3.3 %	1 3.3 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	15 50.0 %	12 40.0 %	2 6.7 %	1 3.3 %
<b>96.7 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 3.3 %	0 0.0 %	18 60.0 %	11 36.7 %	0 0.0 %	0 0.0 %
<b>96.4 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 3.3 %	14 46.7 %	13 43.3 %	1 3.3 %	1 3.3 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	14 46.7 %	12 40.0 %	0 0.0 %	4 13.3 %
<b>92.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	1 3.3 %	1 3.3 %	16 53.3 %	10 33.3 %	0 0.0 %	2 6.7 %
<b>89.7 %</b> 8. The location of services was convenient for us	0 0.0 %	2 6.7 %	1 3.3 %	17 56.7 %	9 30.0 %	0 0.0 %	1 3.3 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	14 46.7 %	16 53.3 %	0 0.0 %	0 0.0 %
<b>96.6 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 3.3 %	16 53.3 %	12 40.0 %	1 3.3 %	0 0.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	17 56.7 %	13 43.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 26.7 %	22 73.3 %	0 0.0 %	0 0.0 %
<b>96.4 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.3 %	8 26.7 %	19 63.3 %	2 6.7 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	9 30.0 %	21 70.0 %	0 0.0 %	0 0.0 %
<b>93.1 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 6.7 %	13 43.3 %	14 46.7 %	0 0.0 %	1 3.3 %
<b>67.9 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	2 6.7 %	7 23.3 %	13 43.3 %	6 20.0 %	1 3.3 %	1 3.3 %
<b>76.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	5 16.7 %	2 6.7 %	15 50.0 %	8 26.7 %	0 0.0 %	0 0.0 %
<b>72.4 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	2 6.7 %	6 20.0 %	13 43.3 %	8 26.7 %	0 0.0 %	1 3.3 %
<b>69.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 6.7 %	2 6.7 %	5 16.7 %	11 36.7 %	9 30.0 %	0 0.0 %	1 3.3 %
<b>64.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	4 13.3 %	6 20.0 %	13 43.3 %	5 16.7 %	0 0.0 %	2 6.7 %
<b>60.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	3 10.0 %	8 26.7 %	13 43.3 %	4 13.3 %	0 0.0 %	2 6.7 %
<b>67.9 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 3.3 %	1 3.3 %	7 23.3 %	16 53.3 %	3 10.0 %	0 0.0 %	2 6.7 %
<b>93.1 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 3.3 %	1 3.3 %	18 60.0 %	9 30.0 %	0 0.0 %	1 3.3 %
<b>96.4 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 3.3 %	16 53.3 %	11 36.7 %	1 3.3 %	1 3.3 %
<b>96.6 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 3.3 %	17 56.7 %	11 36.7 %	0 0.0 %	1 3.3 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	16 53.3 %	13 43.3 %	0 0.0 %	1 3.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**UCSF Child and Adolescent Services-**  
**Completion Status CAS Completion by *Total***  
**Respondent Type**

	Family	Youth	<i>Total</i>
Refused	0 0 %	1 6.7 %	1 2.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	30 100 %	14 93.3 %	44 97.8 %
<b><i>Total</i></b>	30 100 %	15 100 %	45 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 58 clients; surveys were returned for 37 clients (37 / 58 = 63.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **UCSF Citywide Case Management - NOVA**

Program Code(s): 8911NO

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**12.5%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Case Management - NOVA: **4.00**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

#### **Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough data for scale means CI chart](#)

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart

Completion Status	Survey Completion by		Total
	Adult/Older Adult		
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	0 0 %	1 100 %
<b>Total</b>	1 100 %	0 100 %	1 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 8 clients; surveys were returned for 1 clients (1/8 = 12.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**UCSF Citywide Focus**

Program Code(s): 89113

Overall Satisfaction<sup>1</sup>

**85.5%**

Return Rate<sup>2</sup>

**69.2%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Focus: **4.18**.

Overall satisfaction mean score for all other programs: **4.43**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

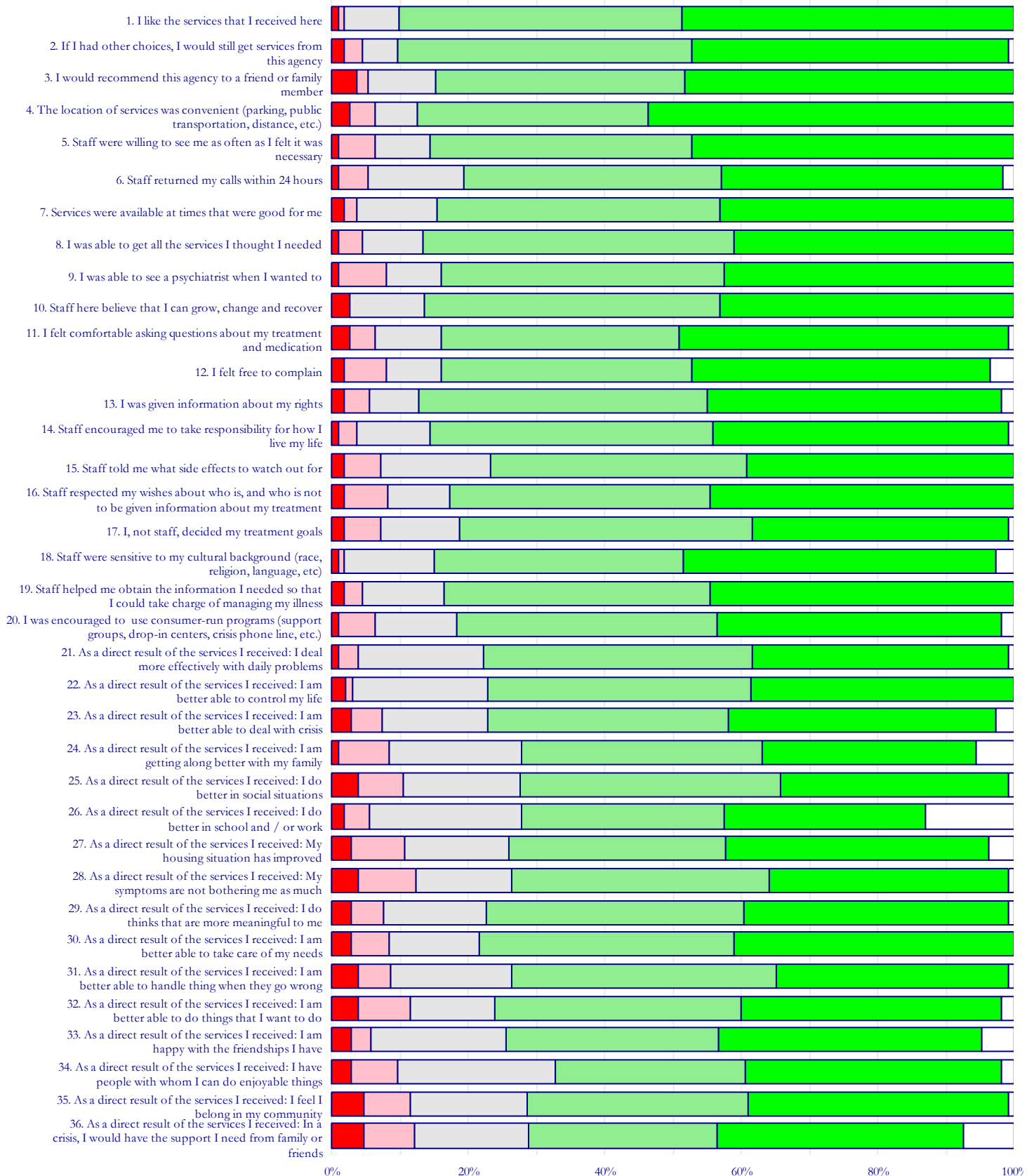
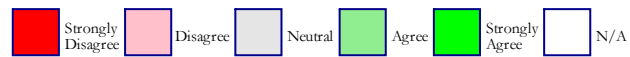
- 90.3% 1. I like the services that I received here
- 90.3% 2. If I had other choices, I would still get services from this agency
- 87.2% 13. I was given information about my rights

**Lowest Agreement Items**

- 76.8% 15. Staff told me what side effects to watch out for
- 80.4% 6. Staff returned my calls within 24 hours
- 81.1% 17. I, not staff, decided my treatment goals

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





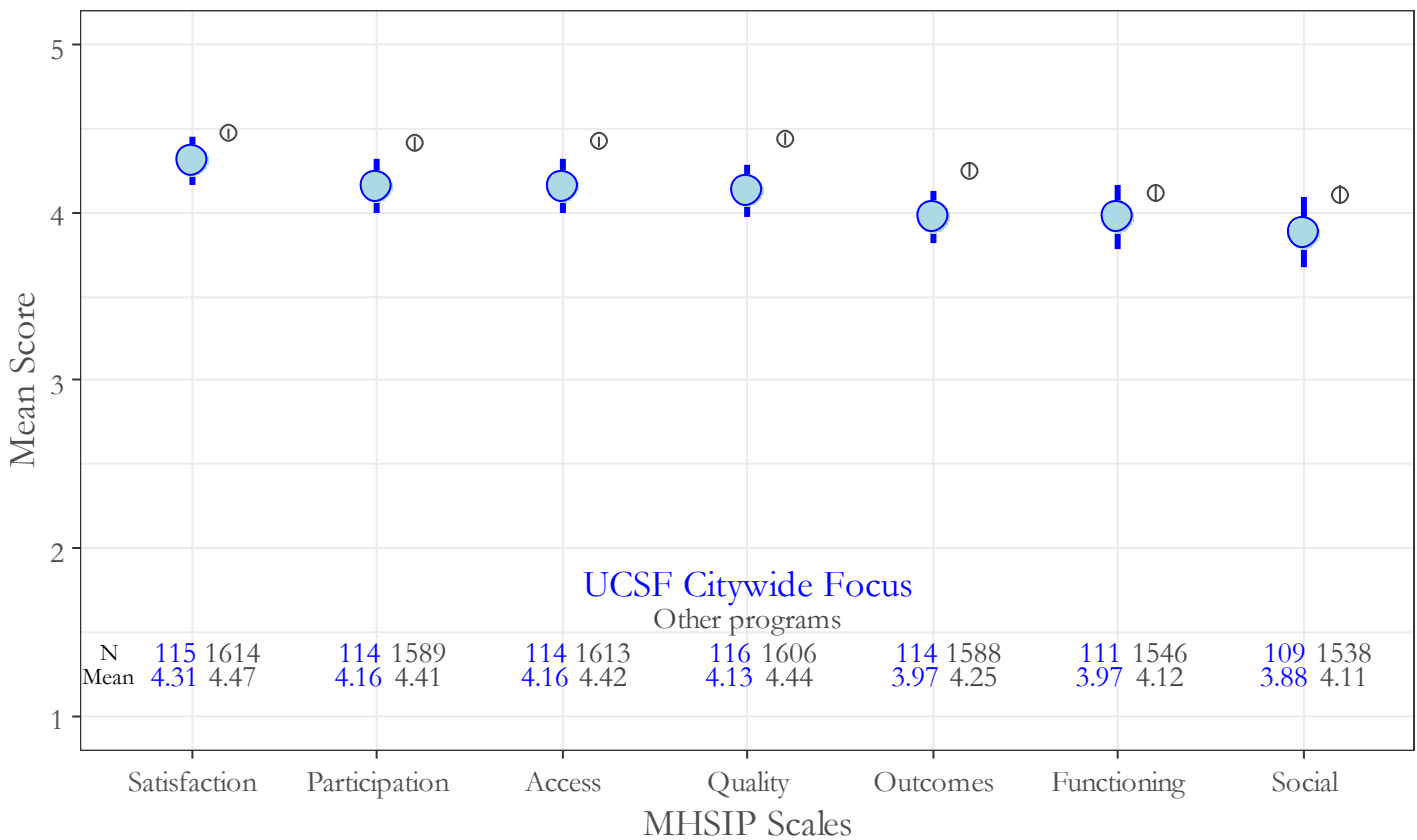
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>90.3 %</b> 1. I like the services that I received here	1 0.6 %	1 0.6 %	9 5.0 %	47 26.1 %	55 30.6 %	0 0.0 %	67 37.2 %
<b>90.3 %</b> 2. If I had other choices, I would still get services from this agency	2 1.1 %	3 1.7 %	6 3.3 %	49 27.2 %	53 29.4 %	1 0.6 %	66 36.7 %
<b>84.8 %</b> 3. I would recommend this agency to a friend or family member	4 2.2 %	2 1.1 %	11 6.1 %	41 22.8 %	54 30.0 %	0 0.0 %	68 37.8 %
<b>87.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 1.7 %	4 2.2 %	7 3.9 %	38 21.1 %	60 33.3 %	0 0.0 %	68 37.8 %
<b>85.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 0.6 %	6 3.3 %	9 5.0 %	43 23.9 %	53 29.4 %	0 0.0 %	68 37.8 %
<b>80.4 %</b> 6. Staff returned my calls within 24 hours	1 0.6 %	5 2.8 %	16 8.9 %	43 23.9 %	47 26.1 %	2 1.1 %	66 36.7 %
<b>84.7 %</b> 7. Services were available at times that were good for me	2 1.1 %	2 1.1 %	13 7.2 %	46 25.6 %	48 26.7 %	0 0.0 %	69 38.3 %
<b>86.6 %</b> 8. I was able to get all the services I thought I needed	1 0.6 %	4 2.2 %	10 5.6 %	51 28.3 %	46 25.6 %	0 0.0 %	68 37.8 %
<b>84.1 %</b> 9. I was able to see a psychiatrist when I wanted to	1 0.6 %	8 4.4 %	9 5.0 %	47 26.1 %	48 26.7 %	0 0.0 %	67 37.2 %
<b>86.5 %</b> 10. Staff here believe that I can grow, change and recover	3 1.7 %	0 0.0 %	12 6.7 %	48 26.7 %	48 26.7 %	0 0.0 %	69 38.3 %
<b>83.8 %</b> 11. I felt comfortable asking questions about my treatment and medication	3 1.7 %	4 2.2 %	11 6.1 %	39 21.7 %	54 30.0 %	1 0.6 %	68 37.8 %
<b>83.3 %</b> 12. I felt free to complain	2 1.1 %	7 3.9 %	9 5.0 %	41 22.8 %	49 27.2 %	4 2.2 %	68 37.8 %
<b>87.2 %</b> 13. I was given information about my rights	2 1.1 %	4 2.2 %	8 4.4 %	47 26.1 %	48 26.7 %	2 1.1 %	69 38.3 %
<b>85.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 0.6 %	3 1.7 %	12 6.7 %	46 25.6 %	48 26.7 %	1 0.6 %	69 38.3 %
<b>76.8 %</b> 15. Staff told me what side effects to watch out for	2 1.1 %	6 3.3 %	18 10.0 %	42 23.3 %	44 24.4 %	0 0.0 %	68 37.8 %
<b>82.7 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 1.1 %	7 3.9 %	10 5.6 %	42 23.3 %	49 27.2 %	0 0.0 %	70 38.9 %
<b>81.1 %</b> 17. I, not staff, decided my treatment goals	2 1.1 %	6 3.3 %	13 7.2 %	48 26.7 %	42 23.3 %	1 0.6 %	68 37.8 %
<b>84.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.6 %	1 0.6 %	14 7.8 %	39 21.7 %	49 27.2 %	3 1.7 %	73 40.6 %
<b>83.6 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 1.1 %	3 1.7 %	13 7.2 %	43 23.9 %	49 27.2 %	0 0.0 %	70 38.9 %
<b>81.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.6 %	6 3.3 %	13 7.2 %	42 23.3 %	46 25.6 %	2 1.1 %	70 38.9 %
<b>77.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.6 %	3 1.7 %	19 10.6 %	41 22.8 %	39 21.7 %	1 0.6 %	76 42.2 %
<b>77.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	2 1.1 %	1 0.6 %	20 11.1 %	39 21.7 %	39 21.7 %	0 0.0 %	79 43.9 %
<b>76.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	3 1.7 %	5 2.8 %	17 9.4 %	39 21.7 %	43 23.9 %	3 1.7 %	70 38.9 %
<b>70.6 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 0.6 %	8 4.4 %	21 11.7 %	38 21.1 %	34 18.9 %	6 3.3 %	72 40.0 %
<b>72.1 %</b> 25. As a direct result of the services I received: I do better in social situations	4 2.2 %	7 3.9 %	18 10.0 %	40 22.2 %	35 19.4 %	1 0.6 %	75 41.7 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>68.1 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 1.1 %	4 2.2 %	24 13.3 %	32 17.8 %	32 17.8 %	14 7.8 %	72 40.0 %
<b>73.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 1.7 %	8 4.4 %	16 8.9 %	33 18.3 %	40 22.2 %	4 2.2 %	76 42.2 %
<b>73.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 2.2 %	9 5.0 %	15 8.3 %	40 22.2 %	37 20.6 %	1 0.6 %	74 41.1 %
<b>77.1 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	3 1.7 %	5 2.8 %	16 8.9 %	40 22.2 %	41 22.8 %	1 0.6 %	74 41.1 %
<b>78.5 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	3 1.7 %	6 3.3 %	14 7.8 %	40 22.2 %	44 24.4 %	0 0.0 %	73 40.6 %
<b>73.3 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	4 2.2 %	5 2.8 %	19 10.6 %	41 22.8 %	36 20.0 %	1 0.6 %	74 41.1 %
<b>75.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	4 2.2 %	8 4.4 %	13 7.2 %	38 21.1 %	40 22.2 %	2 1.1 %	75 41.7 %
<b>73.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	3 1.7 %	3 1.7 %	21 11.7 %	33 18.3 %	41 22.8 %	5 2.8 %	74 41.1 %
<b>66.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 1.7 %	7 3.9 %	24 13.3 %	29 16.1 %	39 21.7 %	2 1.1 %	76 42.2 %
<b>71.2 %</b> 35. As a direct result of the services I received: I feel I belong in my community	5 2.8 %	7 3.9 %	18 10.0 %	34 18.9 %	40 22.2 %	1 0.6 %	75 41.7 %
<b>69.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	5 2.8 %	8 4.4 %	18 10.0 %	30 16.7 %	39 21.7 %	8 4.4 %	72 40.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	35 19.4 %	0 0 %	35 19.4 %
Impaired	19 10.6 %	0 0 %	19 10.6 %
Language	3 1.7 %	0 0 %	3 1.7 %
Other	8 4.4 %	0 0 %	8 4.4 %
No Data	4 2.2 %	0 0 %	4 2.2 %
Completed Survey	111 61.7 %	0 0 %	111 61.7 %
<b>Total</b>	<b>180</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>180</b> <b>100 %</b>

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 250 clients; surveys were returned for 173 clients ( $173/250 = 69.2\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **UCSF Citywide Forensics - FSP**

Program Code(s): 89119

Overall Satisfaction<sup>1</sup>

**88.5%**

Return Rate<sup>2</sup>

**120.4%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Forensics - FSP: **4.27**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

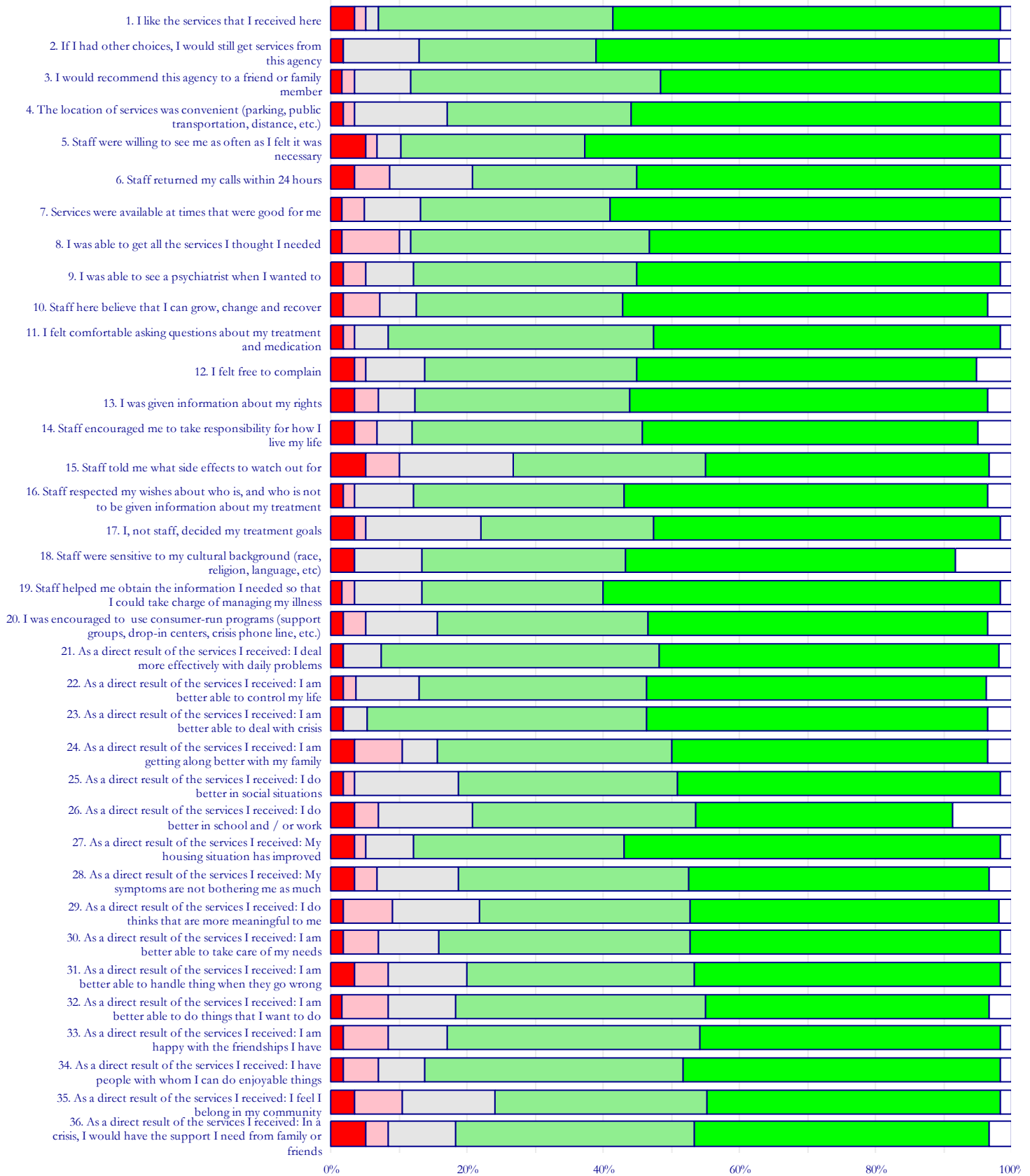
- 93.0% 1. I like the services that I received here
- 91.4% 11. I felt comfortable asking questions about my treatment and medication
- 89.7% 5. Staff were willing to see me as often as I felt it was necessary

#### **Lowest Agreement Items**

- 72.4% 15. Staff told me what side effects to watch out for
- 77.6% 17. I, not staff, decided my treatment goals
- 78.9% 6. Staff returned my calls within 24 hours

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



## MHSIP Items 1-25

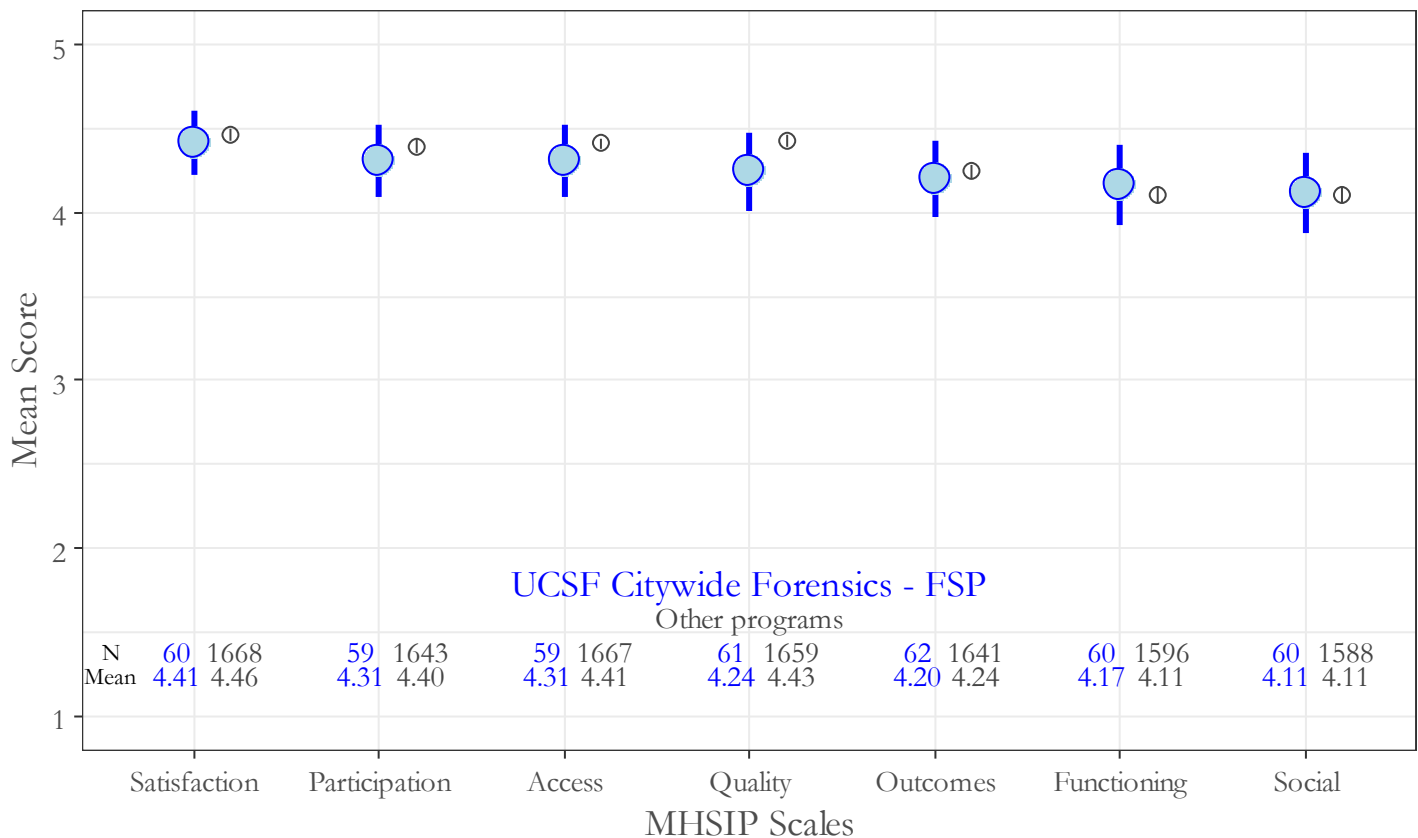
### Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>93.0 %</b> 1. I like the services that I received here	2 1.8 %	1 0.9 %	1 0.9 %	20 17.5 %	33 28.9 %	1 0.9 %	56 49.1 %
<b>86.8 %</b> 2. If I had other choices, I would still get services from this agency	1 0.9 %	0 0.0 %	6 5.3 %	14 12.3 %	32 28.1 %	1 0.9 %	60 52.6 %
<b>88.1 %</b> 3. I would recommend this agency to a friend or family member	1 0.9 %	1 0.9 %	5 4.4 %	22 19.3 %	30 26.3 %	1 0.9 %	54 47.4 %
<b>82.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.9 %	1 0.9 %	8 7.0 %	16 14.0 %	32 28.1 %	1 0.9 %	55 48.2 %
<b>89.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	3 2.6 %	1 0.9 %	2 1.8 %	16 14.0 %	36 31.6 %	1 0.9 %	55 48.2 %
<b>78.9 %</b> 6. Staff returned my calls within 24 hours	2 1.8 %	3 2.6 %	7 6.1 %	14 12.3 %	31 27.2 %	1 0.9 %	56 49.1 %
<b>86.7 %</b> 7. Services were available at times that were good for me	1 0.9 %	2 1.8 %	5 4.4 %	17 14.9 %	35 30.7 %	1 0.9 %	53 46.5 %
<b>88.1 %</b> 8. I was able to get all the services I thought I needed	1 0.9 %	5 4.4 %	1 0.9 %	21 18.4 %	31 27.2 %	1 0.9 %	54 47.4 %
<b>87.7 %</b> 9. I was able to see a psychiatrist when I wanted to	1 0.9 %	2 1.8 %	4 3.5 %	19 16.7 %	31 27.2 %	1 0.9 %	56 49.1 %
<b>87.0 %</b> 10. Staff here believe that I can grow, change and recover	1 0.9 %	3 2.6 %	3 2.6 %	17 14.9 %	30 26.3 %	2 1.8 %	58 50.9 %
<b>91.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 0.9 %	1 0.9 %	3 2.6 %	23 20.2 %	30 26.3 %	1 0.9 %	55 48.2 %
<b>85.5 %</b> 12. I felt free to complain	2 1.8 %	1 0.9 %	5 4.4 %	18 15.8 %	29 25.4 %	3 2.6 %	56 49.1 %
<b>87.3 %</b> 13. I was given information about my rights	2 1.8 %	2 1.8 %	3 2.6 %	18 15.8 %	30 26.3 %	2 1.8 %	57 50.0 %
<b>87.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	2 1.8 %	2 1.8 %	3 2.6 %	20 17.5 %	29 25.4 %	3 2.6 %	55 48.2 %
<b>72.4 %</b> 15. Staff told me what side effects to watch out for	3 2.6 %	3 2.6 %	10 8.8 %	17 14.9 %	25 21.9 %	2 1.8 %	54 47.4 %
<b>87.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.9 %	1 0.9 %	5 4.4 %	18 15.8 %	31 27.2 %	2 1.8 %	56 49.1 %
<b>77.6 %</b> 17. I, not staff, decided my treatment goals	2 1.8 %	1 0.9 %	10 8.8 %	15 13.2 %	30 26.3 %	1 0.9 %	55 48.2 %
<b>85.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.8 %	0 0.0 %	6 5.3 %	18 15.8 %	29 25.4 %	5 4.4 %	54 47.4 %
<b>86.4 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 0.9 %	1 0.9 %	6 5.3 %	16 14.0 %	35 30.7 %	1 0.9 %	54 47.4 %
<b>83.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.9 %	2 1.8 %	6 5.3 %	18 15.8 %	29 25.4 %	2 1.8 %	56 49.1 %
<b>92.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.9 %	0 0.0 %	3 2.6 %	22 19.3 %	27 23.7 %	1 0.9 %	60 52.6 %
<b>86.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 0.9 %	1 0.9 %	5 4.4 %	18 15.8 %	27 23.7 %	2 1.8 %	60 52.6 %
<b>94.4 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.9 %	0 0.0 %	2 1.8 %	23 20.2 %	28 24.6 %	2 1.8 %	58 50.9 %
<b>83.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 1.8 %	4 3.5 %	3 2.6 %	20 17.5 %	27 23.7 %	2 1.8 %	56 49.1 %
<b>81.0 %</b> 25. As a direct result of the services I received: I do better in social situations	1 0.9 %	1 0.9 %	9 7.9 %	19 16.7 %	28 24.6 %	1 0.9 %	55 48.2 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.4 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 1.8 %	2 1.8 %	8 7.0 %	19 16.7 %	22 19.3 %	5 4.4 %	56 49.1 %
<b>87.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 1.8 %	1 0.9 %	4 3.5 %	18 15.8 %	32 28.1 %	1 0.9 %	56 49.1 %
<b>80.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.8 %	2 1.8 %	7 6.1 %	20 17.5 %	26 22.8 %	2 1.8 %	55 48.2 %
<b>77.8 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.9 %	4 3.5 %	7 6.1 %	17 14.9 %	25 21.9 %	1 0.9 %	59 51.7 %
<b>83.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.9 %	3 2.6 %	5 4.4 %	21 18.4 %	26 22.8 %	1 0.9 %	57 50.0 %
<b>79.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.8 %	3 2.6 %	7 6.1 %	20 17.5 %	27 23.7 %	1 0.9 %	54 47.4 %
<b>81.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.9 %	4 3.5 %	6 5.3 %	22 19.3 %	25 21.9 %	2 1.8 %	54 47.4 %
<b>82.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.9 %	4 3.5 %	5 4.4 %	22 19.3 %	26 22.8 %	1 0.9 %	55 48.2 %
<b>86.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.9 %	3 2.6 %	4 3.5 %	22 19.3 %	27 23.7 %	1 0.9 %	56 49.1 %
<b>75.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.8 %	4 3.5 %	8 7.0 %	18 15.8 %	25 21.9 %	1 0.9 %	56 49.1 %
<b>81.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 2.6 %	2 1.8 %	6 5.3 %	21 18.4 %	26 22.8 %	2 1.8 %	54 47.4 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	19 16.7 %	0 0 %	19 16.7 %
Impaired	15 13.2 %	0 0 %	15 13.2 %
Language	0 0 %	0 0 %	0 0 %
Other	19 16.7 %	0 0 %	19 16.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	61 53.5 %	0 0 %	61 53.5 %
<b>Total</b>	114 100 %	0 100 %	114 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 93 clients; surveys were returned for 112 clients ( $112/93 = 120.4\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**UCSF Infant Parent Program**

Program Code(s): 38C84

Overall Satisfaction<sup>1</sup>

**93.8%**

Return Rate<sup>2</sup>

**112.5%**

Overall satisfaction<sup>3</sup> mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, **4.31** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 5. I felt I had someone to talk to when I was troubled

93.8% 12. Staff treated me with respect

93.8% 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**

84.6% 4. The people helping me stuck with me no matter what

84.6% 10. I got the help I wanted

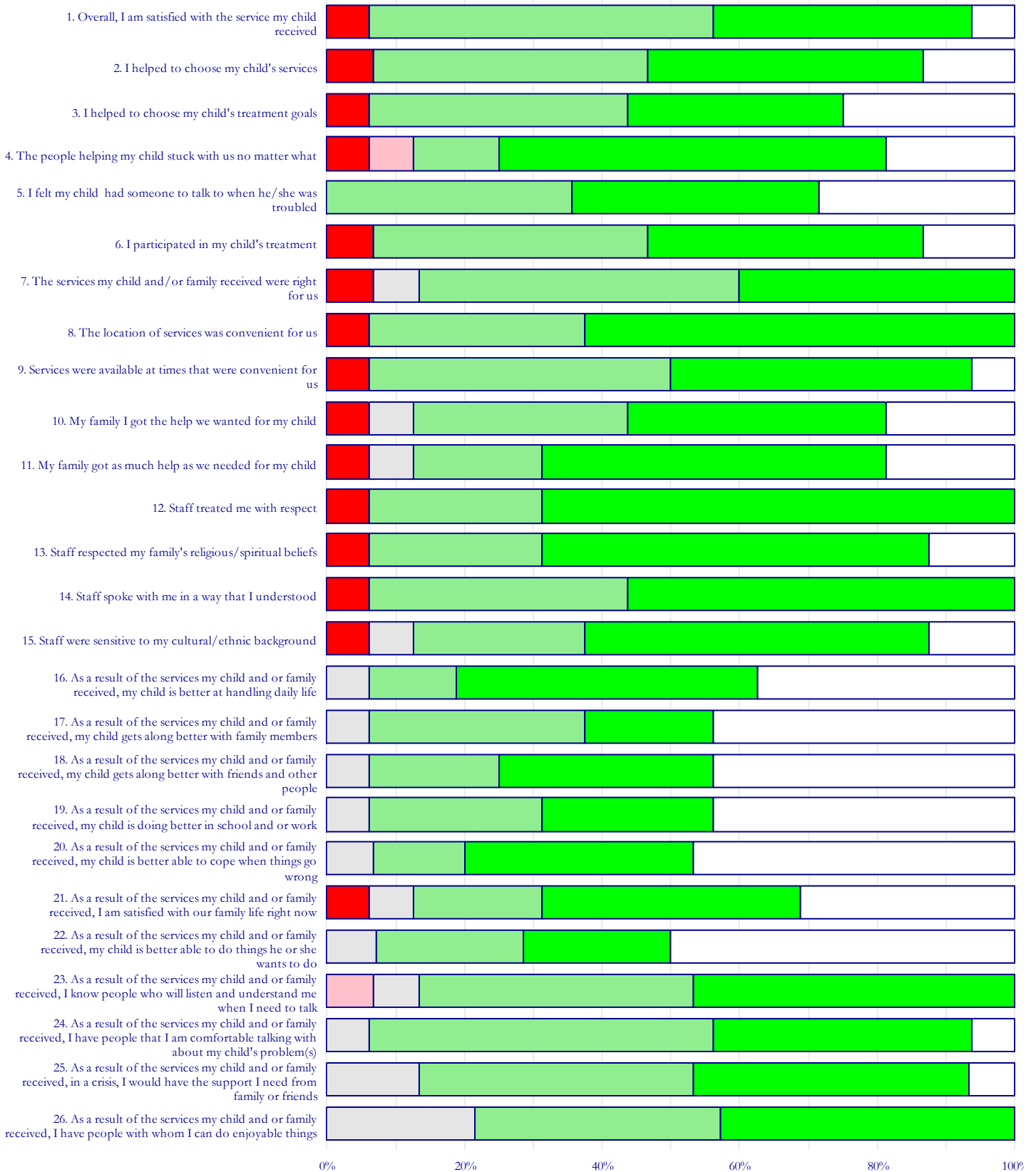
84.6% 11. I got as much help as I needed

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

# Youth Services Survey for Families

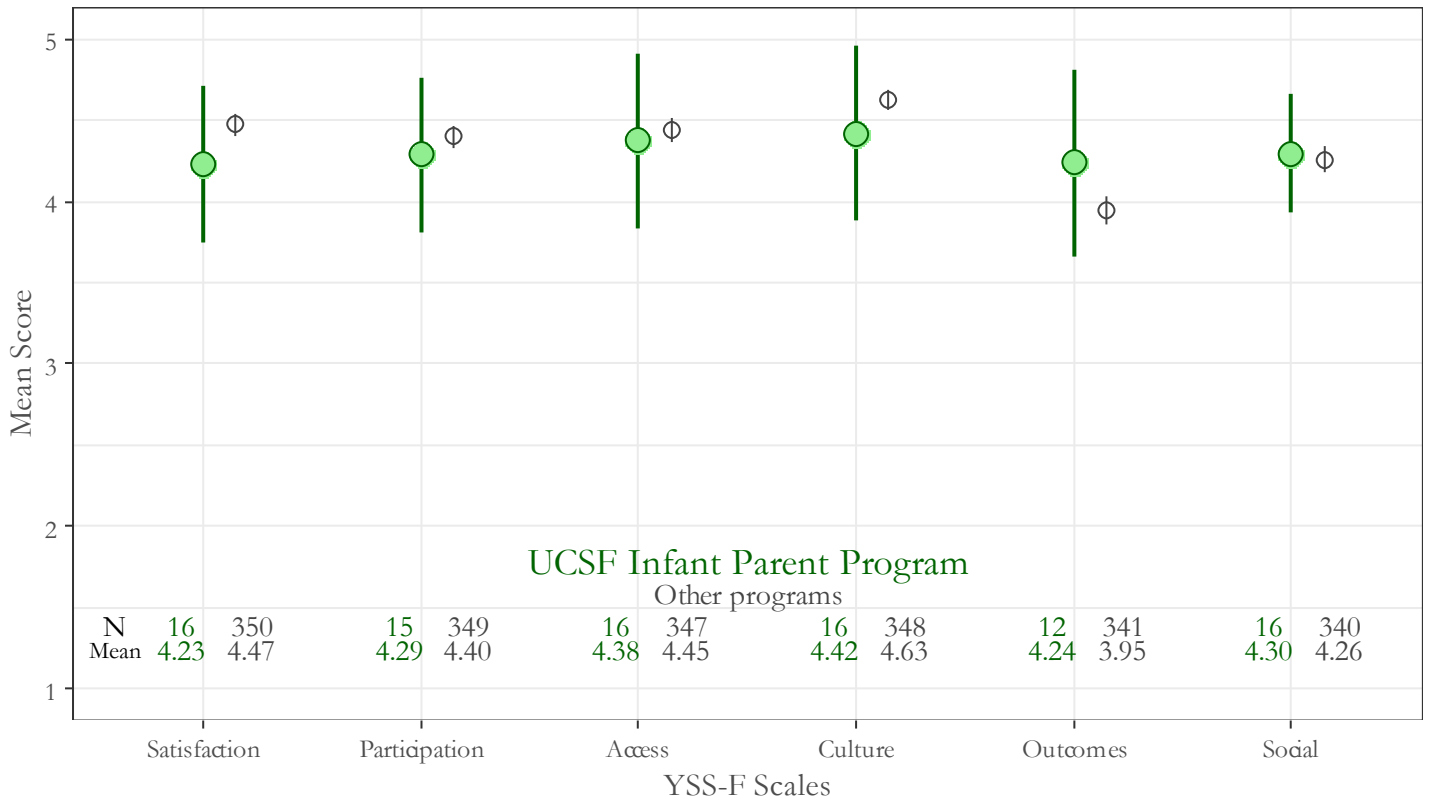


## Youth Services Survey for Families N = 18

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>93.3 %</b> 1. Overall, I am satisfied with the service my child received	1 5.6 %	0 0.0 %	0 0.0 %	8 44.4 %	6 33.3 %	1 5.6 %	2 11.1 %
<b>92.3 %</b> 2. I helped to choose my child's services	1 5.6 %	0 0.0 %	0 0.0 %	6 33.3 %	6 33.3 %	2 11.1 %	3 16.7 %
<b>91.7 %</b> 3. I helped to choose my child's treatment goals	1 5.6 %	0 0.0 %	0 0.0 %	6 33.3 %	5 27.8 %	4 22.2 %	2 11.1 %
<b>84.6 %</b> 4. The people helping my child stuck with us no matter what	1 5.6 %	1 5.6 %	0 0.0 %	2 11.1 %	9 50.0 %	3 16.7 %	2 11.1 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 27.8 %	5 27.8 %	4 22.2 %	4 22.2 %
<b>92.3 %</b> 6. I participated in my child's treatment	1 5.6 %	0 0.0 %	0 0.0 %	6 33.3 %	6 33.3 %	2 11.1 %	3 16.7 %
<b>86.7 %</b> 7. The services my child and/or family received were right for us	1 5.6 %	0 0.0 %	1 5.6 %	7 38.9 %	6 33.3 %	0 0.0 %	3 16.7 %
<b>93.8 %</b> 8. The location of services was convenient for us	1 5.6 %	0 0.0 %	0 0.0 %	5 27.8 %	10 55.6 %	0 0.0 %	2 11.1 %
<b>93.3 %</b> 9. Services were available at times that were convenient for us	1 5.6 %	0 0.0 %	0 0.0 %	7 38.9 %	7 38.9 %	1 5.6 %	2 11.1 %
<b>84.6 %</b> 10. My family I got the help we wanted for my child	1 5.6 %	0 0.0 %	1 5.6 %	5 27.8 %	6 33.3 %	3 16.7 %	2 11.1 %
<b>84.6 %</b> 11. My family got as much help as we needed for my child	1 5.6 %	0 0.0 %	1 5.6 %	3 16.7 %	8 44.4 %	3 16.7 %	2 11.1 %
<b>93.8 %</b> 12. Staff treated me with respect	1 5.6 %	0 0.0 %	0 0.0 %	4 22.2 %	11 61.1 %	0 0.0 %	2 11.1 %
<b>92.9 %</b> 13. Staff respected my family's religious/spiritual beliefs	1 5.6 %	0 0.0 %	0 0.0 %	4 22.2 %	9 50.0 %	2 11.1 %	2 11.1 %
<b>93.8 %</b> 14. Staff spoke with me in a way that I understood	1 5.6 %	0 0.0 %	0 0.0 %	6 33.3 %	9 50.0 %	0 0.0 %	2 11.1 %
<b>85.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 5.6 %	0 0.0 %	1 5.6 %	4 22.2 %	8 44.4 %	2 11.1 %	2 11.1 %
<b>90.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	7 38.9 %	6 33.3 %	2 11.1 %
<b>88.9 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 5.6 %	5 27.8 %	3 16.7 %	7 38.9 %	2 11.1 %
<b>88.9 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	5 27.8 %	7 38.9 %	2 11.1 %
<b>88.9 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 5.6 %	4 22.2 %	4 22.2 %	7 38.9 %	2 11.1 %
<b>87.5 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 5.6 %	2 11.1 %	5 27.8 %	7 38.9 %	3 16.7 %
<b>81.8 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 5.6 %	0 0.0 %	1 5.6 %	3 16.7 %	6 33.3 %	5 27.8 %	2 11.1 %
<b>85.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	3 16.7 %	7 38.9 %	4 22.2 %
<b>86.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 5.6 %	1 5.6 %	6 33.3 %	7 38.9 %	0 0.0 %	3 16.7 %
<b>93.3 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 5.6 %	8 44.4 %	6 33.3 %	1 5.6 %	2 11.1 %
<b>85.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	6 33.3 %	1 5.6 %	3 16.7 %
<b>78.6 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 16.7 %	5 27.8 %	6 33.3 %	0 0.0 %	4 22.2 %

Not enough Youth data for scale means CI chart

### Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>UCSF Infant Parent</b>			
<b>Completion Status</b>	<b>Program Completion</b>		<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	2 11.1 %	0 0 %	2 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	16 88.9 %	0 0 %	16 88.9 %
<b>Total</b>	18 100 %	0 100 %	18 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 16 clients; surveys were returned for 18 clients (18 / 16 = 112.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Violence Intervention Program**

Program Code(s): 881010 88103 88107 88109

Overall Satisfaction<sup>1</sup>

**90.0%**

Return Rate<sup>2</sup>

**90.9%**

Overall satisfaction<sup>3</sup> mean score for Violence Intervention Program: **4.42**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

- 100.0% 1. I like the services that I received here
- 90.0% 2. If I had other choices, I would still get services from this agency
- 90.0% 5. Staff were willing to see me as often as I felt it was necessary

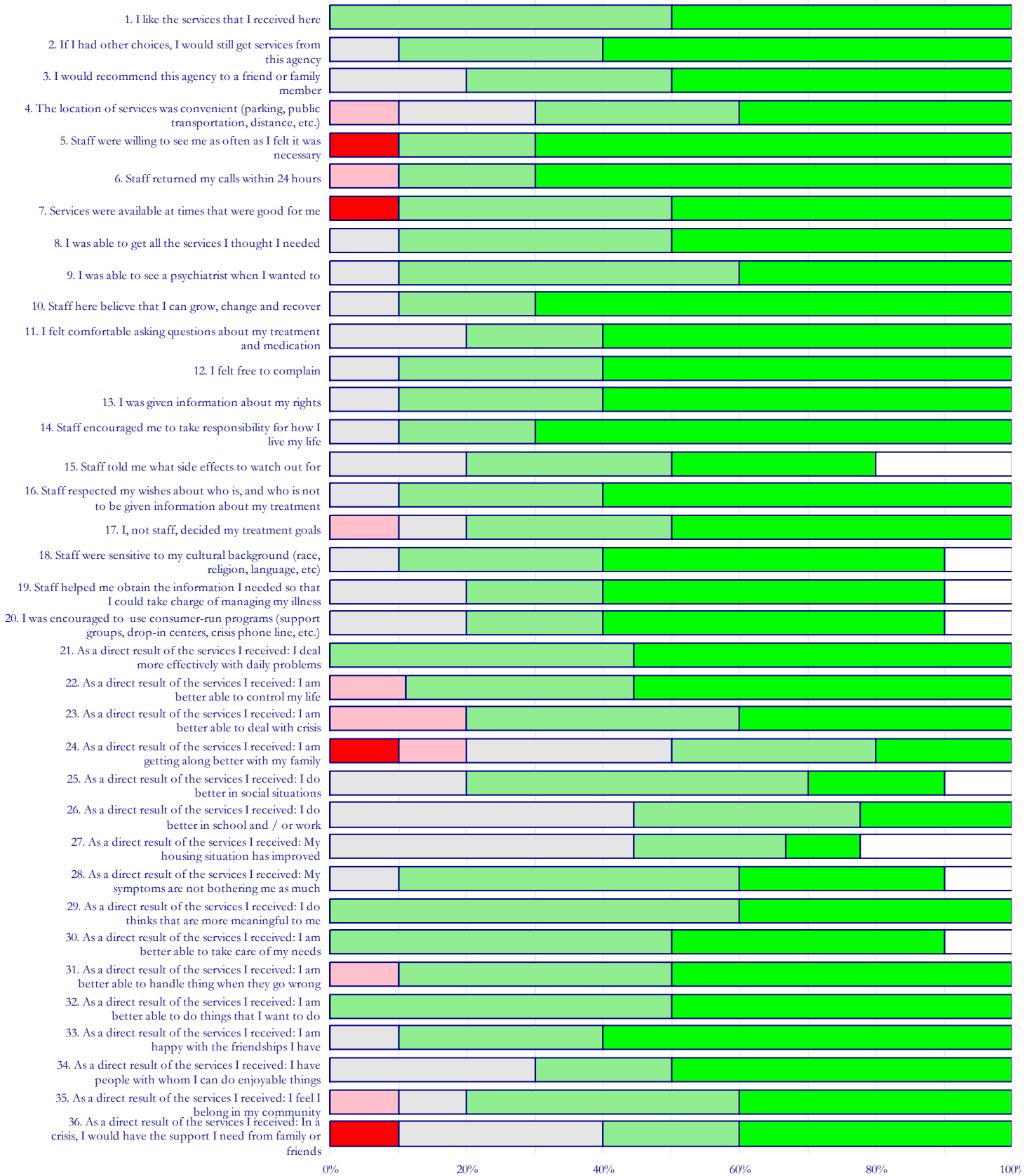
#### **Lowest Agreement Items**

- 75.0% 15. Staff told me what side effects to watch out for
- 77.8% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 77.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your

program's compliance with survey completion.

MHSIP Items





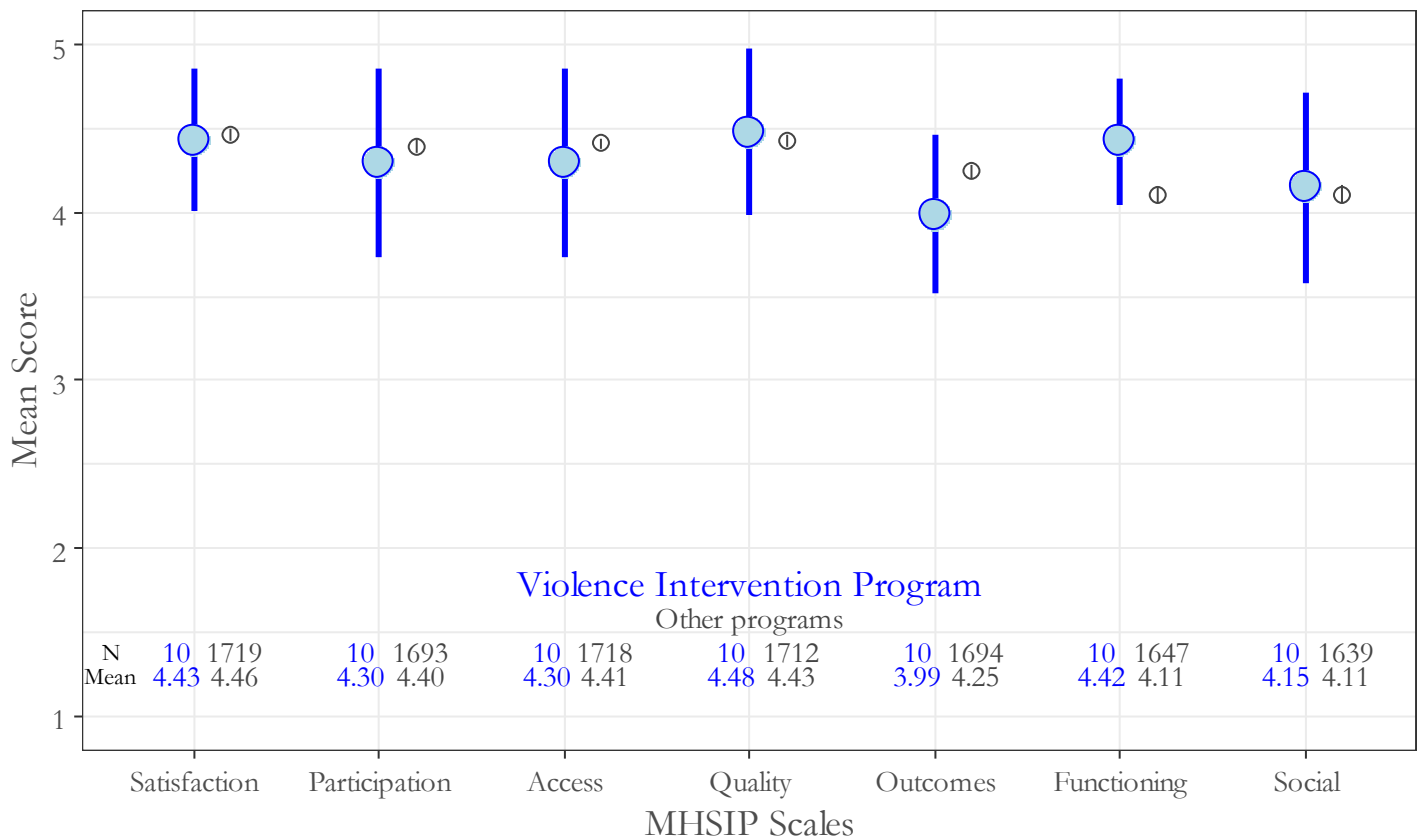
**MHSIP Items 1-25**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 10.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 7. Services were available at times that were good for me	1 10.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
<b>90.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	1 10.0 %	0 0.0 %
<b>77.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	5 50.0 %	1 10.0 %	0 0.0 %
<b>77.8 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	5 50.0 %	1 10.0 %	0 0.0 %
<b>100.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 10.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>80.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 20.0 %	0 0.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 10.0 %	1 10.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	1 10.0 %	0 0.0 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>55.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	2 20.0 %	0 0.0 %	1 10.0 %
<b>42.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	4 40.0 %	2 20.0 %	1 10.0 %	2 20.0 %	1 10.0 %
<b>88.9 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>100.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>90.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 10.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	0 0.0 %	0 0.0 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	2 100 %	10 100 %
<b>Total</b>	8 100 %	2 100 %	10 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 11 clients; surveys were returned for 10 clients (10/11 = 90.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Westcoast Childrens Clinic**

Program Code(s): 38AU2

Overall Satisfaction<sup>1</sup>

**NaN%**

Return Rate<sup>2</sup>

**53.3%**

Overall satisfaction<sup>3</sup> mean score for Westcoast Childrens Clinic: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

[Not enough data for highest satisfaction chart](#)

**Lowest Agreement Items**

[Not enough data for lowest satisfaction chart](#)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

<b>Survey Compliance</b>			
<b>Westcoast Childrens</b>			
<b>Completion Status</b>	<b>Clinic Completion by</b>		<b>Total</b>
	<b>Respondent Type</b>		
	Family	Youth	
Refused	8 100 %	4 100 %	12 100 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	8 100 %	4 100 %	12 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 15 clients; surveys were returned for 8 clients (8 / 15 = 53.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

**Westside ACT**

Program Code(s): 8976SP

Overall Satisfaction<sup>1</sup>

**88.5%**

Return Rate<sup>2</sup>

**70.2%**

Overall satisfaction<sup>3</sup> mean score for Westside ACT: **3.94**.

Overall satisfaction mean score for all other programs: **4.43**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**92.3%** 7. Services were available at times that were good for me

**92.3%** 13. I was given information about my rights

**92.3%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**Lowest Agreement Items**

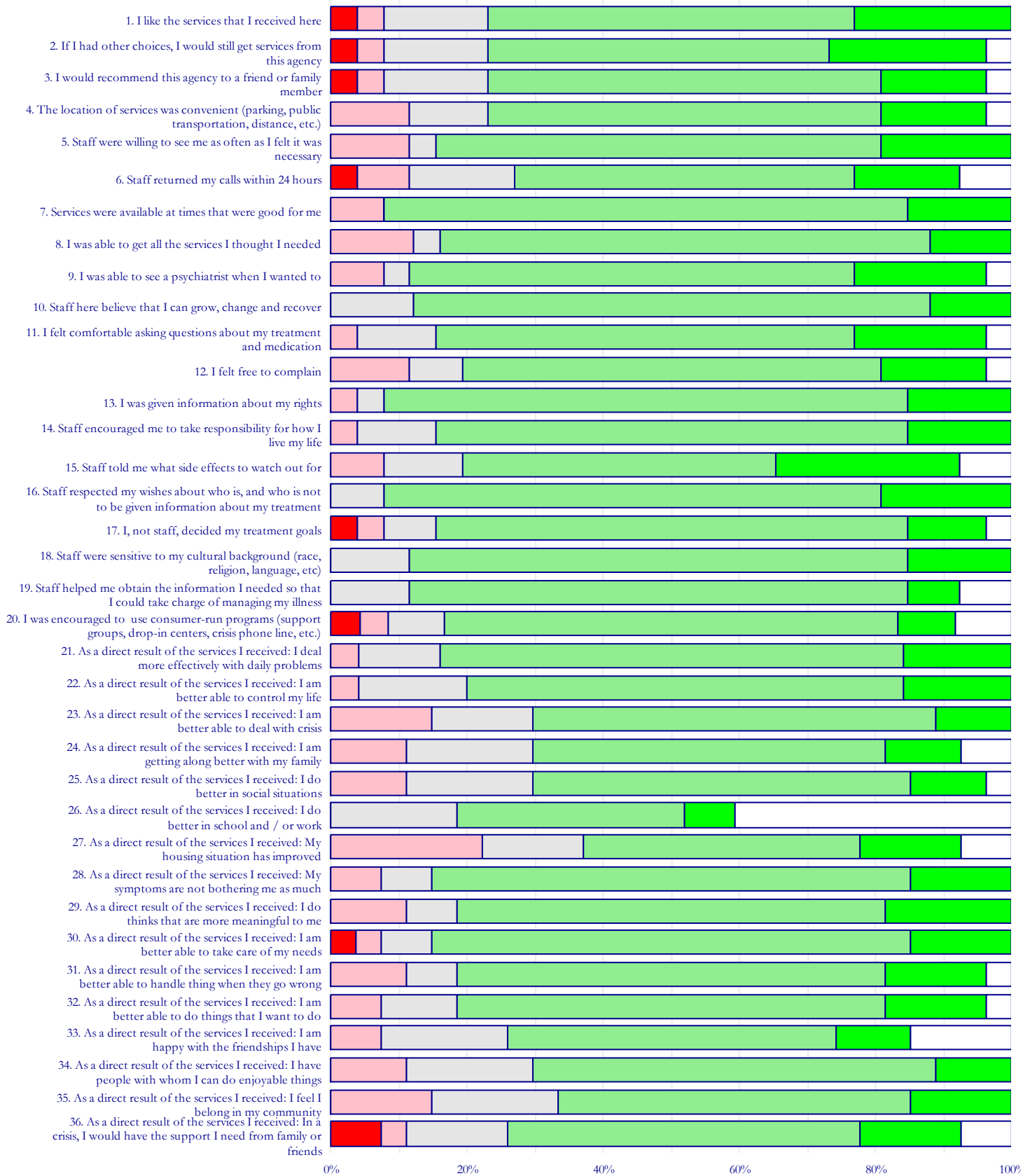
**70.8%** 6. Staff returned my calls within 24 hours

**76.0%** 2. If I had other choices, I would still get services from this agency

**76.0%** 3. I would recommend this agency to a friend or family member

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items





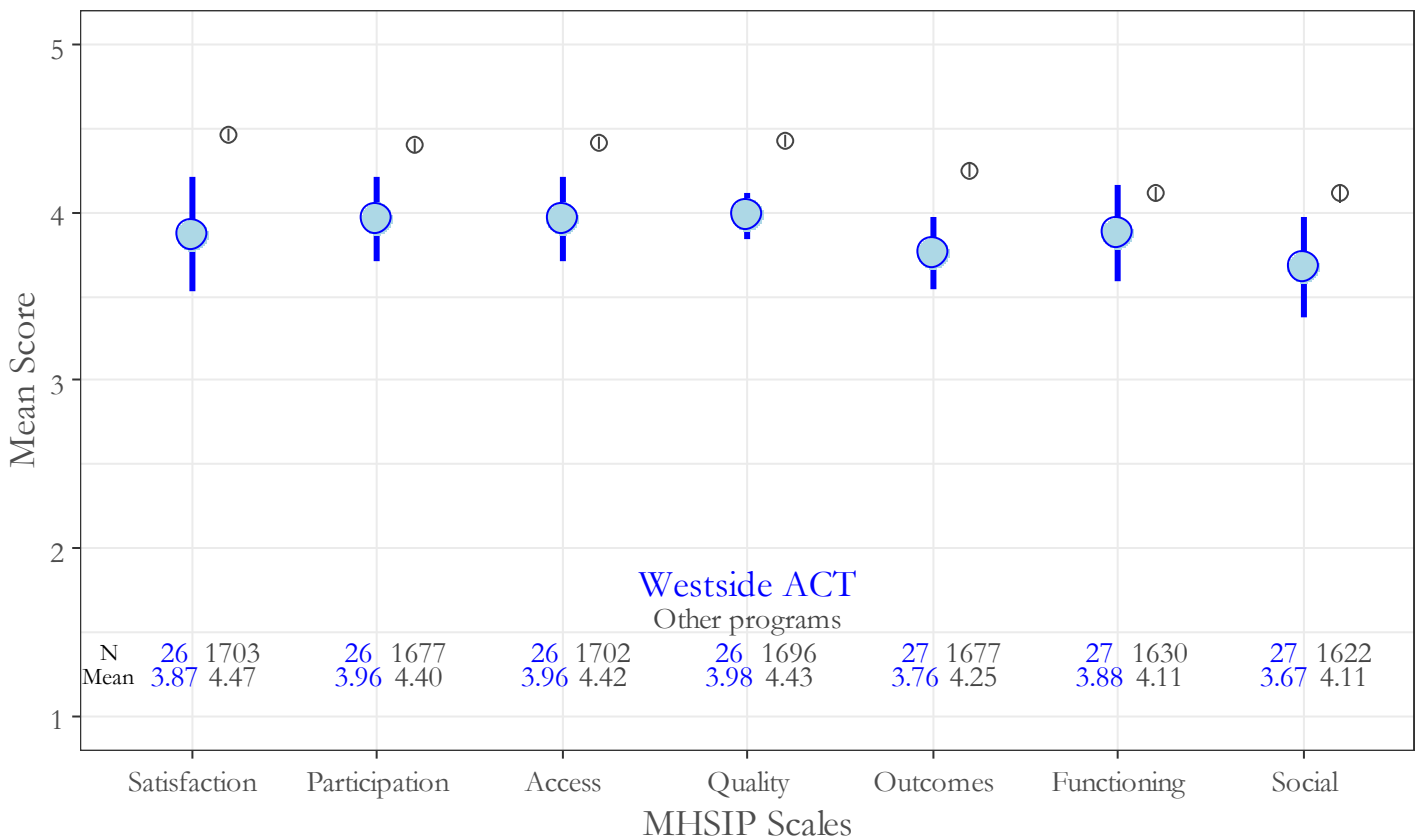
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>76.9 %</b> 1. I like the services that I received here	1 2.9 %	1 2.9 %	4 11.8 %	14 41.2 %	6 17.6 %	0 0.0 %	8 23.5 %
<b>76.0 %</b> 2. If I had other choices, I would still get services from this agency	1 2.9 %	1 2.9 %	4 11.8 %	13 38.2 %	6 17.6 %	1 2.9 %	8 23.5 %
<b>76.0 %</b> 3. I would recommend this agency to a friend or family member	1 2.9 %	1 2.9 %	4 11.8 %	15 44.1 %	4 11.8 %	1 2.9 %	8 23.5 %
<b>76.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 8.8 %	3 8.8 %	15 44.1 %	4 11.8 %	1 2.9 %	8 23.5 %
<b>84.6 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	3 8.8 %	1 2.9 %	17 50.0 %	5 14.7 %	0 0.0 %	8 23.5 %
<b>70.8 %</b> 6. Staff returned my calls within 24 hours	1 2.9 %	2 5.9 %	4 11.8 %	13 38.2 %	4 11.8 %	2 5.9 %	8 23.5 %
<b>92.3 %</b> 7. Services were available at times that were good for me	0 0.0 %	2 5.9 %	0 0.0 %	20 58.8 %	4 11.8 %	0 0.0 %	8 23.5 %
<b>84.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	3 8.8 %	1 2.9 %	18 52.9 %	3 8.8 %	0 0.0 %	9 26.5 %
<b>88.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 5.9 %	1 2.9 %	17 50.0 %	5 14.7 %	1 2.9 %	8 23.5 %
<b>88.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 8.8 %	19 55.9 %	3 8.8 %	0 0.0 %	9 26.5 %
<b>84.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 2.9 %	3 8.8 %	16 47.1 %	5 14.7 %	1 2.9 %	8 23.5 %
<b>80.0 %</b> 12. I felt free to complain	0 0.0 %	3 8.8 %	2 5.9 %	16 47.1 %	4 11.8 %	1 2.9 %	8 23.5 %
<b>92.3 %</b> 13. I was given information about my rights	0 0.0 %	1 2.9 %	1 2.9 %	20 58.8 %	4 11.8 %	0 0.0 %	8 23.5 %
<b>84.6 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.9 %	3 8.8 %	18 52.9 %	4 11.8 %	0 0.0 %	8 23.5 %
<b>79.2 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 5.9 %	3 8.8 %	12 35.3 %	7 20.6 %	2 5.9 %	8 23.5 %
<b>92.3 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 5.9 %	19 55.9 %	5 14.7 %	0 0.0 %	8 23.5 %
<b>84.0 %</b> 17. I, not staff, decided my treatment goals	1 2.9 %	1 2.9 %	2 5.9 %	18 52.9 %	3 8.8 %	1 2.9 %	8 23.5 %
<b>88.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 8.8 %	19 55.9 %	4 11.8 %	0 0.0 %	8 23.5 %
<b>87.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 8.8 %	19 55.9 %	2 5.9 %	2 5.9 %	8 23.5 %
<b>81.8 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 2.9 %	1 2.9 %	2 5.9 %	16 47.1 %	2 5.9 %	2 5.9 %	10 29.4 %
<b>84.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.9 %	3 8.8 %	17 50.0 %	4 11.8 %	0 0.0 %	9 26.5 %
<b>80.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 2.9 %	4 11.8 %	16 47.1 %	4 11.8 %	0 0.0 %	9 26.5 %
<b>70.4 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	4 11.8 %	4 11.8 %	16 47.1 %	3 8.8 %	0 0.0 %	7 20.6 %
<b>68.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 8.8 %	5 14.7 %	14 41.2 %	3 8.8 %	2 5.9 %	7 20.6 %
<b>69.2 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 8.8 %	5 14.7 %	15 44.1 %	3 8.8 %	1 2.9 %	7 20.6 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>68.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 14.7 %	9 26.5 %	2 5.9 %	11 32.4 %	7 20.6 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	6 17.6 %	4 11.8 %	11 32.4 %	4 11.8 %	2 5.9 %	7 20.6 %
<b>85.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 5.9 %	2 5.9 %	19 55.9 %	4 11.8 %	0 0.0 %	7 20.6 %
<b>81.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 8.8 %	2 5.9 %	17 50.0 %	5 14.7 %	0 0.0 %	7 20.6 %
<b>85.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.9 %	1 2.9 %	2 5.9 %	19 55.9 %	4 11.8 %	0 0.0 %	7 20.6 %
<b>80.8 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	3 8.8 %	2 5.9 %	17 50.0 %	4 11.8 %	1 2.9 %	7 20.6 %
<b>80.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 5.9 %	3 8.8 %	17 50.0 %	4 11.8 %	1 2.9 %	7 20.6 %
<b>69.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 5.9 %	5 14.7 %	13 38.2 %	3 8.8 %	4 11.8 %	7 20.6 %
<b>70.4 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	3 8.8 %	5 14.7 %	16 47.1 %	3 8.8 %	0 0.0 %	7 20.6 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 11.8 %	5 14.7 %	14 41.2 %	4 11.8 %	0 0.0 %	7 20.6 %
<b>72.0 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 5.9 %	1 2.9 %	4 11.8 %	14 41.2 %	4 11.8 %	2 5.9 %	7 20.6 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**  
**Survey Completion by**

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 16.7 %	1 10 %	5 14.7 %
Impaired	2 8.3 %	1 10 %	3 8.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	18 75 %	8 80 %	26 76.5 %
<b>Total</b>	24 100 %	10 100 %	34 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 47 clients; surveys were returned for 33 clients (33/47 = 70.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Westside Ajani**

Program Code(s): 89007

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**85.7%**

Overall satisfaction<sup>3</sup> mean score for Westside Ajani: **4.40** (youth), **4.63** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

**100.0%** 3. I helped to choose my treatment goals

**100.0%** 4. The people helping me stuck with me no matter what

**100.0%** 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

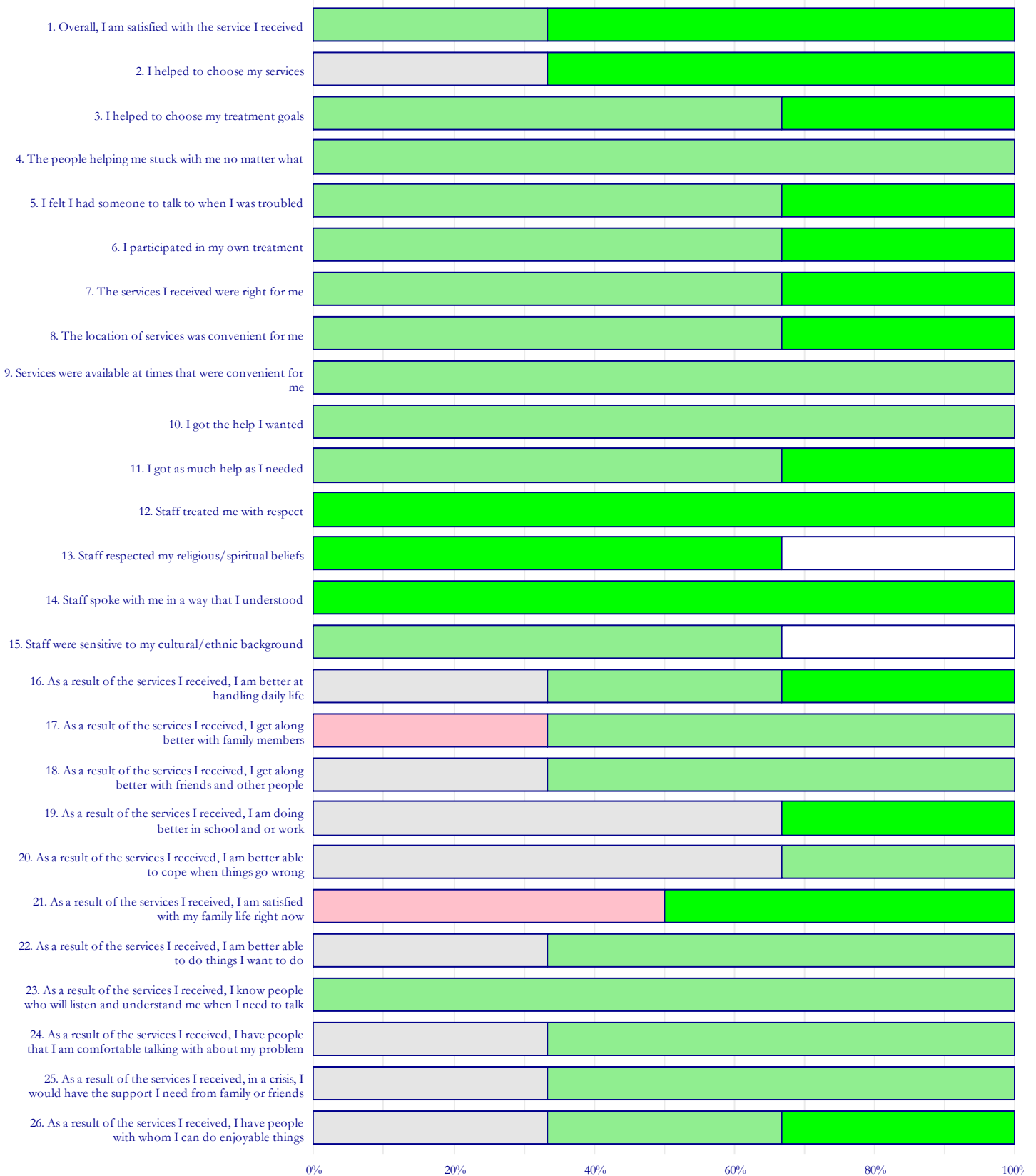
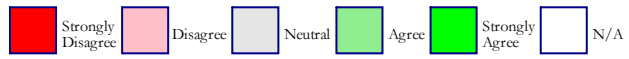
**83.3%** 1. Overall, I am satisfied with the service I received

**83.3%** 2. I helped to choose my services

**83.3%** 6. I participated in my own treatment

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

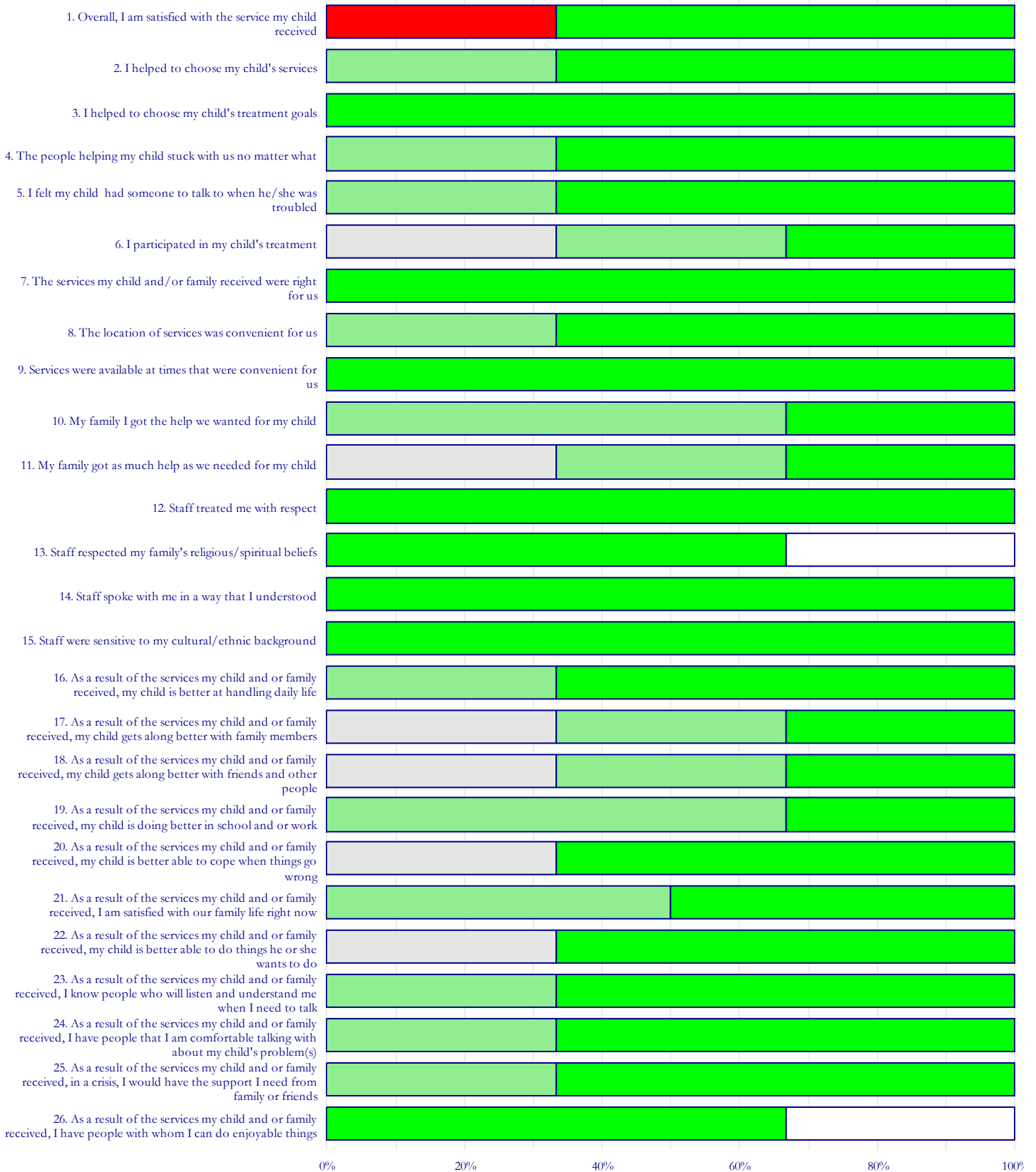
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

# Youth Services Survey for Families

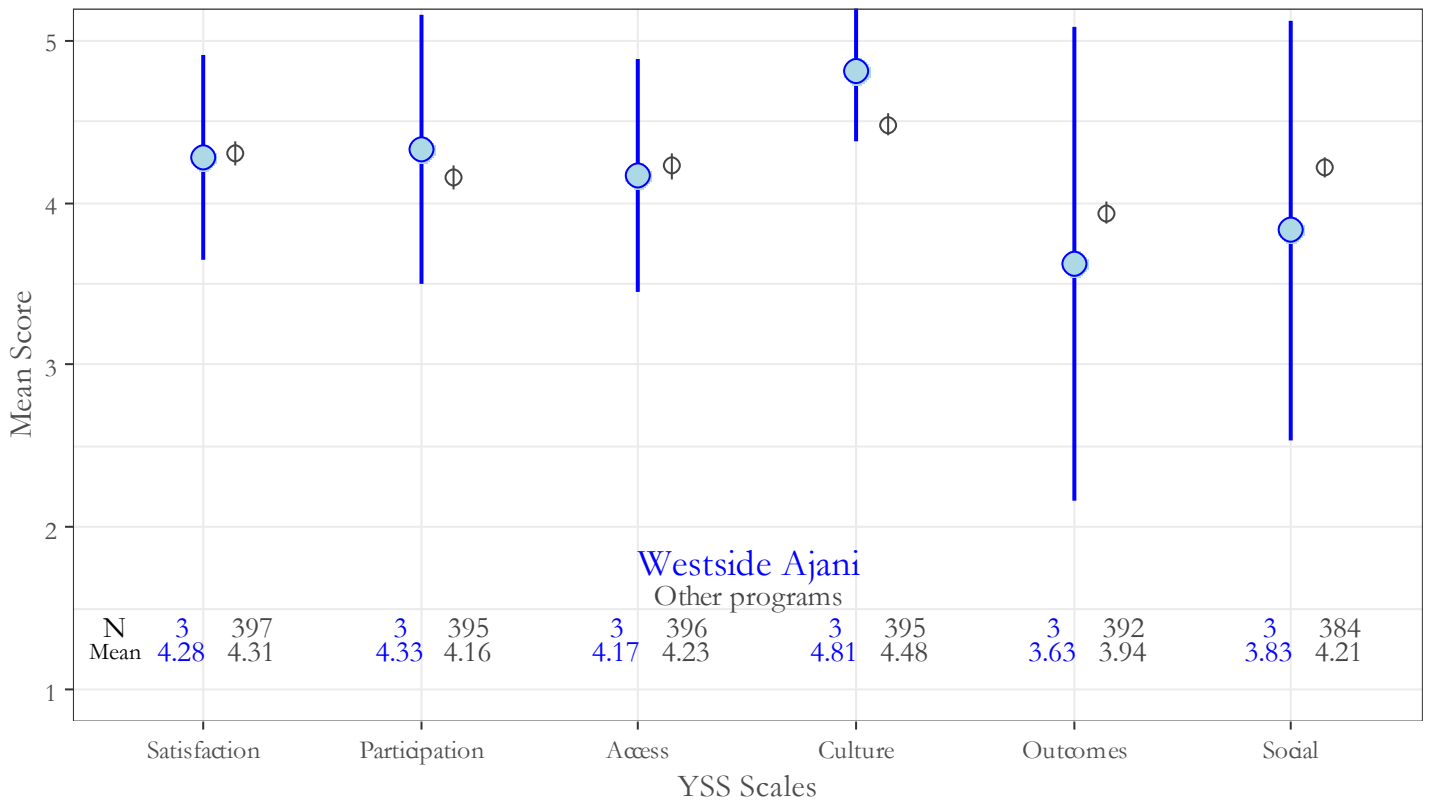


## Youth Services Survey for Families N = 3

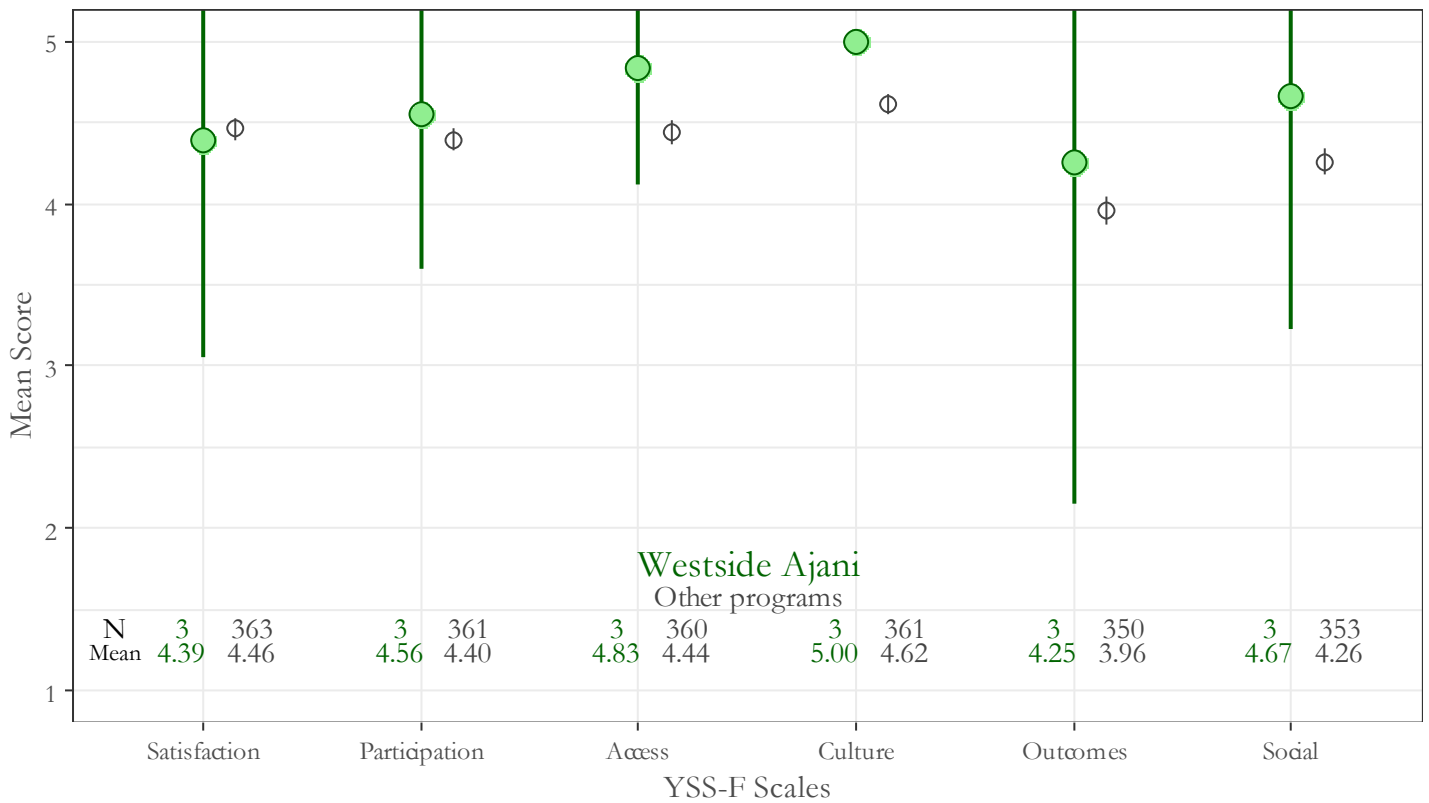
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. Overall, I am satisfied with the service my child received	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
66.7 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %



Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>Westside Ajani</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 100 %	3 100 %	6 100 %
<b>Total</b>	3 100 %	3 100 %	6 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 6 clients (6 / 7 = 85.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2017  
Mental Health Statistical Improvement Program (MHSIP)

### **Westside Community Crisis & Outpatient Clinic**

Program Code(s): 89763

Overall Satisfaction<sup>1</sup>

**89.5%**

Return Rate<sup>2</sup>

**37.7%**

Overall satisfaction<sup>3</sup> mean score for Westside Community Crisis & Outpatient Clinic: **4.32**.

Overall satisfaction mean score for all other programs: **4.42**.

Below are the three satisfaction items that were rated the highest and the three rated the lowest by clients in your program. The percentage of agreement reported for these items represents the percent of clients rating the items as either *Agree* or *Strongly Agree*.

#### **Highest Agreement Items**

**100.0%** 3. I would recommend this agency to a friend or family member

**94.7%** 1. I like the services that I received here

**94.7%** 10. Staff here believe that I can grow, change and recover

#### **Lowest Agreement Items**

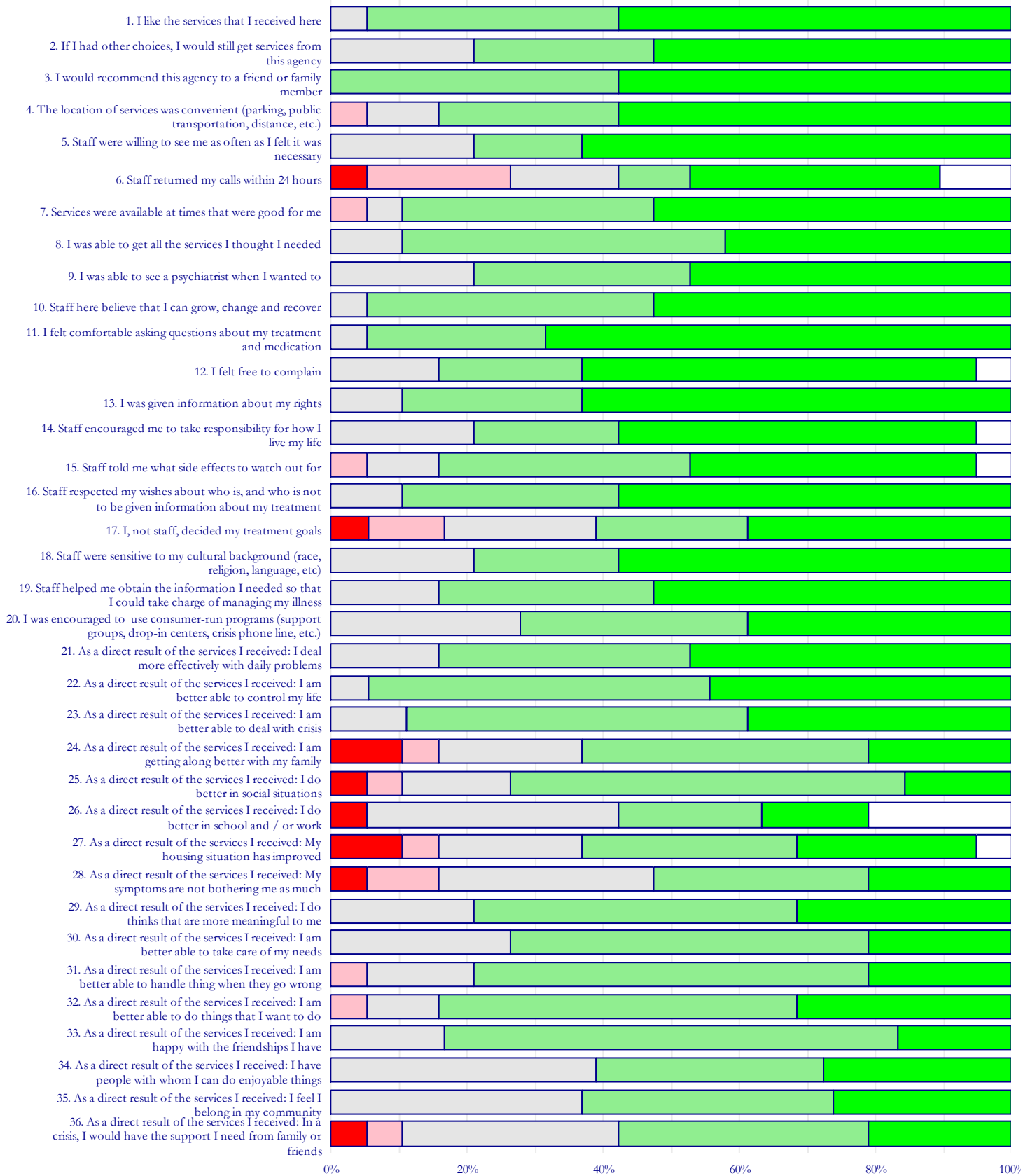
**52.9%** 6. Staff returned my calls within 24 hours

**61.1%** 17. I, not staff, decided my treatment goals

**72.2%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# MHSIP Items



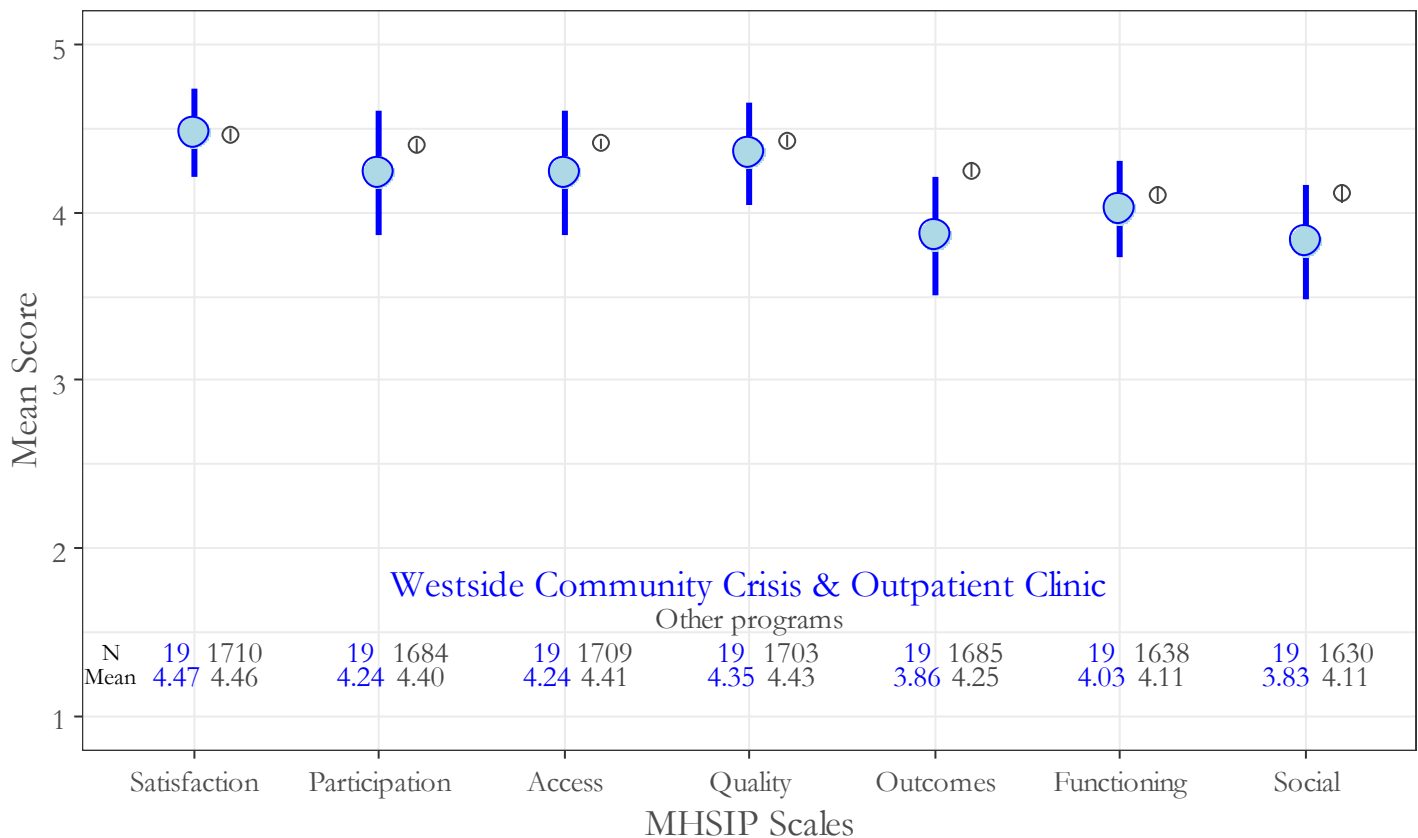
**MHSIP Items 1-25**  
**Percent Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>94.7 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 3.4 %	7 24.1 %	11 37.9 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 13.8 %	5 17.2 %	10 34.5 %	0 0.0 %	10 34.5 %
<b>100.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	8 27.6 %	11 37.9 %	0 0.0 %	10 34.5 %
<b>84.2 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.4 %	2 6.9 %	5 17.2 %	11 37.9 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	4 13.8 %	3 10.3 %	12 41.4 %	0 0.0 %	10 34.5 %
<b>52.9 %</b> 6. Staff returned my calls within 24 hours	1 3.4 %	4 13.8 %	3 10.3 %	2 6.9 %	7 24.1 %	2 6.9 %	10 34.5 %
<b>89.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 3.4 %	1 3.4 %	7 24.1 %	10 34.5 %	0 0.0 %	10 34.5 %
<b>89.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 6.9 %	9 31.0 %	8 27.6 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 13.8 %	6 20.7 %	9 31.0 %	0 0.0 %	10 34.5 %
<b>94.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 3.4 %	8 27.6 %	10 34.5 %	0 0.0 %	10 34.5 %
<b>94.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.4 %	5 17.2 %	13 44.8 %	0 0.0 %	10 34.5 %
<b>83.3 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	3 10.3 %	4 13.8 %	11 37.9 %	1 3.4 %	10 34.5 %
<b>89.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 6.9 %	5 17.2 %	12 41.4 %	0 0.0 %	10 34.5 %
<b>77.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 13.8 %	4 13.8 %	10 34.5 %	1 3.4 %	10 34.5 %
<b>83.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.4 %	2 6.9 %	7 24.1 %	8 27.6 %	1 3.4 %	10 34.5 %
<b>89.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 6.9 %	6 20.7 %	11 37.9 %	0 0.0 %	10 34.5 %
<b>61.1 %</b> 17. I, not staff, decided my treatment goals	1 3.4 %	2 6.9 %	4 13.8 %	4 13.8 %	7 24.1 %	0 0.0 %	11 37.9 %
<b>78.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 13.8 %	4 13.8 %	11 37.9 %	0 0.0 %	10 34.5 %
<b>84.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 10.3 %	6 20.7 %	10 34.5 %	0 0.0 %	10 34.5 %
<b>72.2 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	5 17.2 %	6 20.7 %	7 24.1 %	0 0.0 %	11 37.9 %
<b>84.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 10.3 %	7 24.1 %	9 31.0 %	0 0.0 %	10 34.5 %
<b>94.4 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 3.4 %	9 31.0 %	8 27.6 %	0 0.0 %	11 37.9 %
<b>88.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 6.9 %	9 31.0 %	7 24.1 %	0 0.0 %	11 37.9 %
<b>63.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 6.9 %	1 3.4 %	4 13.8 %	8 27.6 %	4 13.8 %	0 0.0 %	10 34.5 %
<b>73.7 %</b> 25. As a direct result of the services I received: I do better in social situations	1 3.4 %	1 3.4 %	3 10.3 %	11 37.9 %	3 10.3 %	0 0.0 %	10 34.5 %

**MHSIP Items 26-36**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>46.7 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 3.4 %	0 0.0 %	7 24.1 %	4 13.8 %	3 10.3 %	4 13.8 %	10 34.5 %
<b>61.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 6.9 %	1 3.4 %	4 13.8 %	6 20.7 %	5 17.2 %	1 3.4 %	10 34.5 %
<b>52.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.4 %	2 6.9 %	6 20.7 %	6 20.7 %	4 13.8 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	4 13.8 %	9 31.0 %	6 20.7 %	0 0.0 %	10 34.5 %
<b>73.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	5 17.2 %	10 34.5 %	4 13.8 %	0 0.0 %	10 34.5 %
<b>78.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 3.4 %	3 10.3 %	11 37.9 %	4 13.8 %	0 0.0 %	10 34.5 %
<b>84.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 3.4 %	2 6.9 %	10 34.5 %	6 20.7 %	0 0.0 %	10 34.5 %
<b>83.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	3 10.3 %	12 41.4 %	3 10.3 %	0 0.0 %	11 37.9 %
<b>61.1 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	7 24.1 %	6 20.7 %	5 17.2 %	0 0.0 %	11 37.9 %
<b>63.2 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	7 24.1 %	7 24.1 %	5 17.2 %	0 0.0 %	10 34.5 %
<b>57.9 %</b> 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 3.4 %	1 3.4 %	6 20.7 %	7 24.1 %	4 13.8 %	0 0.0 %	10 34.5 %

**MHSIP - Scale Means and 95% Confidence Intervals<sup>4</sup>**



**Survey Compliance**

**Survey Completion by**

<b>Completion Status</b>	<b>Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	7 28 %	2 50 %	9 31 %
Impaired	1 4 %	0 0 %	1 3.4 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 4 %	0 0 %	1 3.4 %
Completed Survey	16 64 %	2 50 %	18 62.1 %
<b>Total</b>	25 100 %	4 100 %	29 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 77 clients; surveys were returned for 29 clients ( $29/77 = 37.7\%$ ).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**YMCA PASS Program formerly Trauma and Recovery**  
Program Code(s): 38BVC3

Overall Satisfaction<sup>1</sup>  
**100.0%**

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for YMCA PASS Program formerly Trauma and Recovery: **4.45** (youth), **4.86** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.48** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 3. I helped to choose my treatment goals
- 100.0% 4. The people helping me stuck with me no matter what

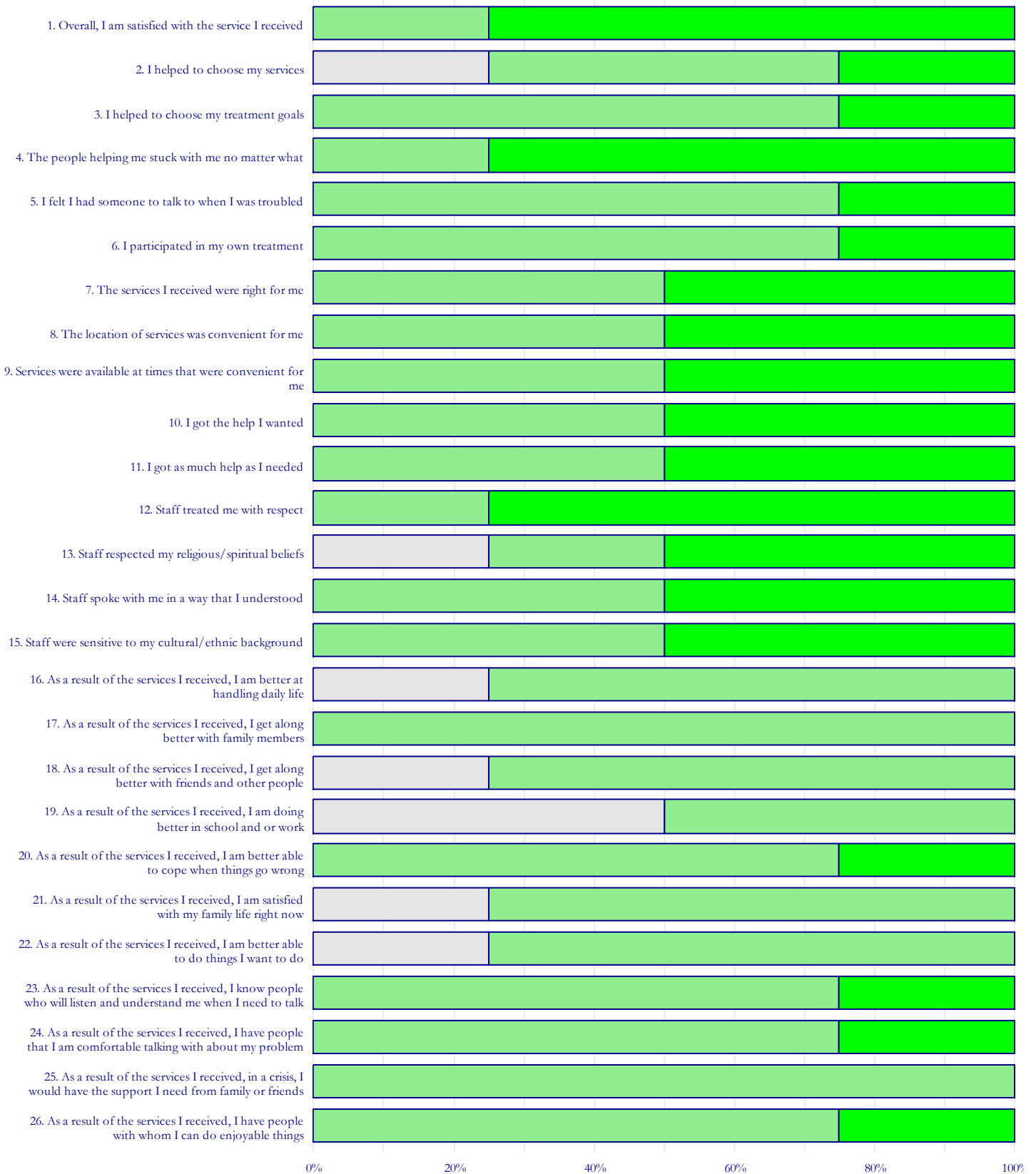
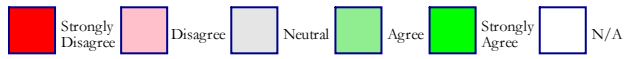
**Lowest Agreement Items**

- 85.7% 2. I helped to choose my services
- 85.7% 13. Staff respected my religious/spiritual beliefs
- 100.0% 1. Overall, I am satisfied with the service I received

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.



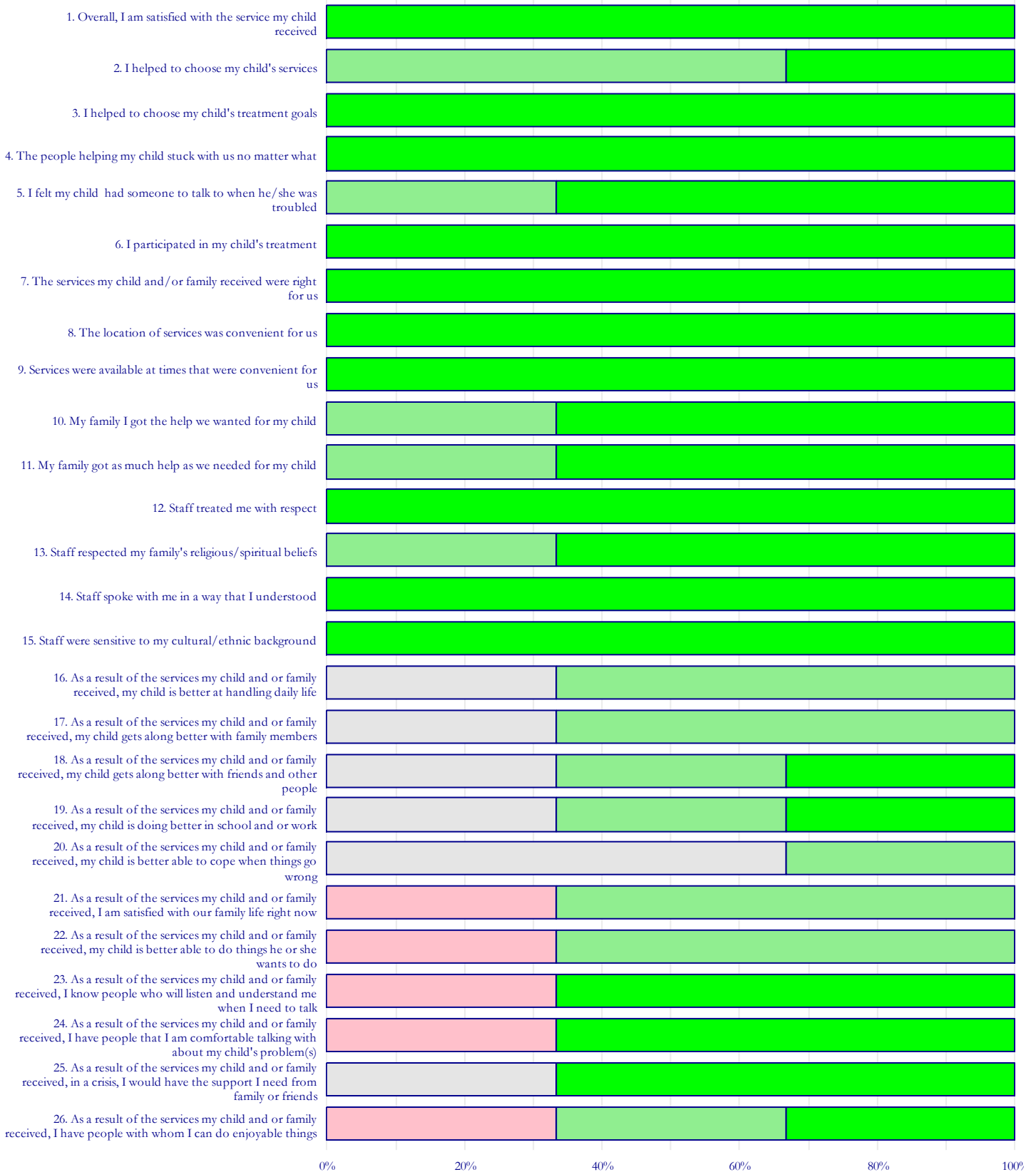
# Youth Services Survey for Youth



## Youth Services Survey for Youth N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>50.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>100.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %

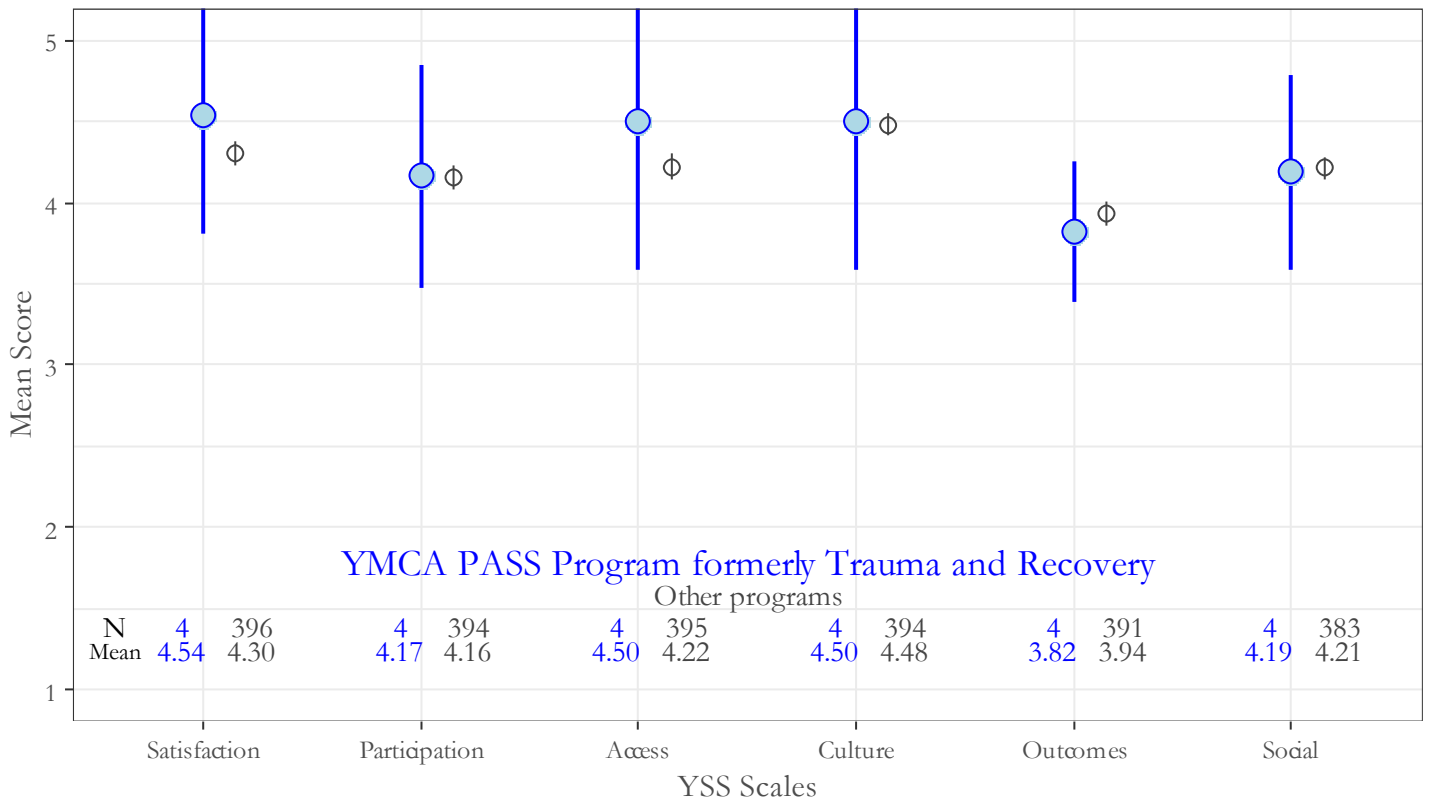
# Youth Services Survey for Families



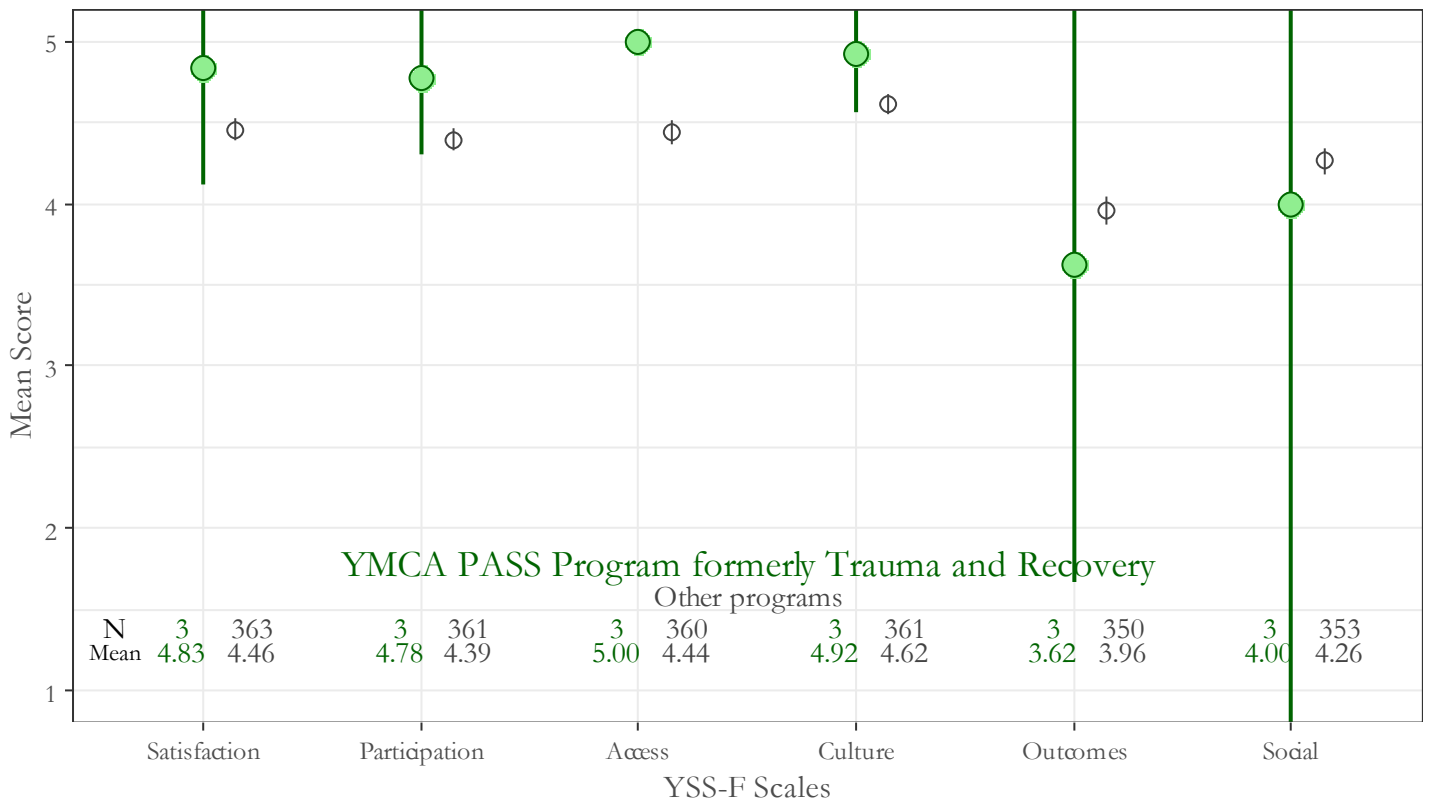
## Youth Services Survey for Families N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
<b>33.3 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
<b>66.7 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



<b>Survey Compliance</b>			
<b>YMCA PASS Program</b>			
<b>formerly Trauma and</b>			
<b>Completion Status</b>	<b>Recovery</b>	<b>Completion</b>	<b>Total</b>
	<b>by Respondent Type</b>		
	Family	Youth	
Refused	1 25 %	1 20 %	2 22.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 75 %	4 80 %	7 77.8 %
<b>Total</b>	4 100 %	5 100 %	9 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 7 clients; surveys were returned for 7 clients (7 / 7 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2017  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**YMCA Urban Services MH**  
Program Code(s): 38BV3 38BV4

Overall Satisfaction<sup>1</sup>  
**92.3%**

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for YMCA Urban Services MH: **4.23** (youth), **4.19** (family).

Overall satisfaction mean score for all other programs: **4.32** (youth), **4.49** (family).

Below are the three satisfaction items that were rated the highest and the three rated the lowest by youth and family members of your program. The percentage of agreement reported for these items represents the percent of respondents rating the items as either *Agree* or *Strongly Agree*.

**Highest Agreement Items**

100.0% 5. I felt I had someone to talk to when I was troubled

100.0% 7. The services I received were right for me

92.3% 6. I participated in my own treatment

**Lowest Agreement Items**

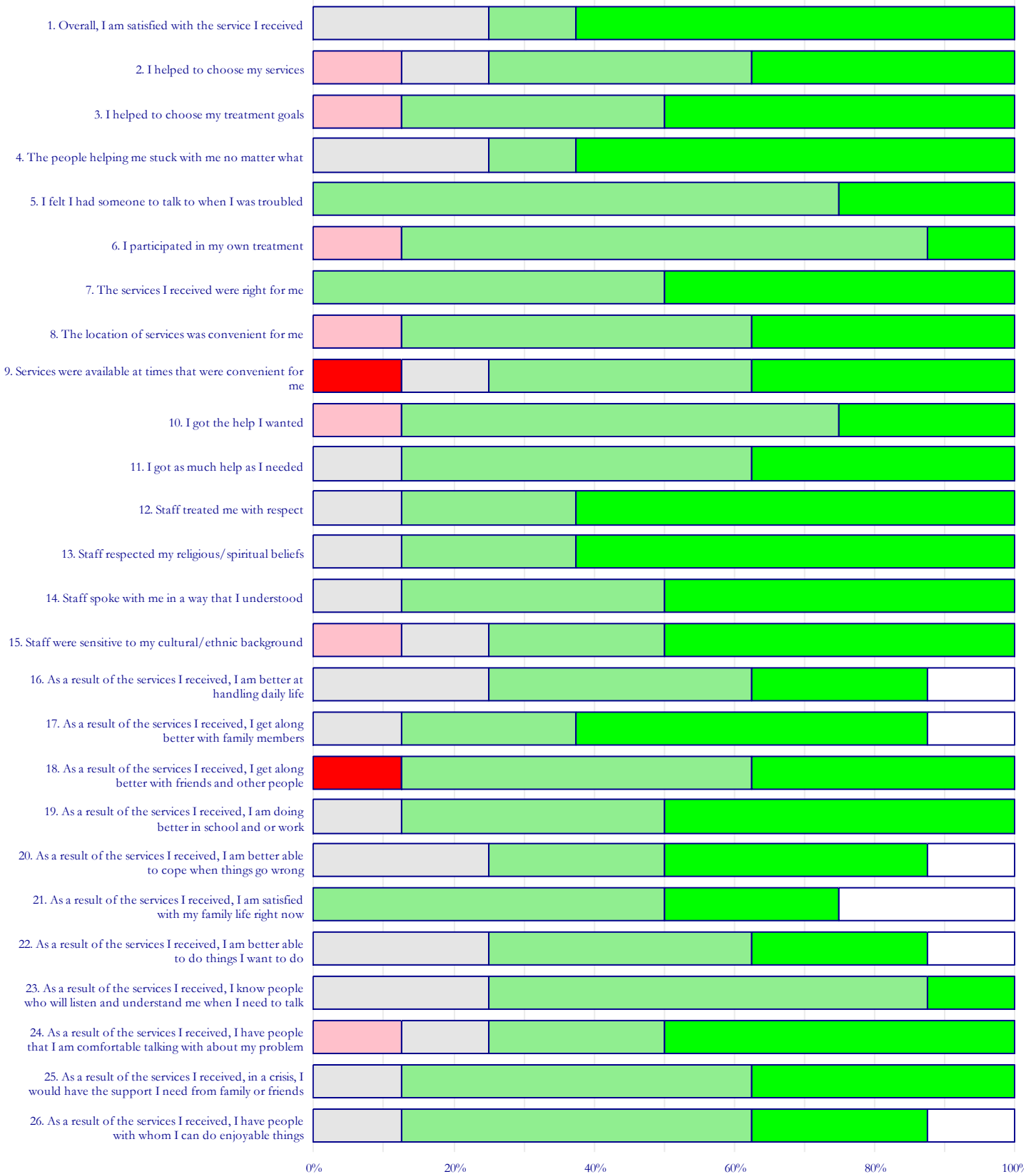
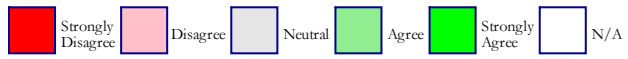
84.6% 1. Overall, I am satisfied with the service I received

84.6% 2. I helped to choose my services

84.6% 4. The people helping me stuck with me no matter what

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level raw data with the numbers and percentage of clients responding in each category, and finally information about your program's compliance with survey completion.

# Youth Services Survey for Youth

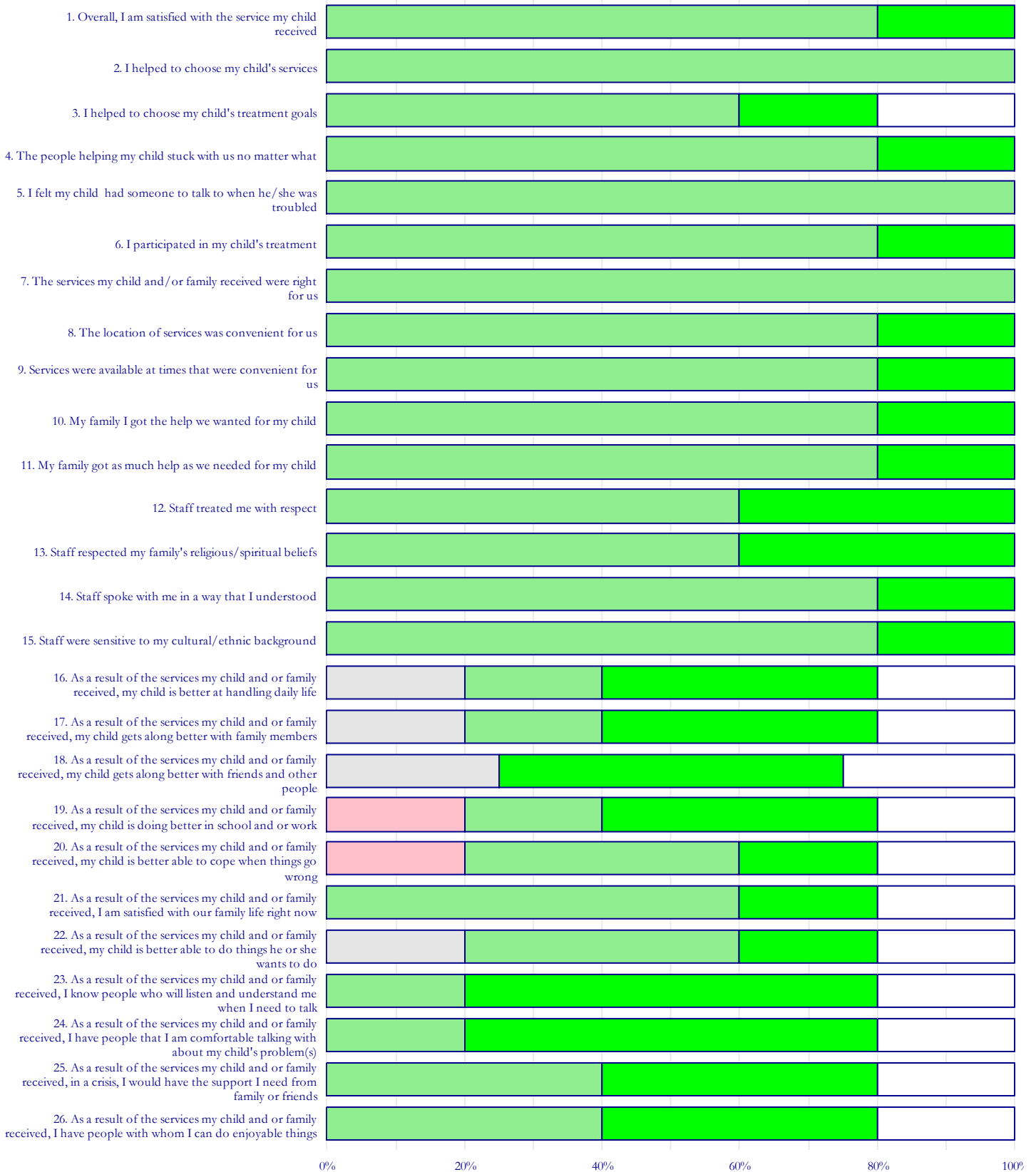




## Youth Services Survey for Youth N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>75.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 14.3 %	1 7.1 %	5 35.7 %	0 0.0 %	6 42.9 %
<b>75.0 %</b> 2. I helped to choose my services	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>75.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 14.3 %	1 7.1 %	5 35.7 %	0 0.0 %	6 42.9 %
<b>100.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	2 14.3 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 6. I participated in my own treatment	0 0.0 %	1 7.1 %	0 0.0 %	6 42.9 %	1 7.1 %	0 0.0 %	6 42.9 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 8. The location of services was convenient for me	0 0.0 %	1 7.1 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>75.0 %</b> 9. Services were available at times that were convenient for me	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 10. I got the help I wanted	0 0.0 %	1 7.1 %	0 0.0 %	5 35.7 %	2 14.3 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	5 35.7 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	5 35.7 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>71.4 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	1 7.1 %	6 42.9 %
<b>85.7 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	1 7.1 %	6 42.9 %
<b>87.5 %</b> 18. As a result of the services I received, I get along better with friends and other people	1 7.1 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>71.4 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	1 7.1 %	6 42.9 %
<b>100.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	2 14.3 %	2 14.3 %	6 42.9 %
<b>71.4 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	1 7.1 %	6 42.9 %
<b>75.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	1 7.1 %	0 0.0 %	6 42.9 %
<b>75.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	4 28.6 %	0 0.0 %	6 42.9 %
<b>87.5 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %
<b>85.7 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	2 14.3 %	1 7.1 %	6 42.9 %

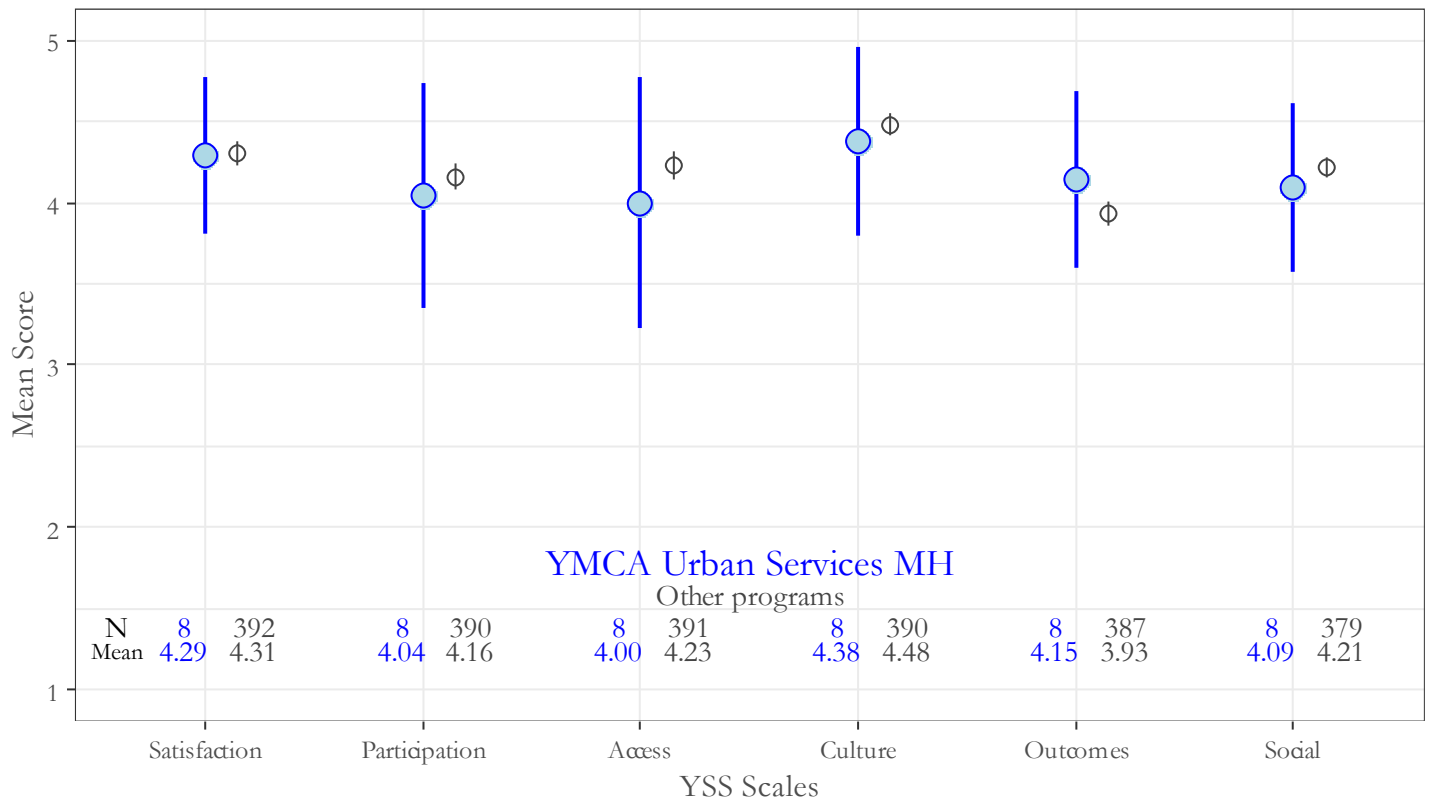
# Youth Services Survey for Families



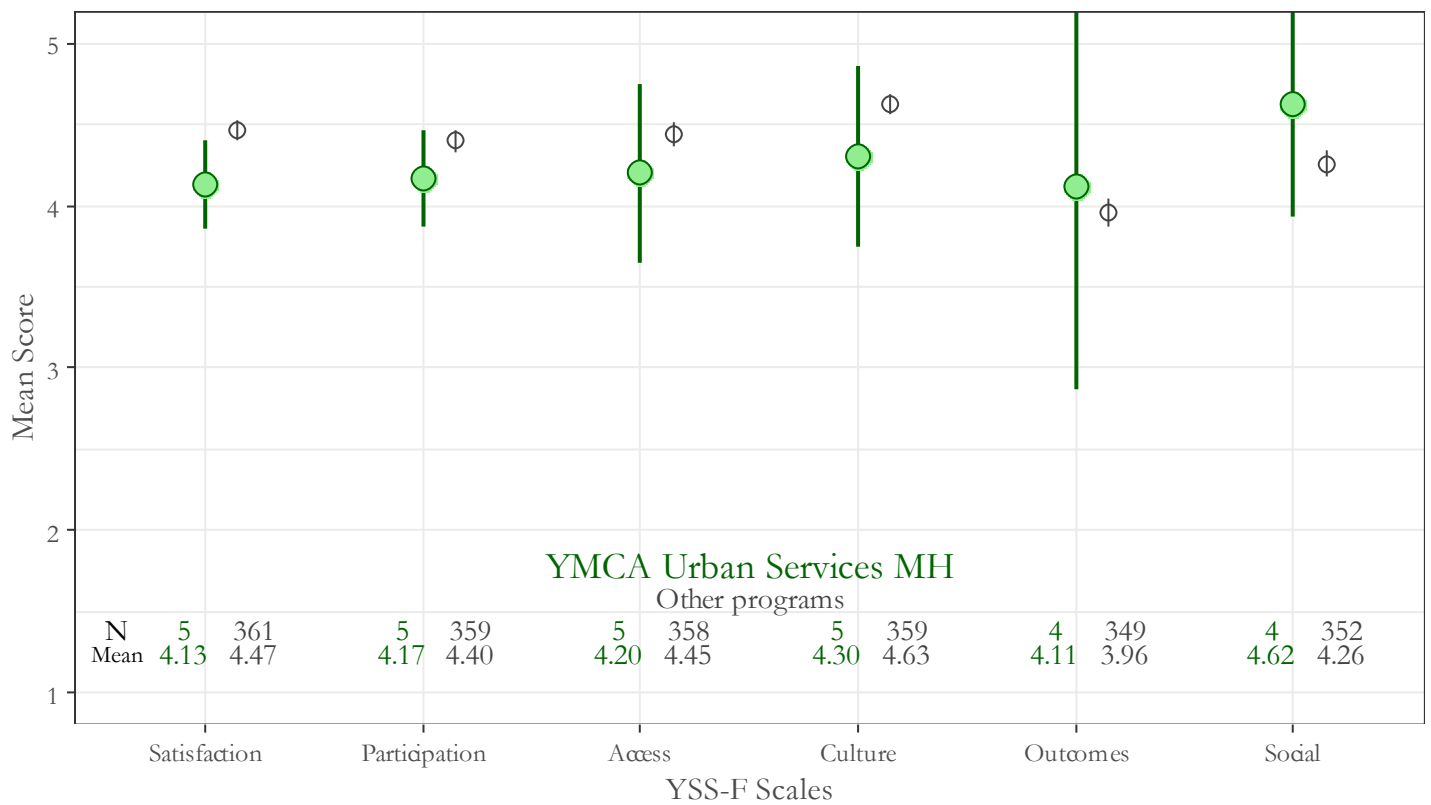
## Youth Services Survey for Families N = 37

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 13.5 %	0 0.0 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 8.1 %	1 2.7 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 13.5 %	0 0.0 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	5 13.5 %	0 0.0 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 8.1 %	2 5.4 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 8.1 %	2 5.4 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	1 2.7 %	0 0.0 %	32 86.5 %
<b>75.0 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 2.7 %	1 2.7 %	2 5.4 %	1 2.7 %	32 86.5 %
<b>75.0 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 2.7 %	1 2.7 %	2 5.4 %	1 2.7 %	32 86.5 %
<b>66.7 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 2.7 %	0 0.0 %	2 5.4 %	1 2.7 %	33 89.2 %
<b>75.0 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 2.7 %	0 0.0 %	1 2.7 %	2 5.4 %	1 2.7 %	32 86.5 %
<b>75.0 %</b> 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 2.7 %	0 0.0 %	2 5.4 %	1 2.7 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	3 8.1 %	1 2.7 %	1 2.7 %	32 86.5 %
<b>75.0 %</b> 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 2.7 %	2 5.4 %	1 2.7 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 2.7 %	3 8.1 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 2.7 %	3 8.1 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 5.4 %	2 5.4 %	1 2.7 %	32 86.5 %
<b>100.0 %</b> 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 5.4 %	2 5.4 %	1 2.7 %	32 86.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals<sup>4</sup>



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals<sup>4</sup>



**Survey Compliance**  
**YMCA Urban Services**

Completion Status	MH Completion by Respondent Type		Total
	Family	Youth	
Refused	32 86.5 %	6 42.9 %	38 74.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 13.5 %	8 57.1 %	13 25.5 %
<b>Total</b>	37 100 %	14 100 %	51 100 %

**Footnotes:**

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (November 13th - 17th, 2017) your program billed services for 51 clients; surveys were returned for 51 clients (51 / 51 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.